

BRACKNELL FOREST FESTIVAL

THE GIANTS RETURN



1. What happens to the ticket proceeds?

All proceeds from tickets sales minus admin fees and VAT will be donated to charity. Proceeds will go to The Lexicon Charity Fund (1155173) (collectively known as 'The Receivers'). The Lexicon Charity Fund is managed in conjunction with Berkshire Community Foundation (BCF), an independent charity that connects local people with local causes and projects. The Lexicon Charity Fund, has been running since 2018 and is open for entries from charitable causes within the borough of Bracknell Forest.

2. Can I just turn up on the day and book?

Tickets should be pre-booked online wherever possible. We highly recommend advance booking online to avoid disappointment. Where a session is fully booked, there may be the possibility to buy tickets last minute on the door in the event of a cancellation, but this will be on a first-come-first-served basis. You can book online for a session up until the time that it starts. In the interests of Covid-19 safety, to avoid delays and queues at the door, we would request that online booking should be your first port of call. Please note we only accept debit or credit card or contactless payments.

3. Do babies and small children have to have a ticket?

Babies and children aged 2 years and under do not require a ticket, children and adults aged 3 years and above will require a ticket.

4. If I cancel my booking do I get a refund?

No, you can however amend the date and time of the booking yourself, subject to availability. In order to be able to amend your booking you will need to have registered for a DigiTicket user account. This can easily be done while purchasing tickets and you will be prompted to do so at the end of your transaction. You cannot make amendments to a booking on the same day that the booking is for, however you can amend future bookings up to 24 hours before the sessions scheduled start time.

5. Can I amend the names on the booking?

Bookings will be made under the name of the person booking for your group/ bubble. You do not need to change the name on the booking as long as the persons attending have the confirmation email and/ or QR code and know the booking name.

6. What is the age range for The Night Forest?

This is an all-ages event for the whole family, however it is created with children aged 3-10 years specifically in mind.

7. Can I bring my pram/buggy in a buggy park inside The Night Forest?

Buggies and pushchairs will fit inside the Forest Friends Den and there will also be a buggy park inside the venue. Buggies and pushchairs are left at your own risk.

8. Do I have to print the ticket from the email?

No, you may show it on your smart mobile or make a note of the booking name and your reference number. In the interest of saving trees we recommend not printing your ticket!

9. My child is unwell today (day of visit) may I change to another day or have a refund?

Tickets are non-refundable, however we may be able to rearrange your booking (subject to availability). If you are having trouble rearranging your booking then contact our team via the email on the contacts page of our website to get in touch.

10. Can I change my booking date or time?

You can make changes to your booking online up until 12 hours before the booking date and time (subject to availability). Bookings are unable to be amended on the day they are booked for.

11. How long does the The Night Forest experience last?

The Forest Friends' Den experience lasts approximately 30 minutes, please allow 45 minutes for your session to include time for entry, seating and exit.

12. Can I take photos or film inside The Night Forest?

You may take photographs of your friends and family inside, however you may not record elements of the performance. If you are found to be photographing or videoing the performance during the show, you may be asked to leave.

13. What time should I arrive for my booking?

In the interests of Covid-19 safety to avoid queues and congestion outside the venue, please aim to arrive at the scheduled start time of your session. Session times have been programmed to allow time for entry, seating and exit so you won't miss anything! Please do not arrive at the venue any earlier than 10 minutes before your booking time.

14. What if I'm late for my booking?

If you are late for your booking time we cannot guarantee that you will be able to see the show and you may need to buy new tickets to come back at a later time or on another day (subject to availability.) There will be no refunds if you miss your booked session. We reserve the right to fill your space if you have not arrived for your booking after 5 minutes from the start of the session. Please contact our team by email via the contact page on this ticket site if you have any concerns. Emails will be responded to within 48 hours.

15. Do I have to wear a face covering in The Night Forest?

Although as of 19 July 2021 government legislation has been lifted on the requirement to wear face coverings inside public spaces therefore face coverings do not need to be worn.

16. I'm worried about Covid-19 - what controls do you have in place?

Customers are told not to attend if they have tested positive or are exhibiting any symptoms of Covid-19. We are offering customers the ability to alter their bookings with their digiticket account. The venue is deep cleaned with virucidal cleaner at the start and end of each day. Please refer to our T&Cs for more information about our Covid policy.

17. Can I pay for my tickets with cash?

Only card payments are accepted - either online when booking, over the phone where pre-agreed or at the venue if payment was not made online or you are adding additional tickets to an existing booking. We are not able to accept cash payments.

18. What happens if a session or the event is cancelled?

If your session is cancelled by the organisers, we will endeavour to rebook you onto another session. If there are no further sessions available or you are not able to attend any alternative dates offered, then we will refund the cost of your tickets minus any booking fees. If the event is cancelled your tickets will be refunded minus any booking fees.

19. Can I walk around the venue?

This is an immersive experience where you will be guided to move through the space walking, sitting and standing at various moments throughout the show.

20. Are there toilet facilities at the venue?

There are no toilet facilities at the venue. The nearest public toilets are situated next to the Avenue car park at the Lexicon

21. Can I eat or drink in the venue?

In the interests of health and safety, we request that you do not eat and drink in the venue.

22. Do you have sessions for those with Special Educational Needs and Disabilities (SEND)?

We have SEND sessions available at 10am on Thursday 25th August, Saturday 27 August, Tuesday 30 August, Thursday 1 September and Saturday 3 September. Our SEND sessions are lower capacity, and present an environment with calm sounds, lighting and atmosphere. SEND sessions allow one free carer ticket per individual with needs. If you have any

further questions about our SEND sessions or have any specific ticketing, access or support needs you would like to talk to us about, please speak to our team via the contact us page on this ticket site. We will respond to all enquiries within 48 hours.

23. Will there be strobe lighting or loud noises during the show?

The Night Forest is designed to be a calm and relaxed environment. There will be no strobe lighting, loud or sudden noises or special effects in the show.

24. Is The Night Forest inside or outside?

The Night Forest is an inside experience. Covid controls are in place to protect the safety of our customers, performers and crew – please see question 18 in our FAQs or refer to our T&Cs for more information about our Covid policy, or alternatively contact our team via our contact page on this ticket site.

25. Will there be any photography or filming inside the venue?

There may at times be the presence of a professional photographer or videographer inside The Night Forest. By purchasing tickets for The Night Forest you agree to photos or videos being taken with the possibility that these may be used by the organisers to promote this or future events. If for any reason you do not wish for you or any member of your group to be recorded or photographed, please notify our team on arrival and we will ensure your wishes are adhered to.

26. Are pets allowed inside the venue?

Pets are not permitted inside the venue, except for registered assistance animals.

27. Is smoking or vaping permitted inside the venue?

Smoking and vaping is not permitted inside the venue.

28. Can I use my mobile phone inside the venue?

In order to ensure that everyone is able to enjoy the experience, please ensure all mobile phones are either turned off or on silent while inside The Night Forest.

29. We are no longer able to attend as we are having to isolate due to Covid-19 – can I get a refund?

We apologise but there will be no refunds where people are unable to attend due to Covid-19. Bookings can be amended to another date (subject to availability) up to 24 hours before your booked session. Please make sure you register for an account when purchasing your tickets to enable you to access and make changes to your booking.

30. I can't attend, can I give my tickets to another person?

You are welcome to pass your tickets to a third party if you are unable to attend your booked session. If you choose to sell or give your ticket to another person, you do NOT need to notify the venue of the change of name, they will just need to have the booking name, booking reference number and QR code. We will be unable to help with any enquiries relating to booked tickets from persons who are not the named person who bought the original tickets We cannot accept liability for tickets passed to a third party or any transactions between third parties.

31. I have bought tickets from another person, and I have not received them.

Apologies but we cannot accept any responsibility or liability for tickets NOT purchased directly from our ticket site or website. We will be unable to help with any enquiries specifically related to booked tickets from persons who are not the named person who bought the original tickets.

32. How much are tickets?

Tickets are priced as follows (information correct at time of site going live):

- Adults - £5 per person
- Children - £5 per person, includes a Bracknell Forest Festival Seedling Sprite pop-badge (limited edition, while stocks last)
- Carer (1 ticket per ticket holder with needs, SEND sessions only) – free

