

— BRACKNELL FOREST — GIANTS

Forest Friends Den - FAQs

1. What happens to the ticket proceeds?

All proceeds from tickets sales minus admin fees and VAT will be donated to charity. Proceeds will be divided between two charities - The Mayor's Charity Fund (SSAFA the Armed Forces Charity 210760/The British Forces Foundation 1075109) and 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.

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 Forest Friends' Den?

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

7. Can I bring my pram/buggy in a buggy park inside the Forest Friends' Den?

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). 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 Forest Friends' Den 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 Forest Friends' Den?

You may take photographs of your friends and family inside the den, 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 5 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. How many tickets can I book?

You are able to book a friends and family bubble of up to 6 ticket holders in one transaction. Each friends and family bubble is a maximum of 6 people who may sit together. If you have more than 6 people in your bubble please refer to question 15 in these T&Cs for further information

16. My friends and family bubble is larger than the maximum group tickets allocation, what should I do?

Each friends and family bubble is up to 6 ticket holders per bubble (this does not include children aged 2 years and under). A bubble will be sat together in a socially distanced section.

If your bubble is more than 6 people (not including children aged 2 years and under) then you will need to make more than one booking. Bubbles of more than 6 ticket holders will not be able to sit together.

Please note that each bubble must contain at least one adult.

17. I booked less than 6 tickets for my bubble and now I want to add extra people - how can I do this?

If you have booked fewer than 6 tickets for your bubble, you will be able to include additional ticket holders in your bubble to bring your total bubble size up to 6 ticket holders. Additional tickets for your bubble cannot be booked online. Booking extra tickets online will seat the additional ticket holders in a different section from your bubble.

If you want to add additional ticket holders to your bubble to bring your total bubble size up to 6 ticket holders please simply bring the additional people with you on the day and we can add them to your booking at the venue.

Alternatively, if your booking is more than 48 hours away, please contact our team via the contact page on this ticket site and we will endeavour to add your additional guests to your booking. If you have emailed our team about adding additional tickets and have not had a response by the time of your booking do not worry! Simply bring the additional people with you to the venue.

If you wish to add additional ticket holders in excess of 6 people, you will need to do this online as a new booking. We cannot guarantee that persons in excess of 6 will be able to attend the same session as you if they have not prebooked online as seating sections are subject to availability

18. Do I have to wear a face covering in the Forest Friends' Den?

Although as of 19 July 2021 government legislation has been lifted on the requirement to wear face coverings inside public spaces, in the interests of protecting our customers, our performers and our crew, we require all persons aged 11 years and older to wear a face covering inside the venue - unless exempt as defined by the government pre-19 July 2021.

By purchasing a ticket to the Forest Friends' Den, you recognise and agree to this requirement and understand that failing to do so may result in you being refused entry or being asked to leave. If you are refused entry or asked to leave you will not receive a refund.

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

The Forest Friends' Den has been designed with Covid safety in mind. Customers are requested to queue in a socially distanced manner and each bubble will be escorted individually to their designated seating area at the start of the session, and escorted out at the end.

Face coverings are required to be worn by all ticket holders aged 11 years and older (unless exempt as defined by the government pre-19 July 2021.) Track and Trace will be in operation at the venue. Hand sanitiser will be at the entrance to the venue and all members of the public are requested to use this upon entry.

Each bubble has designated seating which is socially distanced from other bubbles. The venue is cleaned with virucidal cleaner between each session and the venue is ventilated to reduce the risk of air borne viral agents.

Our performers and crew adhere to strict covid controls in the performance space and behind the scenes, which includes the requirement to complete a negative lateral flow test daily before coming to the venue.

Please 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.

20. 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.

21. 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.

22. Can I walk around the venue?

This is a sit-down event. In the interests of Covid safety, each friends and family bubble will be escorted to their seating area and escorted back out at the end. We request that you remain seated for the entire show – if you need to leave before the show has ended, please get the attention of a member of our team and we will be happy to assist you.

23. Are there toilet facilities at the venue?

There are no toilet facilities at the venue. The nearest public toilets are situated at the entrance to the Avenue carpark at The Lexicon

24. 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

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

We have SEND sessions available at 09:30am on Tuesday, Thursday and both Saturdays between 20 – 30 August 2021. 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.

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

The Forest Friends Den 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.

27. Is the Forest Friends Den inside or outside?

The Forest Friends Den 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.

28. 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 Forest Friends Den. By purchasing tickets for the Forest Friends Den 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.

29. Are pets allowed inside the venue?

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

30. Is smoking or vaping permitted inside the venue?

Smoking and vaping is not permitted inside the venue

31. 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 Forest Friends Den

32. 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.

33. 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

34. 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 direct 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

35. Do we receive a free gift at the event?

A token gift of a twig pencil and A5 lined note-book will be given to every child under the age of 16 years who attends the event.

36. How much are tickets?

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

Tickets are priced as follows:

- Peak (weekends and bank holidays) - £5 per person
- Off Peak (weekdays) - £4 per person
- Carer (1 ticket per ticket holder with needs, SEND sessions only) - free