
OPEN AIR CINEMA AT PAINSHILL

FAQs

Q. What if it rains?

A. Hey, it's the UK, in summertime. It might. Screenings will go ahead come rain or shine. Come prepared with warm clothing, rainwear, but no umbrellas please. Screenings will only be cancelled if the weather conditions present a danger at screening time. Patrons accept the risk that weather they consider unsatisfactory may occur on a screening night, and acknowledge that tickets will not be exchanged or refunded unless Painshill cancels a screening. In the unlikely event that a screening is cancelled, we will aim to give as much notice as possible, so please keep an eye out for information on the website and social media.

Q. How will I receive my ticket?

A. An e-ticket will be emailed to you to print at home or keep on your device. Please make sure you bring your ticket (whether it's a print at home, e-ticket on a device) to the event, as our staff will scan each to ensure validity. If you have any queries with regards to our ticketing, please contact us via email info@painshill.co.uk or telephone 01932 868113.

Q. Can I get a ticket on the door?

A. Be the early bird and get your tickets in advance online. If the tickets are not sold out prior to the show then they will be available at the door at full price. Both cash and card payments will be accepted. Please check the website or social media to check ticket status BEFORE you set out.

Q. What if I forget or lose my ticket?

A. Please bring your ticket along – if you do forget it, we have a record of all bookings, so if you provide our steward with your details we can admit you into the event. All attendees must have a valid ticket.

Q. Can I bring food and drink?

A. You're welcome to bring your own picnic and non-alcoholic drinks, but glass bottles and alcoholic drinks are NOT allowed. Alternatively, there will be amazing food stalls and alcohol bar available for purchase.

Q. Can I bring something to sit on?

A. Yes, by all means bring a picnic chair or blanket to sit on. Please note that our ushers request those members of the audience on chairs not to sit at the front, but rather position themselves at the side or towards the back of the audience arena.

Q. Will there be food and drink available at the screening?

A. Most definitely! There will be a licensed bar selling everything from craft beers to cocktails and street food stalls serving delicious grub should you not wish to bring your own picnic. So much nicer to have someone do it for you!

Q. Will there be parking at the event?

A. Free parking is available on site. Please see your ticket for access & parking instructions.

Q. Can I smoke at the screening?

A. Smoking is NOT permitted at Painshill.

Q. Can I bring a dog to the screening?

A. No, dogs are NOT permitted at our events out of respect to other audience members. Thanks for being cool about it.

Q. Will there be toilet facilities at the screenings?

A. Yes, there will be toilet facilities available. If you require disabled toilet facilities please alert us in advance of the event.

Q. Can I bring children?

A. Children are permitted at our events, but please be aware that they must adhere to the film's certification and our ushers have to check to make sure that all audience members are the suitable age to see the film. Please ensure you have photo identification with you if your child may appear younger than the listed film certification.

Q. Is there wheelchair access?

A. Yes, there is wheelchair access at Painshill. Please inform us in advance if you require wheelchair entry and exit and we will ensure you are looked after.

Q. What happens to lost property?

A. Lost property will be kept for two weeks, after which it will be donated to charity. Email us at info@painshill.co.uk or telephone 01932 868113 should you have lost something at the screening.