

OPEN AIR CINEMA AT PAINSHILL

FAQs

Q. What if it rains?

A. 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. You will receive a booking confirmation when you book, which serves as your ticket for the event. Please bring a copy of the email with you (print out or on a mobile device). 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. Avoid missing out and buy 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 Painshill website for ticket availability.

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 food and drink, including alcoholic beverages, 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. Yes, food and drink (including alcoholic beverages) will be available to purchase on site.

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. Dogs, with the exception of service dogs, are not permitted at this event.

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 cannot be admitted to any film where they are under the age of the BBFC rating. Children under 15 years of age are permitted at the screening of Bohemian Rhapsody. Bohemian Rhapsody is rated 12A. All children must be accompanied by an adult. Please note, this is an outdoor, evening event and it is not recommended for young children.

A Star is Born is rated 15. Those under 15 years of age will not be permitted. Anyone attending this event is required to bring a valid form of photo ID (passport, photo driving licence or proof-of-age scheme card with the PASS hologram). Anyone without a valid form of ID may be refused entry.

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.

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.