

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 and rainwear, but no umbrellas please. Screenings will only be cancelled if the weather conditions present a danger at screening time (very high winds, flooding and/or thunder & lightning). 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. Can I bring an umbrella or a gazebo?

A. Temporary structures such as tents or gazebos are not permitted. Use of umbrellas or parasols are not permitted during the screening of the film (as they can obstruct other people's view). Umbrellas are only permitted at management discretion.

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. Tickets must be booked and paid for in advance via our website.

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. The films are rated 15 and those under 15 years of age will not be permitted to this event. 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.