


CARLTON TOWERS
YORKSHIRE
OUTDOOR CINEMA

Saturday
25th August 2018

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Questions and Answers

What time will the screening start?

Doors will open from 7pm. The film will not start until natural light levels are sufficiently low, this will be approximately 30 minutes after sunset.



How will I receive my tickets?

Please bring with you the printed version of your ticket that includes your unique reference number. Please have this ready at the gate on arrival.

What happens in bad weather?

Screenings will still go ahead in inclement weather conditions and are never cancelled more than 12 hours ahead of the screening time as the weather can change rapidly. Customers 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 a screening is cancelled by Carlton Towers or Moonlight Outdoor Cinemas Ltd. In an event where we consider the safety of the audience could be compromised, the film may be cancelled at short notice.



Cancellations will always be a last resort and only authorised by joint decision of the General Manager of Carlton Towers and cinema company. In the unlikely event of a cancellation, tickets will be exchanged for another event or refunded.



Can I smoke at the screenings?

It is outdoors so we ask visitors to move away from the crowd out of respect for other members of the audience including children.



Can I bring tables and chairs?

Please note there is only a small amount of seating provided near the food court area, behind the screen. The screen will not be visible from this area. It is advisable to bring foldaway chairs or other suitable items to sit on in case the grass is damp. The viewing area is in the open air on variable ground conditions so please ensure you bring appropriate provision for your needs. Gazebo-style tents, awnings, canopies or any item which could obscure other patrons' views are not permitted other than on the outskirts of the event area.

Can I bring a disposable barbecue?

Barbecues, fireworks and bonfires are strictly not allowed on site.



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What should I wear?

The screening is held outdoors so please ensure you wear appropriate clothing. Please bare in mind that it can get chilly later in the evenings so make sure you bring something warm to wrap up in.



Is parking available on site?

We do have ample parking on site. This is included in your ticket/entry price. Please use the main entrance as there is a one way system in place. You will be directed on arrival by event staff.



What else should I bring?

You may also wish to bring a torch and some blankets as it can get cold later in the evening!



Can I bring a dog?

With the exception of assistance dogs, we will not be permitting dogs into any venue.



Will the house be open?

Unfortunately, due to the high number of people expected, the house will not be open to the public on this occasion. However, please check our website for other house events available www.carltontowers.co.uk



Will food be available on site?

We do have hog roast sandwiches and wood fired pizza with a selection of ice cream available to purchase. You are welcome to bring your own picnic, however, STRICTLY no glass or alcohol can be brought on site.

Will drinks be available on site?

A licensed bar serving alcohol and soft drinks is also available throughout your visit. Again, STRICTLY no glass or alcohol can be brought on site.

Facilities available

We do have outdoor toilets available including disabled access and a baby changer. On-site parking, First Aid point, information point and lost child area.

Can I bring children?

Children are welcome to attend our event but must adhere to the film's certification and must always be supervised by an adult. Please be aware that the screening will start after 9pm and run late in to the evening. There will also be alcohol on site.

Polite Notice

PLEASE BE AWARE WE HAVE A ZERO TOLERANCE POLICY WHEN IT COMES TO UNRULY/ABUSIVE BEHAVIOUR TOWARDS OUR GUESTS OR STAFF. WE RESERVE THE RIGHT TO REMOVE ANYONE FROM PRIVATE LAND WHO DOES NOT ADHERE TO THIS.

Please speak to a Carlton Towers team member if you require any assistance.

MOST IMPORTANTLY HAVE FUN & ENJOY THE SHOW.