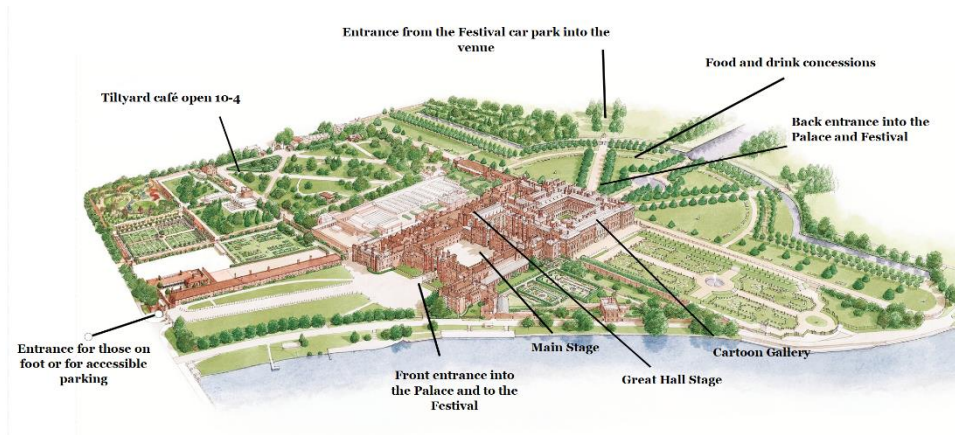


## TQRR – 8<sup>TH</sup> June – FAQs

### **Festival plan:**



During the day, customers are invited to enjoy areas of the Palace and formal gardens in between attending any booked festival sessions. There will be a pop-up book shop within the Palace and the option to attend book signings with some of the authors appearing at the festival.

Festival go-ers will be able to choose from a selection of street food and drink options in the formal gardens as well as the Palace restaurant and cafe.

The Palace will be closed between 1600 and 1830. If you have purchased a daytime ticket and an evening ticket you will be required to leave the venue between these times, but your car can remain in the Festival car park.

### **Weather:**

The Main Stage is situated inside an open-air Tudor Courtyard and therefore open to the elements. Please dress accordingly. Umbrellas will not be permitted if they obscure the view of other customers.

### **Age restriction:**

'Content of this event is likely to contain adult themes and is not recommended for persons under 16'

### **Parking:**

The main Festival car park is in Home Park, follow signs for the Hampton Court Palace Festival.

Parking can be booked in advance for £6 per car up until 9am on the festival day. Parking is on a first come first served basis, so we strongly recommend that you pre-book.

If you require accessible parking this MUST be pre-booked by emailing [accessinfo@hrp.org.uk](mailto:accessinfo@hrp.org.uk).

You will be required to present your blue badge on arrival.

### **Venue Rules:**

There will be strictly no filming allowed during any of the performances.

Food and drink are not allowed inside the Venue except bottled water. A bag search policy will be in force during the evening.

BBQs are not permitted within the grounds.

No smoking or vaping are allowed inside the venue.

**Toilet Facilities:**

There are toilets inside the Palace plus portable toilets based in the gardens.

**Food and Drink:**

There will be a selection of food and drink traders situated in the formal gardens, operating between 10:00-16:00 and 18:00-20:00. Please note that food and drink purchased cannot be taken inside the building

There is a cafe inside the Palace and in the Tiltyard gardens that will both be open 10:00-16:00.

**Pets:**

Animals are not allowed into the grounds or Festival, if you have a service dog, please contact [accessinfo@hrp.org.uk](mailto:accessinfo@hrp.org.uk)

**Accessibility:**

Hampton Court Palace is an historic building and therefore, has uneven surfaces.

Within Base Court, there are six wheelchair spaces and six complimentary companion seats available on the wheelchair platform.

In addition, access requirements can be accommodated on the flat areas of the auditorium in specific locations within Blocks B, C & D. Spaces are limited, subject to availability and booked in advance on a first come first served basis.

We offer a companion ticket for visitors with disabilities who require assistance. This is a complimentary ticket for a partner, accompanying friend or personal assistant (PA) and can be booked online at the same time as an accessible ticket. Please bring proof of eligibility when you attend the festival.

**Membership:**

Please note, tickets for this event are not eligible towards an upgrade to Historic Royal Palaces membership. Membership can be purchased <https://www.hrp.org.uk/membership>

**Event and venue queries:**

Please email [accessinfo@hrp.org.uk](mailto:accessinfo@hrp.org.uk)