

## **Dock the Halls**

### **Frequently Asked Questions**

#### **How much do tickets cost?**

Tickets are free and include one portion of popcorn per ticket! You must have a ticket to claim your popcorn. If you, or someone you are with, have an allergy, information on popcorn ingredients will be available at each venue, so please make sure you check.

#### **Do I need to purchase a ticket for a child?**

All attendees must have a ticket, regardless of age, except babies in arms at family film screenings, which don't need a ticket.

#### **Are films suitable for children?**

Family screenings are suitable for children and babies in arms. Please note the age restrictions for films.

Babies are welcome at the family screenings, but please be considerate of other attendees and step outside if required to minimise disruption.

#### **Where can I get tickets?**

Tickets (free) can be pre-booked online through Eventbrite. Simply select the film you're interested in, choose the number of tickets you would like and follow the Eventbrite instructions. Please note, for any complaints or questions about how to use Eventbrite, please contact them directly. Your e-ticket(s) will be emailed to you within 24 hours of your purchase. Keep these safe and bring them with you. NB: All tickets must be checked in at our Box Office upon arrival. Tickets do not need to be printed, but they must be on your phone / device if not.

You can also register for tickets on arrival, but please note that films may be popular and remaining tickets are on a first come first served basis.

Some venues are holding tickets at the venues. If Eventbrite is showing as Sold Out, please contact individual venues to see if this applies and you can sign up directly through them.

#### **What if I want to cancel my tickets?**

You reserve the right to cancel your tickets, and we kindly ask that you do so as films may be popular, and it allows other people to register for tickets.

### **Is seating reserved?**

Seating is unallocated, so we suggest you come early to avoid disappointment and we cannot guarantee that larger groups will sit together. The earlier you arrive, the more choice of seats you will have!

### **Is the venue accessible?**

Please email or call **Lisken** with your access requirements or for further information on:  
**events@continentaldrifts.co.uk**  
**+44 (0)20 8365 9555**

Each venue is wheelchair and pushchair friendly with accessible toilets, and each venue participating in Dock the Halls has its own access policy.

### **What is the seating like?**

If you have any special requirements, please contact the venue in advance so that we can ensure you have the best experience possible.

### **What if I am late?**

Last entry is ten minutes before the film starts. We do reserve the right to allocate your space to someone if you do not show up on time to avoid empty seats in the screenings. We advise that you arrive early to the screening so you have time to spare before the film!

Please note, admittance into the screening will start half an hour before the start of each film and there will be no admittance allowed once the film has started.

For performances and workshops, admittance to the performance/workshop area will be 10mins prior to the designated time.

### **Parking**

Please note, there is parking for blue badge holders only at venues.

### **Do children need to be accompanied?**

All children under the age of 16 must be accompanied by an adult to the workshops, films and performances. Please do not leave a child unattended, unless previously agreed with the venue directly as part of an after-school club.

### **Are the films suitable for children?**

All the films are listed with film classifications that indicate the age suitability for each film and there are family film showings at venues at 3pm on the Saturdays, with these films being rated U.

**Can I bring a buggy / pram with me?**

Yes, there will be areas to park buggies. Please note, space may be limited, and availability may vary at venues.

**Can I book workshops?**

Workshops are drop in and on a first come first served basis. Unfortunately, we cannot guarantee that everyone attending the film will be able to attend the workshop. We strongly advise you to arrive early for workshops to avoid being disappointed, as they are likely to be popular.

**Will there be food and drink available to purchase at venue?**

Popcorn will be provided at each of the venues included within your free entry ticket. Food and beverages may be available to purchase depending on the venue, further information is provided on individual venue listings. Please check with the venue regarding specific food and beverage information.

**Is water available?**

There will be free drinking water available at all the venues.

**Can I bring a bag?**

Please be considerate with what you bring, as there isn't a cloakroom and you are responsible for all your own bags and belongings. Bags must not be left at entrances or surrounding areas. Any items left will be removed and disposed of accordingly.

**Noise**

We want to be good neighbours, so please respect people living locally by arriving and leaving the event peacefully and quietly.