

## **FREQUENTLY ASKED QUESTIONS**

### **Is the event following COVID-19 guidelines?**

Strathearn Arts and Comrie Croft will constantly monitor government guidelines and make updates to this page and communicate with our ticket holders as and when necessary.

Please refer to government guidelines regarding attending with people of your own household and mixing households. We pass on this responsibility to our audience to make sure that you follow these. The safety and comfort of our audience and staff is extremely important, so we have put procedures in place to make sure you have a fantastic evening without any concerns. The following FAQs will cover these procedures. While we will endeavour to ensure that all customers abide by these guidelines, we also appreciate your assistance in making sure these are adhered to and trust that our audience will behave in a safe and sensible manner.

### **What will happen on arrival?**

On arrival, we will have a contactless ticket check so you will need to have your tickets and, if you have a Strathearn Community Ticket you will also need proof of your address, either printed or on your mobile device. You will be directed to your parking spot which will be allocated on arrival. Please see the below FAQs regarding arrival times. Our car spaces are 3 metres wide to ensure plenty space between cars.

### **Can we get out of our vehicles?**

Throughout your time at our drive-in cinema, you must only leave your car to visit the food and drink facilities, to use the toilets or in the event of an emergency. Our car parking spaces are 3 metres wide, and you must stay in the immediate area surrounding your vehicle to adhere to social distancing guidelines.

### **4. Will toilet facilities still be available?**

Toilet facilities are available on site and clearly signposted. We will operate a queuing system respecting the 2-metre rule. Toilets are checked and disinfected hourly, so we appreciate your patience during this time.

### **5. Will we be able to purchase refreshments?**

Bonnie Mountain will be our event caterers with a selection of cinema-style food and drinks (tea/coffee/soft drinks, popcorn, quality hotdogs etc.). Social distancing rules will also apply when queuing for your food and drink.

We also kindly ask that guests be mindful with any rubbish from eating and drinking and ask that you take any rubbish home with you.

As this is a Drive-In event no alcohol will be sold at the event.

### **6. Can I pay for food and drink with a Debit / Credit card?**

Yes, we ask that all payments are made by card, to limit customer and staff contact. If you are only able to pay with cash, the correct amount would be appreciated where possible to limit the movement of monies.

### **7. Can I bring my own food and drink?**

We ask that you do not bring your own food and drink, instead please support our local caterers Bonnie Mountain.

#### **8. How can I buy a ticket?**

Tickets can be purchased online with a Debit or Credit card here <https://www.eventbrite.co.uk/o/strathearn-arts-11237136161>.

#### **9. How much are tickets?**

There are a limited number of Strathearn Community Tickets per film. These will only be available to people living in the following postcodes: PH3, PH4, PH5, PH6 and PH7. You will be asked to show proof of your address (utility bill, bank statement or driver's licence) when you arrive at the event.

Full price tickets cost £28.50 plus Eventbrite booking fee.

The ticket price is per car and not per person and there is a 5-person limit per vehicle. Please check with Strathearn Arts regarding any large vehicles such as vans, buses, camper vans, motorhomes or anything that is not deemed to be a 'car'. Cars are also not permitted to have any attachments such as a trailer.

#### **10. I haven't received my ticket yet; will I need it to enter?**

Yes. You will need to show your tickets at the entrance to be allowed in. You can either print these or show them on a mobile device. Please also check your spam / junk mail. If you have exhausted all these options and still cannot find your tickets, please contact Strathearn Arts [info@strathearnarts.org](mailto:info@strathearnarts.org) with all your booking information and we will investigate this for you. Any fraudulent use of duplicate tickets may result in you being asked to leave the event and may be reported to the police.

#### **11. What time can I arrive?**

It is important we manage the flow of traffic so please arrive at the time stated on your ticket.

#### **12. Can I reserve a car space in advance?**

No. To ensure a smooth and efficient traffic flow and parking process, it is not possible to reserve spaces in advance. The event stewards will assign you a space on arrival and this will be dependent on available spaces at that time and the size of your car. Larger cars and SUVs may be positioned to the sides or further back. Don't worry as we have limited the numbers of tickets available for each screening to ensure that everyone will have a good view. If you have specific access requirements and need to be parked close to accessible facilities, please contact Strathearn Arts at [info@strathearnarts.org](mailto:info@strathearnarts.org) in advance of the event.

#### **13. How will I hear the film / music?**

The sound of the film at our Drive-in Cinema can be heard through your car FM radio system. Frequencies and instructions will be provided on arrival. If you are in any doubt about your car radio, please bring a handheld FM radio to ensure that you can tune in.

#### **14. Are there people on site to help me?**

There will be a dedicated events team on site to assist with all your needs. Please do NOT honk your car horn or flash your lights for attention. If you need to speak to a member of the team, please flash you hazard lights, and a member of our team will come to your assistance.

### **15. What if I need to leave before the film / show ends?**

There will be enough space between each vehicle for you to be able to drive out if need be. Please let a member of staff know that you need to leave, and they will assist you out. We also need to be made aware of your departure for any emergency evacuation procedures / health and safety purposes.

### **16. Are there toilet facilities?**

Yes. These toilets will be cleaned on a regular basis by our team. We ask that if you are able to, please go to the toilet before you come along. In the interests of safety, we want to reduce the number of audience members accessing toilets; however, facilities will be available should you need them.

### **17. Is there wheelchair access?**

Comrie Croft have accessible facilities, however, if it is difficult to operate your chair around the grounds, we would be happy to provide extra assistance, including if you wish to request a parking space closer to the facilities. If you wish to do this, please contact the Strathearn Arts in advance so the arrival team can then be aware and ready to help.

### **18. Are there age ratings on screenings?**

At our Drive-in Cinema, all parties in the car must be the correct age as stated by the film certification. They must still be the required age to watch the film. All films are classified by the BBFC.

### **19. How many people can I bring?**

The price of your ticket is per car not per person. There is a maximum capacity of five people per vehicle. One ticket equals one vehicle and occupants must be from one household (or extended household).

### **20. Am I able to bring my dog?**

It is your choice whether or not to bring your dog with you. Please bear in mind the length of the film and the fact that dogs must be kept inside the car at all times (except if they need to go to the toilet when they must be kept on a lead). NB It is essential that you clean up after them and take all dog mess away from the site.

### **21. What if the weather is not on our side?**

The event can continue in most types of weather we normally experience in a Scottish Summer but there are times when we may need to cancel. For example: strong winds in excess of 24mph, foggy weather etc. We will assess the weather each day and cancel a screening if we need to. So long as you provided correct email and mobile phone details when you booked, you will receive a message to say the show is cancelled. The showtime will also display as 'cancelled' on the website.

### **22. Can I record the show?**

Recording of any film at our Drive-in Cinema is strictly forbidden and you will be asked to leave the premises immediately.

### **23. Can I keep my engine running?**

For environmental reasons, it is preferable that you to keep your engine switched off as much as possible. However, using your car stereo and/or lights without your engine on will use your car battery and could result in the battery running flat. To prevent this, you may wish to switch your engine on from time to time during the screening. Please be aware that, if you do have a flat battery, equipment will be available on site to jump start your car if necessary.

**24. What happens when the show is over?**

The team on-site will be there to guide cars to the exit. Please follow our traffic management procedure so that we can exit everybody safely and timely. If you have any trouble with your vehicle and are unable to move, please remain stationary until all cars have departed and one of the team will visit you at your car to help.

**25. Can I get an exchange or refund on my tickets?**

Unless the event is postponed or cancelled, we do not offer refunds on any tickets. If you have a valid reason why you are unable to attend, please contact us and we will endeavour to help you.

**26. I haven't found an answer to my question.**

We are sorry that we have not been able to help you on this page. Please contact Strathearn Arts at [info@strathearnarts.org](mailto:info@strathearnarts.org) with your question and we will get back to you as soon as possible.