

Cliff Richard – Tour FAQ's

SCARBOROUGH – OPEN AIR THEATRE

- **Is this concert outdoors?**

Yes, this is a fully seated outdoor concert.

- **If it rains, will the concert still go ahead?**

Yes, the concert will go ahead in the rain so please come prepared. Concerts are only ever cancelled if the weather conditions make it dangerous.

- **Can I bring an umbrella?**

Umbrellas are not permitted.

- **Can I bring a camera?**

Domestic Cameras are permitted. However, ones with a detachable lens are not. No Flash photography is permitted either.

- **Can I bring food and drink?**

Food and Drink are not permitted. There will be a selection of hot and cold food stalls available to choose from inside the Venue grounds.

- **How do I get there?**

Scarborough Open Air Theatre, Burniston Road, Scarborough, YO12 6PF

- **Where is the nearest Car Park?**

Please follow the link for car parking options -

<https://www.scarborough.gov.uk/home/parking/open-air-theatre-parking>

- **I have a blue badge, where can I park?**

If you are a disabled driver or have a disabled passenger in your vehicle and are travelling to the Open Air Theatre, then we recommend parking in the [Northstead Lower Car Park](#). The car parking spaces are on a first come, first served basis, therefore it is recommended that you arrive early to ensure a parking space which is suitable for your needs.

If the Northstead Lower Car Park is full, then we recommend parking on [Royal Albert Drive](#). The path from this car park to the theatre is flat and therefore may be more suited to those in a wheel chair. It is an approximate 10-15 minute walk to the Open Air Theatre from Royal Albert Drive and may therefore not be suitable for those who are unable to walk far.

- **Public Transport**

Nearest Train Station – Scarborough Railway Station

- **Is the stage close to the entrance?**

The stage is situated just a short walk from the entrance barriers.

- **What time do gates/doors open?**

5pm

- **Will there be a support act?**

Yes, there will be a support act. Entertainment should be expected to begin from 7pm, however please note that this is always subject to change.

- **What time should the show finish?**

The performance should finish no later than 10.30pm.

- **Is there a dedicated Wheelchair area?**

Yes, there are two wheelchair user platforms. Tickets can be purchased from the Venue and Ticketmaster only. You can contact the Venue Box Office on 01723 818111 and Ticketmaster Accessible Line on 0800 988 4440

(Please note that calls to 0844's cost 7ppm plus your phone company's access charge)

- **Is there suitable seating for people who require better access?**

Yes. Call Ticketmaster Accessible Line 0800 988 4440

(Please note that calls to 0844's cost 7ppm plus your phone company's access charge)

- **Where will I collect my tickets from?**

The Venue Box Office is situated directly outside the Venue.

- **What time can I collect my tickets from?**

The Venue Box Office is open from 9am each day.

- **Can I purchase tickets on the day?**

If there is availability, yes, tickets can be purchased on the day of the performance.

- **Can I have a refund or exchange on my tickets?**

We regret that we cannot exchange, refund or transfer tickets unless the event in question has been cancelled or rescheduled. This is part of the purchase policy you agree to when purchasing tickets

- **If in the unfortunate circumstance the performance is cancelled, how do I obtain a refund?**

All necessary information will be displayed across all social media sites and the Cuffe and Taylor website detailing what steps to follow. Please allow 24-48 hours for this information.

- **Can I see a seating plan?**

Please note that A and B blocks are situated on a decked structure over the lake.

Yes, seating plans are available on the Ticketmaster website.