



Please read our guidelines and only book if you are happy to follow them.

(These guidelines are in addition to our standard terms and conditions)

We hope to see as many of you as possible at Haverhill Arts Centre: Out-of-Doors

Thank you for your help and support!

This document contains

- **HAC's Out-of-Doors special conditions in response to Covid 19**
- **Online booking help**

HAC: Out-of-Doors special conditions in response to Covid 19

Tickets

As our Box Office is closed and access to the ticket printer is limited please book online and select the print-at-home option for your tickets (which you can either print-off or show on your phone). If you are unable to buy online then the box office will be staffed between 10.00 and 11.00am from Monday to Wednesday, from 3 - 19 August. Call 01440 714140.

Group booking

You can book for six people at a time. If you book for a group of people we need the name, address and telephone number of the lead member of the group, who, should it be required for track and trace purposes, agrees to supply the names/details of all other group members. Government guidance limits attendance from groups of no more than two households or up to 6 people from different households.

Parking

Unfortunately, there is no parking on site. Please use the HAC/ Town Hall car park or the Meadows Car Park. There is very limited Blue Badge parking. You can drop off your chairs and refreshments and then move your car in the nearest parking space. Please do not park in Vanners Road or Fennels Close as this will cause inconvenience for local residents.

Audience Numbers

We have capped the total audience numbers to approximately 10% of the venue capacity

Start time

Please be aware you will see two times on your ticket. One is the show start time, the other is your arrival slot. We have introduced staggered arrivals to help reduce queue size. When you make your booking you

will be asked to select an arrival time. Each arrival slot has a limited number of spaces and these will be allocated on a first-come, first served basis. Please observe social distancing whilst queuing.

Seating arrangements

On arrival your ticket will be scanned you will be assigned a 'cloud' to suit the size of your group and ensure social distancing measures are met. Please do not get off your cloud unless you need to go to the loo. Areas will be marked out in advance. Please bring your own seats, blankets and cushions.

Food and drink

Please bring your own food and drink and, of course, take your rubbish home with you.

Masks

We encourage customers to wear masks at points where queues may form, entering and exiting at the gate and the toilets for example.

Toilets

Please try to avoid using the toilets if you see a queue forming. Toilets will be regularly cleaned.

Exiting the site

Please work with our event staff to exit the site safely and with respect to local residents.

Enforcing the guidelines

We expect all customers to follow these event guidelines and those set out by the government but, in order to safeguard our staff, we will not take enforcement measures.

Rain

The events will go ahead in all but the worst weather. In the event of a cancellation tickets will be refunded. If an event is rained off before the half-way point tickets will also be refunded. Please feel free to bring umbrellas or low shelters with you.

All events are subject to successful licensing applications

Online booking help

General help

Our checkout process works in a similar manner to most other online purchases and should be a straightforward process. However if you do run into problems please email boxoffice@haverhillartscentre.co.uk. This email address will be monitored every day and if you provide a telephone number someone will call you. You can also call us on 01440 714140 between 10.00 and 11.00am on Monday to Wednesday from the 3 – 19 August.

Forgotten Password

If you have booked online with us before but forgotten your password you can request a new one to be sent to your email address. If this is the case there is a quirk in the system, which we haven't yet been able to solve. Sorry in advance!

When you follow the link in the email (please check your junk folder) and land back on our website you will see the page below. In order to continue you need to put an item, any item, in your basket. Once you have done this you will then be able to reset your password.

EMPTY BASKET.

Please add items to your basket before continuing with the checkout

box office powered by **SPEKTRIX**

Sign up to our Newsletter

First Name

Last Name

Email

Need some help?
CONTACT THE BOX OFFICE 01440 714140



E-tickets

Please select the e-ticket/print at home option whenever possible. Once your purchase is complete you will be sent an email with the PDF ticket document attached. If you do not receive an email, which occasionally happens due to junk and firewall settings, your tickets are also available by logging in to your account. Click on the E-tickets link as below. You can choose to print tickets out or show the barcodes on your phone/tablet.



MY ACCOUNT

LOGOUT

- Details
- [Addresses](#)
- [Contact Preferences](#)
- [Other Preferences](#)
- [Offers](#)
- [E-tickets](#) ←
- [Orders](#)
- [Memberships](#)