

## **Chilham Castle Frequently Asked Questions**

### **Can I book tickets for shows at Chilham Castle via the Shakespeare's Globe Access Scheme?**

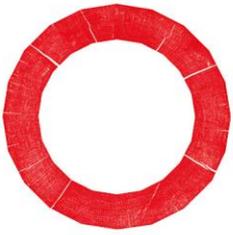
Yes. Shakespeare's Globe's Access Scheme exists so that we may better understand the requirements of our audiences. Deaf, disabled and neurodivergent people are encouraged to join our scheme so that we may assist them in finding suitable seating, and ensure that ticket prices are adjusted to reflect their requirements. Disabled parking is situated approximately two hundred metres from the auditorium and the wheelchair access is level all the way. Please inform the Globe Box Office of your requirements while booking your tickets, so that Chilham Castle ensure the correct space is available for you. A disabled toilet is provided on site. You can find out more about the Access Scheme and how to book through the Access Scheme [online](#), or by calling the Access Information Line on 020 7902 1409.

### **Will I get an allocated seat?**

The main seating area is tiered so you will have a panoramic view of the stage area. Seats are not numbered so it will be first come first served. Our ushers will ask you to kindly ensure that you do not leave any unoccupied seats between groups as we are expecting full houses at all performances. Premium ticket holders will be seated in the premium ticket holder area.

### **What does the Premium ticket include?**

The premium ticket includes premium seating, reception held in the Castle's Great Hall with Taittinger Champagne and canapés, exclusive entry through the front gates and parking on the hard standing outside the front of Chilham Castle. Please show your tickets at the entrance gate and you will be escorted into the castle by one of our ushers. The VIP reception will commence 45 minutes before the start of the play.



**Is there any parking?**

Yes. The entrance to Chilham Castle Park is located on the A252 next to Chilham Village Hall. Please look out for our road signs. The postcode is CT4 8DB. Please note that there is no vehicular entrance to the Castle grounds from Chilham village square. There will be ample free car parking next to the auditorium. Premium ticket holders have parking in front of Chilham Castle.

**When can I arrive?**

The gates to Chilham Castle grounds will open 2 hours before the start of the performance so you can relax and enjoy the beautiful gardens.

**What food and drink will be available?**

A full bar and a range of catering outlets be available. Food traders to be announced shortly. It may be advisable to order your interval drinks from the bar in advance of the performance. The food and drink outlets will continue to trade for half an hour after each performance.

Please note that picnics or glass are not permitted in the grounds past the Box Office.

**What happens if it rains?**

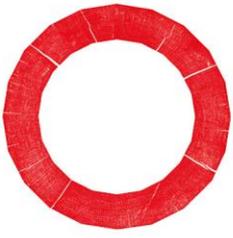
Please note that this is an open air event and the performance will take place in all but the most inclement weather conditions! Please bring suitable clothing in case of rain bearing in mind that umbrellas will not be allowed since they restrict the view of the audience behind you.

**Are the productions suitable for my family?**

Yes. We would recommend any children are aged 8 or above. There are some reference to adult themes in *Pericles*. The shows will have a running time of approximately 2 hours 20 minutes.

**Will my tickets be sent to me?**

You can opt to have your tickets sent to you at time of booking.



**Can I pick my tickets up from Chilham Castle?**

Yes, you can opt to collect your tickets at Chilham Castle at time of booking.

**Do you offer exchanges or refunds?**

Tickets may be exchanged for future performances of the same show if returned to the [Box Office](#) with at least 28 days notice. There is an administration charge of £2.50 per ticket. Refunds are not issued.

**What is the running time of the shows?**

The running time is yet to be confirmed. Please check back to the website to confirm closer to the time.

**My question hasn't been answered**

You can email us on [info@shakespearesglobe.com](mailto:info@shakespearesglobe.com) or call our switchboard on +44 (0)20 7902 1400