



Outdoor events policy

Outdoor events at Winterbourne House and Garden take place in most weather conditions and are only cancelled in extreme circumstances. Tickets are non-refundable unless the event is cancelled by Winterbourne House and Garden. In the case of severe weather, Winterbourne House and Garden will communicate directly with customers about any decisions made to cancel or postpone an event. Any decision made will be in the interest of safety for our visitors, staff, and performers.

As a charity, events provide us with a vital source of income to support the ongoing development of the house and garden. Unfortunately, insuring events against the weather would make the cost for these events prohibitive. We work with professional artists and organisations who support the same cancellation policy and follow industry standards amongst local and national visitor attractions.

Seating is not provided for outdoor performances. Please make sure to bring a comfortable outdoor chair or picnic blanket to sit on. A small area at the front will be reserved for those sitting on picnic blankets.

There is limited accessible seating available for outdoor performances. Accessible seating is located on the terrace, with a view of the performance. Please note that there may be minor obstructions to your view, but every effort is made to ensure that you can still see and hear the performance clearly. To guarantee accessible seating for an outdoor performance you must email **winterbourne@contacts.bham.ac.uk** or call us on **0121 414 9113** when booking your tickets.

You are welcome to bring your own food into the garden for all outdoor events. Alcohol is permitted on site, and you are welcome to bring your own drinks to outdoor performances. Please drink responsibly and be sure to place any rubbish in the bins provided or take it home with you.