

Summer Nights 2024 Frequently Asked Questions

Summer Nights is run by QUAD, Derby's centre for art and film. QUAD is a registered charity and all profits from the festival are re-invested in QUAD's work. Read more about what QUAD does at derbyquad.co.uk. Registered Charity Number: 1115546

Standard ticket price

- £14.00 adults
- £10.00 under 12s (under 5s are free)

There is a £1 booking fee per ticket.

BE PREPARED

Please be aware that all performances are outdoors, so please bring a chair or rug with you as there is no formal seating and dress for the weather.

What time will the screening start?

Doors will open at each venue at 6.00pm unless stated otherwise. The film will not start until natural light levels are sufficiently low, this will be approximately 30 minutes after sunset.

How will I receive my tickets?

Tickets booked online will be sent as print at home e-tickets (free). Tickets booked via QUAD Box Office can be emailed out as e-tickets (free), sent via Royal Mail Recorded Delivery (charged at £3.50 per booking) or collected from QUAD (free).

Tickets purchased under an e-ticket agreement will be sent to the email address provided at the time of sale and should be shown at the entrance to the event on a printed page, mobile phone, tablet or other device for contactless electronic scanning. All members of the party should arrive together with one copy of the e-ticket. Mobile signal is not guaranteed at any venue so tickets shown on a mobile device should be saved as a PDF or screenshot prior to arrival. Customers arriving without a valid copy of their ticket may be refused entry.

What happens in bad weather?

Screenings will still go ahead in inclement weather conditions and are never cancelled more than 12 hours ahead of the screening time as the weather can change rapidly. Customers accept the risk that weather they consider unsatisfactory may occur on a screening night, and acknowledge that tickets will not be exchanged or refunded unless a screening is cancelled by QUAD. In an event where we consider the safety of the audience could be compromised, the film may be cancelled at short notice.

Cancellations will always be a last resort and only authorised by joint decision of the Operational Management Teams at QUAD and the venue. In the unlikely event of a cancellation, tickets will be exchanged for another outdoor screening where possible.

Refund availability will be dependent on the cancellation circumstances. Cancellation information will be distributed via social media and email communication channels as a priority.

Can I bring a disposable barbecue?

Barbecues, fireworks and bonfires are strictly not allowed on site.

Can I bring tables and chairs?

Please note that no seats are provided and you should bring chairs or other suitable items to sit on. Seating is in the open air on variable ground conditions so please ensure you bring appropriate provision for your needs. Tents, awnings or canopies or any item which could obscure other patrons' views are not permitted. Small tables are permitted but they must be kept to the sides or collapsed during the screening.

What should I wear?

The screenings are all held outdoors so please ensure you wear appropriate clothing but also feel free to embrace the grandeur of the events and turn out in your dapper best! At previous events we have also had patrons arrive in fancy dress appropriate for the film screening. Please bear in mind that it can get chilly later in the evenings so make sure you bring something warm to wrap up in.

Will food and drink be available on site?

Many venues will have some food and drink provision available to purchase on the night. You are also welcome to bring your own food & drink.

What else should I bring with me?

Please note that no seats are provided and you should bring chairs or other suitable items to sit on. Seating is in the open air on variable ground conditions so please ensure you bring appropriate provision for your needs. Gazebo-style tents, awnings or canopies or any item which could obscure other patrons' views are not permitted. Small tables are permitted but they must be kept to the sides or collapsed during the screening. You may also wish to bring a torch and some blankets as it can get cold later in the evening!

I have specific access requirements - will I be able to attend?

Each venue has its own access information and visitors are asked to check the venue's own website or contact the venue directly for further detailed information.

Do any of the screenings include subtitles?

Any screenings featuring subtitles will be labelled as such as their web listing and booking page.

Is parking available on site?

Venues have free parking on site. Please check the venue's own website or contact the venue directly for further detailed information.

Where and when can I purchase tickets?

Tickets are available to buy online up to the start time of each screening or from QUAD Box Office in Derby up to 24 hours before the event. Tickets are also available to purchase on the night if there is still capacity. Please be aware that we cannot guarantee that you will be able to buy a ticket on the night.

Customers must bring their tickets with them to the screening and may be refused entry without them. In the event of a lost ticket please contact our Box Office 48 hours before the event on 01332 290606.

Can I bring a dog to the screening?

With the exception of assistance dogs, we will not be permitting dogs into any venue.

Can I bring children?

Children are welcome to attend our events, but please be aware that they must adhere to the film's certification and our team will have to check ID to make sure that audience members are the suitable age to see the film. Concession tickets are available for children under 12 years of age and free tickets are available for children under 5 years of age.

What if I forget my ticket?

Customers must bring their tickets to the screening. In the event of a lost ticket please contact QUAD Box Office at least 48 hours before the screening on 01332 290 606.

Can I hire Summer Nights for a private event?

Yes, our TechsQUAD team offer hire for private events, please contact techsquad@derbyquad.co.uk for more details.

What if I can no longer attend the screening?

We will not offer refunds, transfers or credits for any unused tickets. If you know in advance that you cannot attend the event, we recommend giving your ticket to a family member or friend if possible.

We do not endorse third party sales and do not take responsibility for any circumstances that arise from selling or buying our tickets via a third party.

If an event is sold out, we may be able to resell your tickets to our waiting list. If you would like to use this system, please contact our Box Office on 01332 290606. We will only accept requests from the person who made the original booking.

If we successfully sell your tickets to someone on our waiting list, we will reimburse the cost of the ticket to you after deducting a £2 admin fee (per ticket). This reimbursement will only be made to the customer who originally booked the tickets and via the same payment method or debit/credit card which they originally used. We will issue new tickets to the new customer and all tickets and barcodes issued to you will be invalidated and will no longer be accepted at the box office entry point at the event.

If we do not have anyone on the waiting list at the time, we will not be able to keep your details and will suggest that you to try and contact us again closer to the event date.

What should I bring with me?

If this is your first visit to an outdoor cinema event, don't fear! Here we share a few things we'd recommend bringing along.

Firstly, you'll need something comfy to sit on, as seating is not provided at the events. Camping chairs work well, and can often be picked up quite cheaply from outdoor stores. Please remember not to bring any pop-up structures or other items which could obscure the film for other visitors. We also recommend warm clothing and a comfy blanket to wrap up in, as the weather can often turn quite chilly later on in the evenings. You may also want to bring waterproof clothing, just in case!

Feel free to bring snacks and drinks including alcohol. Some venues will also have refreshments available on site. Just remember to pack up and dispose of any rubbish at the end of the evening. When leaving the events, a torch can also be useful.

There is often low – or no – phone signal at the venues, so we'd recommend making transport arrangements in advance. Check the venue page on our website for directions. Lastly, don't forget your tickets! We accept print-outs or showing e-tickets on your phone, which will be scanned on arrival.