



FAQs

Planning Your Visit

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What is Hullabaloo in the Park?

Hullabaloo in the Park is a fun-filled outdoor family festival packed to the brim with wonderful things for families to see, make and do together. Taking place in Darlington's beautiful South Park from Wednesday 26th – Sunday 30th July 2023, the festival offers a mixture of fantastic activities from live performance to messy play, storytelling to circus, audio adventures to crafting – and even a Beastie Boogie! Ideally suited for your little bugs and beasties aged 0-10 years and all their family and friends, Hullabaloo in the Park is an explosion of fun and creativity for everyone to enjoy.

There will be a lot of activities to do for free as well as some brilliant shows to book tickets for.

Who is it for?

Hullabaloo in the Park is aimed at children aged 10 years and younger and their families. Everyone is welcome to attend, there will be a lot of activity available for free and available to drop in to on the day, however, be sure to check each activity on our website as some events will be ticketed.

When is Hullabaloo in the Park?

Wednesday 26 – Sunday 30 July 2023

What time do I arrive?

The overall festival times are below:

Wednesday 26 July – 10am until 4pm

Thursday 27 July – 10am until 4pm

Friday 28 July – 10am until 4pm

Saturday 29 July – 10.30am until 4.30pm

Sunday 30 July – 10.30am until 6pm

If you are attending a specific event, we recommend arriving in a timely manner for any booked time slots, ideally 15 minutes beforehand to allow enough time to find which space the activity is taking place in and for us to check your tickets (if the event is ticketed).

What happens if I am late?

If you do arrive late, see our Hullabaloo in the Park staff who will check your tickets and advise if it's okay to enter the space. You may have to wait until an appropriate point in the show to avoid too much disruption.

As a guide, it takes approximately 10 minutes to walk from the main Hullabaloo Hub at the Parkside Entrance to the Firefly Stage/Victoria Embankment Entrance, although this might be longer with little legs and via a step-free route.

Where is South Park and how do I get there?

South Park is in Darlington and is a grade II registered historic park. There are several entrances to the park, the main entrance is on Parkside (use postcode DL1 5TG). There will be a Hullabaloo in the Park Festival Hub near this entrance where you can get all of the information you need about the festival and to book or collect your tickets. The Parkside entrance is the best entrance to use for the festival.

There is another entrance near Victoria Embankment (use postcode DL1 5JS). There will be a festival information point here however you will need to go up to the Parkside Entrance to collect or book tickets.

Wherever possible we encourage families to walk on foot, cycle, use public transport or car share to attend the festival.

Directions

Road

Use the postcodes above to direct you to the most appropriate entrance.

Train

It's easy to get to South Park from Darlington railway station; use the Victoria Road Exit at the train station; walk from the station, down Victoria Road then left down Victoria Embankment. You can then follow the signs up towards South Park café where you will see the main Hullabaloo in the Park Hub.

Bus

South Park is accessible by bus - for more information please visit [Traveline North East](https://travelinenortheast.com) [external link] <https://travelinenortheast.info/>

Cycling

There are cycle paths linking from the town centre through Polam Lane onto South Park. Cyclists can access most areas of the park as usual, however we ask cyclists not to cycle in the play area or the main bowling green.

Where can I park?

Due to limited car parking around South Park we recommend you use the [town centre car parks](#) and access the park by foot through Victoria Embankment and walk to the Hullabaloo Hub near the clock tower / café area

Is South Park wheelchair accessible?

All of the performance spaces (“stages”) are wheelchair accessible. There are concrete paths all the way around the park and there will be plastic flooring on any grassed areas needed to access activity.

The accessible step-free routes (for wheelchairs and buggies) have been identified on the Festival Map but if you are unsure, just ask one of our lovely festival staff members and they can assist you. It may take longer to use the step-free routes around the park, so you may need to allow for a little extra time to arrive for a performance or activity.

Disabled parking

Blue badge holders should follow the usual guidelines around parking, and it is the responsibility of the badge holder to park appropriately.

There are some disabled parking spaces the Parkside Entrance to the park.

As a blue badge holder you may be entitled to park on the double yellow lines outside of all entrances to South Park providing there are no loading restrictions in that area, allowing you to park here for up to 3 hours when displaying the timeclock and badge. Blue badge holders cannot park in loading/unloading bays.

Disabled toilets

South Park and all of the permanent facilities within it are managed by Darlington Borough Council. This includes the toilets and café. There is one ungendered accessible toilet in this toilet block and you may need a key from the café to access this.

In addition to the toilets provided by the council, there will be a portaloos available for festival go-ers, including a wheelchair accessible toilet. These toilets will be towards the Victoria Embankment entrance. See the map for more information.

Assistant Dogs

Assistant dogs are welcome across the whole the festival. If you need any more information on potential triggers for an assistant dog (food, puppets, loud noises), please see a member of the festival staff team or contact us in advance by emailing info@theatrehullabaloo.org.uk or calling us on 01325 405680.

Do you offer Companion/Carer Tickets?

Companion tickets are for adults with a registered disability who wish to bring another adult to assist and support them in bringing their child(ren) to a performance. A disabled adult is entitled to one free companion ticket.

Because these tickets are complimentary, they are not available to book online. Instead, these tickets must be booked by contacting our Box Office either in-person or over the phone on 01325 405405.

What Facilities are available at South Park, Darlington?

South Park is managed by Darlington Borough Council and they offer a number of facilities outside of the festival context

The park is open 24 hours a day all year round.

Toilets (including one accessible toilet) are open from 9:00 until 18:00

There is also a Café at the park offering hot and cold drinks, light snacks and bottle/baby food warming facilities.

The Café is open Monday to Friday 10am – 5pm, Saturday and Sunday 9am - 5pm

In addition to this, dedicated Hullabaloo in the Park staff will be on hand to offer assistance where needed, just look out for the brightly coloured t – shirts!

Do I need tickets?

You do not need a ticket to enter the park or enter the festival site.

You're very welcome to drop in and soak up the festival atmosphere and there'll be plenty for you to do with or without a ticket. However, if you do want to join us for the shows and workshops, we advise booking early to avoid any disappointment for specific performances/activities or times you wish to attend before they sell out.

At Hullabaloo in the Park, we offer a broad range of activities and performances for children aged 0 – 10 and their families. Some of these activities will require you to book and pay for a ticket in advance, so you and your children can have fun together. Information on which

events and activities require a ticket can be found on our website

<https://www.theatrehullabaloo.org.uk/hullabaloo-in-the-park/>

Some activities are free and have a mixture of bookable and drop-in sessions. We have identified some bookable slots for free activities across the festival to allow families to book in advance if they wish to, as we understand that sometimes this makes for an easier experience with small children. The activity across these sessions will be the same in both the bookable and drop-in sessions.

We also have a daily programme of free, non-bookable activities that are on a drop-in, first come first served basis. Again, check out our website to find out more about these.

How do I book tickets?

You can book tickets by visiting our show pages on the website:

<https://www.theatrehullabaloo.org.uk/hullabaloo-in-the-park/>

Or by calling the box office on 01325 405405

Or by visiting the box office in person. We share a box office with Darlington Hippodrome so on days when there is not a show on at The Hullabaloo, you will need to go through to the desks at Darlington Hippodrome.

The box office is open 10.00am – 6.00pm, Monday-Saturday, for phone call and in person bookings.

Collecting and checking tickets

Bookable sessions will have ticketing system in operation. This is to provide the best possible experience with smaller audiences or limited capacity.

Please give your name to the member of staff in that area and they will tick you off a list. There is no need to collect your ticket from the box office and there is no need to print off your ticket for any of these events. We will have your name on a list and will be ready to welcome you in.

Latecomers

If you do arrive late, see our Hullabaloo in the Park festival staff who will check your tickets/name and advise if it's okay to enter the space. You may have to wait until an appropriate point in the show to avoid too much disruption, but we will do our best to let you in.

Can I get a refund?

If you are unable to attend a performance or activity, we can either change your ticket for a different show at this year's festival or put credit on your account to book a ticket in future. Credit can only be used on future shows and events at The Hullabaloo. To receive credit, you must let us know at least 24 hours before the show starts. After that time, we are not able to change your ticket or offer credit.

We are unable to offer refunds.

Is the park buggy friendly?

All of the performance spaces ("stages") are accessible to buggies. There are concrete paths all the way around the park and there will be plastic flooring on any grassed areas needed to access activity by buggies and wheelchairs.

The accessible step-free routes (for wheelchairs and buggies) have been identified on the Festival Map but if you are unsure, just ask one of our lovely festival staff members and they can assist you. It may take longer to use the step-free routes around the park, so you may need to allow for a little extra time to arrive for a performance or activity.

When taking part in activities or watching a performance there will be a dedicated space to leave any buggies, however, we recommend always keeping any valuables with you as you will be responsible for keeping them safe.

Will Hullabaloo in the Park still go ahead in bad weather?

Hullabaloo in the Park is an outdoor festival, so please expect the Great British Summertime and prepare accordingly. So, think umbrellas and raincoats as well as suncream and sun hats!

In the event of undesirable weather which means it is unsafe for events to proceed, for example heavy rain or strong winds, we will try to relocate performances and events to The Hullabaloo where possible. Where possible, we aim to contact all ticket holders 12 hours in advance should this be necessary, so please confirm that we have contact details for your group and we will be in touch. Updates will also be posted on our social media pages so make sure you have these notifications turned on.

What if I don't feel well?

If you become unwell, inform our dedicated Hullabaloo in the Park staff in brightly coloured t-shirts and they will be on hand to offer assistance. We have qualified medics on site to provide first aid immediate response.

Can I bring my dog?

No dogs are allowed in our event unless they are assistance dogs. However, the festival does take place in a public park so there will be members of the public there who may have dogs with them.

Will there be food and drinks available?

On the festival map you will see our Family Picnic Area where you're welcome to join us for a little break from all the fun. Bring your own picnic or buy whatever you like from the café or from food stalls on site, and join us on the grass down near the embankment entrance. If you are bringing your own picnic, please do not bring any glass as broken glass is very dangerous for children and animals using the park.

We will have few blankets and mats to sit on, or you might like to bring your own. It's up to you.

South Park has a café that is run by Darlington Borough Council, situated by the bowling green. The café is open 10am - 5pm Monday to Friday, 9am-5pm on Saturday and 9am-5pm on Sunday.

There will be a range of hot and cold drinks, sandwiches, snacks and ice-creams available daily.

Please note: you will not be able to take any hot drinks into a baby show for safety reasons.

Unfortunately, we do not have access to a waterpoint to enable you to refill water bottles so please make sure you have plenty with you.

What if the event or activity is cancelled?

If we do need to cancel an event, for reasons including bad weather, then refunds will be offered. Please note that we will only stop the festival in very extreme circumstances and hope to go ahead whenever we can.

How to contact us

Before the festival- If you have any questions or queries regarding Hullabaloo in the Park before the week of the festival, we can be contacted on our usual email address info@theatrehullabaloo.org.uk and phone number 01325 405680

Questions about tickets? – please always contact the box office for queries around tickets. You can call them on 01325 405 405 or visit them at Darlington Hippodrome between 10am and 6pm.