

KYNREN⁺

AN EPIC TALE OF ENGLAND

Dear All,

Welcome to our 2025 Season!

After a record breaking summer in 2024, Kynren: An Epic Tale of England, the crown jewel of Bishop Auckland, Country Durham, is back for 2025!

Ranked by TripAdvisor as one of the 'Top Five Shows to see in the UK', Kynren is an enthralling live summer entertainment spectacular. Two thousand years of history, myth and legend rush by in 90 minutes as you join young Arthur on his epic quest.

2025 SHOW DATES

We are delighted to announce 9 dates for the summer, with performances on Saturdays from 19th July to 13th September 2025.

Show Date	Check in by	Performance Start Time
Saturday 19 th July	20:15	21:15
Saturday 26 th July	20:15	21:15
Saturday 2 nd August	20:15	21:15
Saturday 9 th August	20:00	21:00
Saturday 16 th August	19:45	20:45
Saturday 23 rd August	19:30	20:30
Saturday 30 th August	19:15	20:15
Saturday 6 th September	19:00	20:00
Saturday 13 th September	18:45	19:45

PRICING

This is the Price List for 2025, on which your discounts apply:

	Standard	Superior	Deluxe	VIP
Adult (18+)	£30	£40	£50	£62
Child (4-17)	£10 Off Adult price			
Toddler (up to 3)	Free when sat on adult's lap			

The discount scale is as follows, based on when you confirm an order:

Confirm your order **up to and including 1st May 2025:**

20% discount on all Deluxe, Superior and Standard tickets, **15% discount** on VIP tickets; free coach parking space on site (subject to availability)

Confirm your order from **2nd May 2025 to 6 weeks prior** to your chosen performance:

15% discount on all Deluxe, Superior and Standard tickets, **10% discount** on VIP tickets; free coach parking space on site (subject to availability)

Confirm your order **less than 6 weeks prior** to your chosen performance:

- **10% discount** on all Deluxe, Superior and Standard tickets, **5% discount** on VIP tickets; free coach parking space on site (subject to availability)

WE ARE HERE TO HELP!

Our core aim at Kynren is to make it as easy as possible to bring your visitors to see the show. We are committed to supporting your sales effort to fill seats, giving visibility, flexibility and payment terms to suit your needs.

There are 2 options in 2025:

1. Reserve tickets without commitment, with our fully flexible reservation process, to set aside seats until 6 weeks prior to your chosen performance date.
2. Order to secure your actual seats, against a non-refundable and non-transferable deposit.

We offer 2 payment plans, depending on how soon you place the order.

Full details and terms and conditions are below.

OPTION 1 - The fully flexible Reservation Process:

This is the most flexible plan for your group until you are ready to fully commit and place an order with us.

Following receipt of your reservation, availability permitting, we will send you a reservation confirmation and the number of requested seats will be reserved for the performance date chosen.

- At any point in time up to 6 weeks prior to the performance you have selected, YOU can make changes to your reservation subject to availability (including increase or decrease the number of seats, change the category, and/or the date), cancel the reservation altogether or transform the reservation into an order.
- At any point in time up to 6 weeks prior to the performance you have selected, WE reserve the right to contact you and give you notice that we can no longer hold your reservation. This is likely to happen when availability becomes an issue for the date of your chosen performance. In this case, we endeavour to give you seven days' notice to transfer your reservation into an order before we cancel your reservation. It is in our interest to support your sales effort to the point at which you are in a position to place an order with us, so we will only cancel for legitimate business reasons.
- Please note: 6 weeks prior to any individual performance all outstanding reservations will automatically become void and we will no longer be able to hold any of the seats held previously under that reservation without an order. It is important we keep in touch to transform reservations into orders as soon as you are ready, to secure the best seats for your visitors.
- Please note our VIP seats cannot be reserved, they must be ordered, and a non-refundable non transferable deposit paid. See the order process below.
- If you transform your reservation into an order before 1st May 2025, it will be eligible for the maximum ticket discount.
- Please note that no specific seat can be allocated to your party under a reservation, so please transform your reservation into a formal order if you want lower or aisle or wheelchair seats, as these tend to be booked first and/or fast by the general public.

OPTION 2 - The Order Process:

Use the order option to secure the seats of your choice, and the sooner you place your order, the better discount you will access.

After we acknowledge receipt of your order form, availability permitting, we will issue an order confirmation immediately and an invoice for the first deposit. We will secure the seats you requested in the category and for the performance date chosen and allocate them to your group, taking into account your preferences (aisle, row etc) subject to availability.

Upon issue of the order confirmation your seats will be secured, and your order will trigger the following set of payment milestones -failure to make each payment will constitute a break-out clause.

When your order is placed:

1. Payment of a £10 per ticket deposit within 7 days of your order confirmation.
2. Full payment of the remaining balance 6 weeks prior to your chosen performance date.

Notes:

- All deposits are on a per-ticket-ordered basis and are non-refundable and non-transferable. Failure to make any of the payments in the schedule will trigger automatically an immediate

cancellation of your order. Failure to pay the balance on some or all tickets will result in forfeiting all corresponding deposits paid up to that point.

- You can alter the size of an order at any point: if you increase it, deposits are owed for the additional tickets, if you decrease it, you will forfeit the deposits paid for the tickets you no longer need.
 - No booking will be final until we have received full payment for the order. The tickets will be sent to you only after the last payment is received.
 - For operational reasons we request guests have checked in at least 1 hour before the advertised start time of the chosen Kynren performance. This information is correct at time of print (Summer 2024), however it is the visitor's responsibility to check the operational requirements of their performance as advertised real time on our website <https://www.11arches.com/your-visit/operational-requirements>.
 - A complimentary ticket for the coach driver is available. This only applies to the driver, and it will be issued and handed to him/her in person on site on the day of the performance, in a category and place on our tribune at the discretion of 11Arches, subject to availability. If you wish the driver to sit with your party, please order and pay for their ticket as part of your group booking.
 - All deadlines with a reference to weeks before a performance date are understood as falling as at 4pm on the Friday, weeks before the performance date, regardless of whether the chosen performance date falls on a Friday or a Saturday.
3. Any changes to an order less than 6 weeks prior to the date of the performance are subject to a discretionary admin fee of £20 per change to cover the costs incurred in administration of those changes.

ADDITIONAL NOTES & TERMINOLOGY

- 'Reservation' – This is a way to set aside a specific number of tickets in a category for a chosen performance date without any firm commitment on your end; as such it does not constitute an order, it can be changed or cancelled at any time by you (subject to availability); under certain circumstances we may have to give you notice that your reservation must to be transformed into an order or cancelled by us.
- 'Order' – This is a way to secure actual seats in our Tribune for your group. It will be in place once an order form has been acknowledged and an acceptance of order confirmed by 11Arches. Upon issuance of the order confirmation a contract will come into existence between 11ANS Ltd and you. Actual seats are only secured and allocated when an order is in place, and they would only be ever released by us for onward sale if a called payment is not met.

Failure to make any of the payments in the order payment schedule will trigger automatically an immediate cancellation of your order. Failure to pay the balance on some or all tickets will result in forfeiting all corresponding deposits paid up to that point.

· An order becomes a 'Booking' when 100% payment of an order is received. Only then are actual tickets issued and sent to the party organizer.

It is easy for you to edit your reservation or your order at anytime after it has been confirmed by us. Use the same form below or [click here](#), and choose the option to amend/cancel an existing order or reservation.

We look forward to welcoming you to Kynren in 2025!

Best wishes

The 11Arches Team

Terms & Conditions of a Reservation

- In completing a reservation, you acknowledge that this does not constitute an order.
- Our acceptance of your reservation will take place when we write to you to acknowledge its receipt. Only then, availability permitting, will we set aside the number of seats you reserved in the category and for the performance date chosen.
- At any point in time up until 6 weeks prior to the performance you have selected, you can:
 - o make changes to your reservation subject to availability (including increasing or decreasing the number of seats, changing the category, and/or changing the date), any or all of which is free of charge;
 - o cancel the reservation altogether, free of charge; or
 - o transform the reservation into an order.
- At any point in time up until 6 weeks prior to the performance you have selected, we reserve the right to contact you and give you notice that we can no longer hold your reservation. This is likely to happen when availability becomes an issue for the date of your chosen performance. In this case, we will endeavour to give you 7 days' notice to transfer your reservation into an order before we cancel your reservation. Rest assured it is in our interest to support your sales effort to fruition until such point you are in a position to place an order with us, and we will only resort to this for legitimate business reasons.
- Please note our VIP seats cannot be reserved, they must be ordered, and a non-refundable non transferable deposit paid. See the order process below.
- Depending on when you transform your reservation into an order you will be eligible for a sliding scale of benefits, as shown below. It is in your interests to confirm your order as soon as possible to access the best benefits.

Confirm your order **up to and including 1st May 2025:**

20% discount on all Deluxe, Superior and Standard tickets, **15% discount** on VIP tickets; free coach parking space on site (subject to availability)

Confirm your order from **2nd May 2025 to 6 weeks prior** to your chosen performance:

15% discount on all Deluxe, Superior and Standard tickets, **10% discount** on VIP tickets; free coach parking space on site (subject to availability)

Confirm your order **less than 6 weeks prior** to your chosen performance:

- **10% discount** on all Deluxe, Superior and Standard tickets, **5% discount** on VIP tickets; free coach parking space on site (subject to availability)
- Please note that 6 weeks prior to your chosen performance, all outstanding reservations that have not been transformed into an order will automatically become void and we will no longer hold any of the seats held previously under that reservation.
- Actual seats will be only allocated upon transforming this reservation into an order, on a first ordered, first allocated basis.
- For operational reasons we request guests have checked in at least 1 hour before the advertised start time of the chosen Kynren performance. This information is correct at time of print (Summer 2024), however it is the visitor's responsibility to check the operational requirements of their performance as advertised real time on our website <https://www.11arches.com/your-visit/operational-requirements>.
- A complimentary ticket for the coach driver is available. This only applies to the driver, and it will be issued and handed to him/her in person on site on the day of the performance, in a category and place on our tribune at the discretion of 11Arches, subject to availability. If you wish the driver to sit with your party, please order and pay for their ticket as part of your group booking.
- All deadlines are understood as falling as at 4pm on the date mentioned.

Terms & Conditions of an Order

- In filling an order request, you acknowledge that the order will be in place once an order request has been acknowledged and an acceptance of order confirmed by us. Upon issuance of the order confirmation a contract will come into existence between 11ANS Ltd and you, and our terms and conditions will apply, see <https://www.11arches.com/terms> for full details.
- After we acknowledge receipt of your order form and we accept it, availability permitting, we will issue an order confirmation immediately and an invoice for the first deposit. We will secure the seats you requested in the category and for the performance

date chosen and allocate them to your group, taking into account your preferences (aisle, row etc) subject to availability.

- Upon issuance of the order confirmation your seats will be secured, and your order will trigger the following set of payment milestones - failure to make each payment will constitute a break-out clause.
- Payment plan:

When your order is placed:

1. Payment of a £10 per ticket deposit within 7 days of your order confirmation.
 2. Full payment of the remaining balance 6 weeks prior to your chosen performance date.
- All deposits are on a per-ticket-ordered basis and are non-refundable and non-transferable. Failure to make any of the payments in the schedule will trigger automatically an immediate cancellation of your order. Failure to pay the balance on some or all tickets will result in forfeiting all corresponding deposits paid up to that point.
 - You can alter the size of an order at any point: if you increase it, deposits are owed for the additional tickets, if you decrease it, you will forfeit the deposits paid for the tickets you no longer need.
 - No booking will be final until we have received full payment for the order. The tickets will be sent to you only after the last payment is received.
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3. Any changes to an order less than 6 weeks prior to the date of the performance are subject to a discretionary admin fee of £20 per change to cover the costs incurred in administration of those changes.