

NOTTS MAZE

LET'S EXPLORE

Presents FIRELIGHT

Frequently Asked Questions & Terms and Conditions

Event dates: Wednesday 4th & Thursday 5th November 2026

Are there ID or minimum age requirements to enter the event?

Children under 16 must be accompanied by a paying adult.

We operate a **Challenge 25 policy** for the purchase of alcohol. Anyone who looks under 25 may be asked to provide valid photographic ID.

What are my transport/parking options for getting to and from the event?

If possible, please walk, get dropped off or car share, as parking on site is limited.

If you are travelling by car, please follow the instructions of our parking attendants and park only in designated areas.

Please do not block any driveways, access points or emergency routes. This is to ensure that emergency vehicles can access the site at all times.

Notts Maze accepts no responsibility for vehicles or belongings left in the parking area.

What can I bring into the event?

Firelight takes place outdoors on a farmer's field, so please wear **sensible footwear and appropriate outdoor clothing**. November weather can be unpredictable and the ground may be muddy or uneven.

No food or drink may be brought onto the site. This includes alcohol, soft drinks, snacks and packed lunches.

We will have a range of food and drink available to purchase onsite, including our licensed bar.

Can I bring my own alcohol?

No. **No alcohol or other drinks may be brought onto the site.**

All food and drink must be **purchased from the onsite food and drink vendors.**

Bags may be checked on entry and any prohibited food or drink may need to be left outside the event.

How can I contact the organiser with any questions?

Please contact Notts Maze using the contact details provided on our website.

We will do our best to respond to enquiries as quickly as possible.

What's the refund policy?

Tickets are **non-refundable unless the event is cancelled by Notts Maze or a refund is otherwise required by law.**

In the event of cancellation due to adverse weather or circumstances outside of our control, we will contact ticket holders with information regarding any alternative arrangements or refunds available.

Event timings, entertainment and activities may be subject to change.

Do I have to bring my printed ticket to the event?

No. We can scan your ticket directly from your phone, so there is no need to print it.

Please have your ticket available when you arrive to allow us to get you into the event as quickly as possible.

Can I use my ticket on another night?

No. **Tickets are only valid for the date selected at the time of booking.**

For example, a ticket purchased for **Wednesday 4th November cannot be used on Thursday 5th November.**

Tickets cannot automatically be transferred between event dates. Any exception would be entirely at the discretion of Notts Maze.

Is my ticket transferable?

Yes. You can pass your ticket on to a friend or family member if you can no longer attend, **provided they attend on the original date the ticket was booked for.**

Tickets must not be sold for more than their original face value or listed on ticket resale websites. Any tickets found to have been resold above face value may be cancelled.

Are sparklers allowed?

No. As this event takes place on a farmer's field, **sparklers are strictly prohibited onsite.**

Please do not bring your own fireworks, sparklers, flares or other pyrotechnics.

Can I bring my own fireworks?

No. **Personal fireworks or pyrotechnics are strictly prohibited.**

The fireworks display will be carried out by professional fireworks operators in a controlled area.

What time is Firelight?

Firelight will take place on:

🕒 **Wednesday 4th November 2026**

🕒 **Thursday 5th November 2026**

Gates open: 5:00pm

Bonfire lighting: approximately 7:00pm

Fireworks: approximately 7:45pm

Event closes: 9:00pm

Please note that timings may change due to weather, safety or operational requirements.

Will the event still go ahead if it rains?

Company Number: 10670406

Registered Address: 11 Jumelles Drive, Calverton, Nottingham. NG14 6QD

Firelight is an outdoor event and will generally go ahead in normal wet or cold weather.

Please come prepared for November weather and wear suitable footwear.

In the event of severe or unsafe weather conditions, Notts Maze reserves the right to delay, postpone or cancel the event. If this happens, ticket holders will be contacted using the details provided when booking.

Are fireworks suitable for young children?

Fireworks can be very loud and include sudden bangs, flashes and smoke. Parents and guardians should consider this when deciding whether the event is suitable for their children.

Children must remain under the supervision of their accompanying adult throughout the event.

Can I bring a dog?

No. Unfortunately, dogs are not permitted at Firelight, with the exception of registered assistance dogs.

Will there be food and drink available?

Yes! We will have a range of **food and drink options available to purchase onsite**, along with a licensed bar for customers aged 18 and over.

Please note that visitors cannot bring their own food or drink onto the site.

What else will be at Firelight?

Alongside the bonfire and fireworks, there will be a **funfair, food, drinks and family-friendly entertainment** to enjoy throughout the evening.

What happens if I behave badly at the event?

We expect all visitors to behave responsibly and respectfully towards staff, security, performers and other customers.

Anyone behaving in an aggressive, threatening, abusive or inappropriate manner may be **refused entry or removed from the site without a refund**.

Please follow all instructions given by Notts Maze staff, security personnel and event marshals.

Accessibility

Firelight takes place outdoors on a field and some areas may be uneven, muddy or difficult to access.

We will make reasonable efforts to accommodate visitors with accessibility requirements, but some areas may not be fully accessible due to the nature of the site and weather conditions.

If you have specific accessibility requirements, please contact us before attending so we can advise you of the facilities available.

Lost property

Notts Maze cannot accept responsibility for lost, stolen or damaged personal belongings.

Any property found should be handed to a member of staff. Reasonable efforts will be made to reunite lost property with its owner.

Important information

Firelight takes place outdoors and visitors attend at their own risk. Please follow all instructions from Notts Maze staff, security and event marshals.

Notts Maze reserves the right to make reasonable changes to the event, including **timings, activities, entertainment, vendors and site layout**, where necessary for safety, weather or operational reasons.

Nothing in these terms and conditions excludes or limits any liability that cannot legally be excluded or limited.