

WILD: The Drone Light Show

Lord's, London

Frequently Asked Questions

Refunds and Rescheduling

Can I refund my ticket or change the date?

All tickets are non-refundable. If the experience has to be postponed due to weather, your ticket will automatically transfer to the reserve date displayed on the experience booking page. For details, see Participant Terms and Conditions displayed at the point of booking.

Is there a possibility of the organisers needing to reschedule the experience due to weather?

Yes. There is the possibility that this experience may need to be postponed for weather-related reasons. If we need to reschedule, you will be contacted by email to let you know. If the experience has to be postponed from a Planned Date due to weather, your ticket will automatically transfer to the Reserve Date stated at the point of booking.

The Reserve Dates are as follows:

- Customers who purchase a ticket for the show on Saturday, 21 November 2026, will have a Reserve Date of Saturday, 13 February 2027.

What happens if I cannot attend the Reserve Date?

In the scenario that a Planned Date moves to a Reserve Date and a customer chooses not to attend (or is unable to attend for any reason), then they will not be entitled to a refund or an alternative Reserve Date.

In the event that a customer's Planned Date is postponed resulting in their show moving to their nominated Reserve Date, and this date is no longer convenient for them, on a goodwill basis and without obligation, the organisers may provide an option for them to transfer to an alternative Reserve Date, subject to (a) more than one Planned Date being postponed to a Reserve Date and (b) there being seat availability on that alternative Reserve Date.

What happens if the Reserve Date cannot go ahead?

In the scenario that a Planned Date moves to a Reserve Date, and the Reserve Date cannot go ahead, all customers who purchased on the basis of that nominated Reserve Date will be automatically refunded.

If my ticket becomes eligible for a refund, what happens to the handling or booking fee?

The handling fee (10% of the total purchase price) is non-refundable in all circumstances.

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Ticket Queries

How can I access my tickets?

You will receive your e-ticket(s) from Fever via email. This will be sent from:

hello@feverup.com (please check your junk or spam folders in case it's gone there). A copy of your ticket can also be found by logging in to your Fever customer account.

If you have purchased multiple tickets under one booking, please note the Fever system will generate separate QR codes for each person to scan on arrival.

You are advised to either display your ticket on your mobile, or print a copy of your e-ticket(s) at home to be scanned at the entry gate.

How can I contact your team about my booking?

If you have a ticket or booking-related question, you can contact the Fever team via email at hello@feverup.com or by using the instant chat function found on the Fever homepage or in the Fever app.

How do I book wheelchair-accessible tickets?

Email accessibility@yuup.co, and one of our team will help you arrange wheelchair-accessible tickets for you and your companion.

Can I purchase tickets at the venue?

Tickets can only be purchased in advance from the Fever website or Fever app and cannot be purchased from the venue box office.

I can no longer attend, can I give the tickets to someone else?

We are sorry to hear that you can't join us. Tickets are non-refundable, however, if you would like to pass on your tickets to someone else, that is fine as long as they have access to the QR e-tickets to scan on entry.

What ticket do I buy for a child under 3 years?

Children under the age of three are required to sit on the lap of the adult they are attending with. There is no charge for children under 3, but they must have a valid ticket to enter. Please select the 'Child Under 3' add-on ticket at checkout and the accompanying adult will receive a second QR code for this ticket type.

How do I use my Blue Light Card?

For Blue Light Card holders, we offer concession ticket option however, there's no further discount that can be added at the checkout.

Please, bear in mind, that a concession ticket can be purchased only by the Blue Light card holder and does not cover the rest of the group.

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Timings / Arrival

How early should I arrive before the performance starts?

Gates open 90-minutes before the show for General Admission and Premium ticket holders in Compton's and the Barclays Media Centre. Hospitality guests in The Edrich and The Willow have early access from 2-hours before the show.

We advise you to arrive in plenty of time to get through the gates and security checks prior to the start time.

Please be aware bag searches will be in operation, as well as security checks at the entrance.

What are the show timings

- Early access for guests with The Edrich and The Willow hospitality tickets: 16:00
- Gates open for General Admission and Compton's and Barclays Media Centre guests: 16:30
- Food village opens: 16:30
- Show starts: 18:00
- Show ends: 18:50
- Site closes: 19:40

How long does the performance last for?

The total show run time is 40 minutes.

What can't I bring to the event?

Full details can be found in the ground regulations:

<https://www.lords.org/information/general-ground-regulations>

The following are not permitted

- No alcohol.
- No food (unless you have a medical exemption).
- No glass bottles.
- No fireworks or flares.
- No weapons, firearms or any other items considered dangerous.
- Flags, Clothing, Banners, or other signs that are offensive, racist, or commercially or politically motivated.
- No instruments, whistles or horns, unless agreed in advance.

This policy helps to ensure the safety and comfort of spectators in attendance at Lord's. The venue will have a thorough safety and security operation in place when you arrive. Bags and personnel will be searched, please avoid bringing bags, if at all possible.

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Seating

Is the venue accessible for wheelchair users?

Lord's is a fully accessible venue and tickets are available for wheelchair users in dedicated areas.

I'm in a wheelchair which seat do I choose?

Email accessibility@yuup.co, and one of the Yuup team will help you arrange wheelchair-accessible tickets for you and your companion.

Wheelchair seats are limited, so please book tickets for yourself and your carer at the same time to ensure you are sat together.

Can I bring a companion (carer) with me?

Yes, we offer one complimentary ticket for a companion attending the performance with you.

What counts as a proof for companion (carer) ticket?

You must be able to supply one of the following documents dated within the past 12 months or with a valid date covering the event:

- Front-page of DLA letter or PIP letter
- Front-page of Attendance Allowance letter
- DID card (National Disabled Identification Card)
- Evidence of being registered as severely sight-impaired (blind)
- Recognised Assistance Dog ID card
- Valid Access Card showing you require a +1 to accompany you
- Armed Forces Independent Disability Payment
- War Disablement Pension
- A specialist medical consultant letter stating your need for additional assistance at events

In addition, copies of the following two pieces of evidence are required in order to reserve an accessible parking space:

- Valid Blue Badge
- Valid Photo ID (Driver's licence/Passport or equivalent, to validate the Blue Badge)

Can I bring a pushchair with me?

Yes. Please speak to one of the stewards on arrival, who will advise you where to leave your pushchair during the show. Please note that all pushchairs are left at the owner's risk.

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Facilities at Lord's

What food and drink concessions will be open?

Catering will be available offering a wide range of options to suit all dietary requirements, including vegetarian, vegan, gluten-free and more.

Does the venue accept cash and card payments?

Lord's is a cashless venue and only cards will be accepted at bars and catering units. We ask all visitors to remember to bring their card or e-wallet.

Is the tiered seating at Lord's steep or high?

All seating at Lord's is tiered so all visitors have the best view. Some stands are steep. If you have specific requirements please email accessibility@yuup.co before booking your tickets to check the best option for you.

Premium and hospitality options

What premium or hospitality options are available?

Lord's is renowned for exceptional hospitality. For WILD, we are delighted to offer a collection of prestigious premium packages, uniquely curated by Lord's to make this spectacular experience even more memorable.

What is included in the Compton's premium ticket option?

Enjoy access to the exclusive Compton's before and after the show, together with fast-track entry through a dedicated gate.

Your package includes unlimited house wines, beers and soft drinks for three hours, from gates opening at 16:30 until 19:30. When it is time for the show, take your allocated seat on the balcony directly outside Compton's and enjoy a spectacular view as WILD takes over the night sky above Lord's.

What is included in the Barclays Media Centre premium ticket option?

Experience WILD from one of the most iconic and exclusive vantage points at Lord's. This is one of the rare occasions when members of the public are invited inside the renowned Barclays Media Centre.

Your package includes fast-track entry through a dedicated gate, along with unlimited house wines, beers and soft drinks for three hours, from gates opening at 16:30 until 19:30. This is the only ticket type that allows you to watch WILD from the comfort of an allocated indoor seat. From its extraordinary, elevated position, the Barclays Media Centre will place you right at the heart of the spectacle.

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What is included in The Edrich hospitality ticket option?

Enter Lord's from 16:00 through a dedicated gate before making your way to The Edrich, a stunning restaurant with one of the finest outlooks in the ground.

Enjoy three and a half hours of hospitality, including unlimited house wines, beers and soft drinks, light bites and roaming bowl food, from 16:00 until 19:30. Shortly before WILD begins, you will be invited to take your allocated seat on The Edrich balcony, an exceptional vantage point from which to experience the scale and spectacle of the show. Afterwards, return inside and round off the evening with a final post-show drink.

What is included in The Willow hospitality ticket option?

Enjoy an unforgettable Lord's hospitality experience, beginning with early access to the ground from 16:00 through a dedicated gate.

From there, make your way to The Willow, an impressive hospitality suite offering outstanding views across the ground. Your package includes three and a half hours of unlimited house wines, beers and soft drinks, accompanied by light bites and roaming bowl food, from 16:00 until 19:30. Shortly before the show, take your allocated seat on The Willow balcony and enjoy a superb view as WILD transforms the sky above Lord's. After the show, you are welcome to return inside for a final drink.

Getting to Lord's

How do I get to Lord's

For all the latest guidance on travel, please visit
<https://www.lords.org/lords/visit-us/how-to-get-here>

General questions

Is the event suitable for children?

This show is recommended for all ages.

All children under the age of 18 must be accompanied by a parent or guardian over the age of 18. Any adult is responsible entirely for the safety and welfare of any infant, child, or teenager in their party. We do not accept any parental or supervisory duty of care or liability for any under-18s.

What happens if there is bad weather, will the event still go ahead?

In the event of bad weather conditions, the event may be postponed and your booking will automatically be moved to a new date as explained on the Experience Listing. We will contact all customers by email to confirm the new date the event will be held on.

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Can I bring my dog to the event?

Unfortunately, dogs are not allowed to attend the event with you with the exception of assistance dogs.

Can I bring my own food and drink?

No, spectators are not permitted to bring in their own food and drink unless they have a medical exemption. If so, where possible, provide proof of this to stewards on entry.