

EE's Home Presents: The Summer Circus FAQs

About the Experience

What is EE Home Presents: The Summer Circus

EE Home Presents: The Summer Circus is a 60-minute immersive circus show.

Join the Hooper Family as they juggle work, family, activities and home life during the summer holidays in a spectacular circus-themed adventure. With the help of their reliable ally EE Home, they transform the chaotic summer into a calm and organised experience.

Featuring artists from Revel Puck Circus, this limited-time event features jaw-dropping stunts, awe inspiring acrobats, hula hooping, juggling and more. It showcases the incredible challenge of keeping kids entertained throughout the holidays and concludes with a heart warming, immersive finale that promises to captivate the entire family.

Whatever your age, buckle up for a show full of hilariously relatable home scenarios (and solutions!) that will leave your jaw on the floor.

What happens when I arrive?

On arrival, you will come downstairs, or take the lift to our home; Here at Outernet. You will be greeted by a family of circus performers and hosts. We recommend that you arrive early so you have a chance to take in our arrival experience, immerse yourself in our world, and get settled before we start the show. Doors open 45 minutes prior to show start time.

What happens at the end of the experience?

You will bid farewell to the family, before you ascend back to the hustle and bustle of Tottenham Court Road.

Will latecomers be admitted?

Yes, latecomers will be admitted and our team will find the right time within the performance to permit entry to the performance space

How active is the experience?

You're not required to do anything once you've arrived, just sit back, get comfy and enjoy the show!

How long is the experience?

The show lasts for one hour with no interval.

How many people will be in the experience at one time?

A maximum of 400 people will be watching the show at one time

What time should I arrive?

Doors open 45 minutes before the show starts. The show starts 15 minutes after the time you have purchased tickets for.

What should I wear to EE Home Presents: The Summer Circus

EE Home Presents: The Summer Circus is a 60 minute circus performance so ensure you're comfortable. Casual everyday wear is suitable.

Is this event outside?

No, the show takes place inside at all times

Will I be able to use the toilet?

Yes, there are a number of toilet facilities available at the venue including accessible toilets on each floor.

Is there a cloakroom I can use?

Yes, the venue has a cloakroom but cannot store large luggage. Bag size restriction 40x20x25cm. All items are left in the cloakroom at your own risk.

Do you have a place I can store a pushchair?

We can accommodate pushchairs within the experience but there is no pushchair parking available. The show is recommended for those aged 6+

Are there baby changing facilities available?

This experience is recommended for children aged 6 and over, there are no baby changing facilities available.

Can I use cash at the experience?

HERE is a cashless venue.

Do children need to be supervised by an adult?

Under 18s must be accompanied by a parent or guardian over the age of 18 at all times. We cannot issue refunds to under 18s who are not accompanied by an adult over the age of 18. As this event is aimed at young people, all adult attendees must be accompanied by someone under the age of 18. Any adults attending without a young person under the age of 18 may be denied entry.

Will food and drink be available at the experience?

Sandwiches / Packed lunches and light (cold) snacks can be bought into the venue. No chewing gum, hot food or drinks are allowed. During the show we will be offering popcorn and soft drinks, there will also be a paid bar available to purchase alcohol.

We kindly ask that you do not bring any liquids with you, all liquids should be disposed of upon arrival

What dietary requirements do you cater for?

Please inform the venue of any dietary requirements/allergies ahead of your visit by contacting uksupport@todaytix.com

Can I purchase alcohol?

Yes, alcohol is available to purchase on site

What photo ID do you accept?

We do not require proof of age to enter the show, however if you are planning on purchasing alcohol please bring a valid photo ID with you. Below are the forms of ID we accept.

Adult:

- UK/EU/International passports
- National identity cards
- Valid driving licences

Children:

- UK/EU/International passports
- Birth certificate
- Valid provisional driving licence
- Citizens card

National identity card

Government approved PASS card

Can I smoke at the event?

Smoking, including electronic cigarettes and vapes is not permitted at the event.

Can pregnant people come to EE Home Presents: The Summer Circus

Yes, pregnant people are more than welcome to attend the event

Can I breastfeed on site?

Of course! You are welcome to breastfeed on site, we also have toilet facilities available if you'd prefer a little more privacy.

Is there step free access to the site and around the site?

Yes, the entire venue is accessible with 2 lifts serving both floors and disabled toilets on both levels

Is the show suitable for children with special needs (including autism spectrum conditions and/or learning disabilities)?

Yes, however the show will contain some loud noises and flashing lights. We will have ear defenders, ear plugs and light sensitivity glasses for those who need. Please contact our team on uksupport@todaytix.com to request these ahead of your visit.

Who needs a ticket/ who doesn't?

All guests require a valid ticket

Location

Where is the experience taking place?

EE Home Presents: The Summer Circus takes place at HERE @ Outernet, Charing Cross Road, London, WC2H 8LH.

Please enter via Denmark Street, which can be accessed via Charing Cross Road or Earnshaw Street. Please look out for EE guides and signage to help direct you to the venue.

Tottenham Court Road station is a 30-second walk from our front doors. The next closest stations are Leicester Square station (6 minutes walk), Covent Garden station (10 minutes), and Oxford Circus station (11 minutes walk).

The nearest bus stops are Tottenham Court Road (Stop T) and Tottenham Court Road (Stop S) on Earnshaw Street.

If you have already purchased tickets, more information will be emailed over to you, closer to the time of the event. If you have any questions or concerns regarding the location, please reach out to your guest experience team on UKsupport@todaytix.com

Transportation

Arriving via Train/ Tube

Take exit 4 from Tottenham Court Road underground station, the outernet is the large Black and Gold building right in front of Exit 4. Please enter via Denmark Street, which can be accessed via Charing Cross Road or Earnshaw Street. Tottenham Court Road Station is a 30-second walk from our doors. The next closest stations are Leicester Square Station (6 minutes walk), Covent Garden Station (10 minutes), and Oxford Circus Station (11 minutes walk).

Arriving by Bus

There are a selection of bus lines that stop near Here @ The Outernet. The nearest bus stops are Tottenham Court Road (Stop T) and Tottenham Court Road (Stop S) on Earnshaw Street.

Please enter via Denmark Street, which can be accessed via Charing Cross Road or Eamshaw Street. Tottenham Court Road Station is a 30-second walk from our doors. The next closest stations are Leicester Square Station (6 minutes walk), Covent Garden Station (10 minutes), and Oxford Circus Station (11 minutes walk).

Tickets

How much does EE Home Presents: The Summer Circus cost?

EE's Circus of Chaos costs £5 per ticket. All proceeds will be donated to Home-Start UK

About Home-Start UK

Home-Start focuses on the early years of childhood—the years where the fundamental building blocks are made for life. This makes the biggest difference, ensuring no child's future is limited. Home-Start works alongside parents, in their own homes, supporting families with emotional, physical and psychological needs, to ensure they have the skills, confidence and strength they need to nurture their children. Because Childhood Can't Wait.

Home-Start is a registered charity: 1108837 (England & Wales), SC039172 (Scotland).

Are there any age restrictions?

EE Home Presents: The Summer Circus is recommended for families and children aged 6 and above

Can I buy tickets at the door?

We do not sell tickets on the door. Please make sure you have purchased your tickets in advance to avoid disappointment.

Do I need to print my ticket? Can I show my ticket on my phone?

We recommend you show your tickets on your phone in order to gain entry. You are not required to print your tickets prior to attending.

Can I collect my tickets at the box office?

There will be no box office available on the day, we recommend you show your tickets on your phone in order to gain entry.

Can someone else use my ticket?

Yes, you are more than welcome to pass over your ticket(s) to someone else and the original card holder does not need to be present at the time of entry. Please note, it is the responsibility of the original purchaser to forward all information about the experience to the rest of the party and we are unable to discuss anything on the account with anyone other than the original purchaser.

I've lost my ticket

If you're unable to locate your ticket, please contact your point of purchase directly and they will be able to assist. We are unable to admit anyone without a valid ticket.

Is my ticket refundable?

In line with our Terms and Conditions, all tickets purchased are final and we are unable to offer a refund or transfer. If for any reason we need to cancel or delay the experience, we will first endeavour to reschedule your visit. If this is not possible, you will be granted a refund of the ticket price.

Can I change the date of my tickets?

As part of our Terms and Conditions, we do not offer ticket exchanges as a matter of policy except in very specific circumstances. For avoidance of doubt, this **does not** include personal change of plans. Please contact UKsupport@todaytix.com with any questions.

Are there family tickets available?

No, for this event you can only purchase individual tickets.

How many tickets can I buy in one transaction?

You can purchase up to 9 tickets in one transaction

Do you take group bookings?

No, we do not take group bookings but you can purchase up to 9 tickets in one transaction

Accessibility**Is the experience accessible?**

Yes, the experience is accessible. We also have a number of wheelchair spaces available for the experience. Please contact a member of our team on UKsupport@todaytix.com to organise your space

Does EE Home Presents: The Summer Circus offer essential companion tickets?

Yes we do, you can purchase a carer ticket on the website, if there are no carer tickets left, the allocation has been used. Please contact our team on UKsupport@todaytix.com if you have any questions.

What happens if I need assistance during the performance?

Please alert a member of staff as soon as possible. We have First Aiders available at the event. If you have any questions or concerns before you attend, please reach out to our guest experience team on UKsupport@todaytix.com

What assistance can I get at the experience?

We pride ourselves in making our events and experiences as accessible as possible. Our team members will be on hand to support any needs. Please speak to a member of staff on the day who are there to help.

Will there be provisions for wheelchair users?

Yes, there are a selection of accessible wheelchair spaces available at the performance. These tickets will be available to purchase on our website. If there are no tickets available for your chosen performance, it is likely they have sold out.

Is it possible to hire a wheelchair?

We do not provide a wheelchair hire service, however the show is wheelchair accessible.

Do you offer accessible toilets?

EE Home Presents: The Summer Circus has accessible toilets. Please ask a member of staff if you have any difficulty locating them.

Assistance Dogs

Assistance dogs may be allowed into the venue depending on the event, please email accessibility@outernetlive.com to enquire about this requirement.

Audio description

There is no audio description available for this experience.

Audio enhancement

There is no audio enhancement available for this experience.

Visual Story

A visual story will be made available closer to the performance dates. Please contact our team on uksupport@todaytix.com who will send this over to you.

Is the show suitable for children with special needs (including autism spectrum conditions and/or learning disabilities)?

Yes, however the show will contain some loud noises and flashing lights. We will have ear defenders, ear plugs and light sensitivity glasses for those who need them. Please contact our team on uksupport@todaytix.com to organise these ahead of your visit.

Will there be subtitles?

There are no subtitles for this experience.

What happens if I am unable to queue?

We offer priority access to avoid time spent in the queue. Please make yourself known to a member of our team upon arrival who will permit you entry.

Does this experience have allocated seating?

No, there is seating available for all guests, upon arrival please grab yourself a seat and get comfy ready for the show. Wheelchair users will have allocated seating

Can I hire ear defenders?

Ear defenders, ear plugs and light sensitivity glasses will be available to use at the event. Please contact our team on uksupport@todaytix.com to organise these ahead of your visit.

Photography and Videography

When you enter the Outner for EE Home Presents: The Summer Circus, you enter an area, where photography, audio and video recording may occur. By being in the venue, you consent to interview(s), photography, audio recording, video recording and it's their release, publication.

Exhibition, or reproduction to be used for news, web costs, promotional purposes, telecasts, advertising, inclusion on websites, social media, or any other purpose by Havas Play on behalf of EE and its affiliates and representatives.

Images, photos and/or videos may be used to promote similar EE events in the future, highlight the event and exhibit the capabilities of EE. You release Havas Play on behalf of EE, its officers and employees and each and all persons involved from any liability connected with the taking, recording, digitising or publication and use of interviews, photographs, computer images, video and/or sound recordings.

By entering the event premises, you waive all rights you may have to any claims for payment of royalties in connection with any use, exhibition, streaming, web casting or other publication of these materials, regardless of the purpose or sponsoring of such use, exhibiting, broadcasting, web casting or other publication irrespective of whether a fee or admission or sponsorship is charged. You also waive any right to inspect or approve any photo, video, or audio recording taken by Havas Play on behalf of EE or the person or entity designated to do so by Havas Play.

You have been fully informed of your consent, waiver of liability and release before entering the event.

Can I use my phone, camera or any other recording equipment during the experience?

Yes please, we encourage you to capture as much content as you like during your visit - however we do ask that you do not use a flash, for performer safety.

Mobile Devices

Guests are permitted to bring their mobile phones, we kindly ask that no phone calls are made whilst performers are on stage, and that your phone is on silent mode, for performer safety.

Other

Covid-19

Guests are no longer required to show proof of vaccination or a negative Covid-19 test to attend the show. Guests who have tested positive for Covid-19 are kindly requested not to attend.

Lost Property

Please email lostproperty@outernetvenues.com