

## Leeds Festival 2014 – Ticket Agents Information & FAQs.

### Age restrictions

Children aged 12 and under are free and do not need to purchase a ticket but must be accompanied by a ticket holding adult over 18.

Those aged 13 -15 must purchase a full priced Weekend or Day ticket and can only enter the campsites (weekend ticket holders only) and arena accompanied by a ticket holding adult over 18.

Those aged 16 or over on the day of arrival at the festival must purchase a full priced Weekend or Day ticket but do not need to be accompanied by an adult onsite.

### Ticket Types

All tickets must be exchanged for a wristband on first entry. Tickets must be given up by the customer in exchange for a wristband and cannot be retained.

Weekend Tickets/Wristbands – allow access to campsites from 3am Thursday 21st August until midday on Monday 25<sup>th</sup> August and access to the arena on all show days. Weekend wristband allows unlimited re-entry to and from the site for the holder. There is no re-entry on ticket alone. Available via all agents. We do not sell a weekend ticket without camping.

Early Entry Permits – only valid when presented in conjunction with a Weekend ticket. Allow access to campsites from 2pm Wednesday 20<sup>th</sup> August for people who want to set up camp early. Limited number available from limited agents.

Day Tickets – are valid for entry from 9am – midnight on the day the ticket is valid for. Day tickets are not valid for camping even if the customer buys one day ticket for each day. Limited number available from limited agents. Day wristbands are valid until the arena closes each day.

Campervan Passes - can be purchased in advance from limited agents or on the gate for a higher price subject to space. All customers must be sent a sticker (not a ticket) to go on their windscreen and should never be sent a campervan ticket.

Lockers – customers have the option to pre-book a locker at the festival which can be used to store small valuables and charge mobile phones. Customers can book these via See Tickets or directly through Lockerhouse. Customers will receive an e-mail booking confirmation from Lockerhouse (instead of a ticket).

PLEASE NOTE: the locker sizes are 25cm wide x 15.5cm deep x 10cm high - so they are the right size for small valuables (mobiles, wallets, cameras) and if you wish to use the 12v phone charger, you must bring your own 12v car adaptor.

Coach & Ticket packages or coach only tickets - can be booked from nationwide destinations via either National Express or See Tickets. Event tickets are not sent out in advance and must be collected on the coach.

Boutique camping - Please visit <http://www.pinkmooncamping.co.uk>

Booking Fees – Tickets are available at face value for cash transactions from the Leeds Visitor Centre in Leeds from the general on sale in March.

### **On site Box Office & Ticket Collection facilities.**

Pre-paid ticket collections on site are from the Box Offices situated close to the Red Gate entrance for those arriving by car and from the Yellow Gate entrance for those arriving by shuttle bus/public transport.

**Instalment Plans** – this year customers can choose to pay for their Leeds Weekend tickets over the course of 4 instalments via the following agents – See Tickets, Ticketmaster, Ticketline.and Skiddle.

Details are available from the individual agent's websites.

### **Opening times**

Campsites – open 2pm Wednesday 20<sup>th</sup> August for Early Entry Ticket holders only. For all Weekend ticket holders without early entry permits, the campsites open at 3am on Thursday 21<sup>st</sup> August. All campsites close at midday on Monday 25<sup>th</sup> August.

The arena opens & closes:

Friday – arena entrances open approx 11am – arena entrances close approx. 2.45am

Saturday - arena entrances open approx 11am – arena entrances close approx. 2.45am

Sunday - arena entrances open approx 11am – arena entrances close approx. 2.45am

Please note these times are approximate and subject to Health & Safety checks prior to each opening.

### **Camping**

No one will be able to camp without a Weekend Camping wristband. You will not be able to camp with a Day Wristband. No rogue camping will be tolerated. No under 16's can camp unless they are accompanied by an adult over 18. There are a number of campsites but customers do not need to specify where they want to camp before they arrive at the festival.

### **Children**

There is no Children's or Family Camping areas. We would suggest that this event is not suitable for young children. Children aged 12 and under do not need a ticket and will not be issued with a wristband but must be accompanied by a ticket holding adult over 18.

## **Disabled Access**

Once they have purchased their own ticket, customers must visit the Leeds website to apply for access to the disabled facilities on site and for further details about our 2-for-1 ticket scheme.

[www.leedsfestival.com/information/access-and-facilities-disabled-people](http://www.leedsfestival.com/information/access-and-facilities-disabled-people)

## **Terms & Conditions of Entry (including permitted and banned items)**

If you are unable to display our Terms & Conditions of sale & entry on your website, please direct customers to the Leeds website for the full Terms & Conditions.

## **Campervans**

Every occupant of the campervan or caravan must be in possession of a valid weekend ticket with camping. The Campervan Permit is simply a supplementary pass sold per vehicle. If you intend to sleep in your campervan or caravan, you need to pre purchase a campervan pass which will need to be clearly displayed in the windscreen of your campervan on arrival at the site assuring you of a place in the campervan field. No vehicles are permitted in the standard campsite and you will not be permitted to sleep in the car park. Please see the Campervan Terms & Conditions on the Leeds website for more information.

<http://www.leedsfestival.com/information/camping-information>

## **Transport**

### **Shuttle buses**

Shuttle buses run every day from Leeds bus and coach stations to the festival site and on site from the Yellow Gate to Leeds City Centre and local supermarkets.

### **By Car:**

Car Parking is free. Enter via the Red Gate. Drivers will not be able to drop off passengers on the approach roads or gates.

### **FROM A1 COMING FROM THE SOUTH**

The route to the festival will be signposted from Junction 35 northbound

### **FROM M1 COMING FROM THE SOUTH**

The route to the festival will be signposted from Junction 32 northbound

### **FROM M62 COMING FROM THE EAST**

The route to the festival will be signed from junction 33 westbound

### **FROM M62 COMING FROM THE WEST**

The route to the festival will be signed from junction 29 eastbound

### **FROM A1/ A1(M) COMING FROM THE NORTH**

The route to the festival will be signed from junction 46 southbound.

### **By Coach**

Both See Tickets and National Express offer direct routes to the festival site. The drop off point is at Yellow Gate.

### **By Train**

Leeds Station. A shuttle bus service runs from close to Leeds Station to the festival site.

## **By Bus**

**For local bus information see [www.wymetro.com](http://www.wymetro.com).** Local bus timetables are subject to while Leeds Festival takes place due to increased traffic.

## **Alcohol**

Under 18's will not be able to bring, buy or consume alcohol on site. The bars will ask for ID for anyone who looks under 21. An optional Over 18 wristband will be available free of charge from inside the site for over 18's who look under 21 but do not wish to carry proof of age around with them.

We have a Challenge 21 Policy on site and as from October 2013 the following are accepted as ID on site for the bars and cigarettes –

1. A passport
2. An EU photocard driving licence
3. A proof of age card bearing a PASS hologram
4. A Ministry of Defence identity card
5. A National Identity card issued by an EU member state.

If you don't have any of these, or don't want to lose valuable documents on site, we suggest that you apply for a PASS approved ID, some of which are free to get. Go to – <http://www.pass-scheme.org.uk/for-young-people/national-card-suppliers/>

Please bring ID if you are lucky enough to look under 21 years old and remember that legally there is no automatic right to be served alcohol. Service is always at the discretion of the licensee for whatever reason he or she decides, and the licensee is under no obligation to explain the reason.

## **Day Ticket Entry**

Day ticket holders should be aware that some of the main arenas are tented and have limited capacities. Tickets holders should allow ample time to enter and find the arena their favourite acts are playing to arrive early enough to ensure the tents are not already full. Day tickets are not valid for entry before 8am or after midnight on the day stated on the ticket.

## **Lost or stolen Tickets**

We do not offer duplicates or replacements for lost or stolen tickets under any circumstances. We do not accept printed confirmation e-mails as proof of purchase. Although customers will be asked at the entry gates to show they are in possession of a valid ticket (and the tickets checked for validity) **customers should only surrender their full ticket to the staff inside the wristband exchange tents.** The ticket will be exchanged for a wristband which then allows re-entry to the festival site for the weekend. There is no re-entry to the festival site or entry to the arena with a ticket.

## **Ticket refunds or returns**

Tickets are non-transferable. We do not take returns and cannot change a ticket if a customer has booked incorrectly. No refunds other than on cancellation, substantial alteration or by special exception determined by the promoter.

In the case of cancellation, substantial alteration or by special exception refunds should be obtained from the point of purchase no later than three months from the last day of the event. A minimum of the face value of the ticket will be refunded. Refunds of booking fees per ticket are subject to the Terms and Conditions of the point of sale.

## **Onsite Facilities**

Bars, Cash Points, First Aid and Paramedics, Food and Non Food stalls, Information Tent, Property Storage, Lockers including phone recharging facilities, Merchandise, Showers, Welfare Tent, Fun Fair,

## **Eviction Policy**

As well as for inappropriate/anti-social behaviour, anyone seen on site without a valid wristband will be ejected. There is a formal eviction policy for festival goers that are seen displaying, or inciting, inappropriate, offensive or illegal activity. If evicted customers will not be permitted back to your tent to collect your belongings. Instead, you will be offered a phone call to a friend on site who will have to pack your stuff down and take it home for you. Those evicted will not be readmitted to the event and tickets will not be refunded.

## **Water**

There are free drinking water points throughout the campsites and arena in most cases, next to the toilet blocks. They are all signed as suitable for drinking and the supply is tested daily.

## **Seating**

Leeds Festival is an open air non seated event

## **Running Orders**

We do not release the line-up times in advance. Programmes & line-ups will be available to purchase on site and displayed in the information tents daily.

Any changes to the running order are passed on to the Information Tents and should also be posted on the large information boards situated throughout the site.

## **Weather Policy**

There is no refund or exchange available; the event will go ahead regardless of rain etc. Please dress for the prevailing weather conditions. Bring sunscreen and wellies.

## **Cameras**

Cameras are normally permitted for personal use. Cameras with telephoto lenses will not be allowed through the arena entrance. Professional cameras and video/audio equipment are strictly prohibited. Live video/audio recordings made without the permission of the artiste/promoter are prohibited.

## **Information Line**

For any questions that you cannot find the answer to please call the Festival Republic Information Line on **020 7009 3001**