

Reading 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.

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.

Those aged 16 or over on the day of arrival at the festival do not need to be accompanied by an adult.

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 8am Thursday 21st August until midday on Monday 25th 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 6pm Wednesday 20th August for people who want to set up camp early. Limited number available from limited agents.

Day Tickets/Wristbands – allow access from 8am only on the day the ticket is valid for. Day tickets are not valid for camping even if the customer buys 1 day ticket for each day. Limited number available from limited agents.

Residents Tickets – there is no resident's presale this year due to the fact that we have not come off sale between the presale and the general onsale. Residents of Reading who hold a Your Reading Passport card can purchase tickets in person & on presentation of their card at The Hexagon for a discount – limited number available.

Car Park Passes – can be purchase in advance from limited agents or on the gate for a higher price if still available. All customers must be sent a sticker to go on their windscreen and should never be sent a car park ticket.

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 to go on their windscreen and should never be sent a campervan ticket. All occupants of the vehicle must be weekend ticket holders.

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 and should never been sent a hard 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. There is a left luggage facility on site too.

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.

Booking Fees – if customers do not wish to pay a booking fee there are a limited number of tickers available from the Hexagon Centre in Reading from 10am on Tuesday 11 March for face value for cash payments and a number of other walk in centres

Instalment Plans – this year customers can choose to pay for their Reading Weekend tickets over the course of 4 instalments via the following agents – See Tickets, Ticketmaster, Ticketline or Skiddle. Instalment plans end on March 31st.

WeRepresent

We are using an agent this year called We-Represent which uses student and youth ‘promoters’ to sell vouchers to their friends and peer groups for cash at the face value ticket price. The vouchers then have to be activated online and hard tickets will be dispatched to customers closer to the festival. For any queries regarding WeRepresent and the promotion scheme – please refer customers to weRepresent@festivalrepublic.com

Opening times

Campsites – open 6pm Wednesday 20th August for Early Entry Ticket holders only. For all Weekend ticket holders without early entry permits, the campsites open at 8am on Thursday 21st August. All campsites close at midday on Monday 25th August.

The arena opens & closes:

Friday – arena entrances open approx 11am – stages finish approx. 11.30pm – arena closes 4am

Saturday - arena entrances open approx 11am – stages finish approx. 11.30pm – arena closes 4am

Sunday - arena entrances open approx 11am – stages finish approx. 11.30pm – arena closes 4am

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 16s can camp unless they are accompanied by an adult. There are a number of different coloured campsites but you do not need to specify where you want to camp before you arrive at the festival. Popular campsites fill up quickly so if you want to camp in a specific area it may be worth buying an Early Entry permit to arrive on Wednesday.

- Red Camping – access via Red Gate or Green Gate. Closest to Richfield Avenue pedestrian access & Coach Drop Off point. Includes silent arena tent.
- Green Camping – access via Green Gate or Red Gate. Closest to Green Carpark & Boat drop off. Adjacent to Green Entrance & village.
- Yellow Camping – access via Green or Red Gate. Closest to Yellow Arena Entrance & village. Public showers located here.
- Orange Camping – access via any gate. Closest to pedestrian access to off site supermarket. Includes silent arena tent.
- Purple Camping – access via any gate. Central location.

- Brown Camping – access via White or Green Gate. Closest to bridge over the river to White.
- White Camping – access via White Gate. Includes Campervans, Pink Moon, Podpads and close to White Carpark. Public showers located here & Bar. On other side of the river to rest of campsites and main arena so historically a bit quieter. Access across river via footbridge to Brown camping. There is no shuttle boat to Green Gate from the white campsite.

Children

There is no children's area at this festival and there is no Family Camping either. 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 at all times. This year will however be offering a wristband to write a mobile number on for children 12 and under at this festival in case they get lost or separated from their guardian – these will be available from the wristband exchanges, arena entrances & welfare points

Disabled Access

Once they have purchased their own ticket, customers must visit the Reading website to apply for access to the disabled facilities on site and for further details about our 2-for-1 ticket scheme. Closing date for applications Friday 11th July.

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

Customers should be directed to our T's & C's prior to purchase. If you are unable to display our Terms & Conditions of sale & entry on your website, please direct customers to the Reading website for the full Terms & Conditions.

Campervans – White campervan field.

Customers will need to purchase a full weekend ticket first. 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 customers intend to sleep in their campervan or caravan, they need to pre purchase a campervan pass which will need to be clearly displayed in the windscreen of their campervan on arrival at the site assuring them of a place in the campervan field. No vehicles are permitted in the standard campsite and one will not be permitted to sleep in the car park. Please see the Campervan Terms & Conditions on the Reading website for more information.

Transport

White Carpark – weekend ticket holders only. Camp in White campsite or walk over bridge to access other campsites.

Green Carpark – weekend & day ticket holders. Shuttle boat from carpark to Green Gate.

There is a new Parents/friend drop off/pick up point at Hills Meadow – this has moved from Kings Meadow.

Coach travel – drop off at Red Gate

Train – shuttle bus from the railway station or walking distance to Red Gate

Taxis - Private hire drop off/pick up is on Cremyll Road, off Tessa Road.

Hackney Carriages/black cabs drop off/pick up - is in Tessa Road

Alcohol

Under 18s 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. These wristbands are only available to Weekend ticket holders from the Over 18s exchange near the arena entrance. Forms of ID we accept: Current Drivers licence, Current Passport, Ministry of Defence ID Card, Overseas National ID cards plus cards bearing the PASS Scheme hologram www.pass-scheme.org.uk

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.

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. Tickets must only be submitted to staff once inside a wristband exchange tent.

On site Box Office & Ticket Collection facilities.

There is no box office at the festival site for the sale or collection of tickets. We do not offer a collection/cobo/willcall facility for customers so please ensure all tickets are posted out in advance. If you have any overseas customers who are unable to receive their tickets in advance, please contact us for further information. If a customer does not have a ticket which has been purchased in advance, they will not be admitted to the site as there will be no tickets or returns on sale at the festival.

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, On Site Police station, Fun Fair,

* not available to day ticket holders

Eviction Policy

As well as for inappropriate/anti social behaviour, anyone seen on site without a valid wristband will be ejected. There are two ejection tents on site and a formal ejection policy for festival goers that are seen displaying, or inciting, inappropriate, offensive or illegal activity. If you are ejected you 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.

Toilets & Showers

There are toilet blocks throughout the campsites and arena. You should bring your own toilet paper.

There are blocks of free, hot, male and female showers in the Yellow campsite and in White campsite. If you are camping in brown or purple it will be quicker to go across the bridge and use the showers in white campsite

The showers will open at 6am–8pm, with breaks for cleaning so please make the most of them and use them.

Seating

Reading Festival is an open air non seated event

Running Orders

We do not have 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. Bear in mind that the site is a farm and so ground conditions will be affected by the weather.

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**