

# SIDMOUTH FOLKWEEK 2 TO 9 AUGUST 2019

## BUYING GUIDE & TERMS AND CONDITIONS

### 1 WHAT FESTIVAL TICKETS TO BUY AND WHEN?

To help you in planning your own Festival there are Festival long All-In-One, Bulverton-In-One (BiO) & Week tickets and, for a shorter stays, All-In-One Weekend, Weekend and Day tickets. These six types of ticket give you cost and other advantages outlined below. There are also Pre-Festival events which aren't included in any Season Ticket type.

The All-In-One and All-In-One Weekend give you free access to all events and workshops at the festival for the period of your ticket, including The Ham Evening concerts.

The BiO gives all 8 days of The Bulverton evening events and LNEs and full Week Festival Camping.

Week, Weekend and Day tickets give free access to all events and workshops for the period of your ticket, **except** The Ham Evening concerts.

#### Discounts and Benefits Available

- **Family Ticket Offer:** To keep down costs for families and young people and to give good value, Festival tickets are available at reduced prices for Students, Youths and Children (see note 4 below for age categories) as well as a Family Ticket option - buy an Adult ticket, pay for one Child or Youth, and get the next Child (6-11) ticket free. (Only one free Child (6-11) ticket per family. Offer applies to All-In-One, All-In-One Weekend, Week and Weekend Ticket purchases.)
- **SUPER Early Bird:** We release a limited number of best priced Festival tickets in the SUPER Early Bird period, but when they are gone, they are gone.
- **Early Bird:** The Early Bird period starts when all the SUPER Early Bird tickets have sold out. Early Bird runs until 30 April 2019 or ends sooner if they sell out.
- **Groups (10 for 9):** Group discounts for All in One, All in One Weekend, Week & Weekend seasons season tickets are available (10 for the price of 9) automatically via the website ticket booking system.
- **BiO Groups (6 for 5):** Group discounts for BiO tickets are available (6 for the price of 5) automatically via the website ticket booking system.
- **Event Discounts:** Festival ticket holders get discounts on Pre-Festival events and The Ham Evening concerts (except All-In-Ones who get priority admittance to The Ham Evening concerts)
- **Priority:** By buying a Festival ticket, you have priority entry to events over people paying at the door and can use the official Festival Campsite by paying the separate camping charge (included in BiO, see above). The outline above is intended as a

guide to the range of tickets available, how to buy at the best prices and the benefits you receive. Now please check the details in the sections below

- **Children's Festival**: all events are free to Child (6-11) Season ticket holders
- **Sidmouth Residents Discount Scheme**: Residents need to live within the Sidmouth Town Council area. Discount covers The Ham afternoon and evening concerts including Pre-Festival, Bulverton evening and Late Night Extra events. Available only at the TIC and the Box Office in person with identifying documents.

## 2 FESTIVAL 'TICKET BENEFITS'

These five Festival ticket types: All-In-One, All-In-One Weekend, Week, Weekend, and Day, give the holder the following benefits:

- Free access to all events (subject to capacity and excluding Pre-Festival events) for the period of your ticket, except The Ham Evening concerts which are only included in the All-In-One ticket types.
- Priority over customers paying on the door, up to 10 minutes before the start of the event.
- Free use of the Festival Car Park for the period of your Festival Ticket.
- Use of the official Festival Campsite for the period of your Festival ticket by paying the separate camping charge/s.

### **All-In-One Ticket**

This ticket includes Festival events from Friday 2 to Friday 9 August 2019. In addition to the above 'Ticket Benefits', the holder gets:

- Priority entry to The Ham Evening concerts, as long as the ticket holder arrives at least 10 minutes before the start of the event.
- Discount on Pre-Festival events tickets.
- A free copy of the Festival Programme when available. One copy will be mailed per household; additional copies (up to the number of people in the booking) can be collected on arrival.

### **All-In-One Weekend Ticket**

This ticket includes Festival events from Friday 2 to Sunday 4 August 2019. In addition to the above 'Ticket Benefits', the holder gets:

- Priority entry to The Ham Evening concerts, as long as the ticket holder arrives at least 10 minutes before the start of the event.
- Discount on Pre-Festival events tickets.

(The use of the official Festival Campsite is from Thursday-Sunday.)

### **Week Ticket**

This ticket includes Festival events from Friday 2 to Friday 9 August 2019. In addition to the above 'Ticket Benefits', the holder gets:

- The opportunity to buy The Ham Evening Concert tickets at a discount from early May.
- Discount on Pre-Festival events tickets.

- A free copy of the Festival Programme when available. One copy will be mailed per household; additional copies (maximum to the number of people in the booking) can be collected on arrival.

### **Weekend Ticket**

This ticket includes Festival events from Friday 2 to Sunday 4 August 2019. In addition to the above 'Ticket Benefits', the holder gets:

- The opportunity to buy Ham Evening Concert tickets for the days of their ticket at a discount from early May.
- Discount on Pre-Festival events tickets.

(The use of the official Festival Campsite is from Thursday-Sunday.)

### **Day Ticket**

This ticket includes Festival events for the individual day or days purchased (available Saturday 3 August to Friday 9 August inclusive). In addition to the above 'Ticket Benefits', the holder gets:

- The opportunity to buy Ham Evening Concert tickets for the day/s of their ticket/s at a discount from early May.

(The use of the official Festival Campsite is available for the night before and the night/s of your Ticket.)

### **Child (6-11) Tickets**

These tickets provide priority entry to all Children's Festival events, subject to space being available, as well as main Festival events for the time period (Week, Weekend or Day) and type of the ticket.

Child tickets would normally only be booked on applications with Adult tickets. However, particularly for families living in the locality, whose children want to go to Children's Festival events, Child tickets will be available without Adult tickets needing to be purchased.

### **Bulverton-In-One**

This ticket is a bit different to those above and includes camping in the price. The BiO Festival ticket has two age ranges, 18-25 and 25+, and includes events from Friday 2 to Friday 9 August 2019:

- Free access to all Bulverton evening events and LNEs.
- Priority over customers paying on the door at the Bulverton, up to 10 minutes before the start of the event.
- The opportunity to buy The Ham Afternoon or Evening Concert tickets at a discount from early May.
- Discount on Pre-Festival events tickets.
- Full Week Festival Camping (supplement payable if that includes a caravan or camper van)
- Free use of the Festival Car Park.

### 3 EVENT TICKETS

These tickets give priority admission to specific events at the Ham, Manor Pavilion and The Bulverton venues as long as the ticket holder arrives 10 minutes before the start of the event.

#### **Advance Event Tickets**

The number of Advance Event tickets available for each event is limited.

#### **On The Door Event Tickets**

Available at the door for most events, subject to capacity (for the Bulverton Late Night Extra - see below). Admission will be from 10 minutes before the event starts, after all Festival ticket and Advance Event ticket holders have been let in.

#### **Pre-Festival events at The Ham**

- Thursday 1<sup>st</sup> August 8.00pm – Lindisfarne
- Friday 2<sup>nd</sup> August 3.00pm – Ralph McTell

**Please note:** these events/concerts are planned particularly for people from the region, local residents and early Festival arrivals and so are separately ticketed. They are not included within any Festival Ticket. All Festival Ticket holders (All-In-One, All-In-One Weekend, Week, BiO and Weekend) can buy tickets for these events at a discount – the 2nd price shown on the Booking Form. Pre-Festival events will take place at The Ham.

#### **Bulverton Late Night Extra (LNE) Event Tickets**

These are available in advance from early May, or at the Festival from the Festival Box Office until 8pm each day. Any spare tickets for that night's LNE will be available at The Bulverton until 11pm.

#### **Big Gig Tickets**

These are combined, discounted-price tickets for The Bulverton evening and LNE events. Tickets are available in advance, from the Festival Box Office or on the door, subject to capacity. Available from early May.

#### **Workshop Tickets**

Festival Ticket holders are admitted to workshops free of charge. Customers without an appropriate Festival ticket can buy a book of 6 Workshop tickets from the Festival Box Office or on the door of any workshop. The book of tickets for 6 workshops, a 20% discount, and can be 'traded in' at all workshops marked with 'W' in the Festival Programme. Alternatively, customers may pay on the door for individual workshops. All workshop admission is subject to space being available.

#### **Children's Festival: Event Entry**

Priority entry into Children's Festival events will be given to:

- Children (6 years and over) who have Child (6-11) tickets and
- Children 5 years and under whose parent/carer has purchased the appropriate Adult ticket.

For children aged 6 and above without a ticket, admission (space permitting) will be by Pay on the Door (POD).

For children 5 years and under whose parents/carers do not have appropriate Adult tickets, some admission charges will apply by POD. See Children's Programme for further detail.

Some workshops for over 6's are progressive and may lead to a final performance. Priority at these events will be given to children who have attended previous sessions. These events are indicated in the Children's Programme.

For children who have not been bought a Child ticket may pay on the door of events.

Family Tickets for Family Concerts and Ceilidhs are for 2 adults and up to 2 children or 1 adult and up to 3 children.

### **Children's Festival: Tickets and Events**

6 to 11 year olds need to be signed into some Children's Festival workshops once the venue and stewards are ready to receive them. Children must be collected when the workshop ends.

Adults responsible for young children attending the Children's Festival should check the Children's Programme for events where children must be accompanied by an adult.

## **4 AGE CATEGORIES FOR TICKETS AND AGE RESTRICTIONS**

- Adults (aged 18+)
- Full-time Students (aged 18+)
- Youths (aged 12-17)
- Children (aged 6 -11)

Children 5 years and under are free at main festival events, if accompanied by a ticket-holding adult. If the child requires a separate seat the appropriate children's ticket must be bought.

The age categories are determined by the age on 2 August 2019.

Child (6-11) tickets allow entry to all events as for Adult tickets except for The Bulverton Late Night events after 10.30pm.

Children under 12 (and Youths under 16 for The Bulverton Late Night Extra events) must be accompanied by a responsible adult for all performance events. Stewards reserve the right to refuse admission to Children and Youths under the requisite ages not accompanied by an adult.

Under 16s must be accompanied by a responsible adult in any licensed bar area.

Under 18s must be booked with a responsible adult on the Festival Campsite.

## 5 HOW AND WHERE TO BUY TICKETS

### Online

Bookings can be made online at [www.sidmouthfolkweek.co.uk](http://www.sidmouthfolkweek.co.uk). Available tickets can be bought online up until midnight of the day before the applicable ticket date.

### Pre-Festival Box Office - until Sunday 28 July 2019 at 4pm

Sidmouth Tourist Information Centre Box Office, Ham Lane, Sidmouth, Devon EX10 8XR. Tel: 01395 577952, open:

October to April inclusive Monday to Saturday 10.00 – 13.30.

May to September inclusive Monday to Saturday 10.00 to 17.00, Sunday 10.00 to 16.00. All Bank Holiday Mondays same as adjacent Sunday.

Closed 22<sup>nd</sup> December 2018 to 3<sup>rd</sup> January 2019 inclusive

either by telephone, in person, or by post (please use a booking form – downloadable from the website - and provide a stamped addressed envelope). Cheques for booking tickets through the Sidmouth TIC Box Office must be made payable to 'Sidmouth TIC' and the booking must be received no later than Friday 12 July 2019.

### Festival Box Office - from Monday 29 July 2019

The Festival Box Office is sited near the Swimming Pool and Tourist Information Centre. Contact: 01395 577952 from 12noon to 8pm 29 July, 9am to 8pm 30 July to 8 August, 9am to 6pm 9 August 2019, or in person. The Festival Box Office will accept telephone bookings for event tickets up to 8pm the day before the event, or in person 3 hours before the event. Telephone bookings will not be accepted on the day of an event. Payments by cash or card, we do not accept cheques at the Festival Box Office.

## 6 RECEIPTS AND COLLECTION OF ADVANCE TICKETS

Receipts will be issued for Festival ticket and Camping ticket advance bookings. For online bookings, this will be in the form of an email. Receipts for bookings made via mail or telephone, if an email address is provided, will also be sent by email. If no email address has been given, a receipt will be sent by post.

NB: receipts need to be brought with you to the Festival in order to collect your tickets.

All bookings have a unique number which must be quoted in any correspondence.

When booking, customers may specify where they wish to collect tickets as follows:

### FolkWeek Box Office

Ideal for orders that do not, and are unlikely at a later date, to include Campsite tickets. Sited near the Sidmouth Tourist Information Centre, Ham Lane, Sidmouth, EX10 8XR, from 12noon to 8pm 29 July, 9am to 8pm 30 July to 8 August, 9am to 6pm 9 August 2018.

### FolkWeek Campsite

Ideal for orders that include, or are likely at a later date, to include Campsite tickets. Open from 31 July 2019 at 12:00 noon.

If no collection point is selected then bookings that include camping tickets will be held for collection at the Festival Campsite and the remainder will be held at the FolkWeek Box Office.

If requested when booking, **Advance Event Tickets** purchased before 14 July will have been posted to the purchaser's home address. Tickets not requested to be posted will be held for collection at the Tourist Information Centre (TIC) until 28 July, and from 29 July at the Festival Box Office, as will all Event tickets purchased from 14 July onwards.

**Pre-booked Event Tickets**, held for collection after 29 July, may be collected from the Festival Box Office. See section 5 above for Box Office opening times.

## 7 OFFICIAL FESTIVAL CAMPSITE

The Official Festival Campsite is located about 1.5 miles from the seafront, and there is a regular bus service from the campsite into town. The Campsite has hot showers, toilets and running water on site, as well as catering facilities. There is a designated family camping area where there is minimal noise after 10.30pm. There is also a designated area for people with disabilities.

Festival Ticket holders may purchase camping (please see the website for rates). Festival goers without one of these tickets may also use the Festival Campsite and pay the appropriate 'Non-Ticket' price. Camping for the weekend and individual days may also be purchased at the higher 'Non-Ticket' holder prices.

Camping ticket types include:

- Week
- Weekend
- Day
- Young (aged 6-17 years) are discounted
- Caravan supplement

Children 5 and under are FREE with an adult camping ticket. Children under 12 must camp with their responsible adult. Under 18s must be booked with a responsible adult.

The campsite opens at noon on Wednesday 31 July, and closes at noon on Saturday 10 August 2019. Please do not arrive expecting to camp before then. Access to the campsite is restricted to holders of camping tickets, receipts that include camping, and Access All Areas badge holders.

To guarantee a site, caravans and motor homes are best booked well in advance. If your Motorhome/caravan is longer than 7m, please indicate when booking so that we can make provision at the site.

### **Car Parking For Campers**

Car Parking is congested in Sidmouth during the FolkWeek, so campers are asked to

use the Festival Buses (see below). Cars may be parked next to tents, but to minimise disruption and danger to pedestrians, cars cannot be moved on and off the campsite during the visitor's stay. Should car owners wish to have the option to use their vehicles during the week, they must park at the Festival Car Park, located behind the Bulverton. Special arrangements may be made for mobility vehicles by prior arrangement. Please note that some areas of the campsite may not be suitable for people with mobility difficulties.

## **8 ACCESSIBILITY**

We try to make the Festival as accommodating as possible to all people. The programme contains details of venue accessibility and our volunteer stewards are always ready to assist with any special needs.

### **Personal Assistant Ticket**

Previously called the Carers Tickets or Disabled Helpers Ticket. This is available to a person requiring assistance to attend the festival. Tickets can be booked online and in order to qualify you will need to provide the box office at the festival with one of the following when collecting your tickets:

- Front page of DLA / PIP award letter (no specific rate)
- Front page of Attendance Allowance letter (no specific rate)
- Evidence that registered severely sight impaired (blind)
- Recognised Assistance Dog ID card

All Personal Assistant Tickets are collection only. The qualifying documentation must be an original and current as of the dates of the festival. All Personal Assistants should be aged 18+ years.

If special requirements exist, such as positioning of a wheelchair, it is the ticket holder's responsibility to contact the venue management early to make sure that their requirements are known. Venue stewards will do their best to accommodate all such requests.

Please address any accessibility enquiries to 'access@sidmouthfolkfestival.co.uk' and we will endeavour to assist you.

## **9 FESTIVAL BUSES**

Festival Buses run regularly to and from the entrance of the campsite, from early morning until after all events are finished for the night. Detailed times, routes and charges will be available in the Festival Programme. Week Festival Bus passes can be bought in advance on the website or, together with Day Festival Bus Tickets, can be purchased from the Campsite and from the Box Office.

## **10 SUPPORTERS, FRIENDS AND LOCAL RESIDENTS**

Local residents living within the boundaries of the Sidmouth Town Council area will be offered discounts on tickets for Ham Afternoon and Evening concerts, Bulverton evening and LNE and Pre-Festival events. Make sure you are on the mailing list to receive details by email.



The Festival has a Friends Scheme, which provides an opportunity for those for whom The Sidmouth Folk Festival holds a special place in their lives and who are committed to the future of the Festival, to provide support for its long term existence. See website for details.

## **10 GENERAL INFORMATION AND TERMS & CONDITIONS**

Seats are not numbered or pre-allocated.

Ticket prices include VAT at 20%.

Please note that '**Advance Tickets no longer on sale**' for any specific event means that any tickets not taken up will be available on the door. Where tickets are available, they will be on sale from about 10 minutes before the event starts.

**Queues** at some events will be inevitable. People arrive early and doors cannot be opened until soundchecks have been completed. Please be patient and co-operate with our volunteer stewards who will let you in as soon as they can. At some venues, stewards may ask you to form two queues; for instance, one for ticket holders and the other for those paying on the door (POD). Holders of Festival tickets or Event tickets will be let in first, on a first come, first served basis. If there are still seats left, then tickets may be purchased at the door.

### **Programme**

The Festival gives no warranty that artists named in the programme and in any other publicity will perform at any particular time, or at all, and reserve the right to present alternative performers and re-programme events when unforeseen circumstances prevail. However, every effort will be made to carry out the programme as advertised.

### **Refunds**

There are no refunds on any tickets and lost tickets cannot be replaced.

### **Accommodation**

Many festival visitors find their own accommodation. If you choose to do this we recommend booking early to avoid disappointment.

### **Dogs**

Please note that dogs will not be admitted to Festival venues. However, dogs to assist people with disabilities will be admitted to ALL venues.

Dogs are permitted on the Festival campsite if kept on leads.

### **Wet Weather**

In the event of wet weather some events may be combined, others may be cancelled. See Information notice boards for details. If conditions at the campsite or any temporary car parks operated by The Sidmouth Folk Festival become too wet, vehicular access to and from such sites may be restricted for safety reasons.

### **Admission**

Sidmouth FolkWeek Productions Ltd reserves the right to refuse admission to, or evict anyone from, its events or campsite that they feel is, or has been, behaving in a

threatening or unsociable manner.

**Amendments**

Sidmouth FolkWeek Productions Ltd reserves the right to alter or amend these terms and conditions without prior notification.

**Company Information**

The Sidmouth Folk Festival is operated by Sidmouth FolkWeek Productions Ltd.

Registered Office: Sidmouth FolkWeek Productions Ltd

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