

SIDMOUTH FOLK FESTIVAL 4 TO 11 AUGUST 2023

BUYING GUIDE & TERMS AND CONDITIONS

1 WHAT FESTIVAL TICKETS TO BUY AND WHEN?

To help you in planning your own Festival there are All-In-One, Bulverton-In-One (BiO) & Week tickets and, for shorter stays, All-In-One Weekend, Weekend and Day tickets. These six types of ticket give you cost savings 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 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 everything at The Bulverton including evening events, LNEs, workshops and full Week Festival Camping.

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

Discounts and Benefits Available

To keep down costs for families and young people tickets are available at reduced prices for 25 & Under, Youth and Child on All-In-One, All-In-One Weekend, Week, Weekend and Day Seasons, Camping and Bus Tickets (see note 4 below for age categories).

- **25 & Under**: This price range for 18-25 year olds gives 25% off the Tier 1 Adult prices across All-In-One, All-In-One Weekend, Week, Weekend and Day Seasons. 25 & Under season ticket holders are able buy Bus and Camping tickets at 25% off the adult prices. Prices held all year.

25 & Under season ticket holders can also get 25% discount off Ham Evening and Pre-Festival tickets when bought at the festival. Tickets can only be bought in person at the festival through the Ham Box Office. Subject to availability.

- **Family Ticket Offer**: 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 only.
- **Tier 1**: We release a limited number of best priced Festival tickets in the Tier 1 period, but when they are gone, they are gone.
- **Tier 2**: The Tier 2 period starts when all the Tier 1 tickets have sold out. Tier 2 runs until 30 April 2023 or ends sooner if they sell out.
- **AIO Week & Week Groups (10 for 9)**: Group discounts for All-in-One Week and Week seasons are available (10 for the price of 9) automatically via the website ticket booking system. All tickets must be of the same type and value.

- **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. All tickets must be of the same value.
- **Event Discounts**: Season ticket holders get discounts on Pre-Festival events and The Ham Evening concerts (except All-In-Ones whose tickets include the Ham Evening concerts)
- **Priority**: By buying a Festival ticket, you have priority entry to events over people paying at the door.

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.
- **Sidmouth Residents Child Week Season Offer**: Residents need to live within the Sidmouth Town Council area. Discount applies to Child Week Seasons only. Available only at the TIC and the Box Office in person with identifying documents.
- **Additional Discounts**
There are additional discounts available to some ticket holder types, please see the ticket descriptions below for details.

2 FESTIVAL SEASON TICKET BENEFITS

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

- 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 4 to Friday 11 August 2023. 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 4 to Sunday 6 August 2023. 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 4 to Friday 11 August 2023. In addition to the above 'Ticket Benefits', the holder gets:

- Free entry to The Ham Event Concerts on Friday 4 August and Friday 11 August 2023.
- The opportunity to buy The Ham Evening Concert tickets for all other shows at a discount.
- 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 a maximum of the total number of people booked) can be collected on arrival.

Weekend Ticket

This ticket includes Festival events from Friday 4 to Sunday 6 August 2023. In addition to the above 'Ticket Benefits', the holder gets:

- Free entry to The Ham Event Concert on Friday 4 August
- The opportunity to buy Ham Evening Concert tickets for the days of their ticket at a discount.
- 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 5 August to Friday 11 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.
- Ticket holders for Friday 11 August also get free entry to The Ham Event Concert on Friday 11 August

(The Ticket Holder rate for 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 26+, and includes events from Friday 4 to Friday 11 August 2023:

- Free access to everything at the Bulverton.
- Full Week Festival Camping (supplement payable if that includes a live-in vehicle)
- Free use of the Festival Car Park.
- Priority over customers paying on the door at the Bulverton, up to 10 minutes before the start of the event.
- The opportunity to buy Ham and Pre-Festival event tickets at a discount in advance (2nd price shown online/on the booking form).
- BiO ticket holders can also get 25% discount off the full adult price on all event tickets, bus passes and workshop books when bought at the festival. This discount only applies to tickets bought in person at the festival through the box offices. Subject to availability.
- Appropriate photographic ID that includes date of birth (eg passport, driving licence) will be required when collecting 18-25 age range tickets.

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 3 August 7.30pm – Fisherman's Friends
- Friday 4 August 3.00pm – Barbara Dickson with Nick Holland

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 will be available in advance (date to be confirmed), 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 will be available in advance (date to be confirmed), from the Festival Box Office or on the door, subject to capacity.

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 gives approximately 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.

Pay on the door for children aged 6 and above without a ticket (space permitting).

For children 5 years and under whose parents/carers do not have appropriate Adult tickets, some pay on the door admission charges will apply. 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.

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 26+)
- 25 & Under (aged 18-25)
- Youths (aged 12-17)
- Children (aged 6 -11)

The age categories are determined by the age on 4 August 2023.

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.

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.

25 & Under – appropriate photographic ID that includes date of birth (eg passport, driving licence) will be required when collecting tickets.

5 HOW AND WHERE TO BUY TICKETS

Online

Bookings can be made online at www.sidmouthfolkfestival.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 30 July 2023 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, Sundays and Bank Holidays 10.00 to 16.00.
- Closed 21 December 2022 to 1 January 2023 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 1st July 2023.

Ham Box Office - from Monday 31 July 2023

The Ham Box Office is sited near the Swimming Pool and Tourist Information Centre. Contact: 01395 577952 from 12noon to 8pm 31 July, 9am to 8pm 1 to 10 August, 9am

to 6pm 11 August 2023, or in person. The Ham 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 Ham Box Office.

Campsite Box Office – from Wednesday 2 August 2023

The Campsite Box Office is sited on the Festival Campsite from 12noon on Wednesday 2 August. Opening times will be notified on the Box Office. As well as being a pre-designated collection point for advance tickets (see below), the Campsite Box Office are also able to offer in person sales of camping, season and bus tickets plus the range of Bulverton event tickets. Payments by cash or card only.

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.

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:

Ham Box Office

Ideal for orders that do not, and are unlikely at a later date, to include Campsite tickets. Location and opening times listed above.

Campsite Box Office

Ideal for orders that include, or are likely at a later date, to include Campsite tickets. Open from 2 August 2023 at 12:00 noon.

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

Advance Event Tickets will be held for collection at the Ham Box Office from 31 July 2023. See section 5 above for Ham Box Office opening times.

All ticket receipts must be presented to the relevant Festival Box Office in order to collect your tickets. All tickets must be collected by 1930 on the relevant event day.

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 accessibility requirements. If you wish to request camping in this area please purchase your camping ticket/s and then

email access@sidmouthfolkfestival.co.uk with your full name, order number, mobile number and the email address used for your order. Please also let us know of any special requirements that you may have. We will endeavour to meet all requests for camping in this area, subject to availability. Spaces must be pre-booked. Confirmation of reservations will be via email.

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
- Live-In Vehicle supplement

25 & Under (18-25) and Young (6-17 years) are discounted. 25 & Under camping tickets are only available to those with a Season Ticket covering the same period.

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 2 August, and closes at noon on Saturday 12 August 2023. 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, live-in vehicles are best booked well in advance. If your live-in vehicle 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 Folk Festival, so campers are asked to use the Festival Buses (see below). A large section of our campsite is pedestrian only, with no vehicles allowed. Campers using this space will be able to drop and collect on arrival and departure at the top of the campsite. Free car parking is available at the Festival Car Park adjacent to the Bulverton Marquee. If you want to park your car by your tent, you will need to pitch in the live-in vehicles field (limited spaces only) and your car cannot be moved on and off the campsite during your stay. Should you wish to have the option to use your vehicle during the week, you must park at the Festival Car Park. 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.

Camping

You can now request camping within the Accessibility Area of the Festival Campsite. Please see details above under Official Festival Campsite.

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.

11 GENERAL INFORMATION AND TERMS & CONDITIONS

Seats are not numbered or pre-allocated.

Ticket prices include VAT at the current prevailing rate.

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.

Covid-19

We will be running a Covid-Safe event following all appropriate procedures relevant to us at the time.

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. 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 and Exchanges

There are no refunds or exchanges on any tickets and lost tickets cannot be replaced. We advise you taking out appropriate cancellation or holiday insurance that covers the cost of your tickets should you unfortunately need to cancel your attendance at the Festival for any reason.

Accommodation

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

Dogs

No dogs are allowed within festival venues* except recognised assistance dogs. Well behaved dogs on leads are welcome on the Festival Campsite, at The Hub, in Connaught Gardens, the Anchor Garden and in Blackmore Gardens.

*Please note the list of festival venues does include Peacock Lawn and the Blackmore Gardens Marquee.

Smoking

Smoking is not permitted in any Festival venue. Please note that this includes Blackmore Gardens.

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

27 Eastwood Close, Hayling Island, PO11 9DY.

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