

SIDMOUTH FOLK FESTIVAL 2024

FRIDAY 2 TO FRIDAY 9 AUGUST 2024

TERMS AND CONDITIONS

1.0 BUYING PERIODS

- All Super Early Bird seasons available from 12 December 2023 until sold out.
- All Camping, Bus and Workshop passes available from 12 December 2023
- All Early Bird seasons available when the Super Early Bird tickets have sold out.
- All Full price seasons available when the Early Bird tickets have sold out.
- Ham, Bulverton and Manor event tickets available in the spring, please check website for details.

2.0 AGE CATEGORIES FOR TICKETS AND AGE RESTRICTIONS

2.1 Age ranges

- Adults (aged 26+)
- 25 & Under (aged 18-25)
- Youths (aged 12-17)
- Children (aged 0-11)

The age categories are determined by the age on 2 August 2024.

2.2 Age restrictions and conditions

- Child (0-11) tickets allow entry to all events as for Adult tickets except for The Bulverton Late Night events after 2230.
- Children 0 to 11 years must be accompanied by a ticket-holding adult at main festival events.
- Children under 12 (and Youths under 16 for Bulverton Late Night Extra events) must be accompanied by a ticket-holding adult for all performance events.
- Stewards reserve the right to refuse admission to Children and Youths under the requisite ages not accompanied by a ticket-holding 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 & Unders must provide appropriate photographic ID that includes date of birth (eg passport, driving licence) when collecting tickets.
- Children's Festival events held on Peacock Lawn are free to Children (0-11), subject to availability

3.0 FESTIVAL SEASON TICKETS

3.1 General Conditions For All Season Tickets

- Priority entry 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 season ticket.
- Pre-Festival events are not included in any season ticket type
- Bus passes are not included in any season ticket type
- Camping is not included in any season ticket type except for Bulverton-in-One which does include a camping pass
- All season ticket holders can pay the Ticket Holder rate for their camping pass for the period of their season ticket.
- All advance season ticket buyers will be issued with an email receipt that includes a QR code. Having this code either printed or available on your mobile device is essential in order to collect your wristband/s or tickets from your selected box office collection point.

3.2 All-in-One Week Season

- Covers all Festival events from Friday 2 to Friday 9 August 2024 including the Ham Evening Concerts.
- Guaranteed entry to the Ham Evening concerts, as long as the ticket holder arrives at least 10 minutes before the start of the publicised event time.
- Discount on Pre-Festival event tickets.
- A free copy of the Festival Programme when available. One copy will be mailed per household within the UK; additional copies (up to the number of people in the booking) can be collected on arrival.
- 10 for 9 group discount available for All-in-One Week seasons. Please email tickets@sidmouthfolkfestival.co.uk to apply. All tickets must be of the same value.

3.3 All-in-One Weekend Season

- Covers all Festival events from Friday 2 to Sunday 4 August 2024 including the Ham Evening Concerts.
- Guaranteed entry to the Ham Evening concerts, as long as the ticket holder arrives at least 10 minutes before the start of the publicised event time.
- Discount on Pre-Festival event tickets.

3.4 Week Season

- Covers Festival events from Friday 2 to Friday 9 August 2024 including the Ham Evening Concerts on Friday 2 August and Friday 9 August 2024.
- Excludes the Ham Evening Concerts from Saturday 3 August to Thursday 8 August 2024 but the ticket holder can buy event tickets for those shows at a discount.
- Discount on Pre-Festival event 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.

- 10 for 9 group discount available for Week seasons. Please email tickets@sidmouthfolkfestival.co.uk to apply. All tickets must be of the same value.

3.5 **Weekend Season**

- Covers all Festival events from Friday 2 to Sunday 4 August 2024 including the Ham Evening Concert on Friday 2 August 2024.
- Excludes the Ham Evening Concerts on Saturday 3 August and Sunday 4 August 2024 but the ticket holder can buy event tickets for those shows at a discount.
- Discount on Pre-Festival events tickets.

3.6 **Day Season**

- Available for Saturday 3 August through to Friday 9 August 2024 inclusive.
- Covers all Festival events for the day/days purchased except for the Ham Evening Concerts*.
- Discount on Ham Evening Concert tickets for the day/s of your ticket/s.
- * Day Season ticket holders for Friday 9 August 2024 also get free entry to the Ham Evening Concert on that day.

3.7 **Bulverton-in-One Season**

- Covers all events at the Bulverton venue from Friday 2 to Friday 9 August 2024.
- Includes a Week Camping pass (Live-In Vehicle supplement payable separately if you are bringing a live-in vehicle)
- Does not include entry to events at any other venue.
- Discount on Ham Evening and Pre-Festival event tickets.
- 25% discount off the full adult price on all other 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. Not available in advance and subject to availability.
- 6 for 5 group discount available for Bulverton-in-One tickets via the website ticket booking system. All tickets must be of the same value.

4.0 **CAMPING PASSES**

4.1 **General Conditions For All Camping Passes**

- All camping passes are per person except for the Live-in Vehicle supplement which is per vehicle.
- Under 18s must be booked with a responsible adult.
- Children under 12 must camp with their responsible adult.
- 25 & Under camping tickets are only available to those with a Festival Season Ticket covering the same period.
- There are two Adult and Youth rates for Week, Weekend and Day camping which are Ticket Holder and Non-Ticket Holder (NT). Anyone with a Festival Ticket valid on the day/s they wish to camp can pay the Ticket Holder rate.

- The Ticket Holder rate for the use of the Festival Campsite is available for the night before and the night/s of your Weekend or Day Ticket/s.
- The campsite opens at noon on Wednesday 31 July 2024, and closes at noon on Saturday 10 August 2024. Please do not arrive expecting to camp before then.
- Access to the campsite is restricted to holders of camping passes and receipts that include camping.
- You must follow the directions and instructions of the campsite stewards at all times.
- All advance camping pass buyers will be issued with an email receipt that includes a QR code. Having this code either printed or available on your mobile device is essential in order to collect your wristband/s or passes from your selected box office collection point.

4.2 **Week Camping**

- A Week Camping pass allows you to camp anytime from the night of Wednesday 31 July through to and including the night of Friday 9 August 2024.
- Live-In Vehicle supplement payable separately if you are bringing a live-in vehicle.

4.3 **Weekend Camping**

- A Weekend Camping pass allows you to camp anytime from the night of Friday 2 August through to and including the night of Sunday 4 August 2024.
- Live-In Vehicle supplement payable separately if you are bringing a live-in vehicle.

4.4 **Day Camping**

- Day Camping passes are available for the nights of Thursday 1 August through to and including the night of Friday 9 August 2024.
- Live-In Vehicle supplement payable separately if you are bringing a live-in vehicle.

4.5 **Live-in Vehicles**

- A Live-in Vehicle supplement is required for any live-in vehicle brought onto the campsite. This includes, but not exclusively, all caravans, campervans, and any vehicle adapted to sleep in, whether temporary or permanent.
- Separate Camping Passes for the same days are required.
- A Week Live-in Vehicle Supplement covers anytime from the night of Wednesday 31 July through to and including the night of Friday 9 August 2024.
- A Weekend Live-in Vehicle Supplement covers anytime from the night of Friday 2 August through to and including the night of Sunday 4 August 2024.
- Day Live-in Vehicle Supplements are available for the nights of Thursday 1 August through to and including the night of Friday 9 August 2024.
- There are two rates for all periods, length 7m or more and length under 7m.

4.6 Car Parking For Campers

- A large section of our campsite is pedestrian only, with no vehicles allowed. Campers 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 for the days of your Camping Pass.
- If you want to park your car on the campsite 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 email access@sidmouthfolkfestival.co.uk.
- Please note that some areas of the campsite may not be suitable for people with mobility difficulties.

5.0 OTHER TICKETS

5.1 Event Tickets

- These tickets give guaranteed admission to specific events at the Ham, Manor Pavilion and Bulverton venues.
- The number of advance tickets available for each event is limited.
- All advance event ticket buyers will be issued with an e-ticket for that event which includes a QR code. Having this code either printed or available on your mobile device is essential in order to gain entry at the venue. There are no physical event tickets to collect from any box office.
- There are no advance event tickets available for any other venues.
- Event tickets are available at the door for most events, subject to capacity (for the Bulverton Late Night Extra please see below). Admission will be from 10 minutes before the event starts, after all Festival ticket and Advance Event ticket holders have been admitted.
- 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, on sale from about 10 minutes before the event starts.
- Bulverton Late Night Extra (LNE) Event Tickets. Entry to the LNE events are included in the Bulverton evening concert ticket for the same night, apart from the last Friday where there is a separate ticket. These are available in advance. Entrance on any other night to the LNE alone is only possible by paying on the door.

5.2 Sidmouth Residents Event Tickets Discount Scheme

- Discounts available to residents who live within the Sidmouth Town Council area for Pre-Festivals, Ham Afternoon concerts, Ham Evening concerts, Bulverton evening and Bulverton Late Night Extra events.
- Available only in advance at the TIC and the Box Office in person with identifying documents.
- Not available on the door.

5.3 **Workshop Book**

- All Festival Season ticket holders are admitted to workshops free of charge on the day/s of their tickets except for Bulverton-in-One Seasons (admitted to workshops at the Bulverton only).
- Customers without an appropriate Festival Season can buy a Workshop Book online, from the Festival Box Offices or on the door of any workshop.
- The Workshop Book is a single ticket with 6 passes on it, the book can be 'traded in' at all workshops marked with 'W' in the Festival Programme until all the passes are marked off.
- You can share the book with another person, one pass marked off per person per workshop.
- You can buy more than one book.
- Alternatively, customers may pay on the door for individual workshops.
- All workshop admission is subject to space being available.

5.4 **Children's Festival Events**

- Children's Festival events held on Peacock Lawn are free to Children (0-11), subject to availability
- 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.
- Pay on the door Family Tickets for Family Concerts and Ceilidhs are for 2 adults and up to 2 children or 1 adult and up to 3 children.
- 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.

5.5 **Bus Passes**

- Festival Buses run regularly to and from the entrance of the campsite, from early morning until after all events are finished for the night.
- Available from Friday 2 to Friday 9 August 2024 with reduced services on Wednesday 31 July, Thursday 1 August and Saturday 10 August 2024.
- Detailed times, routes and charges will be available in the Festival Programme.
- Week Festival Bus passes can be bought in advance online
- 25 & Under Festival Bus passes are only available to those with a Festival Season Ticket covering the same period.
- Week and Day Festival Bus passes can be purchased in person from the Campsite Box Office and the Ham Box Office.
- Individual single trips also available on the bus, cash only.

5.6 Friends Of The Sidmouth Folk Festival

Friends of the Sidmouth Folk Festival provides an opportunity for those for whom the Festival holds a special place in their lives and who are committed to its future in providing support for its long-term existence. Please see the website for details.

6.0 HOW AND WHERE TO BUY TICKETS

6.1 Ticket Receipts & Collections

- All advance season ticket and campsite pass buyers will be issued with email receipts which include QR codes. Having these codes either printed or available on your mobile device is essential in order to collect your wristband/s or tickets from your selected box office collection point.
- When booking advance seasons or camping passes you will be asked to select a box office collection point:
 - Ham Box Office - for orders that do not include camping passes.
 - Campsite Box Office - for orders that include camping passes.
 - If no collection point is selected then bookings that include camping passes will be held for collection at the Campsite Box Office and the others will be held at the Ham Box Office.
- All advance event ticket buyers will be issued with an e-ticket for that event which includes a QR code. Having this code either printed or available on your mobile device is essential in order to gain entry at the venue. There are no physical event tickets to collect from any box office.

6.2 Buying Online

- Bookings can be made online at www.sidmouthfolkfestival.co.uk.
- Please see above for when different tickets and passes are made available.
- Available seasons and camping passes can be bought online up until midnight of the day before the applicable start date.
- Available event tickets can be bought online up until 10 minutes before the publicised event start time.

6.3 Buying In Person / By Phone / By Post

- Please see above for when different tickets and passes are made available.

Pre-Festival Box Office - until Sunday 28 July 2024 at 1600

- The Sidmouth TIC provides a Festival Box Office until Sunday 28 July 2024 at 1600.
- Sidmouth Tourist Information Centre Box Office, Ham Lane, Sidmouth, Devon EX10 8XR. Tel: 01395 577952, open:
 - December-March, Monday-Saturday 1000–1330, Sundays closed.
 - April, daily 1000-1600.
 - May-September, Monday-Saturday 1000-1700, Sundays & Bank Holidays 1000-1600.
 - Closed from 23 December 2023-1 January 2024 inclusive.

- Purchase by telephone, in person, or by post (please use a booking form – downloadable from the website - and provide a stamped self-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 2024.

Ham Box Office - from Monday 29 July 2024

- The Ham Box Office is sited near the Swimming Pool and Tourist Information Centre. Contact: 01395 577952.
- Open 29 July 1200-2000, 30 July to 8 August 0900-2000, 9 August 0900-1800.
- The Ham Box Office will accept telephone bookings for event tickets up to 2000 the day before the event, or in person 30 minutes before the event start time. Telephone bookings will not be accepted on the day of an event.
- Payments by cash or card only.

Campsite Box Office – from Wednesday 31 July 2024

- The Campsite Box Office is sited on the Festival Campsite from noon on Wednesday 31 July 2024.
- Opening times will be notified on the Campsite Box Office.
- In person only sales of camping passes, season tickets, event tickets and bus passes.
- Payments by cash or card only.

7.0 ACCESSIBILITY

- The programme and website contain details of venue accessibility.
- Our volunteer stewards are always ready to assist with any special needs.

7.1 Personal Assistant Ticket

- This is available to a ticket buying 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/door staff at the festival with one of the following when collecting your season tickets or using your e-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
- 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.

7.2 **Camping**

- You can request camping within the Accessibility Area of the Festival Campsite by emailing access@sidmouthfolkfestival.co.uk.
- Special arrangements may be made for mobility vehicles by prior arrangement, please email access@sidmouthfolkfestival.co.uk.
- Please note that some areas of the campsite may not be suitable for people with mobility difficulties.
- We do provide facilities for charging personal mobility devices.

8.0 **FURTHER INFORMATION AND TERMS & CONDITIONS**

8.1 **Programming**

- 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.
- The Festival reserves the right to present alternative performers and re-programme events when unforeseen circumstances prevail.
- Every effort will be made to carry out the programme as advertised.

8.2 **Refunds and Exchanges**

- There are no refunds or exchanges on any tickets or passes.
- 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.

8.3 **Covid-19**

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

8.4 **Seating**

- Seats are not numbered or pre-allocated.
- The Bulverton is a standing venue with only some limited seating for people with mobility issues.

8.5 **Pricing**

- Ticket prices include VAT at the current prevailing rate.
- All prices are as advertised at the appropriate time.

8.6 **Dogs**

- Dogs are not allowed within festival venues with the exception of recognised assistance dogs. Please note that this includes Peacock Lawn and The Blackmore Gardens Marquee.

- Well behaved dogs on leads are welcome on the Festival Campsite, at The Hub, in Connaught Gardens, the Anchor Garden and in Blackmore Gardens.

8.7 **Smoking**

- Smoking or vaping is not permitted in any Festival venue.
- Please note that this includes Peacock Lawn.

8.8 **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.

8.9 **Queues**

- Queues at some events will be inevitable.
- Please be patient and co-operate fully with our volunteer stewards who will let you in as soon as they are able.

8.10 **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.

8.11 **Amendments**

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

8.12 **Company Information**

- The Sidmouth Folk Festival is operated by Sidmouth FolkWeek Productions Ltd.
- Registered Office: Sidmouth FolkWeek Productions Ltd, 3 Church Street, Aylesbury, HP20 2QP
- Registered in England and Wales, Company No.05610997
- VAT Registration No. 878453277