



## TERMS & CONDITIONS

### TICKETS

Tickets of all types are limited in number, sold on a first-come first-served basis. Ticket sales will be restricted to a maximum of 6 adult tickets, per person or per booking. Do not attempt to buy tickets from touts or on sites such as eBay or Viagogo. Checks will be carried out on entering the Festival for some of our discounted tickets, If you cannot provide the required evidence, you may be refused admission. Tickets cannot be exchanged, transferred, re-sold, refunded, or re-issued.

Admission tickets and camping space are sold separately. Tickets do not include off-site parking, but you can purchase your parking ticket on our website <https://www.cambridgefolkfestival.co.uk/> . On arrival each ticket must be exchanged for a non-transferable wristband which must be worn at all times.

All under 18 tickets can only be purchased in conjunction with an adult ticket. Children 13 and under are admitted free **but still require a ticket** and must be always accompanied by an adult. Under 14-year-olds must be accompanied by a responsible adult on site and ages 14-17 must be accompanied by a responsible adult over 18 on arrival. Photo ID regarding the age of adults and children may be requested at the box office.

Tickets will be available to purchase online and, by phone via the Cambridge Live Tickets Box Office in Cambridge.

ONLINE [www.cambridgefolkfestival.co.uk](http://www.cambridgefolkfestival.co.uk) (<http://www.cambridgefolkfestival.co.uk>) PHONE (01223) 357851

Opening times: Monday – Friday: 10am – 5pm.

Saturday & Sunday: Closed

We accept Visa, MasterCard, Switch, Maestro, Solo and Electron.

To minimize ticket touting and help ensure that tickets are distributed fairly, the following restrictions apply:

\* A maximum combination of 6 adult tickets (Full Festival or Day), per person or per booking.

Tickets cannot be exchanged for another day or refunded.

### DISCOUNTED TICKETS

Disabled customers should buy a full priced Disability Concession ticket either as a weekend or day ticket. Once the Disability Concession ticket has been added to your basket you will be able to book a complimentary Essential Companion ticket too.

If additional personal assistants or essential companions are required over and above the standard essential companion's allocation when purchasing your tickets, please contact our Box Office who will be able to assist with this. Essential Companion tickets are provided free of charge to those who are eligible.

If your account is not set up to access our Disability Concession ticket and you require this, please contact our Box Office for assistance.

There are no resident discounted tickets available for 2027.

## **CAMPING**

Camping tickets are available for both full weekend and day ticket holders. The charge is for tent space not the people inside, so camping costs may be shared. One camping ticket entitles you to a plot large enough for a 2/3 berth tent space of max size 4.5m x 3.5m inc guy ropes, measured from the longest to the widest point.

To camp, you must purchase a Full Festival ticket or Day ticket and sufficient Camping tickets for the size of your tent for the campsite of your choice. Due to Fire Officer recommendations, awnings or canopies must not link tents. A clear 2m will be required around each small tent and a clear 5m around each large tent. Each tent, awning or canopy will require its own Camping ticket. We recommend the use of flame-retardant tents. **If you have a large tent or wish to increase your plot with additional tents, you must purchase more than one camping ticket.**

The campsite will open at 10am Friday. Do not arrive until after this time as there will be no access to the Festival and the Police will move vehicles on.

Camping for 2027 is at Cherry Hinton Hall only.

## **CHERRY HINTON HALL CAMPSITE**

Cherry Hinton Hall campsite is a beautiful park complete with a duckpond, sculpture, lovely trees and country house. The campsite surrounds and is just a short walk from the main arena and all the Festival's facilities and has a wonderful atmosphere. Also within the campsite is a purpose-built paddling pool and children's playground.

You must purchase sufficient camping space for the size of your tent or you will be charged onsite. Preventing traffic congestion is essential for the future of the Festival. There is no unauthorised unloading at or near Cherry Hinton Hall Campsite other than for disabled people and those with trailer tents. You must drive straight to the car park, unless you are disabled or have a trailer tent.

It is a 15-minute walk from the car park to Cherry Hinton Hall Campsite. If there is no traffic congestion on the day, authorised drop off at Cherry Hinton Hall Campsite will be allowed to those with greater need e.g. customers with: large numbers of children; children under 5; an injury or illness; bulky or large amounts of musical instruments; large amounts of equipment; or customers who are elderly.

Facilities for disabled people include: drop-off area for camping equipment; changing spaces unit, wheelchair accessible toilets; limited number of accessible viewing spaces for all stages.

## **INFORMATION FOR DISABLED CUSTOMERS**

Please ensure you refer to our Accessibility page <https://www.cambridgefolkfestival.co.uk/your-visit/accessibility-page> which form part of the Festival's terms and conditions.

## **SOUND LEVELS & HEARING SAFETY**

There may be high sound levels during certain performances. Prolonged exposure to high volume levels can cause damage to hearing. Children are particularly at risk of hearing damage. We recommend the use of ear defenders for young children. Enjoy the music but also give your ears a rest.

## **ARENA OPENING & CLOSING TIMES**

The main arena will be open from 17:00 Friday 30th July, and 10:00 on Saturday and Sunday until the stages have finished. Attendees will be asked to move from the main arena into the campsite once music has finished for the day.

## **CHAIRS & BLANKETS IN THE ARENA**

Due to limited space, if you must bring a chair into the arena, we prefer the use of small, folding, low back supports. In the interests of safety, chairs or other items which may cause an obstruction in an emergency or hinder access are not allowed within marquees. Please refer to our chair etiquette policy on our website.

## **SMOKING ONSITE**

In accordance with the law, smoking is not permitted within any marquees or other wholly or substantially enclosed public spaces.

## **NO DOGS ONSITE**

No dogs are allowed on site, including car parks. Only assistance dogs will be allowed at the event and will be required to provide their works ticket and wear a vest identifying them while on site.

## **NO GLASS ONSITE**

Do not bring glass. No glass bottles are allowed in the area, searches will be in operation. No sunshades allowed in the arena.

## **TRAFFIC & CONGESTION**

Help minimise traffic congestion by following this simple guide:

Unless you are disabled or have a trailer tent you must drive straight to the car park. Signage will be in place directing you to the car park via the best route. There will be no unauthorized unloading at or near Cherry Hinton Hall Campsite.

## EVENT ADMITTANCE

The management reserves the right to refuse admission and eject patrons from the event. Photo, video, or audio reproduction of artists is prohibited. Ticket holders consent to be included in official photography, visual and audio recordings. The

management reserves the right to alter the programme without refund. The management will not accept responsibility for any losses of valuables.

## BOX OFFICE OPENING TIMES

The onsite Box Office & Pass Exchange will be open 10:00 - 20:00 Friday - Sunday. Please ensure you have collected your wristband during these times to ensure admittance into the arena

## ALCOHOL POLICY

Attendees are permitted to bring their own alcohol for personal consumption **within the campsite only. No alcohol may be taken into the main arena.** All bags and persons may be searched on entry, and any alcohol found will be confiscated. This rule will be **strictly enforced**. Failure to comply may result in refusal of entry or removal from the event without refund. This policy has been introduced to support the long-term financial sustainability of the festival and to ensure we can continue to deliver a safe, high-quality event. By attending the festival, you agree to follow this policy and understand that it is non-negotiable.