

PAY YOUR BALANCE AT [HTTPS://GLASTONBURY.SEETICKETS.COM](https://GLASTONBURY.SEETICKETS.COM) FROM 9AM 1ST APRIL – 7TH APRIL

If you have paid a deposit for either a general admission ticket or a ticket + coach travel option for the 2024 Glastonbury Festival, your balance payment of £280 + £5 booking fee per ticket is due between 09:00 BST on Monday 1st April and 23:59 BST on Sunday 7th April 2024. You will also be able to add car park tickets and Ticket Plan Refund Protection to your booking while paying your balance (see [here](#) for more information on Ticket Plan Refund Protection).

Any tickets for which the balance has not been paid during the balance payment window will be refunded £50 (a £25 admin fee will be retained) automatically onto the card on which they were booked. This should happen within 7 working days of the balance payment period ending.

If you are planning to pay a balance between 1st – 7th April, please take a moment to read these FAQs:

CAN I PAY MORE THAN ONE BALANCE IN THE SAME TRANSACTION?

Yes – you can pay the balance for up to 6 tickets in one transaction, providing you have all paid a deposit and they are all the same ticket type. By grouping your balance payments together you will only pay one postage and packing fee (£9.95 per order for general admission tickets, £2.75 for coach e-Tickets). You will need to provide each ticket holder's registration number and postcode in order to pay their balances.

You can only pay the balances together if they are for the same type of ticket. So you can pay the balance on up to 6 ticket + coach travel options together, or up to 6 general admission tickets together, but you can't pay the balance on a mix of general admission and ticket + coach travel options in the same transaction.

I PAID FOR SEVERAL PEOPLE'S DEPOSITS IN NOVEMBER 2023 WHO I'M NO LONGER IN TOUCH WITH, CAN WE ALL PAY OUR BALANCES INDIVIDUALLY?

Yes you can. Each person will just need to provide their registration number and postcode in order to pay their own balance.



WHAT IS THE 'WORTHY' PLEDGE?

When paying your balance, you will be asked to sign our Worthy Pledge, agreeing that you will:

- Treat the fields and the people in them with kindness and respect.

- Only use the toilets provided and not pee on the land.
- Dispose of rubbish carefully using the correct bins.
- Keep your campsite tidy.
- Take all your belongings/camping gear home with you again.

Please commit to this pledge and ask others to stick to it too, to help ensure a sustainable Festival. We would also encourage you to read the Festival's [full environmental policies](#).

CAN I CHANGE MY DELIVERY ADDRESS OR EMAIL ADDRESS?

If you wish to change your delivery address you can provide a new delivery address on the balance payment page. If your address changes after paying your balance, you can update your address details online via the [See Tickets Customer Service Portal](#). Please note that changes to your delivery address will not update the address associated with your registration.

If you wish to change your registered email address please contact See Tickets customer services via their customer service portal [here](#). When paying your balance you are given the option to provide a different email address to the one you registered with, but this won't update your registered details.

CAN I ORDER A WATER BOTTLE WHEN I PAY MY BALANCE?

Yes. We have more than 850 taps across the Glastonbury site which provide free, safe drinking water. We encourage all Festival-goers to use a reusable water bottle and refill it at any of the taps, bottle refill points, water bars and kiosks around the Festival.

When paying your ticket balance, you will have the option to order a limited-edition Glastonbury Festival Chilly's water bottle, with a choice of three colour schemes – Blue/Navy, Pink/Navy or Green/Navy. Each water bottle will cost £22, with £2 from each bottle sold going to WaterAid. Your bottle will be waiting for you to collect from any of the WaterAid kiosks or water bars when you arrive onsite.



If you already have a water bottle you can use, please remember to bring it with you! Once again, single use plastic drinks bottles will not be available to purchase onsite at this year's Glastonbury Festival, however canned water will be available from food traders.

If you forget to buy a water bottle when paying your remaining ticket balance, a limited number of reusable water bottles will be available to purchase from the WaterAid water points on site at the Festival.

I'VE BOOKED A TICKET + COACH TRAVEL OPTION, CAN I SWAP TO A GENERAL ADMISSION TICKET?

No – Ticket + coach travel options are non-transferable. If you have booked a deposit for a ticket + coach travel option, then you need to pay the balance for a ticket + coach travel option. It isn't possible to transfer to a general admission ticket (or vice versa). If you are unable to travel on the coach you have booked, you will need to cancel your booking (including the Festival ticket).

ARE THERE ANY MORE CAMPERVAN TICKETS OR TIPIS AVAILABLE?

All campervan tickets and tipis are currently fully booked. Any cancelled bookings will be made available in an accommodation resale later in April. Further details will be released nearer the time.

IS THERE ANY MORE ACCOMMODATION AVAILABLE AT WORTHY VIEW OR STICKLINCH?

Worthy View and Sticklinch – our official pre-erected camping fields – are also currently fully booked. As above, any cancelled bookings will be made available in an accommodation resale later in April. Further details will be released nearer the time.

I'VE BOOKED A TICKET + COACH TRAVEL OPTION CAN I STILL BUY A CAR PARK / CAMPERVAN TICKET?

No – car park and campervan tickets are only available to general admission ticket holders. It is not possible to purchase a car park or campervan ticket when booking or paying the balance for a ticket + coach travel option.

WE'RE COMING IN A GROUP WITH A CAMPERVAN/CARAVAN, DOES EACH OF US NEED A CAMPERVAN TICKET?

No. You only need to book one campervan ticket per campervan/caravan, but everyone aged 13 or over in your group will of course need a Festival ticket. Please note large vehicles, which require a pitch in excess of 8m x 7m, require a large campervan ticket, for the White route site. For more information about campervan and caravans please check out the [campervan information page](#).

SINCE I BOOKED MY DEPOSIT I'VE FOUND I CAN'T COME TO THE FESTIVAL, CAN I GET MY DEPOSIT BACK?

Yes. Any tickets for which the balance has not been paid will be refunded £50 (a £25 admin fee will be retained) automatically onto the card on which they were booked, which should happen within 7 working days of the balance payment period ending. If you already know that you won't be able to come to the Festival, and would like to get your £50 back before the automatic refund, then please contact See Tickets via their [Customer Service Portal](#). Please note if your card details have changed since you placed your deposit you will need to contact See Tickets to arrange your refund; and if a friend or family member placed the deposit for you, the deposit will be returned to their card.

If you are cancelling a ticket + coach travel option a total admin fee of £40 will be retained. You will be refunded your coach fare less a £15 cancellation fee, and your ticket deposit less the £25 cancellation fee.

MY FRIEND CAN NO LONGER COME TO THE FESTIVAL, CAN I TRANSFER THEIR TICKET TO SOMEONE ELSE?

No. Tickets (including deposits) are fully non-transferable. If one of your party is no longer able to attend the Festival they can obtain a refund of £50 for their deposit (see above); however you cannot reserve that deposit for someone else. Cancelled tickets will be put back on general release in the ticket resale.

I'VE PAID MY BALANCE BUT HAVEN'T HAD A CONFIRMATION EMAIL – HOW CAN I CHECK EVERYTHING IS OKAY?

If you have not yet received confirmation of your balance payment you can retrieve your booking details via the [See Tickets Customer Service Portal](#).

CAN I STILL BOOK A TICKET?

Quite possibly, yes – don't give up hope! There will be resales of any returned tickets later in the Spring. Please keep an eye on the Festival website for details.

I'VE SEEN TICKETS ADVERTISED ONLINE, CAN I BOOK THROUGH ANOTHER COMPANY?

No! Please don't be tempted to buy tickets from anywhere other than See Tickets. Glastonbury tickets are only available through one agency – Seetickets.com – who support our unique Glastonbury registration system, which means we can make sure that all our tickets are sold at face value, to genuine Festival goers. (Some of the campsites local to the Festival are authorised to offer hospitality tickets as part of their accommodation packages. If you are in any doubt as to the legitimacy of a company, please contact the Festival.)