2025 TICKET SALE FAQ

Please find below answers to Frequently Asked Questions about booking tickets for the Festival.

Further information about tickets for the 2025 Festival can be found here.

WHEN DO TICKETS GO ON SALE?

TICKETS PLUS COACH TRAVEL ON SALE AT 6PM GMT, THURSDAY, 14TH NOVEMBER GENERAL ADMISSION TICKETS ON SALE AT 9AM GMT, SUNDAY, 17TH NOVEMBER

WHERE CAN I BUY A TICKET?

Tickets will be sold exclusively at glastonbury.seetickets.com.

DO WE NEED TO BE REGISTERED TO BUY TICKETS?

Yes – as part of our ongoing efforts <u>against ticket touting</u>, anyone who would like to attend the Festival will need to have registered in advance of the ticket sale.

Even if you think you're already registered, we encourage you to please check / retrieve details of your existing registration well ahead of the ticket sales, <u>here</u>.

Registration closes at 5pm GMT on Monday, 11th November, after which there is no opportunity to submit/re-submit a registration until after the November ticket sales.

We strongly advise that you submit your registration at 5 days before registration closes, to allow time to submit a new registration if you need to, as without a valid registration number for each person for whom you wish to book a ticket, you will not be able to book tickets.

Please note, registration does not guarantee you a ticket (and in recent years, demand for tickets has outstripped supply).

Children aged 12 and under when the Festival takes place are admitted free of charge and do not need a ticket, and do not need to register.

WHAT IF I'VE ALREADY REGISTERED?

Even if you think you're already registered, we encourage you to please check / retrieve details of your existing registration well ahead of the ticket sales, <u>here</u>.

If you registered prior to 2020 and intend to try and buy tickets in a future ticket sale, please check to see if you have any valid registrations <u>here</u> or submit a fresh registration <u>here</u>.

And if you are booking with friends and family, please also encourage them to check their details before registration closes at 5pm on Monday, 11th November.

Please do not leave it until the last minute!

HOW MUCH DO TICKETS COST?

Tickets will cost £373.50 + £5 booking fee, of which a £75 deposit (plus coach fare if booking a Ticket + Coach travel option) is payable when booking in November, with the balance payable in the first week of April 2025.

A list of coach prices can be found below (you'll need to add the price of the Festival ticket too).

RETURN SEE COACH FARES

| Bath | £47 | Glasgow | £160 | Newcastle | £140 | Southampton | £58 |
|------------|------|------------|------|------------|------|-------------|------|
| Birmingham | £60 | Leeds | £114 | Norwich | £109 | Stoke | £75 |
| Brighton | £73 | Leicester | £62 | Nottingham | £66 | Swansea | £55 |
| Bristol | £47 | Lincoln | £111 | Oxford | £57 | Swindon | £52 |
| Cambridge | £98 | Liverpool | £110 | Plymouth | £59 | Taunton | £47 |
| Cardiff | £50 | London | £74 | Reading | £54 | Truro | £79 |
| Edinburgh | £162 | Manchester | £109 | Sheffield | £111 | York | £118 |

SINGLE SEE COACH FARES

Bath £24 / Bristol £24 / London £40 / Reading £35 / Taunton £29

WHAT'S NEW FOR 2025?

The booking process itself for 2025 will be the same as in previous years, however the way in which you join the booking process is changing.

Rather than refreshing the holding page to attempt to access the booking page, this year, when the ticket sale begins (at 6pm or 9am respectively) everyone who is already on the glastonbury.seetickets.com page will randomly be assigned a place in a queue to access the booking process.



The Glastonbury 2025 Ticket and Coach Option sale has not yet begun. When it begins, you will be assigned a random place in the queue. There is no need to manually refresh this page.

What is this?

The event will begin at: 18:00 (14/11/2024)

07 Minutes 52 Seconds

Anyone who logs on once the sale has started will automatically be added to the back of the queue, so it's important to make sure you are online ready at least a few minutes before the sale opens.

Once you are in the queue, a progress bar will indicate how close you are to reaching the booking page.

<u>Please do not refresh this page or use multiple devices or tabs or you may lose your place in the queue.</u>



You are now in the queue!

You are in the queue for the Glastonbury 2025 Ticket and Coach Option sale. When it is your turn, you will have 10 minutes to enter the website. You will then be asked to enter the registration number and registered postcode for the lead booker and up to 5 other people for whom you are attempting to book tickets.

What is this?

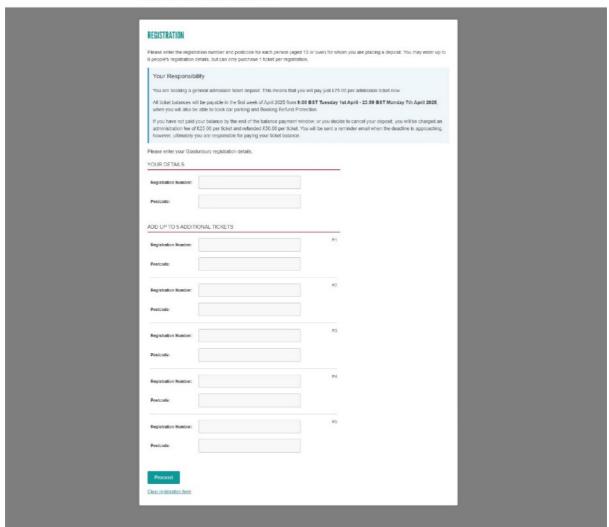


When you reach the front of the queue, you will be asked to enter the registration number and registered postcode for the lead booker and up to 5 other people for whom you are attempting to book tickets. You will have 10 minutes to complete this page before your session expires, however tickets are not allocated at this point.



GLASTONBURY 2025 DEPOSITS

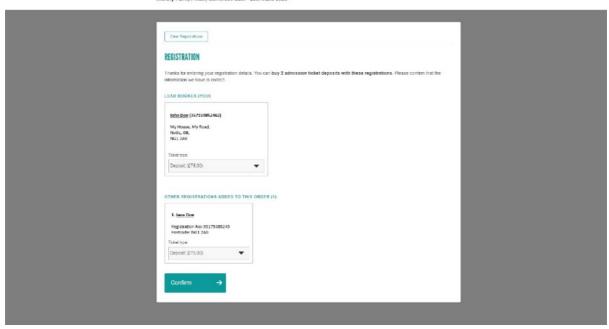
Worthy Farm, Pilton, Somerset. 25th - 29th June 2025



When you proceed, the details you have provided will be displayed on the next page.

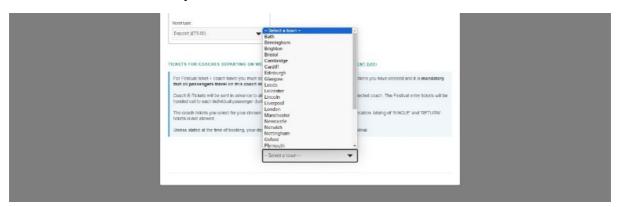


GLASTONBURY 2025 DEPOSITS Worthy Farm, Pilton, Somerset, 25th - 29th June 20



Please check that these are the people you expect to be booking tickets for, as these cannot be changed once you proceed with your booking.

If you are booking a Ticket + Coach travel option, you will be asked to choose a departure town (and time for towns with multiple departures). It is only possible to book tickets from one departure town in a single transaction. If the option you have selected is not available, please choose a different town or day that is convenient for you. Travel on the coach you have selected is mandatory in order to receive your Festival ticket, so please only book on routes that are feasible for you.



Once all of your information is correct, click confirm to enter the payment page, where you will need to check/amend your billing address, confirm your payment information, accept the terms and conditions, and complete check out within the allocated time.

Please do not attempt to minimise the tab or open new tabs. If you move away from the tab you are on your session may expire.



CHECKOUT

| All ticket balances will be payable in the first week of Ap when you will also be able to book car parking and Bool If you have not paid your balance by 23.59 BST on 7th / | pril 2025, or you decide to cancel your deposit, you will be .00 per ticket. You will be sent a reminder email when the | now. onday 7th April 2025. s charged an | |
|--|---|--|--|
| Glastonbury 2025 25in - 29th June 2025 Worthy Farm TX DEPOSIT John Dow - LEAD BOOKER | | £75.00 | |
| | | тота £75.00 | |
| Your Billing Confact and Delivery Address Deta Please check and/or update your billing contact and deliver Title First Name Last Name Enant Address Confirm Enal Talephane Payment Details Google Pay Card number | | | |
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Any information entered after the timer expires will result in a failed transaction. Tickets are only allocated once your payment has been processed – so we would encourage you to enter your payment details swiftly (but accurately).

If the amount of traffic on the website is particularly high, you may see a reduced version of the See Tickets booking site, with a minimal holding page. This does not mean the site has crashed.

Depending on your device setting you may be offered other payment methods such as Google Pay or Apple Pay. It is your responsibility to ensure you are set up with the relevant service ahead of the sales to be able to use these methods. If you choose this option, it may show See Tickets' registered name of 'The Way Ahead Group' as the payee.

Please ensure you have access to any device needed to pass additional security questions from your card issuer.

IS IT POSSIBLE TO HAVE TICKETS IN MY BASKET BUT NOT BE ABLE TO COMPLETE THE PURCHASE?

Yes, tickets are not allocated until your payment has been processed. We encourage you to enter your payment details swiftly (but accurately) once you have added tickets to your basket in order to secure the tickets.

WILL USING MULTIPLE DEVICES INCREASE MY CHANCES OF GETTING TICKETS?

No, in fact it may harm your chances.

Whilst we understand that everyone wants to have the best possible chance of booking a ticket, running multiple devices or tabs simultaneously to attempt to access the website may lead to your IP address being blocked, preventing you from buying a ticket. The same applies to sharing cookies and QueueIDs.

Refreshing the page, using multiple tabs or many devices can look like suspicious behaviour and can harm your chances of getting through by triggering anti-bot software; therefore you must stick to one tab/device per IP address and please do not refresh your page once you are in the queue.

WHAT DOES 'ALL AVAILABLE TICKETS HAVE NOW BEEN ALLOCATED' MEAN?

Once orders are being processed for all the tickets that are available, it will no longer be possible to access the booking page, and you will see a message that 'All available tickets have now been allocated'. If you see this message, please refresh the page, as any orders which cannot be processed will be released back to sale.

Once all ticket purchases have been processed, the website will display a 'SOLD OUT' message and no more tickets will be released back to sale.

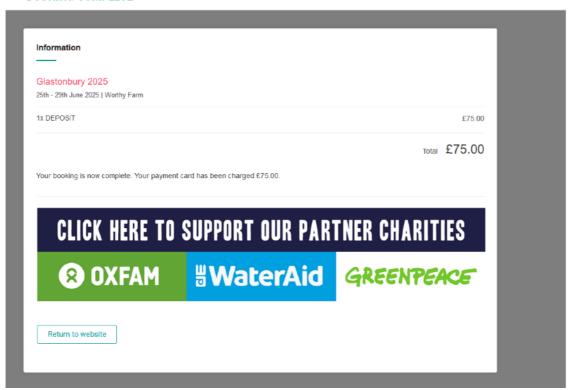
Even if you aren't successful in securing tickets in the ticket sales in November, you will have another chance to book in the Spring resales, when any returned tickets go back on sale.

OPTIONAL CHARITABLE PAYMENT

If you are successful in the ticket sale, once you have completed your booking you will be asked if you would like to complete an optional Charitable Payment.

Your payment will be used by the Festival to make an additional donation to Oxfam, WaterAid and Greenpeace to support some of the world's most vulnerable people and humanitarian crises, defending the natural world and campaigning for a green and peaceful future. The Festival will continue to support the three charities, and any payment you make will be an additional donation to the funds they receive from the Festival.

BOOKING COMPLETE



CAN I BUY A TICKET FROM ANYWHERE ELSE?

The demand for tickets has been high in recent years, but please don't be tempted or fooled by bogus sellers. Tickets will be sold exclusively at <u>glastonbury.seetickets.com</u>, do not attempt to book tickets from third parties.

WHICH TOWNS AND CITIES ARE COVERED BY THE TICKET + COACH TRAVEL OPTIONS?

The Ticket + Coach travel options are provided by See Tickets. Please note the prices indicated are for the coach travel only – you will need to add the cost of the Festival ticket to this to create the price. NB: Coach travel to the Festival is also available from National Express for all ticket holders.

WHAT IF THE TICKET + COACH TRAVEL OPTION I WANT IS NO LONGER AVAILABLE?

See Coaches is running more than 300 coaches to the Festival, and the Ticket + Coach travel option tickets are spread across these. If you choose a departure town or time, and then see a message that says "Tickets not available", this means all the seats that were available on that coach have already been requested by another booker. Please select a different departure point, to check for availability on another coach.

We would strongly advise you only book a Ticket + Coach travel option on which it is feasible for you to travel on, as bookings cannot be transferred, and your Festival tickets will be reliant on you travelling on the correct coach.

IF I BOOK A TICKET + COACH TRAVEL OPTION DO I HAVE TO TRAVEL ON THE COACH?

Yes. For Ticket + Coach travel options you will only be sent your coach tickets in advance – your Festival entry tickets will be handed out on the coach.

Travel on your chosen coach is mandatory. Please do not book a Ticket + Coach travel option unless you are certain you will be able to travel on the coach you have selected.

CAN I BOOK TICKET + COACH TRAVEL OPTIONS FROM DIFFERENT DESTINATIONS AT THE SAME TIME?

No, you can only book Ticket + Coach travel options from one destination in one transaction.

CAN I BOOK A COACH SEAT FOR MY CHILD OR ACCESSIBILITY PA TO TRAVEL WITH ME IF THEY DON'T HAVE A FESTIVAL TICKET?

If you are travelling with children aged 12 and under (including babes in arms), who do not require an entry ticket for the Festival, you will need to book these additional coach seats whilst making your ticket + coach travel booking.

If the additional seats required are not available when booking, please contact <u>coachtravel@seetickets.com</u> upon completing your booking in order to enquire about purchasing additional coach seats (NB: standard fares apply).

Please be aware any additional coach tickets are strictly subject to availability so if you did not select this with your initial booking, ensure you contact the Coach Team as soon as possible in order to avoid disappointment.

If you intend on applying for a PA ticket through the Festival's Access Team, you will also need to book these additional coach seats whilst making your ticket + coach travel booking. If the additional seats required are not available when booking, please contact accessibility@glastonburyfestivals.co.uk to request the Access application form. You must make sure it is clear on your application that you require an additional coach seat for your PA (NB: standard fares apply).

Before booking in the ticket + coach travel sale please consider the following:

- Do you have a disability or existing health condition that could make travelling by coach an unsuitable or difficult option for you?
- Are you able to sit on a coach for the required length of time without having the option of taking regular breaks when you want to.
- All the coaches will be full, please consider whether you will be comfortable being on a busy coach in close proximity to other passengers.
- Coaches will have at least one toilet on board, however, please note these will not be wheelchair accessible and will not be regularly cleaned during the coach journey.
- If you intend on applying for a PA ticket and your application is successful, this person must travel with you on your designated coach. Please book this additional seat when making your ticket + coach travel booking.
- If you buy a ticket with coach travel you cannot then purchase a campervan ticket in either the accessible campsite or general campervan fields.

 Tickets with coach travel cannot be changed to general admission tickets. If you buy a ticket with coach travel you must travel on your designated coach.

WHEN CAN I BOOK ACCOMMODATION, WATER BOTTLES OR CAR PARK TICKETS?

Further information campervan/caravan tickets, tipis and pre-erected accommodation will be available on the Festival website later in the Autumn.

Car park tickets and water bottles will be available to add to your booking when paying your balance in the first week of April, 2025.

ACCESS FACILITIES & HOW TO APPLY

There are no separate weekend tickets for customers with access requirements. Anyone wanting to attend the Festival must register and book tickets in the usual manner, as described above.

Once you have secured your Festival ticket please contact the Festival's Access Team to request the link for the online Access Application Form which will be available in December 2024.

Please note access to these facilities can reach capacity so we do recommend customers complete the Access Application form and return this to us as early as they can.

WHAT IS THE 'WORTHY' PLEDGE?

When placing your deposit booking, 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 and leave your campsite tidy.
- Take all your belongings/camping gear home with you.

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 <u>full environmental policies</u>.

WHERE CAN I FIND MORE INFORMATION?

For more ticket information, <u>please click here</u> or visit the <u>information section</u> for more topics.