# 2025 TICKET RESALE FAQ

A very limited number of tickets for which the balance was not paid, will be made available via ticket resales, which will take place at 6pm (BST) on Thursday, 24th April (Ticket + Coach travel options) and 9am (BST) on Sunday, 27th April (General Admission tickets).

Any cancelled accommodation options (Worthy View, Sticklinch, Campervan/Caravan passes) will be made available at 11am (BST) on Sunday 27th April.

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

# WHAT IS THE TICKET RESALE?

Following the ticket balance payment window, we will be selling a very limited number of tickets for which the balance was not settled. These will consist of General Admission tickets and Ticket + Coach travel options.

#### WHEN IS THE RESALE?

Ticket + Coach travel options - Thursday 24th April, 6pm (BST).

General Admission tickets – Sunday 27th April, 9am (BST).

Accommodation options – Sunday 27th April, 11am (BST).

# WHERE CAN I BUY A TICKET?

The resale will only be available at glastonbury.seetickets.com.

# DO WE NEED TO BE REGISTERED FOR THE RESALE?

Yes. Everyone for whom you are booking must be registered.

If you are not registered, we advise registering by Friday, 18th April to allow for the registration to be processed and resubmitted if needed.

If you are already registered you can use your existing registration number and do not need to reregister. We advise you check your details online prior to registration closing, in case you need to provide any new details.

Registration closes at 5pm BST on Wednesday 23rd April, and will not reopen until after the resale.

# **HOW MUCH DO TICKETS COST?**

Tickets cost £378.50 (including a £5 booking fee per ticket) plus postage and packing at £10.25 per order (£2.75 per order for coach tickets). A list of coach prices can be found <a href="here">here</a> (you'll need to add the price of the Festival ticket too).

UK tickets can now be purchased with a UK debit card or Visa or Mastercard credit cards. International tickets can only be bought by Visa Credit Card or Mastercard Credit Card. Depending on your device settings, you may be offered other payment methods such as Google Pay and Apple Pay. It is your responsibility to ensure you are set up with the relevant service ahead of the resales to be able to use these methods. Please note American Express is not accepted.

## DO I NEED TO PAY THE FULL BALANCE IN THE RESALE, OR CAN I JUST PAY A DEPOSIT?

The deposit scheme for 2025 is now closed. Tickets bought in the resales must be paid for in full at the time of booking.

## HOW MANY TICKETS CAN I BUY IN THE RESALE?

In the General Admission resale on Sunday 27th April, you may purchase up to 4 tickets per transaction – but remember that you can only book one ticket per registration. If you plan to book for a group, you will need all their registration numbers and registered postcodes, too – get them ready now.

The Ticket + Coach travel options sale on Thursday 24th April will be limited to 2 tickets per transaction, to reflect the limited number of seats available per coach. Again, you will need the registration number for each ticket you are booking.

# HOW MANY TICKETS WILL BE IN THE RESALE?

As in previous years, the exact number of tickets in the resale will not be announced. But it is a very limited amount.

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

There are only very limited numbers of tickets available in the resales, so 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.

# 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 total price. NB: Coach travel to the Festival is also available from National Express for all ticket holders.

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

As in previous years, the exact number of tickets in the resale will not be announced. But it is a limited quantity. See is running more than 300 coaches to the Festival, and the Ticket + Coach travel option tickets are spread across these. As it's likely that people will be attempting to buy these very limited options at the same time, it may be that someone else manages to complete the purchase before you do. A purchase is only confirmed when payment has been successfully processed.

If you choose a departure town, 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 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.

# **OPTIONAL CHARITABLE PAYMENT**

If you are successful in the resale, 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.

#### 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.

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.

# 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?

All passengers including children aged 12 and under, and people attending as PAs, must have a valid coach ticket to travel. Please be aware that coach seats are extremely limited in the resale, and orders will be served on a first come first served basis at the time of booking. Therefore it will not be possible to book additional coach seats during this sale. A very limited number of additional seats may be available after the resale – please contact <a href="mailto:coachtravel@seetickets.com">coachtravel@seetickets.com</a> upon completing your booking in order to enquire about purchasing additional coach seats (NB: standard fares apply).

See Tickets cannot guarantee all coaches will have wheelchair access and storage facilities. If you require wheelchair access or wheelchair storage please contact <a href="mailto:coachtravel@seetickets.com">coachtravel@seetickets.com</a> and <a href="mailto:accessibility@glastonburyfestivals.co.uk">accessibility@glastonburyfestivals.co.uk</a> upon completing your ticket booking.

CAN I STILL BOOK A CAMPERVAN, TIPI, WORTHY VIEW, STICKLINCH OR CAR PARK TICKET?

Car park tickets will be available when purchasing a general admission ticket during the resale on Sunday 27th April. Any Campervan/Caravan, Tipi, Sticklinch and Worthy View cancellations will go back on sale at 11am (BST) on Sunday 27th April, via **glastonbury.seetickets.com**. Accommodation bookings would need to be paid in full at the time of booking.

Naturally, you won't be able to book a car parking or campervan/caravan place if you're booking a ticket + coach travel option, though.

## **ACCESS FACILITIES & HOW TO APPLY**

Accessible campervan & caravan spaces are now sold out. Please do not buy a ticket in the resale if you require space in the accessible campervan field or forward reserved area in East. Customers wanting to apply for any of the other onsite access facilities or the PA ticket scheme can request the access application once you have secured your ticket in one of the resales by contacting – accessibility@glastonburyfestivals.co.uk

# The deadline for all access applications is Wednesday 30th April.

If you click on this sentence, you will be taken to the access information on the Festival website.

## **NIMBUS ACCESS CARD**

Customers wanting to apply for any of the Festivals access facilities, including the Festivals PA Ticket Scheme, **must** have either a Nimbus 'Glastonbury Access Pass' or be a current Nimbus Access Card holder.

If you click on this sentence, you will be able to apply for the Nimbus Access Pass.

# CAN I STILL BUY A WATER BOTTLE IN THE RESALE?

Yes. We have more than 850 taps across the Glastonbury site which provide free, safe drinking water. When purchasing tickets in the resale you will have the option to order a limited-edition Glastonbury Festival Chilly's water bottle, with a choice of two colour schemes – Blue/Navy, or Green/Navy. Each water bottle will cost £22, with £2 from each bottle sold gong to WaterAid. Your bottle will be waiting to collect from any of the WaterAid 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 making your booking, a limited number of reusable water bottles will be available to purchase from the WaterAid points on site at the Festival.

#### WHAT TO EXPECT IN THE RESALE

Following the November ticket sales, any tickets which have since been cancelled/refunded will be made available in late April. As with previous sales, tickets will be exclusively sold at **glastonbury.seetickets.com** and demand is expected to significantly outweigh the number of tickets available.

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.

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.

# Please do not refresh this page of use multiple devices or tabs as you may lose you place in the queue.

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, in the General Admission resale, up to 3 other individuals or 1 other individual in the Ticket + Coach option resale. You will have a maximum of 10 minutes to complete this page before your session expires, however tickets are not allocated at this point.

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, you will be able to add optional elements such as car parking passes (General Admission ticket bookings only) and TicketPlan Refund Protection.

Tickets are only allocated once your payment has been processed – so we would encourage you to enter your payment details swiftly (but accurately).

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

Please note, your registration numbers will be locked for up to 10 minutes if your details are entered incorrectly, an attempt to book is already held against your registration number, or your 5 minutes on the booking page ends. If the transaction fails and tickets are still available, your registration number will be released to give you the chance to try again.

If the page 'hangs' and you can't get any further, try pressing back once and then continue your booking from that point.

If that doesn't help, close your browser and start again. Please don't continue to refresh the page more than 10 minutes after entering your details as your access to the page will have expired. You will need to close the browser and start again to gain fresh access to booking page.