

## **2019 Ticket Resale FAQ**

As previously announced, the resale of cancelled/refunded tickets will take place at 6pm (BST) on Thursday, 25th April (coach + ticket packages) and 9am (BST) on Sunday, 28th April (standard tickets). Here are the answers to some of the most Frequently Asked Questions about the resale.

### **WHAT IS THE TICKET RESALE?**

Following our balance payment window, we will be selling a limited number tickets for which the balance was not settled. These will consist of general admission tickets and coach + ticket packages.

### **WHEN IS THE RESALE?**

The resale of returned coach packages will take place at 6pm (BST) on Thursday, 25th April. The resale of returned general admission tickets will take place at 9am (BST) on Sunday, 28th April.

### **WHERE CAN I BUY A TICKET?**

The resale will only be available at [glastonbury.seetickets.com](http://glastonbury.seetickets.com).

### **DO WE NEED TO BE REGISTERED FOR THE RESALE?**

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

Registration closed at 6pm BST on Tuesday, April 23rd, and will not reopen until after the resale.

### **HOW MUCH DO TICKETS COST?**

Tickets cost £248 + £5 booking per person. Secure delivery of general admission tickets is charged at £8.95 postage per order. (Coach package e-Ticket delivery is £1.50 per order.) A list of coach prices can be found below (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.

## ***RETURN SEE COACHES FARES***

Bath £35	Glasgow £107.50	Newcastle £88	Southampton £54
Birmingham £50	Leeds £72	Norwich £76.50	Stoke £59.50
Brighton £56	Leicester £54	Nottingham £62	Swansea £44
Bristol £36.50	Lincoln £69	Oxford £48.50	Swindon £47
Cambridge £74	Liverpool £70	Plymouth £45	Taunton £40
Cardiff £42.50	London £57	Reading £49	Truro £55
Edinburgh £108	Manchester £70	Sheffield £70	York £81

## ***SINGLE SEE COACHES FARES***

Bath £21 / Bristol £22 / London £39 / Reading £35 / Taunton £28

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

The deposit scheme for 2019 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 28th April you may purchase up to 4 tickets per transaction – but remember that you can only book one ticket per registration. So if you plan to book for a group, you will need all their registration numbers and registered postcodes, too – get them ready now.

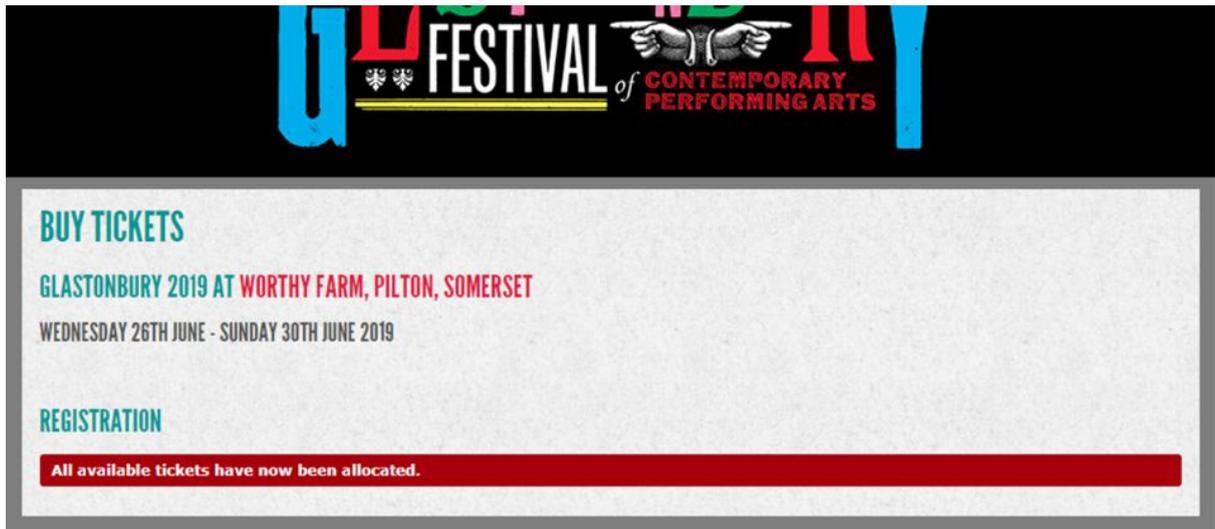
The coach package sale on 25th April will be limited to 2 tickets per transaction, to reflect the limited number of seats available per coach. Again, you will need the registration number for each ticket you are booking.

### **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 limited quantity.

### **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 COACH PACKAGES?**

The coach packages, provided by Seetickets, will be from the locations listed above. 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 package price.

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

## **WHAT IF THE COACH PACKAGE 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 coach package tickets are spread across these. As it's likely that people will be attempting to buy these very limited packages 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.

**Select departure/return town:**

Glasgow ▼

Ticket type	Ticket cost (face value)?	Quantity
GLASGOW RETURN TRAVEL	£107.50 (£107.50)	Tickets not available
RETURN TRAVEL TO AND FROM THE FESTIVAL		

We would strongly advise you only book a coach package 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 COACH PACKAGE DO I HAVE TO TRAVEL ON THE COACH?**

Yes. For coach packages 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 coach package unless you are certain you will be able to travel on the coach you have selected.

## **CAN I BOOK COACH PACKAGES FROM DIFFERENT DESTINATIONS AT THE SAME TIME?**

No, you can only book coach packages from one destination in one transaction.

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

All passengers including children aged 12 and under, and Personal Assistants allocated tickets under the Disabled PA scheme, must purchase a valid coach ticket in order to travel. If you are travelling with children aged 12 or under, who do not require an entry ticket for the festival, or a PA allocated tickets by the Disabled Access Coordinator you will need to contact [coachtravel@seetickets.com](mailto:coachtravel@seetickets.com) upon completing your booking in order to enquire about additional coach seats (NB: standard fares apply). Please note Coach Seats are now severely limited, and See cannot guarantee there will be any availability on your coach. See Tickets also cannot guarantee all coaches will have wheelchair access and storage facilities. If you require wheelchair access or wheelchair storage you must contact [coachtravel@seetickets.com](mailto:coachtravel@seetickets.com) no later than 30 days prior to departure to ensure the appropriate facilities can be provided.

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

Car park tickets will be available during the general admission resale on Sunday 28th April. Any campervan, tipi and Worthy View cancellations will go back on sale immediately after the general admission resale at 11am, via [glastonbury.seetickets.com](https://glastonbury.seetickets.com). Naturally you won't be able to book car parking or campervan place if you're booking a coach package, though.

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

Yes. All taps across the Festival site provide safe drinking water, and this year we are once again working together with WaterAid to provide a reusable 500ml stainless steel water bottle featuring an etched design. The bottles will cost £10 each, with £2 going to WaterAid. They are available to pre-order when booking your tickets and can be picked up from the WaterAid kiosks across site.

You can fill any water bottle at WaterAid's kiosks and at any of the hundreds of water points for free. A reusable water bottle saves money and reduces the amount of litter generated onsite and we urge you to bring one.

As part of Glastonbury's sustainability goals we continue to look at ways of reducing the waste that is generated on the Festival site, which is why single-use plastic drinks bottles will not be sold at this year's Festival.

If you forget to buy a water bottle when booking your tickets, a limited number of reusable water bottles will be available to purchase from the Water Aid water points on site at the Festival.