

GLASTONBURY 2023 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, 20th April (Ticket + Coach travel options), 9am (BST) on Sunday, 23rd April (General Admission tickets) and 12noon (BST) on Thursday, 27th April (Accommodation).

Here are the answers to some of the most Frequently Asked Questions about the resale.

WHAT HAS CHANGED?

Due to the high volume of traffic expected for the limited number of tickets available in the resales, you will **not** be asked for your payment details during the booking process. Once you have submitted your order request, including the registration details for each ticket, you will receive an initial confirmation to let you know we have received your order, followed by an email within 3 hours of the sale closing, with details of how to pay for the booking. You will then have 24 hours to complete your purchase, before the order is cancelled.

WHAT IS THE TICKET RESALE?

Following the ticket balance payment window, we will be selling a very limited of number 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 20th April, 6pm (BST).

General Admission tickets – Sunday 23rd April, 9am (BST).

Accommodation options – Thursday 27th April, 12noon (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. Registration closed at 5pm (BST) on Monday 17th April and will not reopen until after the resale.

HOW MUCH DO TICKETS COST?

Tickets cost £335 + £5 booking per person. Secure delivery of General Admission tickets is charged at £9.75 postage per order (Tickets + Coach travel options e-Ticket delivery is £2.50 per order.) A list of coach prices can be found [here](#) (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.

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

The deposit scheme for 2023 is now closed. Tickets bought in the resales must be paid for in full when prompted, within 24 hours of booking.

HOW MANY TICKETS CAN I BUY IN THE RESALE?

In the General Admission resale on Sunday 23rd 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 20th 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.

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.

A limited number of people will be given access to the booking site at any one time. Whilst you are waiting to access the booking site you will be directed to a holding page until there is space on the booking page. The page will automatically refresh to look for space on the booking page every 20 seconds.

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.

Once you reach the first page of the booking site, 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.

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

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

You will not need to make payment at this stage, you will receive an email confirming the booking request within 3 hours with information on how complete payment and finalise the booking.

Any bookings for which the payment has not been completed within the 24 hours will be cancelled.

WHAT HAPPENS IF I DON'T COMPLETE THE PAYMENT WITHIN THE GIVEN 24 HOURS?

If you do not complete the payment for the booking within the 24-hour window your order will be cancelled.

I COMPLETED THE BOOKING REQUEST BUT HAVEN'T RECEIVED AN EMAIL REQUESTING PAYMENT?

If you completed the initial booking process however have not received the email requesting payment within 3 hours please contact the team at See Tickets via their Customer Service Portal [here](#). Please do also check all of your inboxes linked to your registered email address including the junk/spam inbox in case the email was filtered by your email provider.

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, provided by See Tickets, will be from the locations below. 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.



RETURN SEE COACHES FARES			
Bath £44	Glasgow £138	Newcastle £123	Southampton £54
Birmingham £53	Leeds £103	Norwich £97	Stoke £65
Brighton £62	Leicester £54	Nottingham £62	Swansea £47
Bristol £42	Lincoln £98	Oxford £54	Swindon £47
Cambridge £86	Liverpool £99.50	Plymouth £50	Taunton £41
Cardiff £48	London £65	Reading £50	Truro £69
Edinburgh £140	Manchester £99.50	Sheffield £99	York £105

SINGLE SEE COACHES FARES
Bath £22 / 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.

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?

All passengers including children aged 12 and under, and people attending as PA/Companions, must have a valid coach ticket to travel. Please be aware additional seats are extremely limited and served on a first come first served basis at the time of booking. Once these have sold out we cannot accept further applications for additional seats.

See Tickets cannot guarantee all coaches will have wheelchair access and storage facilities. If you require wheelchair access or wheelchair storage please contact coachtravel@seetickets.com and accessibility@glastonburyfestivals.co.uk upon completing your booking.

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

Car park tickets will be available during the general admission resale on Sunday 23rd April. Any Campervan/Caravan, Tipi, Sticklinch and Worthy View cancellations will go back on sale at 12 noon (BST) on Thursday 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 have now all sold out. Please do **not** buy a ticket in the resale if you require one of these.

Customers wanting to apply for any of the other onsite access facilities or the Companion/PA ticket scheme can request the access application once they have secured their ticket in one of the resales by contacting – accessibility@glastonburyfestivals.co.uk

The deadline for resale access applications will be **Friday 19th May**.

Information on all the access facilities available can be found [here](#).

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. 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 £12 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 or water bars across site.

You can fill any water bottle at WaterAid's kiosks and water bars 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 once again single-use plastic drinks bottles will not be available to purchase onsite at this year's Glastonbury Festival (although canned water will be available from food traders). 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.