

## **2024 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, 18th April (Ticket + Coach travel options) and 9am (BST) on Sunday, 21st April (General Admission tickets).

Any cancelled accommodation options (Worthy View, Sticklinch, Campervan/Caravan passes) will be made available at 11am (BST) on Sunday 21st April.

Full information about tickets for the 2024 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 18th April, 6pm (BST).

General Admission tickets – Sunday 21st April, 9am (BST).

Accommodation options – Sunday 21st April, 11am on (BST).

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

The resale will only be available at [glastonbury.seetickets.com](https://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, 12th 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 re-register. 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 17th April, and will not reopen until after the resale.

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

Tickets cost £355 + £5 booking per person. Secure delivery of General Admission tickets is charged at £9.95 postage per order (Tickets + Coach travel options e-Ticket delivery is £2.75 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. 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 2024 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 21st 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 18th 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.

### **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.

Before booking in the ticket + coach travel resale please consider the following;

- 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. Additional coach seats will not be available in the resale, however a very limited number of additional seats may be available to add to your booking after the resale, please contact [coachtravel@seetickets.com](mailto:coachtravel@seetickets.com) and [accessibility@glastonburyfestivals.co.uk](mailto:accessibility@glastonburyfestivals.co.uk) immediately upon completing your booking in order to enquire about purchasing additional coach seats (NB: standard fares apply).

### **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, 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 [coachtravel@seetickets.com](mailto:coachtravel@seetickets.com) 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 [coachtravel@seetickets.com](mailto:coachtravel@seetickets.com) and [accessibility@glastonburyfestivals.co.uk](mailto: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 when purchasing a general admission ticket during the resale on Sunday 21st April. Any Campervan/Caravan, Tipi, Sticklinch and Worthy View cancellations will go back on sale at 11am (BST) on Sunday 21st April, via [glastonbury.seetickets.com](http://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](mailto:accessibility@glastonburyfestivals.co.uk)

**The deadline for all access applications is Tuesday 30th April.**

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

## **NIMBUS ACCESS CARD**

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

For more information on getting a Nimbus Access Card please [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. 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 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 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 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](http://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.

Once you reach the payment page you will have 5 minutes to submit your payment information, so please take your time to enter this information accurately. The time remaining will be shown in the top right hand side of your screen.

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.