



Glastonbury Festival 2015 Ticket and Entry Policy

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TABLE OF CONTENTS

1. INTRODUCTION 3

2. PUBLIC FESTIVAL TICKETS 3

 TERMS AND CONDITIONS OF ENTRY 3

 METHODS TO PREVENT TICKET TOUTING 3

 ENTRY SYSTEM 3

3. STAFF/PERFORMER PASSES 4

4. SUNDAY TICKETS 4

APPENDIX A STAFF/PERFORMER PASS ALLOCATION BREAKDOWN – INITIAL 2015 FIGURES. 5

1. INTRODUCTION

1.1 The Ticket and Entry Policy (TEP) contains details of the management strategies that will be implemented by Glastonbury Festival 2015 Ltd Company Reg. Number 04348175 (GF2015) to ensure that the licence condition A2 is met. A2 states that the following ticket numbers are permitted:

- 135,000 public festival tickets
- 63,000 staff/performer passes
- 5,000 Sunday-only tickets available to local residents

2. PUBLIC FESTIVAL TICKETS

TERMS AND CONDITIONS OF ENTRY

2.1 The ticket terms and conditions of entry, are published on the Glastonbury Festival website at <http://www.glastonburyfestivals.co.uk/information/tickets/ticket-info/#TIXTERMS> . This web page also includes the 'Information and Notification' details.

METHODS TO PREVENT TICKET TOUTING

- 2.2 The Premises Licence Holder (PLH) is committed to doing all it can to prevent unauthorised selling of tickets. Ticket touting is not illegal, however the PLH shall work to improve the security of the ticketing process each year.
- 2.3 Tickets for Glastonbury Festival are non-transferable. Each ticket will feature the photograph of the registered ticket holder. The registration process has been in use for a number of years and requires the registrant to submit contact details and passport size photograph. Registrants are given a unique registration number that needs to be provided when purchasing tickets.
- 2.4 Security checks will be carried out to ensure that only the person in the photograph is admitted to the Festival.
- 2.5 Resale of tickets is strictly prohibited and will result in the cancellation of the ticket-buyer's order.
- 2.6 Details of the name and address of the company or printer producing the tickets shall be provided to Avon and Somerset Constabulary and the Licensing Authority at least two months before the festival.
- 2.7 The tickets for the festival will be printed in such a manner so that they are reasonably incapable of being forged or copied.

ENTRY SYSTEM

- 2.9 Entry to the festival involves several specific security checks.
- 2.10 The PLH shall ensure that those people arriving without a valid ticket will be refused entry and managed in a responsible manner. This shall include those who arrive via any form of public transport and attempt to access the official festival bus services. No vehicle shall be permitted to remain on the festival site without an official car park pass and any occupants within any vehicle shall not be allowed onto the site unless they have a valid ticket or pass and shall be removed from the site or to the festival bus station to await transport away from the site.

3. STAFF/PERFORMER PASSES

- 3.1 The planned breakdown of staff/performer passes is shown at **Appendix A**.
- 3.2 The final numbers of staff/performer passes for the previous event will be used as a starting point for planning purposes for the current event, together with any known increases to meet the needs of the Festival. Planned numbers will be submitted 180 days prior to the commencement of the event.
- 3.3 Revised numbers of staff/performer passes will be provided and agreed at least 30 days prior to the commencement of the event.
- 3.4 Each year area organisers review their operational demand based on the planned build programme and proposed delivery for that respective area, resulting in a request for the estimated crew quantity being sent to the passes office for consideration. The request is scrutinised and numbers approved or rejected based on the areas proposed, stages, programming and delivery. The approved allocation of passes would be forwarded to the area organisers prior to the event, allowing sufficient time for distribution. Any staff reduction would mean unused wristbands/tickets being returned to the passes office.
- 3.5 Mendip District Council and Avon and Somerset Constabulary will be shown copies of the event passes [REDACTED] prior to the gates opening, together with photo-copies for their respective staff use. The reason for this is because of the potential commercial sensitivity of these products.

4. SUNDAY TICKETS

- 4.1 The Premises Licence Holder makes 5,000 Sunday day tickets available to local residents (that do not qualify for a complimentary pass). These tickets are sold as part of a package that includes travel to the festival. Coaches will pick up ticket holders from Cheddar, Castle Cary, Frome, Glastonbury, Midsomer Norton, Radstock, Shepton Mallet, Street and Wells. Sale of these tickets is coordinated by the Ticketing Coordinator. The coaches are coordinated by the GF2015 Bus Service Manager.
- 4.2 From 2015, each ticket will feature the photograph of the registered ticket holder and requires the registrant to submit contact details and passport size photograph. Registrants are given a unique registration number that needs to be provided when purchasing tickets.
- 4.3 These tickets are not handled by the ticket agency as they include a local bus service and therefore it is more pertinent for the Ticketing Coordinator and Transport Coordinator to organise the ticketing to take full advantage of their local knowledge with regards to routing and general queries that may be raised by the public.
- 4.4 Sunday ticket holders enter the site through the same channels and systems as weekend ticket holders and therefore will be counted in the same way. These tickets are valid from 08:00 am on the Sunday morning of the festival.
- 4.5 This operation has been run successfully for a number of years and has had no adverse effects on the general traffic in the area.
- 4.6 The plan is as follows:
 - Local residents purchase tickets and state pick up point, time of AM journey and time of PM (return) journey.
 - On the day of travel buses pick up from designated points and travel to the site.
 - Buses arrive to site from 10.30 -12.00 and depart from site from 20:30.

APPENDIX A STAFF/PERFORMER PASS ALLOCATION BREAKDOWN – 2015 FIGURES



