

FAQ

Accessibility – whilst we endeavour to make all our guests as comfortable & all of our areas as accessible as possible we are essentially a festival in a field and so ground is uneven and, weather dependent, potentially very muddy please bare this in mind when purchasing tickets.

Camper Vans – A limited number of campervans are welcome in our camping site only a 5 minute walk to the festival site. One small pup tent can be located next to a camper van and manufacturer awnings are permitted but no gazebos or large tents. Also please no BBQS or open fires.

Campsite – The campsite is located close to the festival arena and car park, please note you will not be able to park next to your pitch and will need to carry your bits a short way. The festival arena is a max 5 minute walk away.

Car Park – Parking is included with your ticket. Please consider car sharing.

Cards and Cash – Cash & card payments are accepted at the bars. Some, but not all, traders accept cards.

Chairs – we allow chairs into the festival arena but please note you may be asked to remove them at busier times or if "inconveniently placed" near the stage area.

Dogs – Sorry but dogs are NOT allowed into the festival (assistance dogs permitted by prior arrangement) Please do not leave your dog in your car – they will be rescued by security or police if so!

Drugs - The use of recreational drugs is illegal & discouraged. The security team will have the power to confiscate substances and eject offenders from the festival site.

Festival Opening Times; Camping Field; midday Friday to midday Sunday / Festival Arena; Opens 2pm Friday

First Aid – We have a dedicated Emergency First Aid area on site, manned 24 hours a day throughout the festival. This will be highlighted on site map & venue signposts

Food and Drink into the Arena; Sorry but no food or drink is allowed into the Festival Arena (with the exception of baby/toddler food in reuseable containers - no glass please) We promise you that inside you will find a wide variety of good quality food and drink at reasonable prices, for all tastes. Please know your limits with regards to alcohol and those of your friends.

Gazebos – No gazebos are permitted in the campsite/camper van area or arena.

Glass – No glass is permitted within the festival site.

Hand Washing – Please remember to wash your hands regularly, especially before eating and of course after using toilet facilities. Hand sanitisation facilities will be at toilet stations & food area.

Images / Videos permissions – We have photographers and videographers on site throughout the weekend. In purchasing a ticket to Eos Festival, you agree that; The festival may use your image and any of your photos/videos on their website and on social media, including YouTube. The festival may use your image and any of your photos/videos offline in published press, promotional materials, articles and potentially for publicity/marketing purposes. This applies now and any time in the future.

Lost Property and People – Lost property/people can be reported (or handed in) at the festival "HUB" or to any of the stewards on the camping field.

Refunds – All ticket and pass purchases are non refundable.

Restricted Items – The following are not allowed into the campsite or festival arena;

Glass / Single Use Plastic / Straws / Plastic Cups / Drones / Stereo systems or amplified music / Illegal substances / Unauthorised professional film or video equipment / Audio recorders / Air Horns / Fireworks, flares or Chinese Lanterns / Any item which may reasonably be considered for use as a weapon / Open Fires / Disposable BBQs & Firepits/ Nitrous Oxide / Petrol Burners / Aerosols (deodrants and portable stove gas canisters are of course allowed into the camping fields)

Shelter and Sun Protection – Come prepared for any kind of weather In the event of rain "The show must go on" so bring a poncho or enjoy the shelter in the woods

Smoking – (including e-cigarettes) is not permitted in any of the indoor structures. Please dispose of your cigarette stubs safely in the bins provided and not on the floor.

Tickets – Please note all ticket and pass purchases are non refundable. On arrival your ticket will be exchanged for a wristband that allows re-entry. (Challenge 25 applies – please make sure you carry ID)

Toilets – We provide plenty of toilets throughout the arena and campsite as well as accessible toilets. We pride ourselves on the standard of toilet cleanliness we offer and our toilet fairies work hard to keep them sparkling!

Water – There are water points throughout the site. Please bring a refillable water bottle to the festival as we continue with a ban on single use plastic water bottles. (Please note all water bottles coming into the festival arena must be empty) Stay hydrated!

REFUNDS DUE TO CHANGE OF VENUE

A 28 day refund policy is in place for people not wishing to attend due to the change of venue. Cut off for refund requests are 10th May 2023

REFUND POLICY IN CASE OF CANCELLATION

In the unlikely case this event is cancelled all tickets should be refunded within 12 weeks of cancellation date