

## **Dreamfields Hotel at Rockstar Energy presents Creamfields 2025 – Frequently Asked Questions**

### **What is the difference between Dreamfields Hotel and Dreamfields?**

Both share the same Dreamfields location which has been extended to include Dreamfields Hotel and is located in its own exclusive compound. Dreamfields Hotel customers enjoy all the existing benefits of Dreamfields as well as new exclusive additions.

### **What are the benefits of booking Dreamfields Hotel accommodation?**

As well as the accommodation your Dreamfields Hotel experience will include the following:

- 4 Day Gold Camping festival ticket for all guests staying in your accommodation
- A complimentary meal each day served in the Hospitality Arena
- Free access to “*Freshfields*” in-arena luxury toilets & pamper area. (During arena opening times only). More information on *Freshfields Pass* [here](#).
- Exclusive use of Dreamfields Hotel hot tub, cold tub and sauna. (Bookings on arrival & 2 bookings per accommodation)
- 24hr relaxing communal area with comfortable seating, covered area, fire pit & BBQ to use. (BBQ fuel supplied from reception. Pre booked on site)
- Upgraded pamper area with hairdryers, straighteners, table & full-length mirrors plus more!
- Full access to the rest of Dreamfields Campsite and its facilities
- One welcome drink on arrival
- Reserved parking in dedicated ‘Hotel’ car park (a short walk to reception)
- Exclusive entrance search lane for Dreamfields Hotel customers only
- Check out and porter service from hotel reception to vehicle on departure
- 24hr luxurious reception

### **How much is Dreamfields Hotel?**

Dreamfields Hotel prices are displayed per structure not per person. For example, Safari (En-Suite) for 4 is £5, 715 including fees, which is only £1, 428.75 per person which includes Creamfields 4 Day Gold Camping Ticket, Dreamfields Hotel Accommodation and all of the exclusive ‘hotel’ inclusions.

### **Does my Dreamfields Hotel accommodation booking give me festival access as well?**

Yes, Rockstar Energy presents Creamfields Gold Hospitality Festival Tickets per person are included in the accommodation booking – these are included for the maximum advertised occupancy of each structure.

Rockstar Energy presents Creamfields Gold Festival Tickets include access to the exclusive Gold Hospitality Arena where x 1 complimentary meal will be served each day. The QR token is attached to your wristband and can only be used in the Hospitality Arena and can only be scanned once per day (depending on the number of days you are on site)

### **I've already booked Dreamfields, Pre-Pitch, Rockstar Energy presents Creamfields Camping Tickets, can I upgrade my ticket to book Dream?**

Yes, please book Dreamfields Hotel as normal then contact us at [Creamfields@VIPNation.co.uk](mailto:Creamfields@VIPNation.co.uk) with the Lead Bookers names and your Booking confirmation codes to register your refund request (e.g. 12-3456) for previous purchases. Refunds take approximately 10 working days from request date.

### **How does the Dreamfields Hotel payment plan work?**

You can get a full breakdown of the payment plan dates [here](#) and during the booking process.

### **Do I need to book a car pass?**

There is one car pass per two people included with your accommodation for Dreamfields Hotel reserved parking plots in the Gold Car Park (a short walk to reception). This will be sent out in the post closer to the date of the festival.

### **When will I receive my festival tickets?**

Tickets will start to be posted out 2 months before the event and can arrive up to a week before the show. If there has been an issue with delivery or the ticket agent has advised you to collect, you will need to go to the Box office on site where you can collect your ticket, you will need to bring valid photo ID as proof of purchase and also have your order reference. Please contact Ticketmaster directly for Festival Ticket queries, they can be contacted [here](#).

### **What bed configurations are included with my booking?**

Dreamfields Hotel structures can be configured to your desired needs up to the maximum advertised occupancy. For example, Safari (En-Suite) for 4 can have 4 x Single Beds, 2 x Double Beds, or 1 x Double and 3 Single Beds. VIP Nation will contact you after booking to confirm your chosen bed configuration.

### **When will the arrival information be sent out?**

We will contact you via email within 1 week of the festival with a full information pack.

### **Will I receive anything for Dreamfields Hotel in the post?**

Rockstar Energy presents Creamfields Gold Hospitality Tickets and physical car park passes will be dispatched by post – we will send all other relevant check-in information by email.

Please note digital or physical scannable tickets are not sent out for Dreamfields Hotel accommodation bookings, information on how to check-in will be sent with the arrival information pack approximately one week before the event.

### **What are the opening times and when do I have to leave by?**

Dreamfields Hotel will open at 12:00 noon (midday) on Thursday 21<sup>st</sup> August and you will need to leave by 12:00 noon on Monday 25<sup>th</sup> August 2025.

### **I have already purchased but cannot remember what is included in my accommodation?**

Please check which accommodation type you purchased either by checking your confirmation email or signing into your account on [Ticketmaster](#), you will then be able to see what is included.

### **What items can I not bring?**

You will be able to find details of what you can and cannot bring into the festival at the [Rockstar Energy presents Creamfields website](#).

### **My friends have also booked accommodation in Dreamfields / Dreamfields Hotel, can we be placed next to each other?**

Dreamfields Hotel and Dreamfields accommodations are grouped in separate areas though sharing the same Dreamfields campsite facilities. Only multiple Dreamfields Hotel bookings can make allocation requests. Please email us at [Creamfields@VIPNation.co.uk](mailto:Creamfields@VIPNation.co.uk) with the names of the Lead Bookers and your Booking confirmation codes to register your request (e.g. 12-3456), but please note this may not always be possible - at Dreamfields Hotel we group the types of accommodation together, so please bear in mind if you and your friends have booked different accommodation types, this may make it difficult to fulfil your request.

If you have booked accommodation in both Pre-Pitch and Dreamfields Hotel campsites we will not be able to group your bookings next to each other as these are separate campsites. Our request deadline is 2 weeks before the festival – Monday 11th August 2025.

### **How do I access Dreamfields Hotel? Where do I go to check-in?**

Information on how to check-in will be sent with the arrival information pack approximately one week before the event.

### **I still have some questions; do you have an email address to discuss any queries?**

Yes, we can be reached at [Creamfields@VIPNation.co.uk](mailto:Creamfields@VIPNation.co.uk)