

Freshfields Frequently Asked Questions

What is Freshfields?

New for Rockstar Energy Presents Creamfields 2025! Freshfields is a private area in the Event Arena and Downtown with a variety of luxury amenities to make your Rockstar Energy Presents Creamfields 2025 experience even more memorable.

Freshfields has two locations, in the Event Arena and Downtown. There are a variety of Freshfields Pass access options to choose between, making your festival upgrade as convenient as possible.

- Event Arena & Downtown Access
- Event Arena Access only
- Downtown Access only

Freshfields Pass (*Downtown*) includes:

Private Shower cubicle

Private toilet cabins, each containing a:

- Premium ceramic flushing toilet
- Mirror and sink with hot water
- Hand soap & paper towels

Pamper stations

- Vanity mirrors
- Hair straighteners

Chill out area

- Bean bags & deck chairs
- Sheltered space
- Water refill station

Freshfields Pass (*Event Arena*) includes:

Private toilet cabins, each containing a:

- Premium ceramic flushing toilet
- Mirror and sink with hot water
- Hand soap & paper towels

Pamper stations

- Vanity mirrors
- Hair straighteners

Looking for more luxury? You can secure access to use of Hot Tubs and Sauna for your Group with the Freshfields Spa Pass.

Freshfields Spa Pass includes:-

Private Shower cubicle

Private toilet cabins, each containing a:

- Premium ceramic flushing toilet
- Mirror and sink with hot water
- Hand soap & paper towels

Pamper stations

- Vanity mirrors
- Hair straighteners
- Hair Dryers

Chill out area

- Bean bags & deck chairs
- Sheltered space
- Water refill station

Spa

- Private area within Freshfields (Downtown location only)
- Exclusive use of hot tub, cold tub, hot and cold showers and access to the sauna
- Exposed and covered relaxing area with sun loungers, seating & water dispenser
- Access for the rest of the day to Freshfields facilities
- Maximum of 6 persons per booking

*Day & Weekend passes available

** Facilities located in 'Downtown' are accessible to camping ticket holders only

*** Freshfields Spa pass also includes access to Freshfields located in the Event Arena on the day of booking only

Individual Hot Tub & Sauna bookings are available on a first come first served basis on-site, subject to availability. This gives access to the above with shared use of the Freshfields Spa facilities. Bookings are advised to guarantee your place. By booking a Freshfields Spa Pass you agree to the Terms & Conditions. Freshfields Spa Pass only available in Downtown Freshfields location.

Whether you're joining us for the day or Camping for the Weekend Freshfields is the place to top up your glam, relieve yourself like royalty, and even feel like you're on the Costa Del Creamfields with a Freshfields Spa Pass upgrade...

How will you ensure Freshfields stays Fresh?

We have a dedicated team of staff and cleaners on hand to ensure the facilities remain clean and tidy.

How are the Hot Tubs maintained?

Hot Tubs are monitored and cleaned throughout the day to ensure a safe and hygienic experience for all guests. We ask that all guests using the Spa facilities take a hot or cold shower with soap provided before each use. Booking slots are 1 hour and 50 minutes to ensure enough time for this procedure between guests.

How much is a Freshfields Upgrade?

Freshfields Main Arena Day passes start from as little as £21.95 per person including fees.

If Camping and you're looking to enhance your Freshfields experience with a Freshfields Spa Pass, this costs £60 per person.

All prices and current availability listed [here](#).

Does my Freshfields upgrade give me festival access as well?

No, festival tickets are not included in Freshfields upgrade bookings. This is an Upgrade only into the dedicated Freshfields area in the Main Arena and Downtown locations only as per your chosen ticket type, valid only in conjunction with a Rockstar Energy Presents Creamfields Festival Ticket.

What time is Freshfields open?

Opening Hours – Event Arena location

(Subject to change based on Event Arena opening times without prior notice)

Thursday: 17:00 – 23:00

Friday: 15:00 – 23:00

Saturday: 13:00 – 01:00

Sunday 12:00 – 23:00

Opening Hours - Downtown location

Thursday: 12:00 - 22:00

Friday & Saturday: 08:00 - 22:00

Sunday: 08:00 - 22:00

Please note timings are subject to change without prior notice. Keep up to date via the Rockstar Energy Presents Creamfields website and app.

Can I bring my own heated hair tools to plug in?

We kindly ask that you do not bring your own heated hair tools to Freshfields for Health & Safety reasons. Hair straighteners are provided with sanitizing wipes for after each use. If you're Camping this means one less thing to pack and more space for your festival fashions!

How do I book?

Freshfields Upgrades and Freshfields Spa Passes are available to book via Ticketmaster, [here](#). You can select a chosen time slot at the time of booking, however if time slots become available or you'd like to swap please email us at Creamfields@vipnation.co.uk . We will endeavour to facilitate changes but cannot guarantee after booking.

How do I access Freshfields?

Information on where to go, timings and further details on amenities included will be sent via email approximately one week before the event.

If you have any questions, please contact Creamfields@vipnation.co.uk