

Terms and Condition for ticket purchase by Payment Plan

1. 'Weekend arena only' tickets, 'Weekend arena + 3 night camping' tickets, 'Weekend arena + 3 night quiet camping' tickets, "Weekend arena + 3 night eco camping" tickets, 'Weekend arena + 5 night camping' tickets, 'Weekend arena + 5 night eco camping' tickets and 'Weekend arena + 5 night quiet camping' tickets for Download 2020 can be bought using the Payment Plan (PP), which allows eligible customers to pay for tickets over a number of payments, subject to ticket availability. The PP is available to any customer buying a ticket between **10:00am on 17th June 2019 and 23:59 on 5th March 2020**. The number and amount of payments and ticket prices will vary depending on when a ticket is booked and will be confirmed in the current PP terms and conditions. The total purchase value includes all charges such as booking fee, postage and handling fee (handling fee will be retained if tickets are forfeited at any stage of the payment period)
2. The PP on the below terms is available to any customer buying a ticket between **19:00 on 18th November 2019 and 10:00 on 8th January 2020**. (inclusive) ("Eligibility Period"), subject to ticket availability and allows eligible customers to pay for a ticket over a Three (3) part Payment Plan (each an "Instalment" and together the "Instalments". If forfeited during any part of the instalment payments the handling fee will be non-refundable) The first Instalment must be paid within the Eligibility Period.
3. The full price of your purchase of a ticket will be charged as follows:
 - a) ADULT TICKETS: 'Weekend arena only' ticket (**£200** per ticket plus a per ticket Service Charge of £16 and a per transaction handling fee £5 (non-refundable if forfeit) and delivery fee (**£5.50** - UK and Ireland, **£13.50** for EU/Switzerland/USA and **£18.50** for Rest of the World):

| Instalment | Amount | Due Date (payments will be taken on or around the dates below) |
|------------|---|--|
| First | £83 per ticket (£67 plus a per ticket service charge of £16) plus a per transaction handling fee (£5) | Immediately |
| Second | £66.50 per ticket | 03 – FEB - 2020 |
| Third | £66.50 per ticket and delivery fee (£5.50 - UK and Ireland, £13.50 for EU/Switzerland/USA and £18.50 for Rest of the World) | 02 – MAR - 2020 |

- b) ADULT TICKETS: 'Weekend arena + 3-night camping' ticket/ 'Weekend arena + 3 night quiet camping' ticket/ 'Weekend arena + 3-night eco camping' ticket (**£225** per ticket plus a per ticket Service Charge of **£18** and a per transaction handling fee **£5** (non-refundable if forfeit) and delivery fee (**£5.50** - UK and Ireland, **£13.50** for EU/Switzerland/USA and **£18.50** for Rest of the World):

| Instalment | Amount | Due Date (payments will be taken on or around the dates below) |
|------------|--------|--|
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|--------|--|-----------------|
| First | £93 (£75 plus a per ticket service charge of £18) plus a per transaction handling fee (£5) | Immediately |
| Second | £75 per ticket | 03 – FEB - 2020 |
| Third | £75 per ticket and delivery fee (£5.50 - UK and Ireland, £13.50 for EU/Switzerland/USA and £18.50 for Rest of the World) | 02 – MAR - 2020 |

- c) ADULT TICKETS: **'Weekend arena + 5-night camping'** ticket/ **'Weekend arena + 5 night quiet camping'** ticket/ **'Weekend arena + 5-night eco camping'** ticket (**£232** per ticket plus a per ticket Service Charge of £18 and a per transaction handling fee £5 (non-refundable if forfeit) and delivery fee (**£5.50** - UK and Ireland, **£13.50** for EU/Switzerland/USA and **£18.50** for Rest of the World):

| Instalment | Amount | Due Date (payments will be taken on or around the dates below) |
|------------|--|--|
| First | £96 (£78 plus a per ticket service charge of £18) plus a per transaction handling fee (£5) | Immediately |
| Second | £77 per ticket | 03 – FEB - 2020 |
| Third | £77 per ticket and delivery fee (£5.50 - UK and Ireland, £13.50 for EU/Switzerland/USA and £18.50 for Rest of the World) | 02 – MAR - 2020 |

- d) CHILD TICKETS: **'Weekend arena only'** ticket (**£90** per ticket plus a per ticket Service Charge of £7.20 and a per transaction handling fee £5 (non-refundable if forfeit) and delivery fee (**£5.50** - UK and Ireland, **£13.50** for EU/Switzerland/USA and **£18.50** for Rest of the World). Please note that handling fee and delivery fee are being charged per order, these won't apply if child tickets will be purchased with adult tickets in the same transaction:

| Instalment | Amount | Due Date (payments will be taken on or around the dates below) |
|------------|--|--|
| First | £37.20 per ticket (£30 plus a per ticket service charge of £7.20) plus a per transaction handling fee (£5) | Immediately |
| Second | £30 per ticket | 03 – FEB - 2020 |
| Third | £30 per ticket and delivery fee (£5.50 - UK and Ireland, £13.50 for EU/Switzerland/USA and £18.50 for Rest of the World) | 02 – MAR - 2020 |

- e) CHILD TICKETS: **'Weekend arena + 3-night camping'** ticket/ **'Weekend arena + 3 night quiet camping'** ticket/ **'Weekend arena + 3-night eco camping'** ticket (**£100** per ticket plus a per ticket Service Charge of **£8** and a per transaction handling fee **£5** (non-refundable if forfeit) and delivery fee (**£5.50** - UK and Ireland, **£13.50** for EU/Switzerland/USA and **£18.50** for Rest of the World). Please note that handling fee and

delivery fee are being charged per order, these won't apply if child tickets will be purchased with adult tickets in the same transaction:

| Instalment | Amount | Due Date (payments will be taken on or around the dates below) |
|-------------------|--|---|
| First | £42 per ticket (£34 plus a per ticket service charge of £8) plus a per transaction handling fee (£5) | Immediately |
| Second | £33 per ticket | 03 – FEB - 2020 |
| Third | £33 per ticket and delivery fee (£5.50 - UK and Ireland, £13.50 for EU/Switzerland/USA and £18.50 for Rest of the World) | 02 – MAR - 2020 |

- f) CHILD TICKETS: **'Weekend arena + 5-night camping'** ticket/ **'Weekend arena + 5 night quiet camping'** ticket/ **'Weekend arena + 5-night eco camping'** ticket (**£105** per ticket plus a per ticket Service Charge of £8.40 (non-refundable if forfeit) and a per transaction handling fee £5 and delivery fee (**£5.50** - UK and Ireland, **£13.50** for EU/Switzerland/USA and **£18.50** for Rest of the World). Please note that handling fee and delivery fee are being charged per order, these won't apply if child tickets will be purchased with adult tickets in the same transaction:

| Instalment | Amount | Due Date (payments will be taken on or around the dates below) |
|-------------------|--|---|
| First | £43.40 per ticket (£34 plus a per ticket service charge of £8.40) plus a per transaction handling fee (£5) | Immediately |
| Second | £35 per ticket | 03 – FEB - 2020 |
| Third | £35 per ticket and delivery fee (£5.50 - UK and Ireland, £13.50 for EU/Switzerland/USA and £18.50 for Rest of the World) | 02 – MAR - 2020 |

4. Subject to paragraph 11 below, the Handling fee (excluding the per transaction delivery fee) is non-refundable and no claim can be made to recover this money in any way whatsoever. All other monies taken will be refunded in full.
5. The first payments will be charged to your credit or debit card immediately upon your election to purchase the 'ticket(s)' during the Eligibility Period. Each subsequent payment will be automatically charged to your credit or debit card on or around the dates as set out in the payment plan schedule, without further recourse to you. If your card is declined, you will be contacted for an alternative card. Any alternative card used must belong to, and be in the name of, the original purchaser. If we are not provided with an alternative card within 14 (fourteen) days of the relevant due date, your 'ticket(s)' and / or 'upsells' will be void/cancelled and only the Handling fee paid will be retained – all other monies will be returned back to the

original card within a further 14 working days and you will have no claim to any tickets or upsells.

6. The per transaction cost of delivery (£5.50 - UK and Ireland, £13.50 for EU/Switzerland/USA and £18.50 for Rest of the World) will be added to, and paid for at the time of, the third Instalment.
7. The transaction will only be completed once your payments of all Instalments and fees have been processed and received in full and subject to the relevant fraud checks.
8. If you do not pay any of the Instalments in full in accordance with paragraph 5, you will lose: (i) Handling Fee (but excluding the delivery fee) and (ii) the ticket(s) to which you were entitled under the PP.
9. The PP requires that, at the time the first Instalment is made, you make a full commitment to purchase a ticket and to pay the full ticket price plus the applicable booking & payment plan fees and postage charge.
10. It is recommended that you ensure that adequate funds are available on your debit or credit card to ensure that payments are processed on the due dates, as set out in the payment plan schedule and that your credit or debit card does not expire before the final Instalment can be charged.
11. Once your payment plan is complete handling fee (but excluding the delivery fee) is non-refundable, save where Download 2020 is cancelled. In all other circumstances, no claim can be made to recover this money in any way whatsoever.
12. If you purchased any of the supplementary items listed below together with your tickets, you will be refunded the full price paid by you in respect of such supplementary items, in the event that we cancel your tickets pursuant to clause 8 above. No other supplementary items purchased by you will be refunded in such circumstances:

- Car Park
- Motorbike Pass
- The Refresh Retreat Package
- The Refresh Retreat Toilets
- The Refresh Retreat Showers
- The Refresh Retreat Lockers
- Charge Candy
- Security Bag
- T-Shirt
- Event Programme and Lanyard
- Hot Ticket Upgrade
- Ready to Rock Pre-Pitched Tent Upgrade

13. If you purchased any of the supplementary items listed below together with your tickets, you will be refunded the full price paid by you in respect of such supplementary items where Download Festival is cancelled. No other supplementary items purchased by you will be refunded in such circumstances:

- Car Park

Motorbike Pass
The Refresh Retreat Package
The Refresh Retreat Toilets
The Refresh Retreat Showers
The Refresh Retreat Lockers
Charge Candy
Security Bag
T-Shirt
Event Programme and Lanyard
Hot Ticket Upgrade
Ready to Rock Pre-Pitched Tent Upgrade

14. If your PP order is cancelled for any reason including due to non-payment of any instalment or suspected fraud, you will not be able to make up missed payments to reinstate your order. Following a PP cancellation or forfeit, if you still wish to purchase a weekend ticket and / or any upsells, you may do so, subject to availability. If you choose to begin a new payment plan, you will be subject to a new set of booking fees, handling fees and postage charges and you will not be entitled to a refund on your handling fee from your previously cancelled or forfeited plan.
15. These special terms and conditions are in addition to Ticketmaster's purchase policy is available here <https://www.ticketmaster.co.uk/legal/purchase.html> as well Download Festival 2020 terms and conditions available at <https://downloadfestival.co.uk/terms-conditions/>
16. Tickets cannot be refunded or exchanged after your purchase has been completed, save as provided in Ticketmaster's purchase policy.
17. If you have any queries regarding the Ticket Deposit Scheme, please contact us info@downloadfestival.co.uk