



BOOKING INFORMATION

Ensure you read all descriptions and notes before buying for full info on what each package includes. Please note any images used at points of sale are representative and final supplied products may vary. Below you can find General Info sections on booking, plus some Frequently Asked Questions!

GENERAL INFORMATION FOR ALL BOOKERS:

Booking accommodation to stay in Metal Meadow, Metal Forest or the offsite hotels gives you access to all things RIP including: weekend Download RIP Tickets, Guest Area and RIP Village access, proper toilets and hot showers as well as the RIP 'doggie' bag with exclusive merchandise.

- Under 16s must be accompanied by an adult 18+. Every person in your party must have a valid RIP ticket to stay on the RIP campsites, including children.
- Strictly NO GAS canisters or petrol fuelled cookers will be allowed anywhere on site. Please see the [Download website](#) closer to the event for a list of alternatives and to check on other prohibited items/substances before you pack.
- Please raise BBQ's and camping stoves at least 30cms off the ground to avoid burning the site. Bricks are available for you to use, please ask the RIP Reception. Open campfires are strictly prohibited. BBQs and open campfires are strictly prohibited in the Metal Forest.
- Rock by day and rest by night. RIP areas are quiet campsites, so please keep noise to a minimum after 1am. Please respect your neighbours by observing the quiet time. Remember accommodation walls aren't as thick as your walls back home!
- Please note some noise caused by festival production / vehicles and the nearby airport will be unavoidable.
- Please do not post pictures of your tickets online when they arrive.
- Live Nation reserves the right to eject those disturbing the peace without readmission or refund.
- For VIP Nation terms & conditions for this purchase visit [this link](#).
- Ticketmaster UK Limited is selling these packages on behalf of VIP Nation who are solely responsible for delivering the package & the quality of the products and services to be provided.

PARK FARM & SLEEPY HOLLOW RIP CAMPING:

Park Farm and Sleepy Hollow are camping fields where you pitch your own tent and park your car beside it (within a pitch size of 22m²). Please ensure you purchase the correct field for everyone in your group as you must camp in the area named on your booking.

- RIP Camping is open from 12.00 Noon on Wed 10 June until 11am Mon 15 June.
- To ensure an enjoyable and comfortable RIP experience, RIP Park Farm & Sleepy Hollow campers will have access to a maximum pitch size of 22m² (metres squared) per person.
- Due to the overwhelming demand for space at RIP, gazebos will only be permitted for parties of 4 or more sharing a tent.

- You are welcome to bring a caravan/campervan as your vehicle as long as it fits in the maximum pitch size of 22m² (metres squared) per person – please note you must still pitch and sleep in your tent, you may not sleep in your vehicle.
- For 2020 we are introducing DISTRICT 1, this is a premium camping location in PARK FARM and only campers that have booked a plot there will be able to pitch/set camp. Please see the location on the map below. No RIP Tickets are included in the plot booking - everyone staying on the plot will also need to buy an RIP Camping Ticket for PARK FARM.

There are 3 different option for plots in DISTRICT 1:

- Type A Plot with electrical hook-up on hard standing (1 x Campervan/ Caravan only)
- Type B Plot with electrical hook-up on grass (1 x Campervan/ Caravan or 1 x Car + 1 x Tent)
- Type C Plot on grass (1 x Campervan/ Caravan or 1 x Car + 1 x Tent)



METAL MEADOW & FOREST ACCOMMODATIONS

Metal Meadow and Metal Forest are areas with a range of accommodations from basic to luxury available to purchase for the weekend. Metal Forest is located in a secluded wooded area.

- Metal Meadow & Forest are open from 12.00 Noon on Wed 10 June until 11am Mon 15 June.
- Metal Meadow & Forest bookers will park at the Metal Car Park. This is a 10 minute walk from the Meadow/Forest and we have a Shuttle team available 24 hours a day across the weekend to drive you and your gear from the carpark to your check-in reception and back whenever you should need them to.
- All images are of expected delivered accommodations - but be advised final products are subject to some minor changes (for example in furniture colouring or exact layout) depending on exact availability.

- Only the advertised number of people for your tent size can stay in the accommodation and every person in your party must have a valid RIP ticket to stay in Metal Meadow/Forest, including children.
- In the unlikely event of lightning, brief evacuation of the Metal Forest may be required until any danger passes
- BBQs and open campfires are strictly prohibited in the Metal Forest, however weather permitting there will be a communal BBQ provided.

SITE MAP:

A full map showing the positioning of the various RIP Areas will be released soon and added here – please note the site layout is always open to change from year to year and final positions are subject to change.

ACCESSIBILITY:

If you have any special access requirements or concerns, please contact VIP Nation through [this link](#) or phone +44 (0)2070093484. Live Nation and VIP Nation will use their reasonable efforts to assist with any such special access requirements or concerns. More info on Access can be found in the FAQ below.

FREQUENTLY ASKED QUESTIONS

Does my RIP booking give me festival access as well?

Yes, Download RIP weekend festival tickets are included in bookings for all RIP packages.

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

RIP areas will open at 12pm midday on Wednesday 10th June 2020 and we politely ask you to leave by 11am on Monday 15th June.

How does the payment plan work?

The payment plan allows you to spread the cost of your Download RIP booking over 4 months. Select 'Instalment Plan' before you enter your card details and you will have to pay 25% of the cost of the booking plus fees. Three further payments of 25% will be made over the following 3 months. There is a £25 fee to use this plan.

Do I need to book a car pass with my RIP booking?

No. For RIP Camping there is one car pass included with each booking. For RIP accommodations, there is one pass per two guests included in your booking, i.e. a Bell House for 4 includes 2 car passes. The only exception is for Park Farm District 1 campers who can bring one vehicle per pitch. RIP Hotel bookers are not sent a car pass, as they have parking at their hotel included in their booking.

When will my tickets and car pass be sent out?

Generally you should expect to receive them around 5 days before the festival. Please refer to your [point of purchase](#) for the status of your booking or you can reach Front Gate Tickets on 0333 321 9999. Please note that full arrival instructions will be sent out a week before the festival.

Can I bring a gazebo or similar?

Due to the overwhelming demand for space at RIP, gazebos will only be permitted for parties of 4 or more sharing a tent in Park Farm & Sleepy Hollow.

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

Please log in to your account on [Frontgate](#) or find your booking confirmation email to see what you booked, you can then view [the accommodation page](#) to see what is included.

I already have standard tickets but would like to upgrade to RIP, how can I do this?

We do not offer upgrades as such but if you purchase an RIP package then we can refund the standard ticket for you, as long as it was purchased from [the authorised vendor](#), and once you supply us with both order codes through [this link](#). Please note if you have received your standard festival tickets then we will need to receive these back before we can process the refund. The deadline to apply for an upgrade will be Friday 5th June.

Can my friend in standard camping come visit me in RIP?

We usually operate a visitor scheme where guests pay a deposit upon arrival at RIP reception, and the majority of this cost is returned to them once they leave the site at night. The amount of this deposit will be confirmed once the festival begins at RIP receptions. Your guests may not stay overnight in your accommodation.

How far are the RIP areas from the Main Arena?

The RIP campsites are in some of the closest areas to the Main Arena and there is a dedicated RIP entrance directly into the Guest Area of the Arena. All locations are subject to change.

What items can I bring / not bring?

Please refer to [the Download website](#) for this information as the same restrictions apply to RIP as the general camping areas. Generally, glass bottles have been allowed into RIP areas in the past – we will give you final info on this point when we send arrival instructions in advance of the event.

What is the postcode for RIP, so I can plan my travel route now?

The best place to set navigation for is Park Farm, the post code of which is: DE74 2RN. There will be traffic control measures in place on the day, so please follow RIP signage on arrival.

Is Ready to Rock part of RIP?

No, these are upgrades that can be purchased by standard ticket holders to stay in a pre-pitched tent. They do not include access to any RIP areas or the Guest Area.

How do I book a free PA ticket?

Once you have purchased your RIP package you must then apply for the Access you require [here](#). Once the Access Team have approved your application we will refund the cost of the weekend festival arena ticket to your account. Please inform the Access team that you are staying in one of the RIP options, include your booking reference and what you are staying in. When you check in to your RIP accommodation please notify staff that you are an Access customer - they should have your wristbands for the weekend, if there are any problems please notify staff immediately so we can resolve this for you.

STILL HAVE QUESTIONS?

Please contact VIP Nation through [this link](#) or or phone +44 (0) 207 009 3484.