



## BOOKING INFORMATION

**Rock Retreat at Melbourne Hall will be open for the full 5 days, from 12pm Midday on Wednesday 11<sup>th</sup> June until 11am on Monday 16<sup>th</sup> June 2025.**

### **ROCK RETREAT AT MELBOURNE HALL CAMPING:**

The **Rock Retreat** is camping fields where you pitch your own tent and park your car beside it (within a pitch size of 22m<sup>2</sup>). Please ensure that everyone in your group has their own Rock Retreat ticket as other Download Camping tickets are not valid for entry to the Rock Retreat at Melbourne Hall.

- Rock Retreat is open from 12:00pm on Wednesday 11<sup>th</sup> June until 11am on Monday 16<sup>th</sup> June 2025.
- To ensure an enjoyable and comfortable experience, Rock Retreat is calculated to allow 22msq per person staying in the campsite.
- Due to the overwhelming demand for space in the Rock Retreat, 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 does not exceed the 22msq space allowed per person.
- The Rock Retreat is a quiet campsite, so please keep noise to a minimum after 1am
- Strictly NO GAS canisters or petrol fuelled cookers will be allowed anywhere on site. Please see the [Download Website](#) 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 Rock Retreat Reception. Open campfires are strictly prohibited.

### **Campervan info:**

- Campervans and caravans will be permitted entry into the Rock Retreat so long as everyone staying in the vehicle has their own Rock Retreat at Melbourne Hall ticket.
- No electric hook ups will be available

- All vehicles must be compliant with Download Campervan site regulations, [you can see these here](#).

To guarantee access to all the latest Rock Retreat + RIP on-sale updates, including announcements when there is new availability, please sign up to our Rock Retreat + RIP mailing list [here](#).

## FREQUENTLY ASKED QUESTIONS

### **Does my Rock Retreat booking give me festival access as well?**

Yes, weekend festival tickets are included in bookings for all Rock Retreat packages.

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

Rock Retreat will open at 12pm midday on Wednesday 11<sup>th</sup> June 2025 and we politely ask you to leave by 11am on Monday 16<sup>th</sup> June 2025.

### **Is there a payment plan available?**

There are options available at the checkout which you can select to spread the cost of your booking over multiple payments.

### **Do I need to book a car pass with my Rock Retreat at Melbourne Hall booking?**

No, but you can choose to add 1 or 2 car passes to your booking after you have added your tickets to the basket. These are at no extra charge, it's to ensure you get the number of passes you require. Car passes are complimentary up to 1 pass per 2 tickets, extra passes will be charged at standard car pass rate.

Please ensure you have the access to the address that's stated in your Ticketmaster account as that is where your car pass will be posted to. If you need to update your address, guidance to do so can be [found here](#).

We encourage car sharing to minimise our impact on the environment so please share the journey with your friends where possible!

### **When will my tickets and car pass be sent out?**

Generally, you should expect to receive your car pass to arrive around 5 days before the festival. Tickets are all digital and will be available in your Ticketmaster app. Please note that full arrival instructions will be sent out a week before the festival via email.

### **Can my friend come visit me in Rock Retreat at Melbourne Hall from another campsite?**

The Rock Retreat at Melbourne Hall is accessible from the main festival only by the dedicated shuttle bus which is for Rock Retreat guests only. This means that anyone who's not a Rock Retreat at Melbourne Hall ticketholder won't be able to visit.

### **How far is Melbourne Hall from the festival site?**

The Rock Retreat at Melbourne Hall is around 15-minute shuttlebus from the festival site, but please note that the journey may take longer at peak times such as Friday afternoon and immediately after the headliners finish each evening.

The shuttle buses will be running to & from the festival regularly throughout each day so you can pop back to Melbourne Hall to put your feet up for a bit if needed!

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

Please refer to [Download website](#) for this information as the same restrictions apply to Rock Retreat at Melbourne Hall as the general camping areas.

### **Can I bring a gazebo or similar?**

Due to the overwhelming demand for space at Rock Retreat at Melbourne Hall, gazebos will only be permitted for parties of 4 or more sharing a tent or campervan.

**What is the postcode for Rock Retreat at Melbourne Hall, so I can plan my travel route now?**

The best place to set navigation for is Melbourne Hall, the post code of which is: DE73 8EN. There will be traffic control measures in place on the day, so please follow Rock Retreat at Melbourne Hall signage on arrival.

**I have already purchased but cannot remember what is included with Rock Retreat tickets?**

Please log in to your account on [Ticketmaster](#) or find your booking confirmation email to see what you booked, you can then view information about the Rock Retreat [here](#).

**Is Rock Retreat at Melbourne Hall part of RIP?**

No, Rock Retreat at Melbourne Hall is a separate camping package which has many similarities to RIP Camping in Park Farm & Sleepy Hollow. It does not include access to any RIP areas or the Guest Area.

Melbourne Hall has a dedicated bar with craft beers, a tearoom in which to have a full English breakfast each morning and beautiful grounds in which to relax before heading into the main arena at Download.

**I already have standard tickets but would like to upgrade to the Rock Retreat at Melbourne Hall, how can I do this?**

We do not offer upgrades as such but if you purchase a Rock Retreat ticket 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 by email to [Download@vipnation.co.uk](mailto:Download@vipnation.co.uk). 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 30<sup>th</sup> May.

### **How do I book a free Essential Companion ticket?**

Accessibility applications will open later in the year, in the meantime please secure the Rock Retreat Package you would like. More information will be available on the Download website. When applications open and the Accessibility Team have approved your application, we will refund the cost of the weekend festival arena ticket to your account. Please select that you are staying in one of the RIP options when you apply for accessibility so that we can link the information with your RIP booking.

When you arrive at the Rock Retreat, please notify staff that you are an Accessibility 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 as swiftly as possible.

If you have any further questions, please contact VIP Nation as [Download@vipnation.co.uk](mailto:Download@vipnation.co.uk)