

Terms and Conditions 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 quiet camping' tickets, and 'Weekend arena + 5 night eco camping' tickets for Adult and/or Child guests for Download Festival 2020 can be bought using the Payment Plan ("PP"), the terms of which are set out below, which allows eligible customers to pay for tickets over a number of payments, subject to overall ticket availability.
2. The PP is available to any customer buying a ticket between **00:00 on 1st October 2019 and 18:59 on 18th November 2019 (inclusive)** ("Eligibility Period"), subject to overall ticket availability and allows eligible customers to pay for a ticket over three (3) payments (each an "Instalment" and together the "Instalments"). The Eligibility Period may be shortened or extended by us at our discretion.
3. The full price of your purchase of a ticket will be charged as below and includes all charges being the per ticket service charge, per transaction handling fee and per transaction delivery fee. Please note that the handling fee is non-refundable even if a ticket is forfeited because of a missed Instalment (howsoever caused). The first Instalment (including service charge and handling fee) must be paid within the Eligibility Period.
 - a) ADULT TICKETS: 'Weekend arena only' ticket (**£185** per ticket plus a per ticket service charge of **£15** and a per transaction handling fee **£5** (non-refundable if forfeited) and delivery fee (**£5.50** for 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	£62 per ticket (plus a per ticket service charge of £15 and a per transaction handling fee of £5)	Immediately
Second	£61.50 per ticket	03 – FEB – 2020
Third	£61.50 per ticket and delivery fee (£5.50 for 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 (**£210** per ticket plus a per ticket service charge of **£17** and a per transaction handling fee **£5** (non-refundable if forfeited) and delivery fee (**£5.50** for 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	£70 (plus a per ticket service charge of £17 and a per transaction handling fee of £5)	Immediately
Second	£70 per ticket	03 – FEB – 2020
Third	£70 per ticket and delivery fee (£5.50 for 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 (£220 per ticket plus a per ticket service charge of **£18** and a per transaction handling fee **£5** (non-refundable if forfeited) and delivery fee (**£5.50** for 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	£74 (plus a per ticket service charge of £18 and a per transaction handling fee of £5)	Immediately
Second	£73 per ticket	03 – FEB – 2020
Third	£73 per ticket and delivery fee (£5.50 for 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 forfeited) and delivery fee (**£5.50** for 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	£30 per ticket (plus a per ticket service charge of £7.20 and a per transaction handling fee of £5)	Immediately
Second	£30 per ticket	03 – FEB – 2020
Third	£30 per ticket and delivery fee (£5.50 for 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 forfeited) and delivery fee (**£5.50** for 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	£34 per ticket (plus a per ticket service charge of £8 and a per transaction handling fee of £5)	Immediately
Second	£33 per ticket	03 – FEB - 2020
Third	£33 per ticket and delivery fee (£5.50 for 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** and a per transaction handling fee **£5** (non-refundable if forfeited) and delivery fee (**£5.50** for 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	£35 per ticket (plus a per ticket service charge of £8.40 and a per transaction handling fee of £5)	Immediately
Second	£35 per ticket	03 – FEB - 2020
Third	£35 per ticket and delivery fee (£5.50 for UK and Ireland, £13.50 for EU/Switzerland/USA and £18.50 for Rest of the World)	02 – MAR – 2020

4. Subject to paragraph 10 below, the handling fee is non-refundable and no claim can be made to recover this money in any way whatsoever.
5. The first Instalment (including service charge and handling fee) will be charged to your credit or debit card immediately upon your election to purchase the ticket(s) during the Eligibility Period. Each subsequent Instalment will be automatically charged to your credit or debit card on or around the dates as set out in the PP schedule above, without further notice 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 5 (five) days of the relevant Instalment due date, your ticket(s) will be void/cancelled and you will not receive a refund of the handling fee. All other monies will be returned back to the original card within a further 14 (fourteen) working days and you will have no claim to any ticket(s).
6. 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.
7. **If you do not pay any of the Instalments in full in accordance with paragraph 5 above, you will lose: (i) the handling fee; and (ii) the ticket(s) to which you were entitled under**

the PP.

8. 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 service charge, handling fee and delivery fee.
9. 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 Instalment due dates as set out in the PP schedule and that your credit or debit card does not expire before the final Instalment can be charged.
10. The handling fee is non-refundable, save where Download Festival 2020 is cancelled. In all other circumstances, no claim can be made to recover this money in any way whatsoever.
11. 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 ticket, you may do so, subject to availability. If you choose to begin a new PP, you will be subject to a new ticket price and a new service charge, handling fee and delivery fee and you will not be entitled to a refund on your handling fee from your previously cancelled or forfeited plan.
12. These special terms and conditions are in addition to Ticketmaster's purchase policy, available at: <https://www.ticketmaster.co.uk/legal/purchase.html> as well Download Festival 2020 terms and conditions available at: <https://downloadfestival.co.uk/terms-conditions/>.
13. Tickets cannot be refunded or exchanged after your purchase has been completed, save as provided in Ticketmaster's purchase policy referred to in paragraph 12 above.
14. If you have any queries regarding the Download Festival 2020 Payment Plan, please contact us at: info@downloadfestival.co.uk