

Latitude Luxury Camping FAQ

What are the benefits to the Latitude Luxury Campsite?

Staying in the Luxury Campsite means making your festival experience as relaxing and convenient as possible. From the moment you arrive in our private car park next to the campsite, we'll be on hand to help make Latitude the most chilled out festival experience imaginable.

Arrive in style - while our concierge help with your luggage, we'll arrange your festival wristbands and guide you to your accommodation. You can then enjoy a complimentary drink from our bar to help you relax into the vibe of the weekend.

The campsite also offers an A La Carte Restaurant, Bar & Chill Out Area; Complimentary Breakfast each morning; 24 Hour Reception; Toilets & Showers; Spa & Salon sessions available to book, Kids Cinema Tent and Secret Arena Bar.

Does my Latitude Luxury accommodation give me access to the festival too?

Festival Tickets are not included in your accommodation price, and must be **booked separately**. Everyone staying in your Latitude Luxury accommodation must have a Weekend Camping ticket to gain entry. If you do not already have your Latitude festival tickets, you can easily choose to add these to your order when you book your accommodation.

How does the payment plan work?

The payment plan allows you to spread the cost of your Latitude Luxury booking over 3 months. Select 'Instalment Plan' before you enter your card details and you will have to pay 40% of the cost of the booking plus fees. Two further payments of 30% will be made over the following 2 months. There is a £25 fee to use this plan, please note all payments are non-refundable (please see the terms and conditions when booking).

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

Latitude Luxury is open from 2pm on Thursday 18th July until 12 noon on Monday 22nd July.

When will my tickets and car pass be sent out?

Please refer to your point of purchase for this information. Contact details can be found in your booking confirmation email. You can reach Front Gate by phone on +44 (0)3330035937.

I have already purchased but cannot remember what is included in my accommodation (i.e. towels, lighting)?

Please check exactly which accommodation structure you have purchased by checking your order confirmation email, and signing in to the [ticket website](#).

What items can I not bring into the Latitude Luxury Campsite?

Please refer to the Latitude website for this information as the same restrictions apply to [Latitude Luxury](#) as the rest of the camping areas.

Can I bring cooking equipment?

Please be careful when using any flame - gas canisters (max size 2.7kg) are allowed, as are barbeques but please be aware of your surroundings and try not to scorch the grass. We recommend the Green Heat base camp cookers and fuels, please never cook in your tent.

My friends have also booked accommodation, can we be placed next to each other?

Please email us at vipnation@livenation.co.uk with the names of the Lead Bookers and your Booking Confirmation codes to register your request, but please note this may not always be possible - at Latitude Luxury we group the types of accommodation together, so please bear in mind if you and your friends have booked different accommodation types, this may make it difficult to fulfil your request.

I still have some questions; can I contact you?

Yes, we can be reached on vipnation@livenation.co.uk or +44 (0)207 009 3484. Please note there will be a full information pack sent out 1 week before the festival.