Camping Plus at Leeds 2019 –
Frequently Asked Questions

What is Camping Plus?
Camping Plus is a fantastic new Camping option for Leeds Festival 2019. It's a private campsite area with 24 hour reception and security, proper toilets and warm showers and a pamper area - available for a limited amount of Campers. You can either Bring Your Own Tent, or choose from one of our great Accommodation Options. To make things easier, you can also choose our Instalment Plan to spread out the cost.

Does my Camping Plus accommodation booking give me festival access as well?
No, festival tickets are not included in the accommodation booking – you can choose to add these to your order during the purchase process.

What type of ticket do I need to stay in Camping Plus?
Everyone staying in your Camping Plus accommodation must have a Weekend Ticket to gain entry (not valid for Day ticket holders).

How does the Camping Plus Instalment Plan work?
The instalment plan allows you to spread the cost of your Camping Plus booking over 2 months. Select 'Instalment Plan' before you enter your card details and you will have to pay 50% of the cost of the booking plus fees. One further payment of 50% will be made over the following month. 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 benefits of booking Camping Plus accommodation?
As well as the accommodation you will have the following:
• Access to the private Camping Plus campsite
• 24h reception and security
• Proper toilets & warm showers
• Pamper area with blow dryers, straighteners and mirror

When will I receive my festival tickets?
Please refer to your point of purchase for this information. Contact details can be found in your ticket booking confirmation email.

What happens if someone else orders the ticket on my behalf?
Please bring along a signed letter from the person who purchased the ticket to include: name of purchaser, address of purchaser, reference number and full name of who they are giving the ticket to.

When will the arrival information be sent out?
We will contact you via email within 1 week of the festival with a full information pack. Including details on your arrival and stay in Camping Plus.

Will I receive anything for Camping Plus in the post?
We will not send anything physical for Camping Plus – we will send all relevant check-in information by email. Your festival tickets will be posted separately by whichever ticket agent you booked them through.

What are the opening times and when do I have to leave by?
Camping Plus is open from 8am on Thursday 22nd August 2019 until 12 noon on Monday 26th August 2019.

Do I need to purchase an Early Entry Pass for Camping Plus?
No, your accommodation / pitch is pre-allocated so you can arrive at any time from 8am Thursday 22nd August 2019. If you want to enjoy an extra night in Camping Plus you can purchase an Early Entry Pass during the booking process, which will be valid from 2pm on Wednesday 21st August 2019.

I have already purchased but cannot remember what is included in my accommodation?
Please check exactly which accommodation structure you have purchased by checking your order confirmation email, and signing in to the ticket website.

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 – in Camping Plus 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.

What items can I not bring?
You will be able to find details of what you can and cannot bring into Camping Plus and the arena on the Leeds website.

I still have some questions; do you have an email address to discuss any queries?
Yes, we can be reached at vipnation@livenation.co.uk or 02070093484.