

## Download RIP Frequently Asked Questions

### What is the difference between Park Farm, Sleepy Hollow, Metal Meadow and Metal Forest?

- **Park Farm and Sleepy Hollow** are camping fields where you can pitch your own tent and park your car beside it (within a pitch size of 22m<sup>2</sup>).
- **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.

All of these areas have proper toilets and hot showers as well as all things RIP.

### Does my RIP booking give me festival access as well?

Yes, Download RIP weekend festival tickets are included in bookings for all RIP accommodations and camping (Park Farm and Sleepy Hollow).

### 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.

### What are the benefits of booking accommodation?

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.

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

No, there is one pass per two guests included in your booking, i.e. a Bell House for 4 includes 2 car passes.

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

Please refer to your point of purchase for this information - [Ticketmaster](#). You can reach Front Gate Tickets on 03330035937.

### 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.

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

RIP areas will open at 12pm midday on Wednesday 12<sup>th</sup> June 2019 and we politely ask you to leave by 11am on Monday 17<sup>th</sup> June 2019.

### 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 at [vipnation@livenation.co.uk](mailto:vipnation@livenation.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.

### 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, by asking at RIP reception. Please note 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. You can see the cartoon map below for reference. Please note that all locations are subject to change.

### What items can I not bring?

Please refer to [the Download website](#) for this information as the same restrictions apply to RIP as the general camping areas.

### 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 signage on arrival.

### Are Ready to Rock and Campervan Plus part of RIP?

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

### How do I book an RIP package when I have access requirements?

Please book the package you require, if you would like advice on Access please email [vipnation@livenation.co.uk](mailto:vipnation@livenation.co.uk)

### How do I book a free PA ticket?

Once you have purchased your package you must apply for Access you require <https://downloadfestival.co.uk/info-category/disabled-access/>. 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.

### How can I collect my Accessible wristbands whilst at the Festival?

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.

### 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](mailto:vipnation@livenation.co.uk). Please note that full arrival instructions will be sent out a week before the festival.

