

DOWNLOAD LOYALTY 2018 TERMS AND CONDITIONS

These Terms and conditions (T&Cs) incorporate, and should be read together with Download Loyalty FAQs, Voucher T&Cs, any Vendor's T&Cs or festival regulations, which you can obtain from the Festival website.

- a) New applications have to be made through our form [hyperlink] in full and in the timeline specified in Our FAQs.
- b) Returning Download Loyalty customers who were successful and redeemed their vouchers onsite should not need to take any action. An email was sent to everyone on Tuesday 20 February 2018 specifying the route of action. If you have not received that email and would like to claim this year, it is your responsibility to get in touch with us.
- c) We only accept fully paying customers who can provide proof of purchase/order outlined in the application form (including reference numbers, booker information and years attended).
- d) We will only accept applications made for full weekend tickets between 2012 and 2018.
- e) All applicants need to adhere to our timeline for making applications and any queries made to Our inbox. These can be found in Our FAQs.
- f) All applications need to be made individually.
- g) We accept child applications providing they are 13 years old and above.