



2-5th August 2018. Hever, Kent

Please find answers below to the most frequently asked questions.

Ticketing and Entry

What does my ticket include?

Your weekend ticket includes entry to Neverworld from Thurs 2nd – Sun 5th August and access to the festival campsite (you'll need to bring a tent!).

What time do gates open?

Gates to the festival and the campsite will open at 12pm on Thursday 2nd August. The main festival arena will open at 5pm.

What time does the box office close at?

The box office will open at 10am and will close at 11pm, Thursday – Saturday. Please arrive before this time if you are exchanging your ticket for a festival wristband – latecomers will not be permitted to enter the festival site that evening.

If you already have a wristband you may enter and leave the festival at any time.

Why have I been charged a booking fee?

The booking fee is charged by ticketing agents to cover the work they need to do in organising ticketing. We negotiate hard to have the best booking fees possible for you.

Can I purchase a day ticket?

We will not be selling day tickets for the festival. Please purchase a weekend ticket if you wish to join us in Neverworld!

Can I get a refund on my ticket?

Unfortunately, we are unable to provide refunds for festival tickets. If sadly, you are no longer able to attend, please use a reputable ticket resale site, such as [The Ticket Trust](#).

When will I receive my ticket?

Your e-ticket will be sent to you via email on the week of the festival. Please make sure you print this, or have it on your phone for our staff to scan and exchange for your festival wristband.

One of my payment plan instalments hasn't been processed. What shall I do?

This is because your bank has refused or blocked the payment. You will need to log in to your Universe tickets account and update your payment information with a valid card within 10 days otherwise your payment plan may be cancelled. Please follow the steps below to do this.

Login to Universe [here](#) . > Click on the circle at the top right, which has your initials and also your name beside it. > Click on 'My Tickets'. > Click on 'View Payment plan'. > Click on 'Update details'. > Fill in a new debit card.

Please contact [Universe customer service](#) if you continue to have problems with your payment plan.

I have bought a weekend ticket but can't come on Thursday. Can I arrive on Friday or Saturday?

Yes! You are welcome to arrive on any day of the festival, Thursday to Saturday before the box office closes at 11pm

I only want to go to Neverworld for the day?

We will not be selling any day tickets for this year's festival, however, once you have your wristband, you will be able to leave the festival and come back in as many times as you wish.

Can I leave the campsite?

Yes! Once you have your wristband, you will be able to leave the campsite and come back in as many times as you wish.

Can I transfer my ticket to a friend?

Yes, you can log into your Universe ticket account to change the information of your order up to the week of the festival. Please [contact Universe Customer Services](#) for more help with this.

Can I leave and re-enter the festival if I wish?

Yes, once you have your wristband you will be able to enter and leave the festival as you please. Please note you will not be permitted to re-enter the festival with alcohol.

How old do I need to be to attend?

You need to be at least 18 years old to attend Neverworld without a guardian. You may be asked to prove this at the Box Office, so please bring valid ID – details below. If you are under 18 years old, you will have to be with a guardian over 21 years at all times. 1 adult can accompany a maximum of 3 under 18's. Of course, there is no upper age limit!

I turn 18 shortly after or during the festival, can I still come without a responsible guardian?

No, if you're under 18 you will need to be accompanied by a responsible guardian over the age of 21.

What can I use as ID?

Please bring valid ID in order to buy alcohol or enter the festival without a guardian – either a valid in date passport, or, learners or full driving license.

Do my children need tickets for Neverworld?

Yes. Children 12 and under must have a Child ticket in order to gain access to the festival. 13-17 year olds can purchase a Teen Ticket- however, they must be accompanied by an adult (over 21).

If I'm bringing my family do I need to purchase a family camping pass?

We would advise purchasing a family camping pass if you're bringing kids to the festival. This is a secure and quiet area of the festival that has its own toilet and shower facilities.

Can I upgrade to boutique camping?

Yes, you can upgrade to boutique camping at any time before the event – even if you've already purchased a ticket.

Travel

How can I get to Neverworld?

Please check out our [travel page](#) for full info on how to get to Neverworld! Please try and use public/ communal transport to reduce your carbon footprint.

How much does it cost to park?

If purchased in advance, parking passes cost £10 and can be [purchased here](#). You only need to purchase this once, no matter how many times you come and go from the carpark. Those who arrive at the festival site without having purchased a parking pass in advance, will be charged £15 for the weekend.

Will there be a drop off/ pick up area at the festival?

Yes, this will be located by the festival car park.

Camping

When does the festival campsite open and close?

The festival campsite opens at 12pm on Thursday 2nd August and closes on Sunday 5th August.

Can I camp without a festival ticket?

We cannot allow anybody on site without a valid festival ticket.

Can I pitch my tent anywhere?

You can camp anywhere in our general campsite, but not in the main music arena. It is not possible to reserve space in the general campsite. Gates will open at 12pm on Thursday of the festival – please arrive early to guarantee the best camping space.

My friends are staying in the boutique camping area. Can I pitch my tent beside theirs?

Unfortunately not, you can only camp in our Boutique Camping area if you have purchased a boutique tent. Please click [here](#) to book your boutique camping!

Is there a place for families to camp?

Yes, families are welcome to camp in our Dreaming Fields family camping area. This is a secure area of the site, which is a little quieter than the general campsite and has its own toilet and shower facilities. Click [here](#) to purchase your Dreaming Fields family camping pass. Find out more about our family facilities [here](#)!

How big is a family camping pitch?

There is no maximum size for a family camping pitch (within reason!). One family are permitted per pitch.

GAS STOVE, SOLID FUEL STOVE, BBQ & CAMPFIRES

Due to the extremely hot and dry weather this summer there is a high risk of fire in our woodland location.

To ensure that everyone is safe we will be banning all BBQs, Campfires and Solid Fuel Stoves from Neverworld.

Small 220g gas stoves can be used in the designated Camp Cooking Areas onsite only. These areas will have enhanced fire fighting facilities and paving stones to place gas stoves on.

Each person may bring a maximum of one 220g gas canister into the campsite with them. There will be a Camp Cooking Area in the general campsite and in the dreaming fields family campsite.

Anyone found using a gas stove other than in the designated Camp Cooking Areas will be ejected from the site immediately.

Anyone found lighting a fire, using a BBQ or Solid Fuel Stove will be ejected from the site immediately.

We also ask that people take the time to ensure that any cigarettes are fully extinguished and discarded of safely in the sand buckets we will be providing around the site.

We hope you can all appreciate just how important it is that we work together on this one to keep the festival site safe! Please pass on the message to your fellow campers!

Can I bring my campervan/ caravan/ live-in vehicle to Neverworld?

Yes, you can! You will need to purchase a small, medium or large live-in vehicle pass dependant on the size of the vehicle. Please note that live-in vehicle passes do not include electric/ water hook-ups. Live-in vehicle passes and electric hookups can be purchased [here](#).

Please purchase live-in vehicle passes online before the event as they cannot be purchased on site.

Can I have a tent included as part of my live-in vehicle pitch?

Unfortunately, tents are not permitted in the live-in vehicle area for health and safety reasons. Please pitch your tent in the festival campsite or family campsite.

Can I bring a trailer tent?

Yes. You will need to need to [purchase a small live in vehicle pass](#) for your trailer tent.

Can I purchase an electricity hook up?

Yes. You can purchase a power package for your time at the festival if you are staying in a live-in vehicle or a boutique camping bell tent. Power hookups are not available for those staying in the festival campsite or family camping area.

Are there shower facilities in the campsite?

Yes, you will need to [purchase a shower pass for £10 that will give you unlimited access to the showers over the weekend](#). Your ticket will be exchanged at the box office when you arrive and you will be able to use these as much as you want!

Please note: If you have bought Boutique Camping or a Dreaming Fields Family Camping Pitch, you will not need to buy a shower pass, these are included in your campsite. Those who have purchased a Live In Vehicle Pitch will have access to use the showers in the Dreaming Fields Family Campsite, so will also not need to buy a shower pass.

Can I still use the luxury shower and toilet facilities even if I'm not staying in the boutique camping site?

No, you will not be able to use the luxury shower and toilet facilities. These facilities are only for those who have purchased Boutique Camping.

Do you have accessible facilities?

Yes, Neverworld has accessible parking, an accessible campsite (please ask on arrival) and accessible toilets throughout the site. Please click [here](#) to find out more about our accessible facilities.

Can I stay in accommodation away from the site?

Yes. Please make sure you have a safe way to travel between your accommodation and the site.

Festival Experience

When does the music start and end?

The fun all kicks off at 5pm Thursday and finishes at 5am Sunday.

How do I know which day my favourite artists are playing?

Our full lineup, along with day splits will be announced shortly! Please subscribe to our newsletter to be the first to find out! Clean Bandit will headline Friday night and Bastille will headline Saturday. [Click here to see our full lineup.](#)

Will the Main Stage be open all weekend?

The Main Stage will open on Friday and Saturday 11am – 11pm

What happens on the Thursday of Neverworld?

Thursday night at Neverworld is our grand opening party! The Beach and The Circus stages will be open from 5pm with an incredible programme of bands and DJs.

Where can I see the full set times?

Set times can [be found here.](#)

What else is there apart from the music?

Neverworld has something to offer everybody! We have a workshop programme, cabaret, comedy, spoken word and lots, lots more to be announced soon. Sign up to our newsletter to be the first to hear about the announcement of our non-music programme!

Is the festival wheelchair accessible?

Yes. Please see more information in our [accessibility section.](#)

Will there be food available at the festival?

Yes, we have a selection of the UK's most delicious street food traders in the main Neverworld arena and festival campsite.

We try really hard to cater for everybody at Neverworld and always offer a wide variety of cuisines and we always offer Vegetarian, Vegan, Gluten Free, Dairy Free, Nut Free options.

Will there be bars at the festival?

Yes! We have a number of bars dotted around the festival site selling local craft beer, lager, cider, wine by the glass or bottle, prosecco by the glass or bottle, spirits and cocktails. A pint of beer costs from £4.50, a glass of wine from £4 and spirits from £4.

What are the different realms/ areas of the festival?

The three realms of Neverworld are The Neverwoods, Mermaids Lagoon and Skull Ridge.
[Explore all three here!](#)

Is there a map of the festival?

There will be a map of the festival in your programme which you will receive upon entry.

What should I do if I lose something?

Go to the welfare tent in the campsite and report it. The location of the welfare tent will be provided on the site map which you will find in your festival programme.

Will there be running water?

Yes, we have taps throughout the festival site. Please bring a reusable bottle to fill up.

How far is the campsite from the festival arena?

Not very far! About 50m at the closest point.

Are pets or animals allowed onsite?

Dogs are welcome with a valid dog ticket. Dogs are the owners responsibility at all times whilst on site and must be kept on a lead at all times. Guide dogs are welcome without a dog ticket.

Is there anywhere for me to charge my phone?

Yes, these facilities can be found in the general campsite, this is a paid for service. However, if you are staying in the Boutique Campsite, there will be power sockets in the pamper room which you can use for free.

How can I find out more about trading or volunteering at the festival?

[Find out more here!](#)

Why do I have to pay a litter bond?

We strive to leave John Darling's farm as lovely as when we found it. To encourage all campers to help us combat post-festival litter problems, we add a £5 litter bond to your tickets. This will be refunded at the end of the festival when your full bin bag is handed into one of our litter crew, who can be located at the campsite information point.

Families

Is Neverworld a family friendly festival?

Yes! Neverworld is a festival that is extremely popular with families. Go Outdoors have voted us as one of their top family festivals in 2017 and 2018. Find out more about our [family offering here.](#)

Will there be activities for kids at the festival?

Yes, we will have a full programme of kids activities that will be announced shortly! The majority of these are free and there are some which will require cost.

Is there a nanny service at the festival?

Yes. Details of our Neverworld will be announced shortly!

Are buggies allowed at the festival?

Yes you can bring buggies in the festival campsites and main arena.

What to bring

Can I bring my own alcohol?

Each person over the age of 18 with a weekend ticket can bring a maximum of 6 cans of beer/cider OR 1 bottle of wine (decanted into a plastic bottle- boxes or bags of wine are permitted, providing they only contain 1 bottle) into the campsite. Spirits are not allowed to be brought into the event. Please note NO GLASS is allowed onsite.

Excess alcohol or alcohol in glass bottles will be confiscated. Alcohol will only be allowed onsite on your first arrival at the Box Office – if you return with more this may be confiscated. Security may ask for proof of age if they believe you may be under 18 and bringing alcohol onsite.

Can I bring my own food to the festival?

Yes. However, we always find loads of food left in the campsite at the end, so please only bring what you will actually eat.

What else should I bring with me?

ID, Cash, Suncream, Tent, Sleeping Bag, Warm Clothes (for the night), Raincoat (just in case) Oh... and your Neverworld e-ticket printed or on your phone!

What is your policy on drugs?

Everybody is subject to a full search on entering the site. Anybody found with illegal drugs will have them confiscated and may be reported to the police.

Legal highs are also banned from Neverworld, as they can be exceptionally dangerous.

Anybody found with these will have them confiscated and may be ejected from the site.

Are there first aid services on site?

Yes, we have a fully staffed welfare tent on site open 24/7 throughout the festival. The location of the welfare tent will be provided on the sitemap which you will find in your festival programme.

Can I bring nitrous oxide/ laughing gas to Neverworld?

The use or supply of nitrous oxide on site is not permitted. Those found in possession or abusing nitrous oxide will have it confiscated and may face ejection from the festival site.

I can't find the answer to my question here. What can I do?

Feel free to send a message with your question to office@neverworld.co.uk and we'll be happy to help!