

TO ALL KUBIX FRIDAY FESTIVAL CUSTOMERS

With Kubix Festival Friday nearly here, on 8th October, we're emailing you a helpful list of details, which will answer the majority of your queries. Please take the time to have a read through and if your question isn't answered here, or on our website at <https://www.kubixfestival.com/>, then please email our team on info@kubixfestival.co.uk

- Your tickets can be downloaded from your tickets order email and a copy of the tickets orders has been sent to all ticket-holders before this Friday. To save time when collecting your wristbands at the gate please have your printed tickets or downloaded ones ready on your phone for scanning, stored as images, to save you time downloading them there. Please ignore this email if have already asked for your tickets to be made valid to use in 2022 instead.
- The camp site opens at 10am on Friday 8th October and closes on Saturday 9th October at 2pm. There will be stewards on site and drinking water and toilet facilities open on Friday daytime, but the catering and bars in the arena won't open until 3.00pm that day.
- The live music starts at 5pm and the box office opens at 1pm for those who choose to arrive early to collect their wristbands, with the music arena gates opening at 2.30pm. All other opening times are shown at: <https://www.kubixfestival.com/event-info/>
- There are sections in the camp site for live-in vehicles and separate sections for tents and cars. Tents and their accompanying vehicles will be parked in rows, with safe driving lanes in between, so your tent and car will be very close by to each other.
- Please use this address and postcode: Herrington Country Park, Sunderland, Tyne and Wear, DH4 7EL and follow the signs for the entrance to the main entrance site.
- Day visitor free car parking is also in the main site and the stewards will direct you to the same on entry.
- The bars will take card or cash, as will the majority of the caterers, but some caterers may be cash only.
- The band times for both stages are on the line up page at: <https://www.kubixfestival.com/kubix-line-ups/> and the live music will finish each day at 11pm.
- All answers in relation to what can be brought into the camp site are listed at: <https://www.kubixfestival.com/event-info/#id-camping>
- All answers in relation to what can be brought into the music arena, opening times, etc, are listed at <https://www.kubixfestival.com/event-info/#id-genquestions>
- Covid-safe entry details are at: <https://www.kubixfestival.com/#id-covidentry>
- Folding chairs, are fine to bring into the music arena big top, located further back, for safety, as the area near the front is where people stand closer together, and there are great views from everywhere.
- Disabled parking is available in the park and stewards will direct you to the same on entrance. For our disabled guests who are camping, the stewards will be able to direct you, on arrival, to the disabled camp site area.
- The bus times and pick up/drop off information is at: <https://www.kubixfestival.com/event-info/#id-bus>
- The £10 drinks voucher gesture is available for each Adult ticket-holder (£5 for each 6-15 ticket-holder) who purchased their original ticket(s) **on or before 24th April 2020** and have kept them since, and are not available for any other ticket holders. If you purchased your Kubix tickets **on or before 24th April 2020** you will receive a separate email by tomorrow for Saturday customers and next week for Friday customers, to confirm your entitlement to collect the voucher(s) at the tickets gate, at the same time as your wristband(s).
- Under 18s must be accompanied by a ticket-holding adult aged 18 or above.
- Under our licence terms, to ensure safe and speedier entry, camping pitch spaces can't be reserved, as the site has to be filled up sequentially, on arrival, so to pitch together please arrive together.
- Please note that while camping customers may bring alcohol for personal consumption into the campsites, glass is strictly prohibited for its ability to cause harm to other persons and livestock.
- For safety reasons, we are unable to allow dogs onto the Festival site, except for guide or assistance dogs, who will be permitted.

We look forward to welcoming you to Kubix Festival

Kind regards

Kubix team