

Hideout 2020 will no longer be taking place. All Hideout 2020 guests will shortly receive an email from Kaboodle. This will include a form that'll allow you to choose which option you wish to select, please fill out this form by Friday 8th May 2020. Anyone that misses this deadline will automatically have their booking transferred to Hideout 2021 and standard terms and conditions apply to the new booking.

OPTION 1 — Full refund (including tickets, travel, accommodation, packages or extras booked through Hideout)

OPTION 2 — Transfer your booking to Hideout 2021

If you don't receive your form, please check your spam folder. If you still haven't received it please request one by contacting: customersupport@hideoutfestival.com

If you booked your ticket from Festicket/Pollen/Live It or Ticket Arena then you will also receive an email directly from them allowing you to choose whether to transfer to next year or get a refund.

TRANSFER YOUR BOOKING TO HIDEOUT FESTIVAL 2021

WHAT ARE THE EVENT DATES FOR NEXT YEAR?

Sunday 20th to Thursday 24th June 2021

WILL THE LINE-UP BE THE SAME?

The line-up will not be transferred to Hideout 2021 but it is likely that many of the same acts will be booked once again as they play regularly for the festival.

HOW DO I TELL YOU WHAT OPTION I WANT TO GO WITH?

If you have a booking for Hideout 2020, we will be sending you an online form via email very shortly, in which you will be able to let us know which option you would like to choose.

MY GROUP WANTS TO PICK DIFFERENT OPTIONS. IS THAT OK?

If you have booked a package including accommodation, we will be taking into account the desires of each group member and will do our best to accommodate groups in different sizes for the option of transferring your booking to Hideout 2021 and refunding members where applicable. Each member of your group will receive a link to the form and will need to fill it out by the 8th May. For any bookings not including accommodation you will only be able to choose one option on behalf of your group.



WHEN DO I NEED TO TELL YOU WHAT OPTION I WANT?

You must fill out the form by 8th May 2020. Anyone that misses this deadline will automatically have their booking transferred to Hideout 2021 and standard terms and conditions apply to the new booking.

WHAT HAPPENS IF I CHOOSE THIS AND THEN I AM SUBSEQUENTLY UNABLE TO ATTEND NEXT YEAR?

If you choose to transfer your booking to Hideout 2021 then you will be bound by the terms and conditions for that festival and standard cancellation terms will apply.

WHEN WILL MY TICKET BE TRANSFERRED?

We have set a deadline of 8th May 2020 for each Hideout attendee to confirm how they would like to proceed. Once we collate all this information and the booking has been transferred you will receive an updated confirmation of your 2021 booking.

WHEN WILL MY PACKAGE / ACCOMMODATION BE TRANSFERRED?

We have set a deadline of 8th May 2020 for each Hideout attendee to confirm how they would like to proceed. Once we collate all this information and the booking has been transferred you will receive an updated confirmation of your 2021 booking.

WHAT ARE THE NEXT STEPS FOR PACKAGE / ACCOMMODATION CUSTOMERS ONCE WE HAVE FILLED IN THE FORM?

Package/accommodation customers will be contacted by a Hideout representative to discuss the options available. In most cases we'll be able to offer the same as what you've booked this year. For flight packages customers we will be able to show you flight options within a few months. If at that point you're not satisfied with the flight options on offer then you'll still be able to get a full refund.

WHEN WILL I RECEIVE MY COMPLIMENTARY BEACH AND BOAT PARTY TICKET?

Customers will receive their complimentary beach party e-ticket in the run up to the event. Customers will be given their choice of boat parties before they go on sale to the general public next year.



TICKET REFUNDS

WHEN WILL MY TICKET BE REFUNDED?

Your ticket will be refunded to the card you originally used to pay within 30 days of the application form closing on the 8th May deadline. You will be notified when the refund has been processed by email. The refund can then take up to 5 working days to show in your bank account.

If you have not received your refund after this, this is likely due to the refund going back to the group leader's card if they paid the deposit on your behalf. Another reason may be if you paid across multiple cards, funds will go back into different accounts. Please make sure you check all your bank and credit card accounts and with your lead booker before you contact customer service. If after this you still have not received your refunds, please contact:

customersupport@hideoutfestival.com

WILL I RECEIVE MY REFUND IN FULL?

We will be refunding the entirety of your Hideout ticket minus the booking fee, travel insurance and any admin charges you previously incurred for changes such as removing or downgrading extras or name changes.

IF I'VE PREVIOUSLY CANCELLED MY BOOKING FOR REASONS UNRELATED TO CORONAVIRUS WILL I RECEIVE A REFUND?

If you have previously cancelled your ticket or package you will not receive a refund per our ticket terms and conditions.

PACKAGES / TRAVEL / ACCOMMODATION / EXTRA REFUNDS

WHEN WILL I BE REFUNDED?

If you booked a package, travel, accommodation or any extras with Hideout you will be refunded to the card you originally used to pay within 60 days of the application form closing on the 8th May deadline. You will be notified when the refund has been processed by email. The refund can then take up to 5 working days to show in your bank account.

If you have not received your refund after this, this is likely due to the refund going back to the group leader's card if they paid the deposit on your behalf. Another reason may be if you paid across multiple cards, funds will go back into different accounts. Please make sure you check all your bank and credit card accounts and with your lead booker before you contact customer service. If after this you still have not received your refunds, please contact:

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WILL YOU REFUND MY TRAVEL COSTS?

Hideout can reimburse any travel costs you have booked with us including airport transfers, shuttle busses, coaches and flights that are part of a flight package. You will be refunded to the card you originally used to pay within 60 days of the application form closing on the 8th May deadline.

WILL YOU REFUND MY FLIGHT COSTS?

Hideout can only refund flights booked directly with us. If you did not book your flight with Hideout then please contact your flight provider for their flight refund policy and check with your travel insurance provider if you are able to claim any costs back through your policy.

WILL YOU REFUND MY ACCOMMODATION?

Hideout can only reimburse accommodation booked directly with us and will be refunded to the card you originally used to pay within 60 days of the application form closing on the 8th May deadline. If you did not book your accommodation with Hideout then please contact your accommodation provider for their refund policy and check with your insurance provider if you are able to claim any costs back through your policy.

WILL YOU ALSO REFUND ALL THE EXTRAS INCLUDED IN MY BOOKING SUCH THE HIDEOUT BEACH PARTY AND THE HIDEOUT PROGRAMME?

Yes all extras included in your booking will be refunded within 60 days of the application form closing on the 8th May deadline.

CAN I GET MY REFUND SOONER?

We're doing everything we can to refund you ASAP and are hoping to be able to provide refunds sooner than these timeframes, but factors outside of our control such as airlines and other suppliers mean that we've had to set these deadlines as the absolute latest you'll receive your money. Please bear with us on this.

WILL MY TRAVEL INSURANCE COVER THE COST OF THE HOLIDAY?

Hideout will be refunding the total cost of your booking minus the booking fee, travel insurance and any admin fees you have incurred if you previously made changes to your booking. Please check with your travel insurance provider if you are looking to claim on any other aspects of your journey.

If you have purchased Insurance through Hideout you can find the contact details

[HERE.](#)

