

HIDEOUT

05-09 SEPT 2021



Hideout will now take place from the 5th-9th September 2021. All ticket, accommodation, travel and flight package holders have automatically been transferred to the new September dates. If you are unable to attend you will also have the option to transfer your ticket to 2022 or alternatively apply for a refund.

You will receive an email from our ticket agent Kaboodle, with more information on each option on the 29th March. If you can't attend the new dates, please make sure you fill out the form that they email to you between 29th March - 12th April 2021 for your refund/2022 dates to be processed.

If you booked your ticket from Festicket/Pollen/Live It or Ticket Arena then you will also receive an email directly from them. If you don't receive your email, please check your spam folder. If you still haven't received it please request one by contacting the ticket agent that you booked with.

WHAT ARE THE EVENT DATES FOR SEPTEMBER 2021?

5th-9th September 2021

HOW DO I APPLY FOR A REFUND?

If you cannot attend the September dates you then have the option to transfer your ticket to 2022 or apply for a refund.

1. You will receive an email with a form to fill out from your ticket agent with the ability to choose either option on the 29th March.
 2. You must submit your request between the 29th March - 12th April 2021. If your booking includes accommodation, flights, coaches or transfers then each person on the booking will need to fill out the form. All refund requests and 2022 transfer requests received outside of those dates will not be processed and you will be automatically rolled over to September.
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WHAT ARE THE EVENT DATES FOR HIDEOUT FESTIVAL 2022?

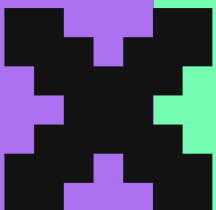
We will announce the new dates for 2022 in the coming months, if you decide to transfer your ticket to 2022 but then can't make the dates announced you will have the option to apply for a refund.

WILL THE LINE-UP BE THE SAME?

We have managed to secure the majority of artists from our first lineup announcement for the new September dates and they are set to play over five days and nights across our beautiful open air venues. The lineup for 2022 will be announced at the end of this year but we expect to have many of the same artists playing.

WHEN DO I NEED TO APPLY FOR A REFUND?

All bookings have automatically been rolled over to September 2021. If you want to apply for a refund or roll over to 2022 then you must fill out the form that has been emailed to you and request your refund between the 29th March - 12th April 2021. All refund requests received





I HAVE PAID A DEPOSIT FOR A PACKAGE BOOKING AND MY BALANCE IS DUE BY 1ST APRIL/1ST MAY. DO I STILL NEED TO PAY IT BY THEN?

All package balance deadlines have been extended to 1st June.

SOME OF MY GROUP WANT TO KEEP THEIR BOOKING FOR SEPTEMBER AND SOME OF THEM WANT A REFUND. IS THAT OK?

If you have booked a package that includes accommodation, we will be taking into account the desires of each group member and will do our best to accommodate groups in different sizes or refund members where applicable. Each member of your group will receive a link to the form and will need to fill out the form between 29th March - 12th April 2021 to be eligible for a refund, not just the group leader. For all other bookings that do not include accommodation, only the lead booker needs to submit the form on behalf of the whole booking.

WHAT HAPPENS IF I CHOOSE TO KEEP MY BOOKING AND THEN I AM SUBSEQUENTLY UNABLE TO ATTEND IN SEPTEMBER?

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

I BOOKED ACCOMMODATION VIA HIDEOUT. WILL WE BE IN THE SAME ACCOMMODATION NOW THAT OUR BOOKING HAS BEEN TRANSFERRED?

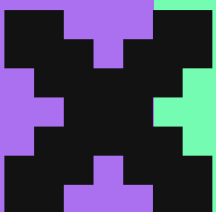
If you booked just accommodation or an accommodation + ticket package your booking will automatically be rolled over with the same accommodation you booked for the June event. If a member of your group chooses not to transfer to September and your group size changes then your room may need to be changed. If you booked a flight package, a Hideout representative will be in touch to arrange your new flights and where possible they will be kept the same times and airports as you booked originally or as close as possible.

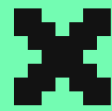
WHEN WILL I RECEIVE MY COMPLIMENTARY BEACH AND BOAT PARTY TICKET?

Tickets holders who transferred from 2020 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 in the next few months.

I'VE TRANSFERRED MY TICKET/ACCOMMODATION/PACKAGE OVER TO THE SEPTEMBER DATES, WHEN WILL I RECEIVE A CONFIRMATION?

You will receive a confirmation for the September dates by 1st June 2021.





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 12th April 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

PACKAGES / TRAVEL / ACCOMMODATION / EXTRA REFUNDS

WHEN WILL I BE REFUNDED?

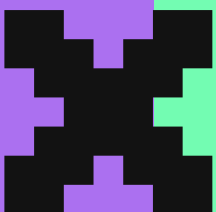
If you booked a package, travel, accommodation or any extras like a beach and boat with Hideout you will be refunded to the card you originally used to pay within 30 days of the application form closing on the 12th April deadline. You will be notified when the refund has been processed by email. The 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 30 days of the application form closing on the 12th April 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.

HOW DO I GO ABOUT TRANSFERRING MY FLIGHTS / ACCOMMODATION TO SEPTEMBER IF I DIDN'T BOOK THEM THROUGH HIDEOUT?

Please check the airline you booked with / check your booking policy as you may be able to transfer your booking from June to September.

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 30 days of the application form closing on the 12th April 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 (minus the booking fee) will be refunded within 30 days of the application form closing on the 12th April deadline. Please check the booking references on your email confirmations as if you booked these separately you will need to submit a refund application form for each separate booking.

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.](#)

