

USEFUL
INFO:

CURRENCY: EURO

DIAL CODE: +385

TIME ZONE: BST +1

AV. TEMP: 25°C

EMERGENCY: DIAL 112

DOWNLOAD THE HIDEOUT

2023 APP

APPLE

ANDROID

USING YOUR PHONE

IN CROATIA:

To call a Croatian number from a UK phone, replace the 0 with +385.

EMERGENCY CONTACTS:

Any Emergency: +385112

Police: +385192

Fire: +385193

Ambulance: +385194

Coast Guard: +385195

TOURIST INFORMATION:

+38553661404

HOSPITAL:

Spital1 - 53291

Novalja T - +38553741190

PHARMACY:

Plodine Plaza S.S

Kranjcevicca 4 - 53000 Novalja

T - +38553665265

POLICE STATION:

Novalja, Ul. Brace Radic 9, 53291

T - +38553675860

USEFUL CONTACTS:

AIRPORT TRANSFERS

EMERGENCY CONTACT (ACTIVE FROM THURSDAY 22ND JUNE)

T: +385913304020

ACCOMMODATION EMERGENCY CONTACT (ACTIVE FROM FRIDAY 23RD JUNE)

T: +385913304010

FESTIVAL SHUTTLE EMERGENCY CONTACT (ACTIVE FROM SATURDAY 24TH JUNE)

T: +385951000444

WELCOME TO HIDEOUT FESTIVAL 2023



We've put together this pack with all the details you will need to have a fun and safe festival.

If you're looking for information about festival tickets & wristbands, where to go for boat parties, accommodation and plenty more all the info should be here.

We will have an info point at Zrce Beach so if you have any questions at all, please just ask a member of staff. You can find the location for this via the Hideout 2023 app, which you can download from the links in the left-hand menu.

1. IMPORTANT INFORMATION

WEATHER

The average temperature during Hideout is 25 degrees - 33 degrees. Please ensure you drink plenty of fluids, apply sunscreen, bring sunglasses and advisably a hat to protect you from the sun.

Evenings can get a bit cooler and there's always the possibility of rain, so bring some other suitable clothes should the weather take a turn for the worse.

MONEY

Please note that as of 2023 Croatia's currency is now euros. You won't be able to pay for anything in kunas in Novalja or at the festival. All shops, bars, restaurants and festival venues will accept euros. There is a cash machine on the festival site and there are cash machines and bureau de change's offices in Novalja. You will also be able to pay by card / with your phone at all festival venues. If you have kunas, they can be exchanged for euros at Croatian banks until the end of 2023.

MEDICAL SERVICES

In case of emergency, please call 112. We recommend taking out travel insurance in advance of your trip. Please note if you do require medical attention, all expenses must be paid immediately (which you will claim back from your insurance company).

PERSONAL BELONGINGS

We'd recommend not bringing your iPad / laptop or anything too valuable with you. Keep things locked away at all times just to be safe.

TIME ZONE

Croatia is one hour ahead of the UK (Central European Summer Time)

COMMUNICATING

The official language is Croatian, but most locals speak basic English. Croatians will love it if you try a few phrases out though!

ENGLISH

CROATIAN

SOUNDS LIKE

hello

bok

bohk

how are you?

kako ste?

kah-koh steh?

i'm fine, thank you

ja sam dobro, hvala

yah sahm doh broh, hva-lah

nice to meet you

drago mi je

dra-goh mee yeh

goodbye

Doviđenja

doh-vee-jen-yah

please

molim

moh-leem

thank you

hvala

hva-lah

yes

da

da

no

ne

ne

SAFETY & TAXIS

Croatia is a safe and friendly place, but please still keep your eyes on belongings at all times and try to avoid walking around late at night by yourself if possible. The festival site is accessible by foot from Novalja (4 km), but it is a busy road and we'd advise you to take the festival shuttle, or a taxi, to and from the site. If you are getting a taxi, please be sure to agree a price with the driver once you have given him your address, and before the journey starts. Novalja does also have Uber.

CLOTHING IN TOWN

It's an offence to wear only swimwear through the town and streets of Novalja. Please respect the local community and wear a tee shirt or vest after leaving the festival site. On the spot penalties will be issued by the local authorities to those who choose to ignore this law.

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2. RECEIVING YOUR FESTIVAL TICKET

All festival tickets will be emailed to customers by June 19th. The lead booker will receive all the tickets for a group. If you haven't received your ticket by June 20th, please get in touch with customersupport@hideoutfestival.com and we'll be happy to help.

Please note, festival tickets are non refundable and the name on your ticket must match your own. You don't need to print your ticket out once you receive it, just ensure you've got a copy of the PDF on your phone.

3. COLLECTING YOUR FESTIVAL WRISTBAND

If you arrive Saturday 24th or Sunday 25th June, head to Novalja bus station to pick up your festival wristband. If you arrive Monday 26th June onwards, you can get it from the info point / box office on Zrce Beach. You can find both of the locations for these via the Hideout app. The opening times as are follows:

NOVALJA BUS STATION:

Saturday 24th - 14:00 - 02:00

Sunday 25th - 12:00 - 00:00

ZRCE BEACH INFO POINT / BOX OFFICE:

Monday 26th - 16:00 - 06:00

Tuesday 27th - 16:00 - 06:00

Wednesday 28th - 16:00 - 06:00

Thursday 29th - 16:00 - 06:00

Please note, the box office on Zrce Beach will not be open on Sunday. Please ensure you get your wristband from the bus station in Novalja before heading to the festival site, either for Sunday's party at Kalypso, or The Hideout Beach Party.



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4. AIRPORT TRANSFERS

You can buy an airport transfer from as little as £30.50 each way.

Our airport transfers depart from all airports in the region, providing the easiest way to get to the festival! Airport transfers are available to connect with almost all flights arriving from the UK on the following dates:

ARRIVALS: 23rd June - 25th June

DEPARTURES: 30th June - 2nd July

If you would like to arrange transfers outside of these dates, get in contact and we may be able to organise additional transport to and from the festival. You can also book a return transfer from Novalja to the airport during the festival. All the info about the timings & prices will be available on the Airport transfers info number: [+385 91 330 4020](tel:+385913304020) or via email: airporttransfer@croatiamusicfestivals.com

BOOK NOW

IMPORTANT INFORMATION

For all emergency communication regarding airport transfers, please use the following:

T: +385913304020

E: airporttransfer@croatiamusicfestivals.com

Please bring the e-ticket lead customers will have received via email and remember to bring it with you! If you've not received this by 20th June then please email customersupport@hideoutfestival.com and they will be able to resend this for you.

The transfer duration depends on ferry schedules / stopovers and therefore the time it takes is subject to change.

Hideout Festival will not be held responsible for missed flights, trains, buses or any other means of transport. Please be aware that our transfers depart on time, so make sure to be on the bus a few minutes before bus departure. If you have any difficulties, please inform us on our emergency number.

The safety of our travellers is of the utmost importance to us, therefore passengers are not permitted to travel under the influence of alcohol and alcohol is not to be consumed on the transfers.

TO THE FESTIVAL

After your flight arrives, you have picked up your bags, shown your passport and zipped through customs there will be someone waiting at the 'arrivals' terminal with a Hideout Festival sign who will direct you to the transfer bus if you've booked a flight package or separate transfer with us. All transfers will head directly to the parking spot across from Novalja bus station. This will be the main pick up and drop off point for the festival.

FROM THE FESTIVAL

All airport transfers depart from the parking area across the road from Novalja bus station promptly at the specified times. Aim to arrive at least 30 minutes before your transfer is scheduled to depart and allow sufficient time to travel from your accommodation to your transfer pick up point. There are further details regarding the check out process in the accommodation section but please allow time for your deposit to be returned to you in case of any issues.



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5. ACCOMMODATION INFORMATION

ACCOMODATION CHECK IN

We want to make sure checking in to your accommodation is as easy as possible. If you have purchased through Hideout Festival there is one central area where you will need to go, which you can find on the Hideout app. Here, you will be checked in, your security deposits taken and you will be transported to your accommodation.

IMPORTANT INFORMATION

Find the check in desk for your accommodation in the tent next to the festival wristband accreditation at Novalja Bus Station.

OPENING HOURS

FRI. 23RD JUNE: 15:00 - 20:00 | SAT. 24TH JUNE: 13:00 - 02:00 | SUN. 25TH JUNE: 10:00 - 02:00

If you are arriving outside of these times, please email info@croatiamusicfestivals.com and we will arrange this. Please note there will be NO CHECK IN outside these times unless this has been previously arranged.

PLEASE BRING THE FOLLOWING WITH YOU TO SPEED UP YOUR CHECK IN:

- BOOKING CONFIRMATION & ACCOMMODATION E-TICKET (Lead customer will have received it via email 7 days before arrival).
- PASSPORT PHOTOCOPIES OF ALL GUESTS STAYING IN YOUR ACCOMMODATION
- 50 - 100 EURO REFUNDABLE SECURITY DEPOSIT FOR EACH GUEST (depending on category of apartment)

ACCOMODATION CHECK OUT

CHECK OUT FOR ALL ACCOMMODATION IS AT 10:00.

If you require an earlier check out then please inform the owner when you arrive so they can arrange this at the requested time. Upon check out the owner will ensure there has been no damage to the accommodation (according to the house rules (see section 9)). If they are happy, you will have your deposit returned to you.

If you have any issues with your check out, please contact us on the emergency contact number listed to the left.

If your airport transfer / transport is scheduled for later in the day, the accommodation owner will be able to store your luggage for you by request.

6. FESTIVAL SHUTTLE

We offer travel from Novalja and Gajac to the festival site via our festival shuttle buses. These operate daily between Sunday 25th June - Thursday 29th June, operating every 20 minutes between 15:00-07:00 from Novalja to the festival site and every 30 mins from Gajac to the festival site. Off-peak between 07.00 -15.00 is every 60 minutes. On Friday 1st July & Saturday 2nd, the shuttle operates a service to the bus station every 20 minutes between 07.00 -16.00

For all those who have purchased the festival shuttle in advance, please bring the e-ticket lead customers will have received via email 7 days before arrival. Alternatively email customersupport@hideoutfestival.com and they will be able to resend this for you.

For those without a festival shuttle pass, these can be purchased [here](#). Alternatively, you can buy these on Saturday and Sunday at our Wristband exchange point or Monday from the Info Point at the festival site . Please note, these are subject to availability and we do recommend purchasing in advance to avoid disappointment.

You will be able to collect your festival shuttle wristbands at the same time as collecting your festival wristbands at the Novalja Bus Station or from Monday at the Info Point at the festival site

NOVALJA BUS STATION:

Saturday 24th - 14:00 - 02:00

Sunday 25th - 12:00 - 00:00

ZRCE BEACH INFO POINT / BOX OFFICE:

Monday 26th - 16:00 - 06:00

Tuesday 27th - 16:00 - 06:00

Wednesday 28th - 16:00 - 06:00

Thursday 29th - 16:00 - 06:00

You will not be able to board the bus without a wristband, and there will not be any one-way tickets for sale on the bus. If you arrive on site and haven't got a shuttle bus pass, they will be available for purchase from the main bus station until midnight Sunday 25th and then from Zrce Beach info point.

BOOK SHUTTLE

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7. FLIGHT INFORMATION

For customers who've purchased flights via Hideout, all of the relevant information regarding these will be emailed to you by Wednesday 14th June. If you haven't received an email by the morning of Thursday 15th June, please email customersupport@hideoutfestival.com with your booking reference and we'll be happy to help.

If you've booked a flight package with us and you experience delays or cancellations while at the airport, please contact us on [WhatsApp](#), but also speak to the airline representatives at the airport. We will send any updates we receive from the airline via SMS as soon as we get them.

8. BOAT PARTIES

ALL BOAT PARTIES DEPART AT EITHER 13:00 OR 18:00.

You must arrive at least half an hour before so that you can board the boat safely in time for departure.

- All boat party tickets will be emailed to customers by June 19th. The lead booker will receive all the tickets for a group. If you haven't received your ticket by June 20th, please get in touch with customersupport@hideoutfestival.com and we'll be happy to help.
- Tickets are scanned / the boats leave from Novalja harbour, not Zrce Beach. The address to head to for the boat parties can be found via the app.
- You are not able to bring any liquids on to the boat and you will be searched for alcohol before boarding.
- Drinks tokens are available for purchase on the boat which are redeemable at the bar.
- No jumping into the sea from the boat / pier. You will have your festival wristband removed and you will not be allowed into the festival.
- There are no tickets left for any of the boat parties this year. You won't be able to buy any at the harbour, so please don't show up without a ticket hoping to get on.

9. SET TIMES

You can access all of the set times for free via the festival app, including day, night, boat and pre-parties. Here you can select the acts that you'd like to see at the festival, and then see the custom schedule in the 'MY SCHEDULE' section of the app. Via the app, you'll also receive push notifications, should there be any last minute changes to the programme.

Please note that all the festival venues have legal capacities. In rare instances when capacities are reached, it's not possible to allow more attendees access until some people leave. To avoid disappointment, we recommend arriving early for sets you are most looking forward to.

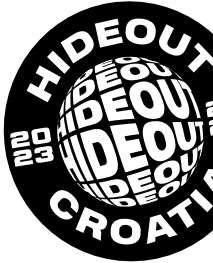
10. VIP INFO & TABLE BOOKINGS

VIP ticket holders have priority entry to each club and VIP areas can be found in several locations in each club. They also get a programme & free T-shirt on arrival, plus fast-track access when collecting festival wristbands.

This year, we are also operating an exclusive table reservation service for VIP's (minimum spend applies). For information, please contact tablereservations@hideoutfestival.com, letting us know your booking reference, group size, timings, date and preferred venue. Please note, these are on a first come first serve basis, and we expect demand to be high.

11. THE HIDEOUT BEACH PARTY
SUNDAY 25TH JUNE: 15.00 - 21.00

The Hideout Beach party is back for another year, set in the beautiful Rocks Beach Club next to Noa on Zrce Beach. This year, we're joined by Sonny Fodera, Hannah Wants, Ferreck Dawn, Loeca and Understate! Limited Beach Party tickets available for just £30 + BF via our website. Subject to availability, we will also be selling Beach Party tickets from accreditation on site.



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12. USEFUL INFORMATION & LINKS

WHERE CAN I GET A COPY OF THE SET TIMES FOR THE FESTIVAL?

We have our Hideout app for both Apple and Android phones, where the programme can be downloaded for free.

APPLE

ANDROID

WHAT IF I FEEL ILL / NEED MEDICAL ATTENTION?

There is a first aid tent on Zrce Beach (see app) There is also a medical centre next to Novalja bus station, so head here if you need any help.

CAN I GET CASH OUT AT THE FESTIVAL? WHAT ABOUT PAYING ON CARD?

There are cash machines located in Novalja and on the festival site. You will also be able to pay by card / with your phone at all festival venues.

PAYING FOR FOOD & DRINK

It is normal practice to ask for the bill at the festival bars and restaurants before paying so that any discrepancies can then be resolved before payment.

WHAT IF I LOSE A WRISTBAND?

We are unable to replace any wristbands so please look after yours!

I'VE LOST MY PHONE / WALLET / PASSPORT, WHAT DO I DO?

Lost property can be found at the info point (location on the app). If you've lost something valuable such as a phone then be sure to report it to the local police, as this might be a requirement for your insurance. If you have lost your bankcards make sure you cancel them.

I'VE LOST MY FRIENDS?

Our Hideout app has got a find my friends feature. Both of your phones need the app, and need to have authorised this, in order for it to work. Another tip would be to decide on a meeting place should any of you lose each other throughout the day/night, and then head there. Or else, speak to a member of staff and we will be happy to help. If you have any other questions while you're at Hideout then please come see us at our information point on Zrce Beach and we'll happily help!

I HAVE A PROBLEM WITH MY ACCOMMODATION WHO DO I TALK TOO?

If there is anything wrong at all, then contact your accommodation provider as soon as you are aware of any problems. You can reach them at the emergency telephone number: +385913304010 or email: info@croatiamusicfestivals.com

I NEED MORE INFORMATION

There is an info point available on Zrce Beach, so if you head there our staff will be able to assist you with any queries. You can find the location for this on the app.

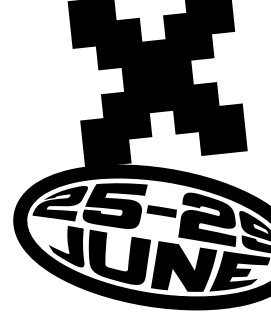
HOW DO I GET TO THE AIRPORT FOR MY FLIGHT HOME?

If you've not booked anything yet, then visit our transfer team at the bus station.

HOW TO REPORT AN INCIDENT

We are working alongside our welfare providers W.E.L.Safe to improve local awareness of customer related concerns and we are striving to make improvements every year. There are a number of ways to report incidents this year:

- Via our [incident logging system](#). QR codes will be placed around venues - this is for non urgent reports.
- To the Hideout safety team who will be present across the venues, beach, bus drop off etc.
- At the medical tent or info point.



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13. ACCOMMODATION RULES

We want everyone to have fun at Hideout, but when you stay at accommodation booked through our platform, there are some general rules we have to make clear to ensure things run smoothly.

All of the accommodation options at Hideout have some common 'House Rules', which are detailed below. We do ask that you respect these rules, as failure to do so may result in your accommodation being cancelled. Should this happen, you would not be entitled to any partial refunds or any contribution towards further accommodation purchased.

- If you are arriving on a different day / out of the check in times you will need to let us know by emailing info@croatiamusicfestivals.com
- Check out will be 10:00 on the date of your departure.
- Only guests who have been properly registered and accept the 'House Rules' can stay in the accommodation.
- All guests are responsible for their own behaviour and are liable for any damages caused in their property.
- Neither Hideout Festival nor the accommodation owner can be held responsible for any lost or stolen belongings or valuables while staying in any property.
- It is not permitted to bring any animals or pets into the accommodation.
- It is forbidden to damage apartment property, cause noise or disturb other guests.
- It is forbidden to make noise from 22:00 – 08:00 each day.
- We do ask that you leave the apartment in the same condition as when you checked in.
- Please do not take towels, blankets or any other items to the beach.
- Please look after the accommodation, as you will be responsible for any damage caused.
- When you leave your accommodation each day, please ensure doors and windows are locked and that all appliances (air conditioning etc.) and utilities (water, lights and gas) are turned off.
- When checking out, all accommodation will be checked by the owner.
- Please remember to return all accommodation keys when checking out.
- Please dispose of your rubbish daily.
- You will be required to give a security deposit of 50 - 100 euros per person, depending on accommodation type, when you check in to cover any possible damage. This is payable only in cash, and will be returned in full at check out providing there are no missing items or damage caused.
- It is forbidden to smoke inside your apartment (200 euro fine). Look out for details of specific regulations for your accommodation. If in doubt, ask your accommodation owner.
- It is forbidden to throw any garbage or any other items into the pool (500 euro fine)
- It is forbidden to climb on the roof or apartment terrace (2000 euro fine + anyone who does it will be checked out of the apartment immediately)
- The 'House Rules' are an integral part of terms and conditions which guests are requested to read and sign as an indication of their acceptance.
- If you have any questions, remarks or complaints during your stay, please contact the owner / accommodation team at the check in point or emergency number.
- In case of any complaints, clients must call the accommodation emergency number and inform the Hideout / Collegium team who will try to solve any issues you may have. Clients must fill out the complaint form which must be signed by both parties. If the complaint form has not been signed by both parties then it will not be possible to pursue a complaint after the festival. For any additional information regarding your arrival and staying on the Island of Pag, please visit www.hideoutfestival.com or email us at customersupport@hideoutfestival.com and we will be happy to help.

Lastly (and most importantly),
have a brilliant time and thanks for joining us.

