

FAQ

Why should I subscribe to Nozstock The Hidden Valley's website?

You will receive important information direct from the festival and access details to get you quickly and easily onto site. We are not fans of spam, you will only receive relevant updates and they will be few. You can, of course, unsubscribe at any time, but do understand that if there is a major announcement via email you will not receive this if you have unsubscribed. Also, our newsletters have info in about competitions and special offers, we ask for your feedback to contribute to better future festivals and you'll be the first to know about any line-up changes and news. What's not to love there? [Subscribe here.](#)

Tell me everything about tickets to Nozstock?

We sell our online tickets through [Ticketsellers](#) and you can buy them right here. We offer adult and teen tickets at Nozstock. Children aged 12 and under can enter Nozstock completely free. A teen is considered to be anyone aged 13-16 at the time of the festival. Anyone who is 17 on the Friday of the festival is an adult. In the event of teen tickets selling out, then a teen may buy an adult ticket, it gives the same access, it just means paying a bit more. Concession tickets are only available online and in advance – they cannot be purchased on the day.

Anybody aged 16 or under must be accompanied by a guardian of 21+ to the event whatever type of ticket they purchase. I.D will be requested on entrance and when re-entering the site. A guardian can be responsible for up to four people at the event. They are responsible for their charges for the entirety of the festival until that person / persons have left site.

Anybody who requires a guardian at the event must have that guardian with them on arrival and if they leave / re-enter the site. Entrance may be refused unless we are satisfied you have a guardian with you. If you're strapped for cash then you can pay for your weekend ticket in instalments.

First instalment due now, 2nd instalment on April 1st and final instalment on July 1st.

For those requiring accessible camping you must call Ticketsellers to book your space as these are limited and cannot be guaranteed on the day.

Wherever possible we prefer Nozstockers to join us for a full weekend of fun. However, in previous years we have sold Sunday day tickets, available on the gate only from 10am, but these may not go on sale should the festival sell out of full weekend tickets. Subscribe and you will be the first to know if and when Sunday day tickets go on sale. Friday and Saturday day tickets are not available.

For online orders made through the Nozstock website your e-tickets will be issued after payment confirmation from 1 July 2019.. We will email you any updates regarding your ticket status and how to gain access to the festival. Please ensure that you check your emails regularly. If you think you have not received your ticket then please check your spam email folder. If you have not received your ticket in good time to attend the festival please contact us.

You should bring your tickets to the festival with valid ID, whatever your age, status or ticket type. Concessions will need ID that shows proof of age.

Your tickets will be exchanged for wristbands from the wristband exchange on entry and you will be asked to keep your copy of your ticket barcode with you in the event that your wristband needs replacing or there is some issue with your ticket reference after entry. No concession tickets will be on sale during the dates of the festival so please book in advance. Please note the gate closing times for your intended arrival day.

We ask you to only use our registered outlets and not to participate in secondary ticketing. If you have any further questions about ticketing please email Ticketsellers or call them on 0844 870 0000 (out of hours) or 0121 472 6688 (office hours).

Please ensure you have read our terms and conditions and rules and regs before arrival at the festival.

Will I need to show ID at Nozstock?

Yes. All ticket holders will be asked to display ID on entry and concessions will need to present valid photo ID to prove their eligibility for the concession tickets. Under 13's get in free, but they may also require photo ID to clarify their age. Photo ID may be requested by management or security staff at any time during the event. It may also be requested when leaving and re-entering the site. ID can also be requested for the purchase of alcohol from any of our bars or traders if you appear to be under the age of 25. Types of ID that are acceptable include: passport, provisional or full driving license, CitizenCard, national proof of age scheme card or an NUS card. All these types of ID should contain a date of birth and photo ID. CitizenCard offer a £5 discount on their cards, which is automatically applied when using the [link here](#).

Do I have to pay extra for camping, glamping or parking at Nozstock?

We do charge for car parking at Nozstock. Not only to cover the cost of the car park attendants and green initiatives on site, but also to discourage the gas guzzlers from taking to the roads. We encourage festival goers to use public transport or arrange car shares wherever possible using [GoCarShare](#).

Camping is free in The Hidden Valley. Campervans/caravans are also welcome at Nozstock but as you need a little more attention we do require you purchase a pass in advance so that we can allocate space.

Campervans will be parked in a campervan area separate from the camping site, as space is limited and for safety purposes. Tents cannot be set up in the campervan field and campers attempting to camp in a vehicle field will be moved. There is also a specific area for live-in vehicles with families. You must purchase the relevant pass and can only access this area with a child aged 12 or under or a 13/14 yr old teen on board your vehicle.

If you just want to spend your Nozstock in style, then [ZooBells](#) is for you. Rent yourself a bell tent from a menu to suit your wallet and choose those

home comforts you just can't live without. There's cushions, charging facilities and even a luggage porter service.

Or get in touch with [Camplight](#), who will set up a tent waiting for you on arrival, along with a sleeping bag and roll mat to take some of your camping stresses away.

However, if sleeping anywhere near the ground really isn't for you there is a plentiful supply of local inns and great countryside accommodation in Herefordshire. Check out [Visit Herefordshire](#) for more info.

Is there separate camping for families?

Yes, we offer separate family camping but space is limited to those with children aged 14 and under and on a first come first served basis. You must book your free space in family camping in advance. If you are bringing a live-in vehicle and would like to book your vehicle into the family live in vehicle area please purchase a live in vehicle in the family area pass with your ticket. Please note: if you have not purchased a free under 12s child or a 13/14 yr old teen ticket as part of your order you will not be granted a family live-in vehicle ticket, nor will you be given access to this area at the festival without a legitimate booking, including attendance at the festival with a child.

This year we are also offering a Save Your Space family camping zone which allows you to guarantee yourselves a reserved camping space within our family camping field – enough for large family-sized tents and everything that they entail, giving peace of mind to all you Nozstockers who want to make sure they've got a camping plot reserved. Save your Space gives you a 5m x 5m pitch which is large enough for a family tent and all the kit you need when you're camping with the kids. Children must either have a 12 or under ticket or a 13/14 yr old teen ticket. You will need to add a family camping pass to your order in order to access this area. Save Your Space plots cost £80 (max of 2 adults and 4 children per plot) and are perfect not only if you know you won't be arriving as soon as the gates open but also if you just want the comfort of knowing that you've got your camping space sorted.

Please note Save your Space is for people with tents only. If you have a Campervan or Caravan you need to buy a Live-In vehicle Ticket. You can still camp in Family Camping for free, if you do not want to Save Your Space. This is simply a scheme for those of you who want to be sure of having a large pitch available in the field, whatever your arrival time.

I'm bringing a live in vehicle to Nozstock – what do I need to know?

We welcome campervans and live-in vehicles at The Hidden Valley. Here are some things to bear in mind:

There is a standard live-in vehicle area at Nozstock, open to everyone and a family live-in vehicle area, specifically for those with young children and a live-in vehicle.

You will need to purchase one pass per vehicle to gain access to the campervan and family live-in fields. These need to be purchased in advance of arrival with your festival entry ticket and you will be asked to present your campervan barcode with your festival entry ticket barcode at the gate.

The maximum allotted space for your vehicle is 7m x 5m. You will only be allocated this size space if your vehicle requires it due to space limitations in the field.

Once you have parked your vehicle you will not be able to exit the site and re-enter excluding in the event of an emergency. Should an emergency occur a festival steward and the Health & Safety or Site Manager should be informed and a banksman will help guide your vehicle to a safe exit. Otherwise, once your vehicle has left the site it cannot re-enter.

Tents cannot be set up in the campervan and family live-in field and campervans cannot be located in the general campsite. The only exception is small tents for very young children, in the campervan field. In all other cases you will be asked to take down your tent.

A trailer tent would be considered a live in vehicle.

To ensure the safety of our visitors, only disabled visitors will be given access to park next to their tents. Accessible camping must be booked in

advance by calling Ticketsellers on 0844 870 0000 (out of hours) or 0121 472 6688 (office hours)

However, the car park is very close to the campsite. It will only take you two ticks to get to and from your car

What are the campsite and arena opening times?

Thursday ticket holders can arrive from 16:00, gates shut at 23:00. Friday ticket holders may arrive from 10:00, gates shut at 23:00. Please do not arrive before your ticket type allows, before our gates open or after they close as we will not be able to admit you.

The main area is open:

Thurs: 19:00 – 00:00

Fri: 10:00 – 03:00

Sat: 09:00 – 03:30

Sun: 09:00 – 01:00

Please be sure to pick up a programme which will detail timings for our acts on each stage

The campsite will close at 1PM on Monday 22 July 2019 and you will be asked to leave. The cows need their home back, after all.

How do I get to The Hidden Valley?

You can drive, carshare, get a train, jump on a Nozstock coach, you can get a bus and we even have bicycle parking. There will also be buses from Hereford train station to the Festival site for those travelling by train, as well as buses from Bristol and London. There is a FREE shuttle bus that runs from the centre of Bromyard (The Conquest Theatre car park, and Bromyard Pump Street bus stop) to the drop-off point at Bromyard Rugby Club, and on to the Festival site, that runs every 20 minutes throughout the opening hours of the Festival. Please do not endanger yourself by walking along the road from Bromyard to the festival site – take the bus, it's free! There will also be buses from Hereford train station to the Festival site for those travelling by train, as well as buses from Bristol and London. Check out our [travel page](#) to plan your journey or get your [tickets here](#)

What essentials should I bring to Nozstock?

Number one – your tent! And all the bits and bobs that go along with it – pegs, poles, sleeping bag, even a pillow if you want to go the extra mile. A battery powered torch can also be a lifesaver when your phone dies at 3am and you're looking for your strategically packed loo roll. Don't forget wellies or rainproof shoes – while we've got all our fingers and toes crossed for sunshine, the occasional raincloud does pass over and wellies are essential for a dry, clean festival experience! Make sure to bring sunscreen and a sun hat for the bright sunny days, but it's just as important to bring warm, cosy clothes for the night times – think jumpers, hoodies, and thick woolly socks. A little bottle of hand sanitiser helps to make living in a field and using portable loos feel that bit more human, too. Don't bring too much alcohol – save yourself the hassle of lugging a crate of cans half way across the country and buy from our reasonably priced bars. If you're a festival first timer and want a bit more advice on what to bring check out the [Festival Safe](#) website for lots of different advice. Try and find an old phone to bring with you, the batteries are often better on non-smart phones and you won't lose your whole life if you lose your phone! If you want to bring a gas camping stove you can, as long as it's raised up off the ground and don't forget to bring your reuseable water bottle with you, to help Nozstock go drastic on plastic.

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Can I bring my own drinks to Nozstock?

You can bring your own drinks into the campsite, but will not be permitted to bring them into the arenas during the event, whatever container they may be in. Bag searches may be undertaken so please do not attempt to sneak alcohol in. You will be allowed to bring a reasonable amount of alcohol onto the campsite with you on your first entry on Thursday/Friday for you to consume over the weekend. However we do not allow alcohol on re-entry on the Saturday and Sunday. What is deemed reasonable is at gate staffs' discretion but as a guide – one crate of beer, a couple of bottles of wine or spirits is fine. Turning up with your own portable off

license won't go down very well. We are very grassroots and still growing. The revenue from the bars helps to keep Nozstock bringing you the fun and frolics that it does year after year. Plus we serve not only real draught lager, local ales and top quality ciders from orchards down the road, but also fresh cocktails, great wine all at very reasonable prices – no festival rip offs here! Think of the cows when packing for the weekend – no glass is allowed on site

Is there anything I shouldn't bring to Nozstock?

For security reasons and for the protection of the cows' land, we do not allow glass anywhere on site including the camping areas and car parks. We cannot allow BBQs or campfires, the cows don't like it! We also do not allow drones. Chinese lanterns are harmful to our birds so these are not permitted. CBD buds should not be brought onto site, oil form only. Nitrous oxide and any pyrotechnics such as fireworks and flares are also not permitted at the festival. These items will be confiscated. Please make sure you note our rules & regulations on site and terms & conditions before arrival for a list of prohibited items. Unfortunately, no pets allowed. Nozstock can be a loud and scary place for our furry friends. The only exception is Assistance Dogs. If you are bringing an Assistance Dog with you please let us know in advance and supply proof your dog is registered with an organisation which is a member of Assistance Dogs UK.

Are there any showers?

Yes, showers are available for your luxury festival experience. Expect that clean-head feeling whether rain or shine... Shower outside of the morning rush and you'll find you don't need to queue for long at all.

Can I get cash onsite?

There is an ATM onsite, though all transactions will be subject to a fee by the ATM provider. The local town Bromyard also has 3 ATMs for your use. The ATM at the festival site will be denoted by a £ pound sign on the site map. If tickets are available to buy on the day, they cannot be purchased

by card at the gate so you will need cash on arrival at the ticket hut if you have not pre-bought your ticket.

What accessibility facilities are there at Nozstock?

Nozstock is set on a country farm and therefore the terrain is rugged and can be hard to navigate. However, we have had many disabled visitors in the past and with good preparation, we will meet any practicable needs. In 2015 we received a bronze award from Attitude Is Everything who work to improve access in the music industry and in 2016 we won an Outstanding Attitude award for our comprehensive online information. Full details regarding facilities for those with access needs can be found [here](#) as well as pictures of the gradients on site, accessibility of the stages and a social story. To ask any further questions or help you plan your visit please contact our accessibility coordinator.

What can I do to keep myself and my belongings safe

We want you to have the best time imaginable at Nozstock and we believe that staying happy and staying safe go hand in hand. Our safety at festivals page has advice on keeping yourself and your friends safe, well and in tip top condition. You'll also find lots of information on The [Festival Safe](#) website – there's everything from advice on alcohol to tips on what tent to buy

The Hidden Valley is a very friendly festival, however inevitably some criminals may try and spoil it for others. Tent theft can be really distressing and seriously put a downer on your weekend. Nozstock has experienced security and stewarding teams on site doing regular patrols, targeted lighting and barriers to deter thieves. Our crew keep their eyes open. However there is plenty you can do as well. Before the event register your belongings on immobilise. Once on site, never challenge thieves, but immediately report to campsite stewards any unknown person entering your tent; this includes someone "accidentally" entering the wrong tent or looking for a friend. You are also the eyes and ears of the festival so let a steward or security personnel know if you see anything suspicious. Make

friends with your neighbours and watch out for each other. Always keep valuable items about your person. Split cash between your pockets, don't have a wallet sticking out. Never leave bags unattended. Place valuables in your sleeping bag when you go to sleep. Keep your camp tidy & your tent messy. Having a messy tent will make it harder for thieves to find items they are looking for. Consider using cheap phones for festival use and stick your phone number onto your keys. Save contact details of a mate at the festival are on your lock screen or write their details on a sticky label on the back of your phone.

If you think you have been the victim of crime or have lost any property then please report this to our campsite Info Office staff straight away. Any property found over the festival will be handed in there. The staff there will ask you to fill in a form with details of what you have lost – please fill in as much detail as possible, including contact phone numbers and passcodes if it's your phone that is lost. This gives us more chance of being able to return it.

Once the Festival is over you can contact work@nozstock.com to see if any of your belongings have been found once we have recovered and tidied everything away. Any lost property will be kept for a maximum of one month and then handed over to the police or given to charity.

For more information on keeping your belongings and yourself safe, please read our [safety at festivals page](#)

Does Nozstock recycle?

Yes we do. We are working year on year to further improve the amount of waste we recycle and of course anything interesting is kept as material for the next sculpture! We also support [Camplight](#), who recycle abandoned tents into comfy new abodes they will assemble for you in advance of the festival and [People In Motion](#) who collect abandoned tents, camping equipment and non-perishable food items to send in aid of the refugee crisis throughout Europe. Our work on reducing environmental impact has been recognised by [A Greener Festival Awards](#), winning a Commended Award in 2014 and an Improvers Award in 2016. We have joined the [AIF](#)

Drastic on Plastic initiative to eliminate single use plastics at our festival by 2021. Find out how you can support us with this and more about our green initiatives here.

How do I get my ecobond refunded?

Bring a full bag of rubbish to our litter station on the Monday morning after the festival, along with your barcoded ecobond ticket. As long as your bin bag is full and your ticket can be scanned you'll receive your £5 ecobond back. Tickets can only be scanned once. If your bin bag contains bottles, or cans, then it will not be accepted. These items should be placed in our recycling bins. Find out more about our green initiatives.

Can I perform at Nozstock?

Check out our info on artist applications. Bands, DJs and solo musicians should complete an application form including as much information as possible and we will get in touch if we would like to book you. Music applications are open from 1st September – 1st March each year. Theatrical performance artists should contact us here and visual artists should contact us here. Sadly, due to the high volume of applications we receive, those who are unsuccessful cannot always be notified. Bookings can be made as late as July each year.

Can I volunteer at Nozstock?

Whether you're looking for short or long term experience with the team at Nozstock, there are plenty of ways to get involved. Lots of opportunities exist to join in the magic for stewards, sales and bar staff as well as longer-term posts where you can join the crew in the preparations and get grafting over the weekend! You can find out more, apply online or download an application form on our join the team page. If you've got more questions then please email us.

Can I trade at Nozstock?

Check out our requirements and complete the application form. Upload any information or images that might support your application. Questions? [Email our stalls team.](#)

Can I take photos or shoot video at The Hidden Valley?

[Fill in our application form to join our media crew](#) . Photopasses may be granted on a ticket-buying basis to unknown photographers. Once we accept a minimum of 30 images after the festival, which can be used for the website and future promotions, we will reimburse photographers the full price of their ticket. Check out our [gallery](#) to see what previous photographers have achieved at Nozstock.

Where can I read more about festival procedures and data policies?

We're determined to keep our visitors in the know and also to protect your rights and safety on site and through all your endeavours with Nozstock. Please read our [data policy](#) for all information regarding why and how we collect data and its safe storage

If you would like more detail on any of Nozstock's policies or procedures, then email us and we'll answer any further questions.

My question hasn't been answered here. What should I do?

Please look at our [contact](#) page to find the correct department to direct your enquiry to. Alternatively you can message us on facebook or leave a message on our info line on 01885 475005 and we will get back to you as soon as possible.

*All content within this website is correct as at the time of publication but please remember that bookings for artists, facilities and venues are all subject to change any time up to the end of the festival. To stay as up to date as possible, subscribe to receive updates and keep in touch on facebook, twitter and instgram.