

8. Non Ticket Holders

Glastonbury Festivals Ltd ensure that the number of arrivals of non-ticket holders to the site is minimised by the following measures:

- The 'Rail and Ride' shuttle buses only transport ticket holders to the site from Castle Cary Rail Station.
- First Badgerline ensure that all passengers travelling on their shuttles to the Festival bus station will be required to show or purchase a festival ticket prior to boarding.
- National Express ensure that all passengers travelling on their services to the Festival bus station will be required to show or purchase a festival ticket prior to purchasing a coach ticket.
- Festival goers are charged for use of the official car parks to ensure only ticket holders use the car parks. Accreditation is sent out in advance. To purchase a car park ticket, festival goers have to provide evidence of purchase of a Festival ticket. This regulates the numbers coming in cars, encourages the use of public transport and at £5 for the weekend does not discourage drivers from using the official car parks.
- The Promoter meets with the different owners of the land previously used for unauthorised car parks and offers to rent that land from them - thereby having the option to convert the land into authorised Festival car parks.
- A publicity campaign is run, to dissuade non-ticket holders from coming to the festival, full detail included in the Marketing Plan.
- Radio 1 and BBC 2 support the Festival publicity campaign and communicate to their audiences all the measures in place to prevent unauthorised entry.
- Oxfam, Wateraid and Greenpeace (Glastonbury Festivals three major beneficiaries) have all consistently publically supported the publicity campaign. Oxfam also promote the option of working as a steward to gain entrance to the Festival.

Managing non-ticket holders that arrive at Castle Cary Railway Station:

- In conjunction with British Transport Police and the Rail Company, a professional security company (Rocksteady Security), employed by GFL, manage the queues on the station forecourt.
- Trained stewards and security personnel separate festival ticket holders from any non ticket holders. Ticket holders are directed to the buses and taken to the Festival site. A field adjacent to the station accommodates non-ticket holders waiting for return transport.
- Non ticket holders are encouraged to return from whence they came. If they do not have return rail tickets, bus services are available to take them back to larger population centres.
- Road safety leaflets are distributed to non ticket holders with details of why they should not attempt to gain unauthorised entry to the Festival site. Signage on the A371 will warn drivers of the dangers of pedestrians on the road.

Managing non-ticket holders that arrive at the site:

- Non ticket holders are encouraged to leave the site on the returning buses. First Badgerline and National Express provide transport for non-ticket holders back to larger population centres during Wednesday to Saturday of the event. Any non ticket holders without a return ticket or the facility to pay are still be transported by First Badgerline and Glastonbury Festival pays the cost.
- The security presence on the perimeter fence is well documented. Security staff direct non-ticket holders outside the perimeter fence to the Festival bus station where they can obtain transport back to population centres.
- Off-site security personnel and stewards patrol the village of Pilton to protect residents and their property and to inform ASC of any criminal activity or potential criminal activity.