

Entrance pass and wristbands

Specific Conditions

The entrance pass to the concert venue only allows access to the music festival premises during the 2 consecutive days of the festival

Entrance passes will only be available for purchase through the official sales channels authorized by the Organizer. The Organizer is not responsible for any ticket that has not been purchased from an authorized sales channel. Any and all tickets that have been amended, damaged, broken, or are suspect of falsification will result in the denial of said Ticketholder's access to the music festival premises and to the camping area. This is without prejudice to the enforcement of any and all corresponding civil and criminal proceedings.

During the entrance pass purchasing process, the purchaser must provide his or her name and surnames. The entrance passes are specified by name, and the person whose name is specified on the entrance pass may not be different from the person who is attending the event. A photo I.D. or Passport is required to verify the identity of the entrance pass holder in the verification centers designated by the Organizer. Said verification centers exchange the entrance pass for a wristband that will grant access to the distinct festival venues. The Organization will verify all entrance passes electronically. Access will be denied to anyone possessing an entrance pass that has previously been validated or to anyone possessing an entrance pass that was purchased by any means other than the official sales channels.

The entrance pass cannot be refunded or exchanged except in the event of the total cancellation of the festival or in the event of a change of date of the Festival. The Organizer reserves the right to modify, suspend, or alter any of the scheduled activities and/or performances. In the case of the total cancellation, the Organizer will refund the cost of the entrance pass in accordance with the conditions that will be published on this site, with the exception of the distribution costs, given that this is an added service provided by the sales channels at the time of entrance pass purchase. Under no circumstances will the entrance pass be refunded if the cancellation occurs after the festival has commenced.

The entrance pass will be exchanged between the Organizer and the Owner and User for a wristband in the ticket offices located next to the entrance to the music festival premises. The wristband will be placed and affixed on the Owner by the festival personnel. The wristband is the only valid element that grants its Owner and User access to the music festival premises.

The Organizer will not be held responsible nor accepts responsibility for any possible damage, loss, or improper handling of the wristband. The Owner and User is responsible for keeping it on his/her person at all times. Any loss, improper handling or damage to the wristband implies the impossibility to access the premises or the immediate dismissal from the premises. It is the responsibility of the Owner and User to make sure that the wristband is perfectly closed and securely fastened at the time of its placement. A damaged or improperly handled wristband will not be exchanged for or replaced by another. The wristband will only be replaced in the event that said wristband was excessively affixed by the attendee, and said replacement will have a charge of 25 euros.