

HARVEST FESTIVAL – WESTPORT HOUSE / ENNISKILLEN AIRPORT

AUGUST 26th-27th 2017

FAQ's

TICKETING INFORMATION:

[Q: Where can I purchase tickets?](#)

A: Beware of bogus ticket sellers & tour operators. Do not buy tickets from unofficial sources (including websites).

Tickets can be purchased from Ticketmaster Outlets Nationwide and www.ticketmaster.ie

Credit Card Bookings 0818 719 300 (ROI) / 0844 277 4455 (NI) / 00 353 818 903 001 (INTL)

Ticketmaster is the official ticket seller for this event.

All under 18's attending Harvest must be accompanied by an adult.

Children under 5 years will be permitted for free; children over 5 years will require a ticket.

If you have any further queries regarding your tickets, contact Ticketmaster and they will be able to assist you.

[Q: What tickets are available to buy?](#)

A: Tickets are available in the following areas:

- 2 Day Camping €155 / £130
- 2 Day Non-Camping €140 / £120
- Day Ticket €80 / £70
- Camper Van Pass €60 / £50
- Family Camper Van Pass €60 / £50
- Family Camping Ticket €155 / £130
(Each family ticket bought entitles 1 Adult and up to 2 Children admission to the event.)

Please note accessible/ wheelchair user tickets are available.

[Q: Can I buy tickets at the festival site?](#)

A: It is strongly recommended to buy tickets in advance of the event to avoid disappointment. Yes, subject to availability, there will be tickets available from the festival box office.

Box office opening hours:

Saturday August 26th: 9am – 9pm

Sunday August 27th: 10am – 8pm

[Q: I have a ticket query. Who should I contact?](#)

A: Please contact Ticketmaster directly on 0818 903001 or via the ask a question tab on www.ticketmaster.ie and they will be happy to advise you.

Q: I have seen tickets advertised on other sites- should I buy them?

A: NO. We strongly discourage patrons purchasing tickets from any sites other than www.ticketmaster.ie which is the authorised seller of tickets for these events. Purchasing on www.ticketmaster.ie or from a Ticketmaster outlet directly guarantees genuine tickets. Anyone presenting a bogus ticket will be refused entry to the show.

Q: What should I do if I have not received my tickets?

A: Please call Ticketmaster on 0818 903001. You will be transferred to an automated messaging system, wait until the end of the message and press 0 to speak to a member of staff.

FESTIVAL DETAILS:

Q: What are the dates of Harvest 2017?

A: Harvest festival will take place on the weekend of August 26th and 27th in the following locations;

Westport House, Co. Mayo

Saturday 26th August & Sunday 27th August

Enniskillen Airport, Co. Fermanagh

Saturday 26th & Sunday 27th August

PLEASE REMEMBER TO CHECK YOUR TICKETS IN ADVANCE TO ENSURE YOU ARE ATTENDING THE CORRECT LOCATION.

Q: What are the opening times of the festival site on show days?

A: Gates open:

- 11.00am - Saturday August 26th
- 12.00 noon - Sunday August 27th

PLEASE NOTE: EARLY QUEUING WILL NOT BE PERMITTED IN THE STREETS AROUND THE FESTIVAL SITES. THESE ARE RESIDENTIAL AREAS AND TICKET HOLDERS SHOULD RESPECT THE PRIVACY OF THE RESIDENTS

Q: What time is the concert due to start and finish?

A: The estimated running time is as follows:

- Saturday August 26th first artist will start 12.00 noon and conclude at 11pm
- Sunday August 27th first artist will start 1pm and conclude at 11pm

Due to heightened security throughout Europe, there will be additional, strict checks in place for your safety and confidence. Please arrive in good time for the show as these additional measures may slow entry.

- **No backpacks, large bags or any large objects.**
- **Only bags of A4 size (210x297mm) will be admitted after searching.**
- **You will be subject to a “pat down” and a “wand” metal detector check.**
- **Patrons are advised to keep their ticket in a safe place on their approach to the venue.**

- The following items will not be permitted: alcohol, banners or flags larger than A4, cameras with more than 1" lens, fireworks, flashlights, food, garden furniture or seats, glass or cans, glowsticks, inflatable balls or balloons, laser pointers, selfie sticks, shooting sticks, studs & spikes, umbrellas, video cameras & audio devices & weapons.

Q: What time will Miranda Lambert be on stage?

A: Miranda Lambert will be onstage at 9pm.

Please note all times are subject to change. Please keep an eye on www.HarvestCountryMusicFestival.com & www.aikenpromotions.com for all the latest event updates and full schedule of artists throughout the weekend.

Q: What time will Nathan Carter be on stage?

A: Nathan Carter will be onstage at 9pm.

Please note all times are subject to change. Please keep an eye on this website for all the latest event updates and full schedule of artists throughout the weekend.

Pssst....We have a wonderful array of talent performing at Harvest Country Music Festival along with a range of fun activities taking place throughout the weekend, so be sure to get in early to soak up the atmosphere & enjoy everything our festival has to offer!

Q: If I arrive late can I still enter the venue?

A: Yes, once you have a valid ticket you will be allowed entry.

Q: Can I leave and re-enter the venue throughout the day?

A: If you are a day ticket holder re-entry will not be possible. Weekend ticket holders can gain re-entry once accredited with valid wristbands.

Q: How will I get up to date information in the days leading up the concert?

A: You can get up to date information from the following websites:

www.HarvestCountryMusicFestival.com

www.aikenpromotions.com

www.ticketmaster.ie

You can also keep up to date by following our Harvest social media pages;

www.facebook.com/HarvestCountryMusicFestival

www.twitter.com/HarvestCMF

www.instagram.com/HarvestCMF

#HarvestCMF

Q: Will there be a facility to queue at the venue?

A: Early queuing is not permitted in the areas around the festival sites. Ticket holders should respect the privacy of residents in these areas.

Q: What should I wear based on expected weather?

A: Bring your Stetson... but maybe leave your stilettos at home! We guarantee you a great line-up of entertainment for the two days but we cannot guarantee fine weather. Please keep in mind that this is an outdoor event and Ireland has its fair share of rain, so please keep watch on the weather forecast prior to the show days and dress accordingly. If it rains, please leave all umbrellas at home as they will not be allowed inside the venue. Always wear footwear suitable for uneven surfaces and which are comfortable to walk and of course dance in! The festival site can get very cold in the evening so please dress with this in mind. You'll need to pack for comfort and for all eventualities so consider some or all of the following... wellies / waterproofs / sweaters / sunhats / sunscreen / shorts / strong shoes. We would recommend keeping an eye on the weather forecast before leaving home.

Q: Can I bring an umbrella?

A: Umbrellas are not permitted on the festival site. In the event of adverse weather conditions we would advise bringing a rain mac or disposable rain coat.

Q: Is it possible to take videos & photos at the festival?

A: Cameras in excess of 3mm Lens and video recorders **WILL NOT** be admitted. Laser pointers are strictly prohibited.

Q: Can I bring posters/banners to the festival?

A: Flag poles or sticks for banners are not allowed. Only small banners of other (A4 or A3 size) will be permitted into the event as anything larger can obstruct the views of other customers.

Q: What can I bring or not bring to the festival if I am camping?

A: Prohibited articles and items are as follows: any article that may be used as a weapon, Professional cameras and recording devices (this applies to cameras that have detachable lenses. No glass containers / bottles, knives (including steak knives / cooking knives) are allowed on the campsite or the festival site. All drugs and drug paraphernalia are prohibited; anyone found in possession of illegal substances will be handed over to the Police / Gardai. No animals will be allowed in the campground; guide-dogs are an exception. No Drones / Remote Control Aircrafts / Toy vehicles / Hoverboards / Motorized Scooters are permitted. No tanks of compressed air, helium or party balloons are permitted. No open flame stoves (campfires / fire-pits) / tiki torches / fireworks or any type of explosive are allowed onto the festival grounds.

Some items you may want to bring along to Harvest...

Definitely your ticket(s) / ID / Tent / Sleeping Bag / Pillow / Air Mattress / Torch / Extra Toilet Paper / Towel / Insect Repellent / Gloves / Sunscreen / Hand Sanitizer / Money / Toiletries (face wipes, toothbrush, toothpaste, condoms) / Clothes.

Q: What is the procedure if I lose something at the festival?

A: The Lost & Found office will be located at the Police / Garda Tent at each venue. We will keep unclaimed items on site for a maximum of two days after the event: unclaimed lost items will be handed into Enniskillen Police Station / Westport Police Station after this time.

AGE POLICY

Q: Is there an age-limit for the show?

A: All under 18's attending Harvest must be accompanied by an adult at all times who will remain with them and take full responsibility for them throughout the duration of the event.

- Children under 5 years will be permitted for free; Children over 5 years will require a ticket.
- Parents are advised to provide ear protection for children.

Q: How many children under 18 can an adult accompany?

A: One adult can accompany up to 2 children.

There will be FREE TAG-A-KID safety wristbands which will be available at the customer care point both outside and inside the venue. Parents / guardians attending with young children are encouraged to avail of these white wristbands which have a space for parents / guardians to write a contact number and seat number. The purpose of these wristbands is to help reuniting lost children with parent / guardian should your child become separated from you within the venue.

Q: I would love to bring my baby/toddler to this event, is it possible?

A: No, we strongly advise against bringing very young children to the concerts due to the sound volume and the potential upset for children amongst crowds and similarly for patrons around children. We also cannot allow any prams or any furniture into the venue.

If you decide to bring your baby/ toddler to the show, parents must sign a disclaimer form on admission to the venue.

PLEASE NOTE: Should you have any queries in advance of the concerts you should contact Ticketmaster or Aiken Promotions (www.aikenpromotions.com) and we will be happy to assist. Please be advised on concert day there will be customer care points outside and throughout the venues, should you require any assistance please speak to a member of staff.

Q: Will I need I.D. to purchase alcohol on the site?

A: Yes, please bring one of the following forms of I.D.: Driving Licence / Passport / Gardai Card. Anyone who appears to be under 18 years will be asked for I.D. if purchasing alcohol.

Bar staff reserve the right to refuse to sell alcohol to anyone who cannot provide proof of age or who is, in the opinion of staff, under the influence of alcohol

TRANSPORT

Q: How do I get to the festival site?

A: We strongly advise the use of public transport. Please find some useful links below to help you plan your journey;

www.irishrail.ie

www.buseireann.ie

www.translink.co.uk

PARKING

[Q: Will there be available parking at the festival site?](#)

A: For day ticket holders parking is available on site offered on a first-come, first-served basis.

For weekend ticket holders parking is available and offered on a first-come, first-served basis.

Accessible parking for day and weekend ticket holders is available on a first-come, first-served basis.

Campervan parking is available on site for a cost of €60/ £50 which must be purchased in advance from www.ticketmaster.ie

CAMPSITE INFORMATION

[Q: Can I bring food and alcohol onto the campsite?](#)

A: Food and beverage for personal consumption is permitted on the campsites. Festival go-ers over the age of 18, with a valid wristband, may enter the campsite with not more than one of each following item:

- 1 case of beer (cans only)
- 1litre alcohol in plastic, sealed original bottle
- 3 litres of boxed wine

A pre-festival heads up;

- Alcohol cannot be brought from the campsite to the main arena.
- Glass bottles or containers of any kind are not permitted.
- Gas canisters / cylinders / petrol cookers and nitrous oxide are not permitted onto the campsite or festival grounds; the only exception to this is where gas canisters and cylinders are fitted within campervans.
- Aerosols over 250 ml are not permitted on the campsites.
- Disposable BBQs are not permitted on the campsites.

[Q: When will the Campsites be open?](#)

A: The main campsite, boutique campsite and campervan campsites will be open from 9am on Saturday 26th August and must be vacated by 2pm on Monday August 27th.

Please take note of the following tips in relation to the campsites.

- Power is not provided on the campsites.
- Assess the site before you pitch your tent; ideally be at your site before sunset so you can see what you're doing.
- Check that tents are well positioned apart from each other to prevent the risk of a fire spreading; Harvest campsite stewards can assist in identifying your site.

- Don't use oil-burning devices in and around tents or campervans.
- Don't smoke inside tents or campervans.

Q: Is there Glamping options available at the festival?

Great news! There is indeed. We have a number of Glamping options available for both festival sites;



Bell Tent



Yurt

For further details and to get booking, visit:

WESTPORT HOUSE: <http://www.luxurycamping.ie/harvest-westport>

ENNISKILLEN AIRPORT: <http://www.luxurycamping.ie/harvest-enniskillen/>

Please note these links are to book Glamping options only. Weekend tickets to the festival will also need to be booked, separately, via Ticketmaster.

Q: What facilities will be available in the campsites?

A: The following facilities are available:

- Toilets and Accessible Toilets will be located in the main campsite for General Camping, Family Camping and Campervan ticket holders.
- Boutique camping will have its own designated Toilets and Accessible Toilets.
- Shower facilities will be located in the main campsite for General Camping, Family Camping and Campervan ticket holders.
- Boutique camping will have its own designated Shower Facilities.
- Adult changing facilities will be available in the main campsite.
- There will be an off-license located in the main campsite. Please note festival go-ers over the age of 18 with a valid wristband will be permitted to bring 1 case of beer (cans only), 3 litres of boxed wine, 1 litre hard alcohol in plastic, sealed original bottle. You may bring the approved quantities of alcohol onto the campsite one time only. Alcohol cannot be brought from the campsite to the main arena.
- A variety of yummy food outlets will be located on the campsite.

MAIN ARENA FACILITIES

[Q: Can I purchase official artist merchandise at the concert?](#)

A: Yes, official merchandise will be available in a number of outlets located inside the main arena. Please refrain from purchasing any unofficial merchandise outside the venues.

[Q: Will there be the facility to purchase food and drink in the main arena?](#)

A: Yes, there will be a wide range of delicious foods and beverages available to buy. The bars and food outlets will be available inside the main arena.

Proof of age will be required if you wish to purchase alcohol.

[Q: Will there be drinking water available?](#)

A: Yes. Drinking water fountains will be available at various points throughout both sites.

[Q: What if I or one of my guests feel unwell or have an accident?](#)

A: There will be trained medical staff on duty. Please approach a steward right away who will direct you to the nearest first aid/ medical point or can summon assistance.

[Q: Where will the First Aid areas be located?](#)

A: There will be a First Aid area in the main arena and in the campsite. These will all be clearly signposted and all stewards will be able to direct patrons in the direction of the nearest medical point.

SPECIAL NEEDS

[Q: I have a wheelchair accessible ticket and I have a query - Who do I contact?](#)

A: Please contact Ticketmaster Special Needs Hotline directly:

Republic of Ireland: 0818 903001 & press Option 2

Northern Ireland & UK: 0844 2779964

International Customers: 0035316486060

Alternatively please contact Ticketmaster on their website www.ticketmaster.ie via – ask a question tab and an agent will be happy to assist you.

[Q: I am a wheelchair user but I do not have a wheelchair accessible ticket. Will there be a designated area for wheelchair users in the main area?](#)

A: Yes, there will be a purpose built raised wheelchair platform in the main arena for this event. Please contact Ticketmaster Special Needs Hotline on 0818 903001 option 2 to enquire regarding wheelchair accessible tickets in advance of attending the event. Please note there is a capacity limit in this area so wheelchair accessible tickets are required to access the wheelchair platform. The platform operates a strict one carer/one friend policy.

[Q: I am not a wheelchair user but have access needs. Will there be a designated area for customers with access needs at the concert?](#)

A: Yes, there will have be designated viewing area and accessible facilities for your use. Please contact Ticketmaster

Special Needs Hotline on 0818 903001 & press option 2 to exchange your tickets for accessible tickets. Please note that seats in this area are limited so please contact in advance of the festival. If you have any further non ticket related special needs queries please contact the promoter directly access@aikenpromotions.com

Q: Since purchasing my ticket I am now a wheelchair user. What should I do?

A: Please contact Ticketmaster directly regarding any tickets queries:

Republic of Ireland: 0818 903001

Northern Ireland & UK: 0844 2779964

International Customers: 00353 818903001