



Frequently Asked Questions - 14th June 2021

Q. What are the event opening times?

Friday 16th July: 1pm - 9:30pm (last entry 8:30pm)

Saturday 17th July: 1pm - 9:30pm (last entry 8:30pm)

Sunday 18th July: 10am - 6pm (last entry 5pm)

Q. Is my ticket valid for a whole day?

If you have already purchased a ticket for a morning, afternoon or evening session on one of the dates above, your ticket will now be valid for the **WHOLE** day during the opening times above. The complimentary book included in your original ticket will still apply.

Q. I bought tickets for two sessions in one day, will I receive a refund?

Yes, we will be refunding you this week for the lowest price session. However, you will still receive two complimentary books.

Q. Is the event still going ahead if the government changes the roadmap?

Following the government's announcement to delay the route map, Life Lessons will take place within Stage 3 restrictions on 16-18th July. Our event has been designed to be operated under social distancing rules and with COVID-secure measures implemented, these includes controlled capacity, socially distanced stage viewing and increased sanitisation throughout the event site. For more information, please see the COVID-Secure information page on our [website](#).

Q. When will my tickets arrive?

Your e-ticket will be sent to you via the email address you booked with approximately one week before the event.

Q. If I am able to come for the day, can I leave the event and come back later?

Yes, we will be issuing wristbands for those who wish to re-enter at our exit points.

Q. Will I be able to keep the same pod all day? Are we getting dedicated seating?

Socially distanced seating will be provided in front of our main stage. Depending on covid restrictions at the time, we may ask our audience to keep the same seat throughout the day. We will provide more information nearer the time.

Q. Can I add more tickets to my booking?

Yes, additional tickets can be purchased via our website [here](#).

Q. When do I get my complimentary book?

Books will be available for collection at the event.