

6. TICKETING AND ACCESS

Security printers print all tickets and passes for Glastonbury Festival which permit access to the site. Both tickets and passes carry various security measures to minimise the likelihood of forgery. All tickets (weekend and Sunday) and passes are serially numbered and all numbers are unique. A copy of the order and subsequent confirmation of the numbers printed and delivered is made available to the licensing authority and the police.

The Way Ahead Ticket Agency is responsible for the distribution and sale of all such weekend tickets, on behalf of Glastonbury Festivals Ltd. Aloud.com frontend internet sales and Way Ahead are the fulfilment agency. No weekend tickets are sold from Worthy Farm directly to the public. Way Ahead provide details of the distribution of these tickets for an audit of ticket sales. Any unsold tickets are held by Way Ahead as part of the authentication process.

Glastonbury Festivals also applies for 3,500 Sunday day tickets, to be made available to local residents (that do not qualify for a complementary pass). These tickets are only sold as a package including travel. Coaches will be made available to pick ticket holders up at Castle Cary, Cheddar, Frome, Glastonbury, Midsomer Norton, Radstock, Shepton Mallet, Street and Wells. Sale of these tickets will be by Maurice Chivers, who runs a coach and travel consultancy and is responsible for co-ordinating the travel arrangements. All ticket sales are recorded on a computerised database and when tickets are sent out, the ticket numbers are recorded. After the festival any unsold Sunday tickets are available for inspection as are a detailed breakdown of ticket sales.

Up until 2000, tickets were available to students at local colleges and schools at a reduced rate. This was discontinued in 2002.

Glastonbury Festivals applies for 34,000 passes. These passes are distributed from Glastonbury Festivals registered office at Worthy Farm. The Festival Office in Glastonbury co-ordinates the distribution of passes to traders, the press and for the hospitality area. Each pass has a unique number. A central database keeps a record of the name of the individual or the company against the pass number issued. This is available during the event to confirm the validity of individual pass holders. Details of the distribution of passes are held at Worthy Farm and are made available to the licensing authority and ASC.

The passout system for ticket holders and passholders involves them retaining half of the ticket/pass and to have two other accredited items to get re-entry. This system has worked very successfully since 2002.

All pedestrian and vehicle gates have counting equipment, provided by Portastiles Ltd, which is linked by telemetry to a central monitoring computer. These comprise turnstiles and quick egress pods at pedestrian gates and electronic counters at vehicle gates. The system provides on request the total number of first time ticket holder entries and the total number on site at any one time. A feed from the contractor system is located in the Operations Control Centre where the Event Safety Co-ordinator is responsible for monitoring numbers. This system is operated from the Sunday when the traders' gate opens.

Before the traders' gate opens all legitimate site staff are issued with half a pass. Area co-ordinators collect signatures from all of their staff on site at that time against a pass number, to acknowledge receipt of that pass. Site security carry out spot checks on the

Sunday and evict any people on site who do not have a pass. The total number of passes issued at that time is fed into the central monitoring computer by Portastiles Ltd, which ensures the numbers on site figure quoted at any one time is accurate.

There are 4 pedestrian gates – two on the east of the site, and two on the west. The percentage of the audience using these gates is reasonably spread, with 30% coming in each of the west gates, while 10% and 30% come in the two in the east.

There are 7 vehicle gates in total but four are only used by security or emergency services. A one way system operates on site, as does a curfew, and for a restricted period daily, vehicles are able to move in the public arena when accompanied by escorts (on foot).