

Frequently Asked Questions

Accommodation

What sort of accommodation is available?

Go to the BOOK NOW button on the treadFEST page at www.treadfest.co.za

What is included in my package?

License To Party ticket includes access to festival and camping areas
Bathroom and shower facilities

VIP packages include additional areas/activities

Your selected package does not include transport.

How can I be sure I'll get the accommodation I request?

It's first-come-first-served, as these things always are. So book early. Like now.

Do I need to bring my own tent?

That is your choice and depends on the package you have bought.
Glamping options are available on a first-come-first-served basis, so book soon!

VIP Camping as well as standard camping require that you bring your own tent.

Do I need to bring bedding?

Only if you are in the VIP or Standard Camping area.

Are there separate facilities for males and females?

All ablution and toilet facilities are clearly demarcated as Male and Female.

Bookings

Is my place guaranteed?

No, not until you have paid for your ticket and transport.

What methods of payment are available?

You may pay with credit card, debit card, eft or direct cash deposit if booking via the website and social media platforms.

Purchasing a ticket via a treadREP can only be done via credit cards.

Can I book for a friend / friends?

Provided all the information is 100% correct, and the fees per person are paid, yes.

Can I exchange my tickets?

No.



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Can I refund my tickets?

No. There is a no refund policy in place. See the T&C's on the booking page.

When is too late to book a ticket?

When we have filled the event the tickets will be sold out.

Sold out categories will be shown on the website.

Do I need to register to attend?

Once you have purchased your ticket and prior to arrival, you will need to create a Username and Password. This request will be sent to you via email when we confirm the payment of your booking. This means you have registered.

You will also do a physical on site registration, where you will sign your indemnity form on presentation of your valid ID and ticket confirmation.

Must I sign up for the whole event or can I come and go as it suits me?

This is a 3 day event and no, you can't come and go. You have to re-register every time you leave and return.

Cancellations

Can I refund my tickets?

No. There is a no refund policy in place. See the T&C's on the booking page.

What if I need to cancel due to unforeseen circumstances?

Unfortunately, we have to draw the line. Refunds are not available.

In an Act of God event, you will need to provide us with the full required affidavits and documentation. Contact us at treadfest@360live.co.za

Facilities

Is there free Wi-Fi?

Yes. We have wifi hotspots!

Is anything compulsory?

Yes. No drugs no abuse no harm. Enjoying yourself is compulsory. For the rest, treadFEST is what you make it.

Is there a programme of activities?

Yup. Check PROGRAMME on this website and facebook. It will be continually updated.

The almost final programme goes live on the 9th of September.

I'm a wheelchair user. Can I attend?

Of course. Please help us to help you by letting us know what your specific requirements are. We are sure that you'll appreciate that your wheelchair might render some of our offerings impractical.

Contact us at treadfest@360live.co.za



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I have a guide / service dog. Can I attend?

Yes. Contact us at treadfest@360live.co.za

What about recharging my devices?

There are recharge stations. Shouldn't be a problem.

Are there separate facilities for males and females?

All ablution and toilet facilities are clearly demarcated as Male and Female.

Is there a recycling programme?

We believe strongly in doing our bit to help the planet survive, so there is a recycling programme. Please help by putting your litter in the correct (clearly marked) bins.

Food and Drink

What kind of food is available?

Our aim is to provide a really great selection of different food types for every palate. The emphasis is on tasty, healthy, a bit naughty and nice, with some cool fast food options. We are catering for the full range of hunter-gatherer tastes and lifestyles – from carnivore to vegan, with faith-based catering included. The foodFEST will be open 24/7.

Can I bring my own food and alcohol?

No, under no circumstances. If you have a particular dietary imperative, please contact us at treadfest@360live.co.za

Are vegetarians and / or vegans catered for?

You bet.

Is there halaal catering?

Absolutely. Standard halaal friendly criteria will be catered for.

Is there kosher catering?

No. The vegetarian options are available.

What alcohol restrictions are in place?

You may not bring your own alcohol on site. Full bars are available. We support responsible drinking.

General

Why should I come to treadFEST?

treadFEST offers you something that other student festivals don't – an alternative escape. treadFEST is for alternative people who like great music, healthy delicious food, being active during the day in the great outdoors, enjoying a magnificent location and partying at night. It's a celebration, but with a whole host of things you won't find elsewhere. Plus! It's very affordable with loads of value.

What are the dates?

Sunday 3 December to Wednesday 6 December 2017.



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Who is it for?

18 to 25 year old school leavers and undergrads
Active individuals
Nature enthusiasts
Outdoor lovers
Fun loving music fans
Creative and engaged supporters
Environmentally conscious
Up-and-coming musicians, artists and entertainers

Basically anyone who loves a touch of the alternative, authentic and simple – and who wants to create the map, not follow the crowded highway.

What is there to do at treadFEST?

Lots of chillaxing, music, yoga, fresh air, hikes, walking, cycling, swimming, eating, drinking, dancing and much more. Please navigate the website to see what activities are on offer. If you have an idea you'd like us to consider, please email us at treadfest@360live.co.za and let us know.

Can I bring friends who aren't school-leavers?

Yes, if they are over 18 and under 25.

Is this only for Gauteng people?

No. Everyone is welcome but sorry, we only have bus transport from Gauteng and KZN.

What is the dress code?

No strict rules. It's a summer festival. Lots of fresh air, and partying. Just please cover up the usual bits, for the obvious reasons.

What is 360LiVE?

360LiVE is the evolution of 15 years in the eventing space elevated to the next level. We create singular, quirky happenings and memorable occasions. The kind you want to be at; the kind you'll remember.

Please read our Manifesto on the 360LiVE website. That's who we are.

What are 360LiVE's credentials?

The people behind 360LiVE have been in the events business for over 15 years, and have vast experience when it comes to staging and managing live events. You're most welcome to hop on to www.360degrees.co.za to get an idea of the credentials of our parent company.

Are there separate facilities for males and females?

All ablution and toilet facilities are clearly demarcated as Male and Female.

I have a query that hasn't been answered above. Who can I contact?

Please email treadfest@360live.co.za or call 011 880 2199 office hours



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Pricing

What does it cost?

Prices range from R 890 – R4200 on the Early Bird special.
At the standard rate the prices range from R1090 – R4200.

There are all kinds of different packages. Navigate the website to look for the accommodation, food, travel and entertainment packages that suit you.

How much money should I bring with me?

Meals will be priced from as low as R 50,00
All drinks will be kept as affordable as possible.

We're operating a pre-loaded cashless card system.

You will be able to load your card prior to the festival online or at the festival at a loading station.
We suggest using the onsite ATM machines for cash. If you top up with cash, keep it safe.

Is there a recycling programme?

We believe strongly in doing our bit to help the planet survive, so there is a recycling programme.
Please help by putting your litter in the correct (clearly marked) bins.

Rules

What are the rules?

- No under 18's / No over 25's
- No drugs or other illegal substances
- No alcohol or food of your own will be permitted on the premises
- No animals/pets
- Cashless card environment
- Ticket and legal identification to be presented on entry – no exceptions
- No swimming after dark
- No litterbugs
- No fires
- No glass
- No smoking inside lodge or tents
- No drones
- No attitudes
- Right of admission reserved

For full terms and conditions, see the booking form.

Safety

What safety and security measures are in place?

We are a zero-tolerance drug-free environment and therefore all bags are searched on entry.
Offenders will be removed from the premises.

We have full security, lifeguards and medics on the premises.

For personal harm minimization we have the Red Frogs on site for the duration of FEST.



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Cashless environment – funds loaded onto wearable waterproof wrist band.

However, safety is a collaborative effort and you are still responsible for your own valuables, and for taking reasonable care of your own personal safety.

Do I have to sign an indemnity?

Yes. This is standard practice. You're not signing your life away, but the organisers obviously need to cover themselves in the normal way.

This will be done on site at registration.

Will my valuables be safe?

Leave the family jewels at home, and bring only what's necessary. We cannot guarantee 100% security, so please exercise caution.

Transport

How do I get there?

If you're coming by car, there's a map on the website. But we are providing a Party Bus, to make your life easier.

Are the buses safe?

Fully accredited buses and drivers from the treadFEST fleet. All buses are luxury class with satnav on board.

How do the bus tickets work? Possible edits highlighted

Each bus ticket you purchase is for one way only. You may select and plan your trip according to your preference. It is not compulsory to return to the same city that you left from. Please go to the booking site and click transport to choose your options.

Do the busses have toilets on board?

Yes.

Can I bring my own car?

Yes, secure parking is available at R 375.00 per car for the duration of the festival.

No parking on the road is permitted.

A portion of this will offset your carbon emissions getting there and a treadFEST2017 forest will be planted at the end of FEST.

What First Aid facilities are available?

We have fully qualified paramedics on call 24/7. If you have specific medical conditions that require monitoring, or any allergies, please wear your bracelet at all times, and make sure your personal info reaches the paramedics on your arrival at treadFEST.

In addition, we are in contact with the local hospitals.



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What to bring

What should I bring with me?

Travel light. It makes your festival easy.

Please bring

- Your access ticket
- Identification
- Towels
- Sunscreen, sun hat/cap
- Swimming costume
- Toiletries
- Small first aid kit
- Medication for allergies, headaches, painkillers etc.
- Easy to carry reusable water bottle
- Flip flops
- Closed comfortable shoes
- Sunglasses
- All weather jacket
- Torch
- Cell phone charger
- Eco-friendly insect repellent
- Bicycle (optional)
- Hiking boots/running shoes (optional)
- A Tent
- Camping chairs
- Picnic blanket
- Two-point plug
- Inflatable mattress (camping only)
- Bedding / sleeping bag (camping only)

Certain packages have additional suggestions of what to bring. Please see your booking confirmation for details.

[If we haven't answered your question, please contact us at treadfest@360live.co.za](mailto:treadfest@360live.co.za)

