

Q- What should I do if I have a ticket problem?

First of all contact your ticket retailer :

ZETESFT : support@zetesft.com

Q- When will the Dour Festival 2009 be held ?

The event will as always be spread over 4 days from Thursday July 16th until Sunday the 20th.

The camping site will open on Wednesday July 15th at 4pm.

Q- What is included in the 85 Euros + booking fee ticket?

With your 85 Euros ticket you have access to 4 days of concerts from midday until 5am on the festival's 6 stages.

This ticket also entitles you to get on board the shuttle that link Saint-Ghislain train station and the festival site for FREE.

If you choose to travel by car your ticket will grant you free access to our parking lots.

ATTENTION : this ticket doesn't include camping therefore you will not be allowed on the festival site before Thursday July 16th at 11am

Q- What is included in the 85 Euros [+15 Euros camping access] + booking fee ?

With your 85 Euros [+15 Euros Camping fee] ticket you have access to 4 days of concerts from midday until 5am on the festival's 6 stages

This ticket also entitles you to get on board the shuttle that link Saint-Ghislain train station and the festival site for FREE.

If you choose to travel by car your ticket will grant you free access to our parking lots.

The Camping site will open on Wednesday July 15th at 4pm

The Local Council forbids us to open the camping site before 4pm,
there is
no need for you to arrive before that as you will be sent away.

On Wednesday July 15th we will NOT allow anybody in the camping site
AFTER
midnight. Access will be re-opened at 9am the next day.

During the festival you will be able to pick up your camping pass
from 9am
until midnight every day.

ATTENTION : You have to leave the site on Monday July 20th by midday

Q- What's included in the Camping Pass (+ 15 euros) ?

Your Camping Pass will give you access to the following facilities :

- * free toilets
- * security
- * showers (=1 drink ticket)
- * free running water
- free medical assistance [24h a day] : doctors, nurses,
ambulances,
medications
- * a kitchen zone "cooking islands"
- * bakeries, shops, bars
- * a recycling zone
- * free bin bags

There will be general lighting but no electricity source.

In order to get access to the camping site, you must be in
possession of a
camping& gigs wristband.

This year there will be only one combi wristband. You will have to
exchange
your ticket against the wristband at the festival gates.

We would like to advise you to book your ticket in advance and make sure it includes camping

Q- Can I buy a ticket for just one day ?

Yes, one day tickets will go on sale at a later date.

Q- How do I travel to Dour ?

If you drive, the address is Rue d'Elouges in 7370 Dour, Belgium. There'll be plenty of signs nearby to lead you to the right entrance as well as many security people and police force that are always happy to help you.

The shuttle from St Ghislain station will drop you by the festival gates.

All the practical info will be on our website early April :

<http://www.dourfestival.be/>

Q- Is Dour Festival a green event ?

Over 40.000 people will be walking on the Dour fields every day during the festival. It is as great a threat to the environment as it is an amazing opportunity to spread green messages to a large chunk of the population.

The Festival leader in the French speaking community of Belgium has put the environment high on its agenda for the past few years.

In 2008, Dour Festival is committed to follow a series of actions to reduce the environmental impact over the 4 days.

Indeed, Dour Festival can no longer accept the idea of the non-participation from the festivalgoer towards protecting the environmental. This decision follows bitter observations from the promoters, particularly on the cleanliness of the campsite at the end of the festival.

We ask you to use public transport as much as possible to lower your

carbon
footprint and to leave the camping site in the state you found it.

Smells like green spirit !

Q- At what time do the gigs start ?

There'll be live music every day at lunchtime

Q- Are there cash machines on the site?

Yes, you'll find cash machines on site.

Q- What should I do if I loose my wristband ?

You would have to buy a new ticket if the festival is not sold-out.

We do

NOT replace lost tickets/wristbands

Q- Can I come to the festival with my kids ? Is there a special
price for
them ?

Of course you can bring your kids along, the entrance is free for
the under
12.

However we do not recommend to bringing such young children for long
periods
of time.