



Frequently Asked Questions

Q. What is the difference between a trolley and a wagon?

A. A trolley has 4 wheels with pneumatic tyres, a handle to steer and sides to contain the load. A wagon is a trolley with added cushions for comfort and an adjustable canopy to help protect from the sun and rain. The wagons come in four colours, Blue, Green, Red and Pink.

Q. Why can't I collect the trolley/wagon before Friday 6/8pm?

A. All our trolleys are being used to get everybody into the festival before Friday 6/8pm. If we were to let them out for overnight hire before this time, we wouldn't be able to cater for people arriving.

Q. What are the dimensions of the trolley?

A. They are 120cm x 60 cm, with sides 28cm high.

Q. Can I pre-book for only one or two nights?

A. Yes you can, but the set price to pre-book is for 3 nights.

Q. How do I pay for the hire?

A. We take payment in advance online for the hire charge via PayPal. The deposit is paid on-site at the festival in cash at the start of hire.

Q. Can I pay for the deposit on a credit or debit card?

A. No, you can only pay for the deposit in cash.

Q. What does the deposit cover?

A. The deposit is to cover for loss of the trolley or wagon parts.

Q. I want to cancel my booking, or change my booking?

A. You can cancel your booking, or cancel and re-book to change your booking (depending on availability), up until the Friday before the festival you have booked for, one week prior to hires commencing.

- If you would like to add to your booking, simply make another booking and bring all booking numbers with you to the hire point at the start of hire.

- If you would like to cancel your booking, log in to your account, view your bookings, select Return Item(s) and Submit the return request. You will be notified when the cancellation has been confirmed and a full refund will be made, via PayPal, within 1 week of you receiving confirmation.

- To change from a trolley to a wagon, or from a wagon to a trolley, or if you would like to change the colour of the wagon you have booked, you will have to cancel your booking and make a new one. First check what you want is available, then log in to your account, view your orders, select Return Item(s) and Submit the return request, then make a new booking. You will be notified when the cancellation, of the original booking, has been confirmed and a full refund, via PayPal, will be made within 1 week of you receiving confirmation.

Q. When I want to return it, do I take it back to the same hire point I picked it up from?

A. Yes, take it back to the hire point you hired it from.

Q. When can I collect/return the trolley/wagon?

A. When booking, you are asked what day you expect to collect/return, this is so we know when to expect you. You can collect or return the trolley/wagon on any day, within our opening times.

Q. What happens if I return the trolley/wagon after 9am on Monday?

A. Each half an hour after 9am will be charged at £5.

Q. Where do I put the trolley/wagon overnight?

A. In your tent or gazebo. If you leave the trolley/wagon unattended at any time it may be stolen.

Q. What should I do if the trolley/wagon is stolen?

A. Report it stolen at the hire point from where it was hired. At the end of the festival, when all except festival staff have left the site, we search the site for any missing or stolen trolleys. If we find the trolley that you had hired, we refund the deposit either by PayPal or into your bank account at a later date. If it is not found the deposit goes to replacing the trolley/wagon.

Q. What should I do if there is a problem with the trolley?

A. Take it to any hire point, we will repair or replace it.

Q. Can I hire just a canopy to use with my own trolley?

A. We do not hire just a canopy.

Q. The web site says 'out of stock'. Can I still book a trolley or wagon?

A. We have an allocated number of Trolley's and Wagon's for each festival that can be pre-booked, when these are all gone the system shows 'Out of stock' but we have a separate allocation that can be hired on site when you arrive. Please be aware that the on-site hires are supplied on a first come, first served basis.

Q. I don't know my login account details, how can I find them?

A. Your login details consist of the email address you used to make the pre-booking, and the password you created during that process.

Q. I have forgotten my account password, how can I obtain it?

A. On the login page click on the 'Forgot Password' link, enter your email address and an email containing a link to reset your password will be emailed to you.

If you have any other questions, please use the form on the **Contact Us** page.