

SUPPLEMENTARY ATTACHMENT TO APPENDIX F

3/ 5

Elaine Humpleby

Verified Review

8 July 2024

Amazing bands and sound. This was our third year in a row and each year the organisation is poor. Camping, toilets, food, vip provision lacks consistency and value and the site staff vary from excellent to appalling. This year there was only one camp for all tent campers but accessible campers were also added on slopes with uneven ground. There was not enough space for us all so we were allocated right down by the 'road' area. We expected a vip /accessible section which we paid for and as we got the last 2 years. Nope. Just some posh loos far away from the camp and some showers. The pamper booth was 2 hairdryers on a wooden table outside. The men's posh toilets arrived broken and so were not available even once. The ticket descriptions changed after we bought our tickets. Where the vip camp was last year had been allocated to food vendors. The rain was awful... its the UK so that happens. But the organisers did little to resolve the thick, deep sticky mud in the arena and the camping area. The space was dangerous. No lighting in the attend which is at the bottom of a steep slope. Ankle deep mud. The exits were treacherous. Entry was delayed by 90 minutes on Saturday but nothing had been done to make space safer for us. Overnight huge tractor machines drove up and down through the camp at 5am and around 12pm for well over an hour. They churned up the ground even more. But minimal straw was placed and only on the bridge. Nothing in the quagmire entrance, arena or campsite. Campers tents were 4 metres from the one bank of portaloos, these were emptied late at night and at 8 am rather than when event was in the arena and all people were off the camp area. The stench and noise was awful . Plus people were still moving around in the dark with large vehicles around We paid for vip area again. It was rubbish. Poor drink options, shoddy service, school style burgers and biscuit served for the advertised 'fresh bbq with options'. Bored bar staff one of whom just did not react at all for the first 4 visits to the bar and then did not understand what e were adding for (2 pints of cider) and prices were higher than in the rest of the venue. Day 2 option was better but service not. The advertised 'entertainment'.... a dj deafened us for a couple of hours then packed up and stormed out shouting this was s**t and he was better than this. There was not space provision for the number of VIP tickets sold seats, or tables and less than half the toilets e had last year. The toilets had no sanitiser and the water on the drinks ran out on day one. Hand cream was there but no way to clean hands. A very poor show. Parking was chaos with mixed info put out on social media and stewards totally lacking in consistent information. We went for the early arrival option. We were all send through and around a number of fields then down a slope which became a mud slide to the actual car park 200 metres from wedges we first entered the site before being directed on a hike. It took over an hour for our vehicles to go through and we arrived 5 minutes after when we were alloted on site. In the end we left subah morning unable to cope with the mud. I have a disability and my partner is immunosuppressed. The poor safety, poor organisation and mud meant we did not feel safe. Then we discovered the car park we parked in was the only car park for non live-in campers and day visitors. There was ONE entrance in and out and it was a mid slide. We got stuck as soon as we pulled out of our parking space and had to be pushed out. The staff were super helpful but there were only 2 of them. Again no straw/bark or anything to give a firmer surface. Overall fabulous music.. the acts were brilliant. . Poor organisation. No action about the mud and dangerously slippery slopes. No reply from organisers when we complained by email and the chaos caused by the social media comment on day 2 telling people not to drive to the site. Dangerous huge vehicles driving back and forth. Those who paid extra for the VIP/posh loos space did not get anything worth what they paid. I do not think it was well run. It felt like

not enough had been spent and corners cut by the organisers. We would like a refund on day 3 and our vip ticket but no one replies to emails We will not be going back again

SOTT posted on Saturday morning, not to arrive by car due to the wet weather, suggesting getting dropped off or finding other means of transport. Not really an option for a rural venue. There were many posts on social media about the site not being fit for purpose and lack on contingency plans. I had knee surgery in March and could not risk slipping over on muddy churned up ground. We had to make the difficult decision to stay home. Not good communication from the organisers, lots of people on similar circumstances reacting to the post about not arriving by car, but no response from SOTT

★ 2.5 / 5

Amanda Mitchell
17 July 2024

Review of Sign of the Times

Worst experience ever. No info after a flood of the campsite. No phone number for help. Security know nothing about event queries. No signage. Do not answer email or online enquiries. They take your money and run. Left after one night camping due to catastrophic organisation in face of bad weather. Ignore any queries or complaints or questions about refunds. Skiddle refuses to help too. Had to file a claim in PAYPAL and write to Rip Off Britain. Avoid like the plague. No matter how enticing the lineup don't do it. You will have a miserable experience and no recompense or acknowledgment or apology.

★ 2.5 / 5

Carolyn Westlake *Verified Review*
14 July 2024

Review of Sign of the Times

No contingency for rain. Bad lighting on Church End Road and on campsite. Car parks needed straw put down to help cars get out instead of getting stuck in mud. No traffic management on Albury End road which meant cars parked on verges and increased risk which ended in someone being hit by car

★ 3 / 5

Adam Botting *Verified Review*
13 July 2024

Review of Sign of the Times

My impressions on the festival: The main stage and tent were too close together. You had to be very close to the main stage in order to hear it over the tent. There were limited water refill points and they weren't very well sign posted. There was limited choice for food and the prices were relatively expensive. Having different selections for beer at the two bar areas resulted in a lot of footfall though the muddy fields. There were few spots to shelter from the elements. The venue had a tough time with the weather but could have taken more preventative measures with straw on the ground. Despite this the band choice was very good.

★ 2.5 / 5

Gary Scruby Verified Review

11 July 2024

Review of Sign of the Times

We know the organisers cannot help the rain, and it certainly rained! We had to leave early on Sat as we were unable to risk keep walking up and down the fairly steep hill to the music area as it got wetter and muddier. We're not disabled but are in our 60s and paid extra for posh' loos. However they were located by the 'tent' campsite, meaning a wet, slippery, muddy (and for us, dangerous) trudge down the hill and back up again, plus the posh facilities were so few it was pointless waiting in the queues to use them. Should have been separate posh loos for the 'campervan' area. I can imagine how great it might be on a hot, sunny weekend, but that slippery hill, combined with stupidly slow queues for bags to be searched, made it too stressful and miserable. The parking staff on arrival were lovely, but spending ages queueing in the rain with no 'queue managers' (so others simply pushed in) to then stand in the rain watching bands, then slip over up and down dark muddy hills is not for us. We watched as early as Sat, other vans getting towed out by tractors, that in turn churned up the mud each time they moved, and worried that by Sun/Mon we'd be unable to leave, so made an early exit and reluctantly missed the rest of the festival. Lineup was great but the layout means we'd not risk it again so sorry would not recommend.

★ 1 / 5

Sharon Gorrie Verified Review

10 July 2024

Review of Sign of the Times

Absolutely boring = noise could be loudly heard even though my house opposite fields is fully double glazed. Camper van spend the day and night parked outside the house, road congested and local residents as far as little Hadham village and Albury could not park near our houses, bad security not a sign of any wardens stopping parking in a residential area if there had been need of ambulance or emergency service it would have been disastrous. Poorly run!!!

★ 4.5 / 5

Anita Howroyd Verified Review

10 July 2024

Review of Sign of the Times

Great venue if in the dry but if it rains it's hell. If your disabled and in wheelchair or walking impaired it's a disaster

★ 2.5 / 5

Sarah Kellett Verified Review

9 July 2024

Review of Sign of the Times

Why did we have to pay extra £66 + booking fees for a live in vehicle pass that no one checked. 😡 and why did I hate to pay for one anyway??? No staff on hand to help with flooded exit/entrance in live in vehicle field and security (if that what their role was) who had no clue what was going on. The Big Top was so loud on Sunday it drowned out the main stage! Only 1 drinking water tap in the whole arena - the bar didn't have a water tap - how is that safe if it had been a really hot day? The music was okay and I enjoyed some bands I'd not heard of before. But I won't be going again even if the bands were good. The organisers didn't really have back up plans for the weather and no staff around other than checking you had no booze in your bag!! Not good

Positives 1. On site, Jessica was very helpful 2. Glamping tents in good condition, bedding comfortable, duvets clean and warm. 3. Well maintained loos in arena, well supplied with toilet roll and hand sanitiser right till the end of the festival. 4. Small scale - everything to hand. 5. Good variety of acts, something to please everyone 6. Reasonable variety of food choices. Negatives 1. No phone/internet signal on site 2. Stages too close or Big Top too loud, couldn't hear the main stage at times because of the noise coming from the Big Top. Big Top acts need to end before the Main Stage headliners begin. 3. Bands need to run to time, adjust the schedule if not enough time between bands to get set up properly 4. Once the rain turned the ground to mud, straw needed to be spread over the arena as it was seriously dangerous with many people slipping and falling over. 5. More picnic benches, we were discouraged from taking chairs in, but there was not enough seating inside the arena. 6. Many more toilets and washbasins needed for glamping area. 4 "posh" toilets for that whole area was not enough. They were kept stocked with toilet roll but ran out of paper towels very early on. Sinks had only a trickle of cold water which was hopeless for washing face/brushing teeth. 7. Showers good when working 8. Sinks with hot water needed for washing pots and pans in camping area 9. Extra tea and coffee van 10. Two, very different sized, glamping tents that were offered for the same price. Would have felt ripped off if in one of the smaller tents. Glamping tents were too close to the fence and the narrow path leading to the toilet block meant stepping over a series of guy ropes and a generator, this was dangerous and could have caused a serious accident, particularly at night. 11. Driving off the site after the festival was treacherous as the mud made this very difficult with many cars getting stuck and having to be pushed by other campers. No staff were on hand at this point to help.



3.5 / 5

Michelle Robinson Verified Review

9 July 2024

Disorganisation on entry, took us over an hour to get our wristbands so ended up missing the first act on Friday. A lot of the delays were caused by the searches and people being frisked, whereas understand due to safety issues but this seemed to be more about stopping people taking in their own alcohol. The rain came and was relentless, nothing anyone can do about that, however some measures could have been taken to ease the really muddy areas i.e. some metal gridding or even straw around the toilet areas at both the venue and camping areas, also same around the shower area and entrance/exit of the venue. The food was reasonable however the drinks very overpriced. Only freshwater available was down near the entrance, nothing provided separately at the campsite which was a long exhausting climb up and down a steep hill, then surrounded by mud which makes it very difficult to carry the water and be able to stabilise yourself. We left on Sunday even though we had a weekend ticket as couldn't face the thought of it becoming even more treacherous underfoot and exhausting trying to walk through thick, sticky mud where you slipped or got stuck !!! We also got stuck in our campervan trying to leave, luckily did manage to get off eventually but the exit again thick mud... nobody can help the weather but feel SOTT organisers can take better measures to alleviate how much it affects peoples safely and enjoyment.



Simon Gee Verified Review

9 July 2024

Review of Sign of the Times

So wet we didn't stay. Stewards were hopeless, signing was totally inadequate. Rain not festival's fault but their response to it for late customers was poor to non-existent.

[REPORT](#)



Derek Carr Verified Review

9 July 2024

Review of Sign of the Times

We didn't go in. I'm disabled We went to the festival but they wouldn't let us into the disabled camping area because it was full and also blocked off because of the flooding. We didn't go in because where they parked up was too far away so we had to book a hotel. We are just went back home on Saturday because it' was pouring with rain still and it will be terrible there now like Glastonbury conditions. The weather conditions were terrible. A refund is required.



Jackie Brighton Verified Review

8 July 2024

Review of Sign of the Times

Needed more security within the arena and campsites - I witnessed a lot of drug use. Needed better preparation for the bad weather. Needed more food stalls in the camping area



Matthew Kosin Verified Review

8 July 2024

Review of Sign of the Times

It rained all weekend and the organisers made absolutely zero effort to make it any less muddy, no straw, no wood-chips, even at the most trodden junctions, just a sea of mud from day one. Also every time you come in from the campsite you get physically frisked and patted down and touched up and have all your bags turned out and even camping chairs in case you try to bring in a can of beer. The food is low grade. The sort of thing you used to get at festivals decades ago. If you're camping there isn't even access to those food stalls until about midday or 1pm when the arena opens. Only one catering van in the campsite. The toilets were fine except the mud you had to wade through to get there. The showers were fine, but only 4 cubicles. Everything stops at 11pm except loud generator and engine noises which seemed to go on until about 2am.

★ 4.5 / 5

Nicola Thomas Verified Review

8 July 2024

Review of Sign of the Times

We had weekend non-camping tickets and we were also here in 2022 (in the sunshine). SOTT is an excellent small festival and I'd like it not to get any bigger. We had a wonderful time, weather aside! But when the sun came out dancing in the mud is a bit more fun. Pros: - Arena loos - well stocked, no queues, thank you! Best I've experienced as a hardened festival goer - Staff - all were excellent and friendly! Hats off to them in rather tricky conditions! - Bar queues - pretty much no queues all weekend, excellent! - Line up - absolutely fantastic, the best yet! - Food - fairly good selection but very limited for gluten free (chips!) - Shut down in thunder storm, good safety protocol and action - Benches - maybe a few more next year as were always full - Great size - arena is easy to move around and get from one stage to another (ignoring the mud) Cons: - W**d smell - everywhere! Nothing being done about it. Was disgusting and had two kids with me. - Bar prices - bit expensive for the choices - Big top music - too loud, clashes badly with main stage - Mud - very little prep and proactive action over the course of the weekend - More shelter - for rain & sun - Loos on the other side too would have been good but small enough area to walk back to the entrance Recycling - can this be provided for / encouraged next year? However, I do love this festival, recommend and will be back.

★ 1 / 5

Adam Welsh Verified Review

8 July 2024

Review of Sign of the Times

Appalling - disabled access non-existent, not sufficient planning for the weather, rude staff, really, so unbearable we had to leave.

REPORT

★ 3.5 / 5

Victoria Atkinson Verified Review

8 July 2024

Review of Sign of the Times

Music great Food great Shops were all great Bars great Sadly no water in the live in vehicle area, people stuck in mud with no staff to help. No support staff anywhere. Very rude and grumpy security staff. We felt totally abandoned in that top field. 2 music stages too close together so music clashed and was difficult to hear unless you went into the mud bog at the front. So called posh toilets an absolute joke. Filthy and unusable by Saturday morning. Not cleaned or serviced all weekend. No water in the sinks and showers totally disgusting. I'd have come out dirtier than when I went in if I'd dare to use it. I think SOTT need to do a lot more planning for this festival to become a success. We usually go to Latitude but thought we'd try something different. We won't be back.

I completed a lengthy application for accessible camping (which we were granted), including providing medical supporting evidence and lots of emails. My partner and I were sent an email to present on entering the festival, which entitled us to camp in the accessible area. We were told straight away, by security, that this area was full, and we would have to find somewhere else to camp. We were sent on a wild goose chase, involving leaving the site twice and re-entering. No-one had any idea what we should do and where we could pitch our tent. In the end a member of the security team just pointed to a space on the live-in vehicle field. Due to the heavy rain, we pitched our tent as quickly as we could, and didn't take in the fact that we were at the very highest point of the festival site, and it would have been impossible for my partner, who has significant mobility issues, to get down the steep hill or up again. Because of this, we were unable to even consider attempting to get into the arena. Therefore, we stayed in our tent all night, packed everything up in the morning and went home. I have heard at least 4 other people say that they were promised accessible camping, but were informed that it was full on arrival. I have basically paid £180 for sitting in a tent in a field for one night. Without an accessible camping facility, I would not have purchased tickets for my partner and myself; the level of organisation was shambolic - no-one seemed to have any idea what was going on, nor who to ask and how to help us. I will be requesting a full refund.



Linda Myers Verified Review

8 July 2024

I enjoyed the festival but due to the constant rain the site became unbearable. As I was not camping I had to negotiate getting out of the car park each night and by Saturday night it was extremely dangerous cars stuck in mud. I slid into a post so a very expensive festival for me with a dented car. Think the organisers could have attempted to lay something down to help drivers exit. I didn't attend on Sunday as couldn't face the car park situation again.



Paul Howroyd Verified Review

8 July 2024

Great local festival for us, Music was awesome, every band i saw played a thoroughly entertaining set! This was the third year we've been, drink prices were significantly higher this year, and the choice was poor. An event of this size with an older crowd I'd expect a selection of real ales as there have been previous years. It was also disappointing that no provisions had been made for disabled people, despite having been told there would be. One Lady in our group has very restricted mobility and found it near impossible to walk through the sloppy mud from her tent to the arena. Across most of the arena seemed to be a sound clash as the big top stage had the speakers pointing straight out, this meant it was hard to find anywhere uncrowded to sit and listen to the band on the main stage without hearing both. Overall the weekend was very enjoyable, but the organization of the event could be improved.

★ 3.5 / 5

Richard Teall Verified Review
8 July 2024

Review of Sign of the Times

The music was great. The facilities for the live in vehicles was woeful. No water tap which meant having to lug the water from the lower field which was no easy feat. No consideration was made for anybody less able. Disposal of toilet waste was not sufficient. Porter loo's had to be used as an alternative which was less than hygienic and upsetting for other people. No forward planning from the event organizers with regards to the poor weather. It was forecast. Walking boards in and out of the venue and around the bar area's. This should have been a consideration to aid movement around the venue.

★ 1 / 5

Jeni Donoghue Verified Review
8 July 2024

Review of Sign of the Times

Was turned away at the car park due to hazardous muddy conditions, so could not attend

★ 2.5 / 5

Mark Orbell Verified Review
8 July 2024

Review of Sign of the Times

Access to venue slow and ill thought. No contingency for bad weather. Food poor quality and expensive. The music was fantastic

Review of Sign of the Times

We attended in 2023 and absolutely loved the event, having purchased full weekend camping tickets with live-in vehicle and upgraded toilet/shower access. Didn't hesitate to buy the same package this year, or at least what we thought was the same package. The site modifications for 2024 left us feeling unamused, and that's polite phrasing. All the camper vans were parked on top of "cardiac hill" and the showers & nice toilets were down near the arena entrance, a fair old trek away. Anyone who walked with a stick, had a dodgy back/knee/hip, or breathing issues such as asthma, were instantly faced with a big problem - how many times can I manage that walk and incline each day? Once in the arena, we noticed a marked increase in prices at the bar and food stalls, beyond inflationary expectations. £6:50 for a can of cider that you can get for £1 in any supermarket. £12:50 for a bratwurst hot dog & small tray of chips. Yes, I would recommend this event on the strength of the music variety and quality, but would make it clear to everyone to go with deep pockets and be prepared for a hike. We survived the full weekend and slithered out of the muddy field via an unofficial track to the industrial park. Many others left much earlier, some as early as Saturday morning. The increasing number of gaps in the vehicle and camping fields told the story of a wet weekend that became very hard work. Will we return for Sign of the Times 2025? I doubt it.



Alison Niddrie Verified Review

8 July 2024

Review of Sign of the Times

We had heard lots of good things about the festival but it didn't start well, we arrived on Thursday but it took us an hour to be parked, apparently it was not like this the year before. We were in the vehicle field on top of a hill, but the nearest place to get water was down near the arena entrance... a bit of a walk when going up hill carrying water. Like all things when the rain comes and the festival organisers haven't sorted any contingencies it can cause stress. We were in the vehicle field and left Sunday morning as we were told nothing had been organised to pull vehicles out, vans were already skidding their way out at 10am on Sunday morning, adding concern about the field being even more churned up after further rainfall later. The organisers were asking on social media, for the Sunday arrivals to try and find alternative methods of getting to the site rather than by car, but offering no suggestions of where or how. We had paid for posh loos and showers, by Saturday afternoon only one of the ladies' toilets was working and we were being advised to use the arena toilets, as they were better. Some of the mixing for the music wasn't right and often we couldn't hear the singers very well. All staff were exceptionally friendly, however we never saw any medical support around the place and apparently the previous year there was someone continuously cleaning the toilets, but by Sunday morning a lot of the toilets were pretty full. Hopefully they will get back to where they were last year, it was a shame our first experience wasn't great but I appreciate that other festival goers said it was so much better previous years.



Stephen Raher Verified Review

8 July 2024

Review of Sign of the Times

Great music let down by poor organisation. Way too few toilets. Chaotic entry into camper van field. Quagmire caused by rain but no advance thinking - ie matting or hay to limit the mud spread. Only 2 bars, one of which served no draught beer and sold cans at £6.50. Very personal frisking on entry and only 2 person entry for anyone with a wristband. Employ more customer facing staff.



Ashley Whittaker Verified Review

8 July 2024

Review of Sign of the Times

Absolutely awful organisation I'm disabled and it was terrible Toilets broken etc. will not go again

★ 4 / 5

Kim Baines Verified Review

8 July 2024

Review of Sign of the Times

Great music and reasonable ticket price BUT we paid for extra for live in vehicle/campervan and there were no showers in that area at all with what looked like only a handful down by main camping. Also no water point - had to walk down to the main camping area next to the arena (then backup with a full container of water) Chemical toilet disposal completely full on Monday morning so nowhere to empty the van loo for us. Urinals overflowing on Sunday. Searches on entry were ridiculous. Full pat downs, security actually going into handbags and pulling things out. At one point I had forgotten to put my wristband on but no one checked that at all and I got into the venue with no band after being completely frisked and emptying my tiny handbag. Can only assume it was booze they were looking for because the price of it in the arena was extortionate. £33 for a warm bottle of crap wine is not good. £15 for margaritas - I pay less than that in some fancy bars in London to drink it out of a decent glass. Quite telling that the price of margaritas went down on Sunday as I suspect they hadn't sold many. The searches would have been better to be focused on illegal drugs because the amount of w**d being consumed in the arena was unbelievable, made the whole experience quite unpleasant and we moved multiple times to get away from the stench. Such a shame as the music and atmosphere, despite the rain was great.

★ 2.5 / 5

Melanie Shone Verified Review

8 July 2024

Review of Sign of the Times

Poor communication from camping/parking stewards - not clear where to go and where facilities were, stewards weren't present or silent/ didn't know much when asked. Not great first impression. There were no friendly knowledgeable stewards, only security/doorman. Not the same! Comms during event were poor re. Weather - suggested that there was no central help for stuck vehicles. Can't help the rain but organisers could do something about the major heavy tread areas. Didn't seem to be a coherent plan for poor weather, no appreciable attempt to help exit. It just seemed under staffed. Facilities extremely poor. Toilets not maintained sufficiently, too few toilets in the campervan field, single drinking standpipe was too far away - should be at least one in the campervan field. Chemical toilet disposal point was full to overflowing on Saturday. Posh loos had no water or soap or sanitiser and equally poorly serviced, shower drains blocked by grass and mud. It felt like they had been pitched up and left. Other festivals in a similar bracket manage to get these basics sorted- it's not impossible. Acts were good, but sound in the blue tent was far too loud and bled badly into the main arena. Glad we tried it but won't be returning!

★ 3.5 / 5

Michael Currie Verified Review

8 July 2024

Review of Sign of the Times

Poorly organised. Campervan at top of very steep hill. Water at bottom of hill a very long and very hard slog away. Chemical emptying containers taken away and not replaced for over 24 hours. I know it was very wet and muddy but a bit of Straw in entry/exit area would have saved extreme mud.

★ 2.5 / 5

Anthony Dalton Verified Review

8 July 2024

Review of Sign of the Times

Signage and lighting poor, stewards and bar staff badly trained, no lights or sanitiser in toilets. In view of heavy rain, virtually no shelter to eat overpriced food and no matting/straw or boards in heavy traffic areas making walking hazardous. Limited choice in the so called "craft beer tent" which also offered no shelter from the weather for overpriced (4 quid for a half) beer in non recyclable plastic glasses which ended up strewn all over the field (no litter pickers) The one efficient part seemed to be the searching and patting down of patrons to ensure there were no drinks smuggled in. The main stage and the big top were too close together so that if the headline act got to a "quiet bit" it was drowned out from the other stage. Took the shine off seeing some of my favourite bands. Have the organisers not been to any other festivals? Needless to say, will not be going again.

★ 2.5 / 5

Roger Arnold Verified Review

8 July 2024

Review of Sign of the Times

Whole site is on a slope, motorhome camping is furthest away from the festival site. I wasn't checked for a valid wristband all weekend, security were more interested in forensically searching for alcohol, spoilt the vibe for us. Very limited choice at the bar, no gluten free beer available. Didn't enjoy paying £6.50 for a CAN! of cider. Food was limited, and despite being told gluten intolerance would be catered for, my partner was left with a choice of chips or chips all weekend. When we left the festival there was zero signs or marshals directing us towards the exit. Our group has been to many festivals, small and large in the past but whilst we loved the diversity of the music, sign of the times is not a festival any of us will be returning to.

Review of Sign of the Times

The weather was less than summery this year, 2024 No fault of S of the T. A huge disappointment was lack of water and shower facilities at the live-in vehicle site. Sited at the top of a 200ft hill, it is no surprise that a water supply from the valley would not have sufficient head. Surely the commercial estate next to the site would have adequate supply. Very poor planning. Also, there was no attempt to mitigate the extreme mud at critical points, like areas around portaloos, at the arena entrance and at heavily used crossing points. There was no attempt to communicate with vehicle owners how they could summon help if their vehicles failed to negotiate the mud. Again, there seemed little consideration given to contingency planning. Some security staff were hardly 'happy greeters' at the entrance bag-and-person search area, surprising given this is an event advertised as family-friendly. One local woman complained when her phone fell into the mud while searched, then photographed the security individual involved. Physically forcing her to give up her phone so the photo could be deleted was in my view an act of assault and unjustified aggression. Notwithstanding the rain, overall, this event was the poorest in terms of facilities for the paying punters that I have experienced. In summary, the organisers could do better.

★ 3.5 / 5

Lorraine Harding Verified Review

8 July 2024

Review of Sign of the Times

The bands were great but the organisation was poor. They didn't cater for the wet weather (was forecast to be wet). No loos in the live in vehicle section. Assessable area not very assessable.

★ 1 / 5

Alan Surrey Verified Review

8 July 2024

Review of Sign of the Times

We bought a disabled weekend camping ticket to find when we arrived to be told sorry its full you will have to park with able body parking, as I'm in a wheelchair and the entrance was about a mile away at the bottom of a hill we found it impossible to get about so left, complete waste of time more than sign of the time. Will be seeking a refund.

★ 3 / 5

Helen Floyd Verified Review

8 July 2024

Review of Sign of the Times

Not at all disabled friendly if your disability is invisible. They won't help unless you have an Access card which costs £15. They don't tell you that until you have actually bought a ticket. If you buy the ticket the day before you don't have chance to sort that out. Long walk back to the car up a relatively steep hill, then through the campsite which was unlit so the risk of tripping over guide ropes was high. Quite a few people seemed very disoriented. Music good, fair price but organisation and venue ???. I won't be going again no matter who's playing there.

★ 4 / 5

Emma Shepheard Verified Review

8 July 2024

Review of Sign of the Times

Again there were issues with the festival- and they don't seem to learn each year. VIP area was too near marquee so you couldn't hear the main band from there. Total sound clash when both stages were playing. VIP food not nearly up to standard of previous years apart from Saturday. The toilets weren't regularly checked/cleaned and the water ran out frequently, so couldn't wash hand in VIP toilet or dry them as no paper towels. Carboids were taken away half full and then only half of them returned which were full so couldn't empty toilets at the end of the festival. Also no water stand pile up at the top where the camper and were parked meaning a walk up a steep hill with fresh water. No straw/wood chips put down when main stage area, exits and toilet areas became quagmires. There seemed to be no wet weather provision consideration. As the price creeps up, punters expect the provision to keep pace and not decline.

★ 1 / 5

Jason Pedder Verified Review

8 July 2024

Review of Sign of the Times

Turned up at 530pm on the Friday to find the disabled camping area was full even though I had bought and applied for the tickets in advance. Because of a severe lung condition causing mobility issues the stewards alternative of a campsite situated up a hill was unsuitable, so had to come home and miss the whole festival. Still waiting to hear from organisers about refund. Shame that they don't welcome disabled people. Unable to give no more than one star on any of categories, but can say the previous festival 2023 was good.



Rosie Mitchell Verified Review

8 July 2024

Review of Sign of the Times

This is the third year we've been to the festival, massively unimpressed, while I appreciate you can't control the weather, nothing was done to try to improve the ground, it was treacherous to walk and drive on. Surely getting some bales of straw would've helped. Only 1 block of toilets in the arena, only 1 entrance. The position of the tent was poor as you could hear music from there when close to the front of the main stage. Disappointing



Corinna Rowe Verified Review

8 July 2024

Review of Sign of the Times

SOTT posted on Saturday morning, not to arrive by car due to the wet weather, suggesting getting dropped off or finding other means of transport. Not really an option for a rural venue. There were many posts on social media about the site not being fit for purpose and lack of contingency plans. I had knee surgery in March and could not risk slipping over on muddy churned up ground. We had to make the difficult decision to stay home. Not good communication from the organisers, lots of people on similar circumstances reacting to the post about not arriving by car, but no response from SOTT



Angela Jones Verified Review

8 July 2024

Review of Sign of the Times

I am a disabled wheelchair user. I can accept that the weather was particularly awful however It was like you didnt cater to accessibilty at all. NO accessible parking, and due to the amount of mud and lack of accessibility I was unable to attend the event on Saturday or Sunday as a wheelchair would not have been able to manoeuver onto the site. Absolute shambles.

★ 2 / 5

Michele Benn Verified Review

8 July 2024

Review of Sign of the Times

Our first time. Enjoyed some of the music but the sound in big top wasn't good and it interfered with the main stage. Friendly atmosphere and the main toilets were mostly fine and plenty of them so no queuing but we'd paid £25 each for posh loos which were disgraceful: doors not aligned so didn't lock, no water, soap or paper towels. Ridiculous placement. Too far from top of campsite. Needed several more blocks. Camping facilities inadequate: Rutted, sloping field with big holes, no water, no usable toilets or rubbish bins at top of field. We brought a small tent for 2 of us as information on website advised if we brought a big one we'd be told to take it down...no stewards monitoring this at all. Couples with massive tents. Wish we'd brought ours. No matting on main walkways, mud was hazardous. No clear First Aid station or signposting. Inadequate sheltered areas. Thai curry was delicious and good value. Drinks over-priced. Yoga and Sound bath were a great way to spend a couple of hours relaxing but timing could have been half an hour earlier as last half of Sound bath drowned out by big top music. Overall: Nice friendly atmosphere and some good music but wouldn't recommend this festival to friends given the quality of sound, very poor organisation and management. No-recycling facilities and shocking amount of single use plastic.

★ 2 / 5

Matthew Bartolo Verified Review

8 July 2024

Review of Sign of the Times

Dreadful weather that SOTT obviously were not prepared for, no showers with 20 minute walk of the live in vehicle camping, with only one water point over 10 minutes away, coming back up Cardiac hill. Very poor signage, SOTT you got greedy. We will never attend again.

★ 2 / 5

Shaun Nikiel Verified Review

8 July 2024

Review of Sign of the Times

Everything done on the cheap and without proper planning. Rubbish and won't return or recommend.