Terms & refund policy

Version 11D · 12 October 2026 · Governed by the law of England and Wales.

The key points

- Bell-tent bookings made by 31 March 2027 (pairs, Weekenders and Sunday nights) can be paid in stages: 20% when you book, half by 31 January 2027 and the rest by 1 June 2027; from 1 January 2027, half when you book. Parking on its own is paid in full. A payment not made within a week of its date lapses the booking (clause 6).
- If you cancel, we keep 20% of the booking price up to 31 January 2027, 50% up to 1 June 2027 and all of it after that, but you can pass your booking on free up to 7 days before arrival, or ask us to resell it (clause 7).
- If a show is cancelled before 1 July 2027, we refund the nights for it in full; after that, your booking stands. Parking for a cancelled show is always refunded in full (clause 9).
- A moved show moves your booking with it where we can host the new date, and is not grounds for a refund (clause 9.5).
- We do not refund for journey problems, weather that does not close the site, changes to the walking route, or the bar opening shorter hours (clauses 9, 12 and 15).

A summary only: the numbered clauses below are the terms.

1. About us and these terms

1.1 These terms apply to every booking with KBCE Limited, trading as Knebworth Basecamp ("we", "us", "our"), a company registered in England and Wales (company number 17486883) whose business address is Nup End Business Centre, Old Knebworth, SG3 6QJ. We run a temporary, independent glamping and parking site on private farmland at Old Knebworth, Hertfordshire.

1.2 We are not connected with the artist, the organisers, Ticketmaster or Knebworth House, and we do not sell concert tickets. Your booking with us is separate from your concert ticket.

1.3 The terms that apply to your booking are the ones on this page when you book. The version is shown above and in your confirmation email.

1.4 You can contact us at hello@knebworthbasecamp.com. We contact you by email, and anything we or you send by email counts as in writing.

2. Definitions

2.1 "You" means the lead booker, who makes the booking, and everyone on the booking.

2.2 "Booking" means the tents and parking spaces you book and the nights and days they are for.

2.3 A "show" is one of the Oasis concerts at Knebworth Park in September 2027 for which we sell nights and parking, and "the organisers" are the promoter and anyone acting for them.

2.4 The "nights linked to a show" are Friday and Saturday for a Saturday show, and Sunday for a Sunday show. A night that is part of a Weekender is valued at £633.

2.5 "Permissions" are the permissions, notices and licences we need to run the campsite, the car park and the bar.

2.6 "Our costs" has the meaning given in clause 9.7.

3. What you are buying

3.1 A licence to park one vehicle in a marked bay for the show day booked, or to occupy one pre-pitched bell tent for the nights booked.

3.2 Glamping guests also have use of the shower block, toilet block and shared facilities in the glamping field, and parking for one car per tent in the guest car park. An extra car can be added on request after booking, at £35 a night while there is space; it parks in the guest car park too. Parking guests can use the toilets in the bar compound while it is open and has room.

3.3 Your booking is for those nights and days and is separate from the concert. Food and drink are not included. We do not guarantee a specific bay or tent number until you arrive.

3.4 We may make reasonable changes, such as an equivalent tent, beds or facilities from a different supplier, as long as they do not materially reduce your stay. A supplier letting us down is our responsibility: we provide an equivalent, or refund the nights affected in full.

3.5 The facilities are temporary. If one fails, we repair or replace it as quickly as we can, and a short interruption is not grounds for a refund.

3.6 Images marked as illustrative show the concept, not the finished site.

4. Concert tickets

4.1 A booking with us is not a concert ticket and gives no right of entry to Knebworth Park or the event. We do not sell, source or resell concert tickets, and we do not act as agent for anyone who does.

4.2 We make no promise that the concert can be heard or seen from the site. Attempting to enter the event without a valid ticket is a matter between you, the organisers and the police.

4.3 Not getting a concert ticket, or not being able to use one, is not grounds for a refund.

5. Your booking

5.1 The lead booker must be 18 or over, accepts these terms for everyone on the booking, and is responsible for their conduct, for loss or damage they cause beyond normal wear, and for costs we reasonably incur because of a breach of these terms.

5.2 When you pay, you are asking to book; the contract starts when we email your booking confirmation. If we cannot confirm it, for example because the last tent sold while you were paying, we refund you in full.

5.3 Check your confirmation and tell us straight away if anything is wrong. Keep your email address up to date: we send everything important by email.

5.4 We may cancel a booking made at an obvious pricing error, or where payment fails or appears fraudulent, and we refund anything paid.

5.5 If we do not provide your booking for any reason other than those set out in clauses 9 and 10, or your own breach of these terms, we refund everything you have paid, including any deposit.

6. Payment and paying in stages

6.1 Prices are in pounds sterling and include any VAT.

6.2 Bookings are paid in full at the time of booking by card through Stripe, except where paying in stages is offered at checkout and you choose it. We do not hold spaces without payment, apart from a 30-minute hold while you complete checkout.

6.3 A booking that includes a bell tent (a Friday and Saturday pair, a Weekender or a Sunday night), made on or before 31 March 2027, can be paid in stages. If you book on or before 31 December 2026, you pay a deposit of 20% of the booking total when you book, bring the total paid to 50% by Sunday 31 January 2027 (the second payment), and pay the balance by Tuesday 1 June 2027. If you book from 1 January to 31 March 2027, you pay 50% when you book and the balance by Tuesday 1 June 2027. Each amount is rounded to the nearest pound. Other bookings (for example parking on its own, or anything booked after 31 March 2027) are paid in full. The price is the same either way and is fixed when you book.

6.4 We email a secure link for each payment, with reminders, and you can pay early. If you pass a booking on, the new lead booker takes on any payments still to come.

6.5 Money paid towards a booking, including a deposit, is refunded only in the cases these terms set out (clause 8.1).

6.6 If the second payment is not made by the end of Sunday 7 February 2027, or the balance by the end of Tuesday 8 June 2027, the booking lapses: we email you, keep what you have paid and put the tent or space back on sale, and nothing further is owed. Any payment we receive after a booking lapses is refunded in full unless we agree to reinstate the booking.

7. Cancelling, passing on and resale

7.1 You may cancel your booking by telling us in writing. We then keep a share of the booking total, set by the date we receive your notice, and refund anything you have paid above it: up to and including Sunday 31 January 2027, 20%; from 1 February up to and including Tuesday 1 June 2027, 50%; after 1 June 2027, the full price. The same applies however you paid. If you have paid less than the share we keep, we keep what you have paid and ask for nothing more. These amounts are rounded to the nearest pound and are a genuine estimate of our loss, which grows as the shows get closer and a tent becomes harder to resell.

7.2 After 1 June 2027, bookings are non-refundable, including if your plans change, you find somewhere else to stay, or you arrive late or leave early, because you can pass your booking on or ask us to resell it instead (clauses 7.4 and 7.5).

7.3 The 14-day cancellation period for online purchases does not apply, because bookings are for leisure services on specific dates (Consumer Contracts Regulations 2013, regulation 28(1)(h)).

7.4 You may pass a booking to someone else free of charge by emailing us the new names and car registrations, quoting your booking reference, up to 7 days before arrival. Passing a booking on changes the names on it; any refund goes back to the card it was paid with.

7.5 If you cannot come, you can ask us to resell your booking. Once every other tent or space for those nights or days has sold, we offer yours; if it sells before your first night, we cancel what we resold and refund what you paid for it, less the card fee our payment provider keeps. If it does not sell, nothing is refunded.

7.6 A booking may not be sold for more than its price. If we find one offered for more, we may refuse the transfer, or cancel the booking and refund it.

7.7 Changing dates is at our discretion and subject to availability; you pay any increase in price, and we refund any decrease.

8. How refunds work

8.1 We make refunds only in the cases these terms set out.

8.2 Refunds go back to the card you paid with, within 14 days of our confirming the amount. If a card refund fails, we pay by bank transfer.

8.3 We strongly recommend travel insurance that covers cancellation, travel disruption and the cancellation of the concert.

9. Events outside our control

9.1 **A cancelled show.** If a show is cancelled and we know before 1 July 2027, we refund in full what you paid for the nights linked to it and for parking that day, including any deposit, even on a

booking that has lapsed.

9.2 From 1 July 2027 we are committed to our suppliers. If a show is cancelled on or after that date, your booking stands, because we can still provide it: you can still come, pass it on or ask us to resell it (clauses 7.4 and 7.5). If we decide not to open for those nights, we refund what you paid for them, less our costs.

9.3 Parking for a cancelled show is refunded in full.

9.4 **What counts as cancelled.** A show is cancelled if, before Oasis go on stage, the organisers call it off, announce that Oasis will not perform, or hold it without an audience. A show that Oasis start and is stopped early, or goes ahead with different timings or a smaller audience, has gone ahead. Nights you have already stayed are not refunded.

9.5 **A moved show.** If a show moves to another date, your booking moves to the same number of nights ending on the new show night, if we open for them; we tell you within 14 days of the new date being announced. A moved show is not grounds for a refund: if you cannot make the new date, you can pass your booking on free of charge (up to the day before, if the new date is announced less than 7 days ahead) or ask us to resell it. If we will not open for the new date, or no new date is announced within 60 days of the postponement, we treat the show as cancelled on the day the new date is announced or on that 60th day.

9.6 **The site.** If severe weather, flooding, fire, an epidemic, terrorism, a strike or another emergency, or an order, restriction or advice from the government, the police, the council, the fire service, the emergency services or another authority, means we cannot open the site or have to close all or part of it, including on the day: if we know before 1 July 2027 that we cannot provide your nights or days, we refund them in full; otherwise we refund the nights we cannot provide, less our costs. Parking days we cannot provide are refunded in full. A permission that is refused or withdrawn is covered by clause 10.2.

9.7 **Our costs.** Our costs are what we have paid, or are committed to pay, our suppliers for the nights concerned and cannot get back from them, shared equally between the tents booked for those nights, plus the card fee our payment provider keeps, and never more than you paid for those nights. We tell you within 14 days of the cancellation whether we will open, and confirm your refund, with the figures, within 30 days.

9.8 **Your journey.** We control our field, our gate and our private lane, not the public roads or public transport. Road closures, police traffic management, congestion, strikes, rail disruption and weather on the way are outside our control; we do not refund for delays, missed performances, travel costs or not being able to reach us. We will help where we reasonably can, and you can pass your booking on as usual. If an official closure means you cannot reach us at all, we will offer to move your booking to another show date if we have space.

9.9 If an official closure cuts off the site for everyone for a whole arrival day, we treat that night as one we cannot provide under clause 9.6. If it stops everyone reaching our car park from gate opening until the show starts, we refund parking for that day in full.

9.10 **Weather.** Weather that does not close the site is not grounds for a refund.

10. Permissions and changes

10.1 The campsite, the car park and the bar run under temporary permissions and a Temporary Event Notice, some of which are applied for in the months before the event.

10.2 If a permission we need to run the site is refused or withdrawn, or granted on conditions that stop us running it, we cancel the bookings affected and refund everything paid. Unless we caused the problem, that refund is all we owe.

10.3 We may have to change the layout, the number of tents or parking spaces, facilities, bar and food hours, arrival and departure times or the site rules to meet a condition, direction or advice from the council, the police, the fire service or another authority. We will tell you as soon as we can.

10.4 If a change materially reduces your stay, you can cancel the nights affected for a full refund. Changes to the bar or food are not a material reduction (clause 15.2).

10.5 If we have to reduce the number of tents or spaces, we cancel the most recently made bookings first and refund them in full.

10.6 Any other order that stops us opening or makes us close, including on the day, is covered by clause 9.6.

11. Roads and traffic

11.1 We control our field, our gate and the private lane to it. We do not control the public highway, event road closures, police directions or the volume of traffic on the day, and we cannot guarantee journey times, arrival times or that you reach the concert by any particular time.

11.2 We do not hold cars in our car park (there is no block release) unless the police direct us to, and the police or stewards may hold or divert traffic on the lanes and public roads while crowds clear.

11.3 Our routes and timings are advice based on how previous Knebworth events have run, and you are responsible for leaving enough time. We are not liable for delays, missed performances or costs arising from traffic or road management outside our reasonable control; clause 9.8 sets out what happens if a closure stops you reaching us.

12. The walk to the show

12.1 The walking route to the arena, and which entrances are open to the public, are decided by the organisers, the estate and the police, not by us.

12.2 Walking times and distances we give are estimates based on past events. We cannot guarantee any route or entrance, and a change to them is not grounds for a refund. We send every guest the confirmed route before arrival.

13. Arrival and departure

13.1 The parking gate opens at 09:00 on show days, and show-day parking closes at 02:00 after the show: there is no overnight parking and no sleeping in vehicles, campervans and motorhomes included. Glamping check-in is 14:00–22:00 on the arrival day and check-out is by 11:00; if you will arrive after 22:00, tell us and the host will check you in.

13.2 Glamping guests park in the guest car park; no vehicles in the glamping field.

13.3 Show your ticket at the gate and wear any wristband we give you. Wristbands are for the named guest only and may not be passed on, and we may refuse entry without one. Stewards may check bags and vehicles for prohibited items.

13.4 In an emergency, follow the instructions of our stewards and the emergency services, including any instruction to leave your tent or the site.

14. Site rules

14.1 Follow steward instructions at all times. Keep aisles and fire lanes clear.

14.2 No smoking or vaping anywhere in the glamping field or the bar compound.

14.3 No open flames of any kind: no fires, stoves, barbecues, candles, incense, gas canisters, gas lamps or heaters; food and drink are sold in the compound. No fireworks, flares, smoke bombs or sky lanterns anywhere on the site.

14.4 Up to four guests per tent, all on the booking; no unbooked visitors in the glamping field overnight. Do not move, re-peg or alter the tents, and no extra tents, gazebos or awnings. Guests may not pitch their own tents or sleep in vehicles.

14.5 No glass anywhere; you may bring your own drinks to your tent, but no outside alcohol in the bar compound. No generators, no amplified music, quiet hours 23:00–07:00.

14.6 No illegal drugs or nitrous oxide. No drones. No ticket touting, selling or trading on the site.

14.7 Vehicles: 5 mph in the car parks; park where the stewards direct, never on the lane or verges; no vehicles in the glamping field.

14.8 Use the bins and leave your tent as you found it. There is no damage deposit; damage beyond normal wear is charged at cost.

14.9 No dogs in the glamping except assistance dogs; dogs in the car park on leads. No unaccompanied under-18s.

14.10 Anyone who is abusive or dangerous, or who seriously or repeatedly breaks these rules, may be asked to leave without a refund. Smoking in the glamping field or bar compound, and using fireworks or flares, are serious breaches.

15. The bar compound

15.1 Alcohol is sold under a Temporary Event Notice in a fenced area with a legal capacity limit. Entry is at the discretion of door staff and may be paused when the compound is full. Challenge 25 applies, and no alcohol may be brought into the compound.

15.2 Food and drink are paid for separately, sold by us and by independent traders, and are not part of what you pay for. If the bar cannot open, or opens for shorter hours, because of the licence or anything else outside our control, that is not a material reduction of your stay and not grounds for a refund.

15.3 Tell staff about any allergy before you order: food is prepared where allergens are present.

16. Your vehicle and property

16.1 Vehicles and belongings are left at your own risk; we are not liable for loss or damage unless it is caused by our negligence.

16.2 The field is agricultural land: surfaces are uneven and may be soft after rain. We will help recover stuck vehicles with a tractor where we can; we are not liable for damage in doing so unless it is caused by our negligence.

17. Our liability

17.1 Nothing in these terms limits liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for anything else the law does not allow us to limit.

17.2 Otherwise our total liability to you is limited to the amount you paid us for the booking, and we are not liable for losses we could not reasonably have foreseen.

17.3 Where an event outside our control stops or changes your stay, we are not liable for the cost of concert tickets, travel, other accommodation or other arrangements you make, which travel insurance can cover; what you get back is set out in clause 9.

17.4 Services on site run by independent traders are their responsibility, except where we are negligent.

17.5 Nothing in these terms affects your statutory rights.

18. Complaints

18.1 If something isn't right during your stay, tell the host straight away so we can put it right. Otherwise please email hello@knebworthbasecamp.com within 14 days of your stay; we reply within 2 working days.

19. Your information

19.1 We use your name, email, phone, the names of your guests and vehicle registrations only to run your booking and the site on the day. Payments are handled by Stripe; we never see your card details.

19.2 Personal details are deleted or anonymised within 90 days of the last event, unless we need them for a refund, a payment dispute or a legal claim, and then only for as long as that takes. Transaction records without personal details are kept for six years for tax. Our privacy notice has the full picture.

19.3 We may photograph and film the site for our own promotion; tell the host if you would rather not appear. Commercial filming or photography on site needs our permission.

20. General

20.1 We may use contractors for parts of the service, and may transfer this contract to a business that takes over the site if that does not reduce your rights; we will tell you if we do.

20.2 If a court decides any part of these terms cannot be enforced, the rest still applies.

20.3 These terms are governed by the law of England and Wales. If you live in Scotland or Northern Ireland, you can also bring a claim in your local courts.