

LoveHerder Hardship & Carers Ticket Policy

LoveHerder is a community wellbeing project delivered by High on Life CIC (Reg: 16835951).

At LoveHerder, we believe everyone deserves access to safe, sober, ND-friendly and family-friendly wellbeing spaces. We know that financial circumstances can vary, and we want to make the festival as accessible as possible for those who need support.

This policy explains the help available for guests experiencing financial hardship, and for those who require a carer or personal assistant to attend.

Hardship Tickets

If you're experiencing financial difficulty, you can apply for support through our Hardship Fund. Our financial hardship form is for those who would love to come to LoveHerder but don't quite have the financial means to attend a festival. We are well aware that times are hard and strive to help those who need it.

At LoveHerder, we want to make this gathering as accessible as we can for those who need a little bit of help. By offering concessions we hope that we can fulfil this purpose.

We have a limited number of financial hardship tickets available, and we want to ensure they reach the people who genuinely need them most. If you're in a position where you're able to attend multiple events throughout the year, please be mindful that others may not have these opportunities and may rely on this fund to access the festival.

Honesty & Integrity

All we ask for is honesty and integrity. This fund is limited and is intended for those who genuinely need financial support to attend.

Support Levels

We offer a set level of support to help make tickets more accessible. If the level of support offered is not enabling you to attend the festival, please contact us and we will do what we can within the limits of the fund.

Limit on Hardship Applications

To keep the festival sustainable and ensure fair access, we offer a limited number of hardship tickets each year. Once these places are allocated, we may need to pause further applications until additional funding becomes available. We encourage early applications to avoid disappointment.

Additional Support (Exceptional Circumstances)

In some exceptional circumstances, we may be able to offer a higher level of discount. If you feel you need more support, just let us know — we will always do our best to help. Enhanced hardship support is limited and offered on a case-by-case basis depending on available funds.

❤️ Carers Tickets

If you need a carer or personal assistant to attend the festival with you, they can come free of charge.

To receive a Carers Ticket, we require evidence of a valid Carers Card.

We accept:

- Carers Card
- National Carers Card
- Access Card with +1 symbol

We are unable to offer Carers Tickets without a recognised Carers Card. This policy is in place to ensure the fund is used fairly and to protect the festival from misuse.

Carers have full access to general festival areas and can join workshops if they choose to.

🌸 How to Apply

To request a hardship or carers ticket, just complete the short form on our website or email us directly.

We'll ask for:

- your name
- contact details
- the type of support you're requesting
- a short explanation (a sentence or two is enough)
- Carers Card evidence (for Carers Tickets only)

We aim to respond within 14 days.

🌙 Our Commitment

All applications are treated with dignity, compassion, and confidentiality. No one will ever be asked to justify their circumstances beyond what they feel comfortable sharing. LoveHerder is here to support you, and we want you with us.

