

## Appendix A

### Email 1

Sent: 30 August 2016 12:17  
To: Entertainment Licensing  
Subject: Leeds Festival 2016

To make you aware that we were affected by noise from this weekend's festival; Sunday evening was a bit of an issue from 7-ish until approx. 11.30pm, but we were then woken early Monday morning at 05:30hrs, which was a big issue!

Unlike previous years, we haven't had anything through the letterbox from the organisers of the event, so we didn't have any telephone numbers to contact. I did however send a couple of emails to an address I found online, [info@leedsfestival.com](mailto:info@leedsfestival.com) (I received an auto acknowledgement to the first email but nothing has come through since).

A lot has been reported in the press and on social media around lack of lighting on the festival site; the reduced numbers of stewards, poor traffic management and poor public transport. I trust that noise will be considered along with these other issues when it comes to planning for next year's event, that's if it's going to be repeated. Whilst I appreciate that local villages are somewhat "compensated" by Melvyn Benn/Festival Republic - grants to community groups, reduced priced entry tickets etc - only a minority of local residents benefit; the majority simply have to endure a long weekend of disruption.

### Email 2

I'm writing in regards to the disruption caused by the Leeds Festival, I would like to make a complaint to you in the hope you can take some action as my local councillor, I am writing with regards to the noise that we had to endure into the early hours of Thursday morning with the music not ceasing until at least 2.30 am this is unacceptable and is something that we have to tolerate every year, not only do we have the inconvenience of roads being closed which makes other roads around where we live impassable and due to this my son had to miss his swimming lesson at Wetherby leisure centre because the roads near to my house were gridlocked and we were uncertain how the clear roads would be for getting back home and swimming lessons are non-refundable so this is a financial implication.

The inconvenience caused by this festival is tolerable but being kept awake until the early hours of the morning by banging music coming from the site is not! I understand that the festival is good for our local big businesses like Tesco, Subway, Greggs etc. It seems that their financial gain is at the detriment of local residents and local residents don't seem to see any of the benefits of having a festival at Bramham park, as I gather some residents are compensated but I believe this compensation should be wider spread as the Festival has already had a negative financial impact on my family and it hasn't officially started.

I would ask that action is taken; I believe that the noise from the festival should be monitored by Leeds city council and I'm sure there will be terms of a licence this licence needs to be enforced by Leeds city council to put an end to the disruption the noise has caused.

### **Email 3**

Sent: 30 August 2016 14:13  
Subject: Re: Leeds Festival 2016

I'm shocked that they have been granted a licence for music until 6am. I think that's extremely unfair and anti-social to the local residents. Have they had that licence every year or did it change recently?

I'm not sure about the layout of the stages at the festival but we heard nothing at all on Friday. However, Saturday was very loud up to 11pm and then stopped. I had assumed, obviously quite wrongly, that it finished at that time but I was woken up by the drums and baseline of music at 2am.

I wasn't aware that I could contact someone at the Council at that time of night but I did call the police at around 2.40 am to ask about the terms of the licence. They said they would get someone to investigate. The noise appeared to stop at 3am. Please do forward my complaint on to the relevant person. I have had to contact someone previously a few years back when it was so loud my house was vibrating but unfortunately I no longer have their details.

### **Email 4**

On drop off the yellow signs directed traffic to a field called 'drop off' which was not clearly named other than 'drop off'. I had no idea it was called Red Car Park One. In the field called 'drop off' a track lead to the left so I assumed that there was a system whereby one followed the road around to a drop off point and then followed the track round to the exit. There were no signs visible on the track saying that it was called Red Car Park 2.

What actually happened at drop off was a free for all where drivers could park where they liked in the field and then drive in the general direction of the exit in any straight line they chose.

On leaving I drove past a sign further up the public road directing traffic to Red Car Park 2. Therefore by deduction I guessed that I had dropped my daughter and her friends at Red Car Park One although I couldn't be sure. At no time could I see any signs giving the name of the Red Car Park One.

On pick up it was only fortuitous that I came across the Red Car Park One sign. It was far too short to be seen above the people and vehicles, had only one face bearing the words Red Car Park One and was not illuminated. I had to get out of my car which was jammed in between other cars and walk some distance towards and around the sign to see what it said. If I had chosen to move further to the back of the field or the left I might never have found it.

The signs and also the LACK of them; and what they decided to call the car parks caused confusion from the outset. They were totally inadequate and made no logical sense. Obviously no one from the event has ever tried to find their child in the dark in a

strange place with thousands of cars and people milling round without reference points. At one point I despaired at not being able to give my daughter any reference point to find me. She had no idea where she was and there were no stewards to ask. I was about to report her as a lost child to the police when I saw the small and low down sign saying car park one and guided her there from car park 2. Imagine trying to find your car or a person in a large dark field or 'car park' as they call it amongst hundreds of randomly arranged cars. The lack of reference points and chaotic parking caused the young people to swarm near the entrance where the cars entered the site making it difficult for cars to enter. This was completely understandable, otherwise how would their parents ever find them? It was dangerous for the pedestrians and the drivers. It caused the incoming traffic to move slowly and be at a standstill at times. No one supervised this or asked the people to move away from the entrance.

Having researched traffic management etc. etc. in the light of the events of that night I came across the fact that 300 cars on average is equal to a mile of traffic. I have contacted the Leeds Highways Department to ask for some information about the events traffic management plans and why Highways consider this event with a 90000 capacity to be logistically viable given the road infrastructure at the site. In theory, that equated to 300 miles of cars. Perhaps you could liaise with them.

There was a police van parked in the field with a few officers who seemed to be doing something on the public road. They were not concerned about what was happening in the field. I have sent a copy of my account to Dee Collins – Chief of Yorkshire Police and she is speaking to the event commander whoever that is, so she is already aware of the events. A police helicopter flew overhead and posted pictures of the chaos on a Twitter account! When I called the 101 number to gather some information about the role and responsibility of the Police in this I was in a nutshell, told to go away and contact the organisers as it is private land, by a police officer who would not even give me his name. I have subsequently been watching youtube footage of the Leeds Festival posted by the festival goers. I have seen open fires when they are banned, people exploding cans in fires into peoples faces, people 'branding' each other with metal rods heated on an open fire and people openly taking and smoking drugs. One man dumped a black bag of human excrement next to the tents. I saw young stewards with armfuls of gas canisters, glass vessels fire lighters saying they were exhausted from working long hours. I saw people throwing up onto the floor and obviously not cleaning it up. The campsites look like landfill sites. The health hazards are obvious. My daughter was in one of these campsites with heaven knows who camped next to her.

I am sending these to Melvyn Benn who is responsible for this disgusting event. I am not sure if you are aware but Melvyn Benn is responsible for 'fixing' T in the Park which has exactly the same issues as I experienced at the Leeds Festival. Have Leeds Council met him? Here he is talking about how he is going to fix T in The Park

<https://www.youtube.com/watch?v=Zsw2kNmdnDw>

He only fixed that event because enough people complained and thus far has 'got away' with Leeds Festival as no one has done anything about it. Most people simply put up with it. The kids think paying £200 or more, living in a small tent on a landfill quagmire and sleeping in the same clothes for three days is fun.

I suggest you visit youtube yourself for evidence of what goes on inside the gates. You will need to go deep into the pages as the first 4 or so are taken up with shiny manufactured videos of the bands which make it all look lovely. We see the glossy 'fun' videos of bands and adoring fans whilst behind the scenes the companies who run this make millions exploiting people by seducing them into the 'festival is fun' mindset and exploiting young people as free labour called volunteers.

I am not sure if you are aware but Festival Republic made 3 million profits last year. The tickets for a Leeds Festival Weekend are on average £200 and with a 90000 capacity the turnover on tickets alone is 18 million and that is just ticket sales before profits from food, drink, merchandise etc. etc. etc. Do you know most bands perform for free and some even have to PAY to perform? Do you know most staff are volunteers who work long hours without a food allowance for a free ticket because they can't afford to go any other way? The young steward I spoke to in the pick up field had been working since 7 a.m and it was 3.30 a.m the following day when I spoke to her. I am sure that numerous Health and Safety Regulations have been broken at this event which is something I will be investigating.

Had I know what really goes on at Leeds Festival I would never have allowed my daughter to attend. I assumed it would be well run and organised like the NOS Alive Festival and ArcTanGent Festival we attended this summer. How wrong I was! As I said I have started a Blog mainly to show and tell other parents the truth of festivals such as Leeds. It will also be interesting to show them how the organisers and agencies responsible for this decide to act in the light of this.

I am a teacher and have been for the past 25 years. If I or my school organised an event in the manner in which this event was organised I would be hauled over the coals and the staff responsible sacked.

NO ONE is looking out for the welfare of these young people; the so called 'stewards' who are kids themselves and mostly working for free nor the paying customers.

It is no wonder young people die at these events.

Please feel free to call me about this and I can tell Leeds Council and Melvyn Benn exactly what he needs to do to fix this. He won't do it because it will cost him and his company money and I fully expect that making money is far more important than the welfare of young people.

Sent: 30 August 2016 14:16

To: Entertainment Licensing

Leeds Festival Chaos Puts People in Danger and Raises Massive Health and Safety Concerns

Blog link <https://leedsfestivalblog.wordpress.com/>

On Sunday 28<sup>th</sup> of August 2016 I left home at 9.00 p.m to make a 3 hour round trip to pick up my daughter and her three friends from Leeds Festival. I was totally unprepared for the chaos I was about to encounter. It was one of the most traumatic experiences I have ever had.

Any reasonable person would assume that the drop off point for festival goers would be the pick up point so that's where I headed at 9.00 p.m expecting a 10.30 p.m arrival time. The event ended at 11.00 p.m

11.00 p.m At 11.p.m I was met by a police road block and was diverted to a route which differed from the one I took when I dropped my daughter off. I was then lost in narrow dark lanes with no signs wondering where to go next.

I joined the traffic flow making gut instinct decisions until I came to another police road block. I got out of the car and walked to the head of the queue of cars. I heard a distressed mother asking the police officer why they had changed the route as her 16 year old son was on his own, wondering where she was. She also assumed that that drop off would be the same as the pick up point. I explained that I was in the same predicament and asked the officer who had made the decision to change the road layout which worked fine on drop off day and why no signs? He did not know. He said there were 60000 cars to deal with than night.

The police officer said that pick up was the Red Car Park. We explained that there was in fact, more than one Red Car Park. We had seen this at drop off, so which Red Car Park was it? He did not know. I asked him how I was supposed to communicate the pick up point to my daughter. He said she should ask the stewards.

I was now becoming very anxious and concerned for my daughter. I had no idea where I was, where I would end up as the roads had been blocked along the route I took when dropping her off. I could not communicate clear information to my daughter waiting in a field somewhere. I called her to tell her to find Red Car Park and to ask a steward in which Red Car Park the pick up was. She said there was no one around to help or ask, 'literally no one' were her exact words.

Why the confusing change of road layout which worked perfectly well for drop offs?

Why no signs to help drivers locate the drop off point and clear signs as to which Red Car Park is was? Why more than one Red Car Park in the first place as this is bound to cause confusion? Why were no stewards around to help and guide people? Why were the police not better informed?

I continued on and joined a slow moving queue of traffic which I hoped and prayed led to the car park where I would find my daughter. The traffic was stationary most of the time. I called my daughter constantly to reassure her and to encourage her to try to find the correct pick up car park. I had no idea where I was, where the road led and how long I would be.

12.30. a.m Mud covered young people began to trickle and then flood along the narrow, dark lane so I assumed I must be in the correct place. At times they blocked the road as there were so many of them and there were no footpaths in the lane leading to the pick up point. People were appearing from all directions, out of the hedges and climbing over fences. I assume they were trying to find their way to vehicles waiting for them in the long queue. Cars that had picked up passengers began to make U turns to leave the queue. Many people were now sitting on the edge of the road while the vehicles made difficult

manoeuvres, waiting for their transport to arrive. One young girl slipped and fell in the grass verge whilst on the phone to someone. It was total chaos and endangered peoples lives.

1.30 a.m I arrived at a yellow sign stating 'pick up' 400 yards. It still did not say which car park. I called my daughter to reassure her that I was near. My daughter informed me that she found a person to ask and there were red and brown car parks. The person didn't know which car park was the pickup point. I told her to go to the red one as I assumed (hoped and prayed) it would be that one. By now there were even more people sitting all along the edge of the narrow dark lane a few centimetres from cars. How the police allowed this is a question which needs to be asked of them as peoples lives were in danger.

1.45 a.m I arrived at a sign stating 200 yards from pick up point with still no communication as to which car park it was.

2.00 a.m I finally turned into the car park.

I was absolutely horrified by what I saw.

The small track leading to the field was a muddy skid pan. There were large groups of young people sitting, lying and walking at the edge. One young 'steward' pointed me in the general direction of a dark muddy field crammed with cars in no particular order with people sitting and lying on the ground between them.

I had no idea where I was or how to find my daughter. By now she had been waiting for three hours. She did not know where she was and I had no reference points to guide her. She repeatedly said there is no one here to help, 'literally no one to ask'. She eventually found that she was in Red Car Park 2. I had found one small pathetic post saying Red Car Park One. I went to the post and eventually she found me after carrying her huge rucksack, tent and a bag of muddy clothes some distance from Red Car Park 1. Several young people had the same plan and called parents to guide them to the post. Frantic parents held torches and phones in the air to guide their children to them. The scene was like a refugee camp with muddy, bedraggled bemused people some as young as 16 sitting lost, hopeless and dejected.

Several people got out of their cars to try to establish what was happening. I spoke to a young woman steward who told me that she had been working on the festival for 9 years and 'it is like this every year'. She was supposed to be working a 7 a.m to 7 p.m shift but was still working at 3.30 am as there were no staff. She said it was even worse on Monday.

NOTE in all this chaos there were just three 'stewards', exploited young people no doubt, doing their best, for a free ticket most likely. They were situated one at the entrance to the field i.e Red Car Park 1, pointing cars to the hayhem to pick up children, one guarding a fence between a neighbouring field so that desperate drivers did not cross the barrier into the quagmire to join the exit queue and get stuck. One young steward, poor thing, stood at the merging point of the main car park and the mass of hundreds of disorganised cars from the pick up point trying to join the exit queue. (See over head helicopter shots).

Two young girls approached me in tears asking where the yellow camp was. They explained they had been walking round for two hours trying to find the buses. They had been directed 'round in circles' for two hours. They were eventually told that all the buses had left. They had no idea how they would get home to Liverpool. One girl said she wanted to throw herself in front of a car to be taken out in an ambulance. Imagine if that was YOUR daughter. There were absolutely no signs to direct people or stewards to ask. This begs the question what would have happened in an emergency. Surely there are regulations in place for emergency vehicle access?

A taxi driver explained that he had been trapped in the car park for four hours and lost his nights business. Another young woman tried to find her taxi in the mass of cars which she had paid for through the festival at the cost of £100. She showed me a wrist band she had been given to show the taxi driver. She said that if she could not locate her taxi she would have to pay £100 for another and that it would have been quicker for her husband to come and get her from Anfield. She said she would never come to Leeds again.

Those fortunate enough to have 4 x 4 vehicles jumped hedges into the quagmire in order to reach the traffic flow.

As time passed more and more cars were allowed into the field. This added even more cars to the ever increasing mass of vehicles trying to exit. The field was at a standstill. No more cars could get in. The cars exiting were mostly from the main car park which I discovered by walking to the merge point. To my amazement the main car park also fed into the single track exit!

It was now 3.30 am and I had been stuck in the Festival traffic and now the field for over 4 hours with no sign of any movement. I anticipated that we would not leave the car park until 6.00 a.m at the earliest and arrive home at approximately 8.00 am and told my daughter's friends to inform their parents of the situation. In fact, in reality could not see how the situation would ever be resolved as more and more people arrived to pick up passengers and more and more of those parked in the main car park decided to leave. And no cars were moving in the pick up field.

Thankfully, a driver threw down the metal barrier into the muddy field which the steward had been guarding and a few of us decided to take our chances in the mud.

Luckily (I have winter tyres on my car) I made it and joined the exiting traffic flow. Several vehicles became stuck in the mud at this point. Heaven knows what happened after that. It took me 4 and a half hours to get out of the site and behind me were thousands more cars in both the main car park and the pick up field queuing to get out.

There were hundreds of young people still waiting in the dark muddy field at 3.30 a.m the morning for their parents to even reach the field. They had no water, no food, no toilet facilities, no stewards to help, no first aid and no access for emergency vehicles and no shelter.

It was and is unbelievable to me how this could be allowed to happen.

The narrow public road leaving the site was thick with mud for a very long distance. Despite driving as slowly as possible I felt the wheels slip several times. Young people

were walking and sitting beside this skid pan in the dark at 3.30 in the morning. It was extremely dangerous and a terrifying experience.

I then had to drive home in the early hours ironically passing the 'Don't Drive Tired' signs on the motorway! We arrived home after nine hours at approximately 5.30 a.m It should have been a three hour round trip.

The organisers of this festival Republic Ltd whose MD is Melvin Benn of T in the Park infamy, made over three million in profit last year. Yet they treat their customers with such contempt. If one researches this, it is a situation which has been going on for some time. There are youtube videos from 2006 showing the terrible car park situation.

I would like to ask the relevant people some questions about how aware they are of what happened and if not why are they not aware? If they are aware they clearly do not care about the dangers the young people and others faced. I would like someone to explain how this event has a licence for I understand, over 90000 participants when clearly the infrastructure does not support it. These include Leeds Council, Leeds Police who could see exactly what was happening both on the ground and in the air, the land owners – the Lane Foxes, The directors of Festival Republic, Health and Safety Executive and so on.

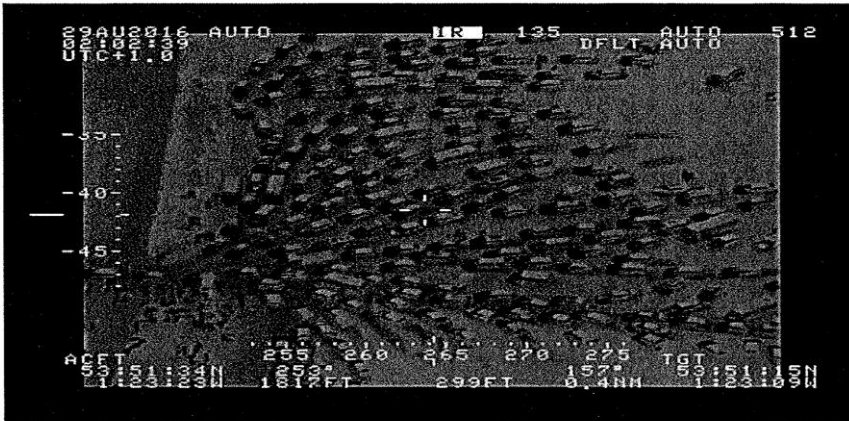
Once I have their responses I intend to take the matter up with my MP and to ask some questions of the Government about this fiasco and on a wider issue, why festivals like this are allowed to exploit young people both as unpaid workers, unpaid bands and as customers. Why they are allowed to grow larger every year when clearly they have no regard for the safety of the young people who attend them once they have finished spending money inside the festival?

I love festivals and we have attended two this year: Nos Alive in Portugal with a 55000 capacity which was impeccably run and managed and ArcTanGent run by the 2000 Trees Team which was superb in every way. So it can be done properly.

Melvin Benn is the MD of Festival Republic and is allegedly fixing T in the Park which had the same transport problems in 2015. I would like to ask him where he was on evening/morning of 28<sup>th</sup> -29<sup>th</sup> August 2016 as he was not addressing the transport problems at Leeds Festival which are exactly the same as those at T in the Park. He cannot possibly be unaware of the problems at Leeds Festival.

What would have happened if it was raining at the time? Many of the young people were in shorts and vests. Many had consumed alcohol. They would have been drenched along with the contents of their bags and rucksacks, stuck for hours in a dark, cold field with, as I have already stated, no help, no first aid, no food, no water, no toilets and no shelter. Even more cars, most likely the majority, would have become stuck in mud. Hardly bears thinking about.





## Email 5

Sent: 30 August 2016 14:59  
Subject: Leeds Festival 2016

I attended Leeds Festival on Sunday and I have to say it was one of the worst organised events I have ever attended, to the point where peoples safety was put at risk. Firstly transport. I paid £9ish for a return bus ticket from First. I had to que around four hours in Leeds to even get to the festival.

I then entered the fest. First issue several of our party were not searched at all, despite having backpacks etc. This would be one explanation as to why drug use was happening on a massive scale and so blatantly. I was shocked by this and I have attended various festivals for 20 years so I dont get shocked easily believe me. The lack of searches was also worrying from an obvious security standpoint.

There was an obvious massive lack of stewards through out the event, I saw more fights, trouble and general anti social behaviour than I ever have at a festival and no one was there to try and stop it.

Despite this I enjoyed The Chillis etc. However we then tried to leave.

I am not 100% sure what time we tried to leave but it was about 30 minutes after the Chillis ended. We were then trapped inside the main entrance /exit. We were told to que up, we were not allowed back in to venue. We (the whole que) were then told be a steward/security guy that the roads were closed because of a fatality on the A64. This as I now know was a compete lie in the poorest possible taste. We waited for an hour to be told the road was open now and we would be on a bus in an hour. An hour later we were still in the same place.

We were then released in to the next field at this point there was a crowd surge and again to stewards tried to stop it. I saw several people get slammed against a wall and myself and several others had to push back just to free them. This was genuinely scary and could have resulted in injury or worse. We were then put in another line to wait on buses. They were arriving in pairs about every 40 minutes. We waited again in the cold with no facility to buy water or food etc. At one point a girl got crushed so badly her knee was dislocated and again it was up to the attendees to rescue her as no stewards.

We received no updates or information, any staff members we tried to talk to were either visibly panicked and had no idea what was going on, or very rude and aggressive. After another 2 hour wait we decided to walk. After asking another rude steward for help in this we just had to leave with little idea where we were going. Fortunately we spoke to a couple of very helpful police officers who gave us directions down an unlit pitch black track and then told us to walk down the A64 which has no pavement. They did say they couldn't believe they were giving us this advice but it was the only way to get out in the foreseeable future. How badly organised does an event have to be for the police to give you this advice?!

After a four mile walk which several of us fell over in the darkness, we managed to flag a taxi who took us into Leeds for £40. So not only did we not get to use our return tickets the five of us had to pay for a taxi too.

All in all this was by far the worst festival experience I have ever had and was the worst organised event I have ever attended. I am not alone, read the latest reviews to see many other horror stories. The day costs me literally hundreds of pounds and apart from a couple of bands was absolutely miserable and not only that very dangerous.

Please can you all let me know what you intend to do about this situation.

## **Email 6**

Sent: 30 August 2016 11:53

Please can this message be passed to the Event Licensing Dept Having been to many festivals over the past 10 years this was the most disorganised and unsafe event I've ever attended. There were no searches carried out on entering the site. People were able to take flares into the arena and the amount of drug use was shocking (and that's having been to Creamfields last year!) Minimal police presence, no searches, no sniffer dogs etc created a perfect situation for people to do whatever they liked with no regard for other festival goers. Transport was diabolical. Huge queues for the shuttle bus. A girl in front of me broke her leg due to the muddy, dark conditions. Took over an hour to get an ambulance to her. Young people strewn all over the road and clearly in distress that they could not get home. Absolutely shambolic. I really do hope you review the event in time for 2017 as it shouldn't be allowed to go ahead based on what I witnessed this year.

## **Email 7**

I write to complain regarding my recent visit to Leeds Festival 2016.

I literally clawed together the money for my Sunday Day Ticket, £73, but I couldn't miss seeing the line-up that was on offer. I travelled with 3 other members of my family. This was my 4<sup>th</sup> visit to Leeds (2<sup>nd</sup> on a day ticket) and sadly will be my last.

We stayed with friends in Wakefield and we excitedly set off on the Sunday morning to reach the campsite, which was when problem 1 arose. We chose a taxi as it was much easier that going into Leeds centre to catch the shuttle bus. The queues to the drop off

point stretched so far back that our taxi driver made us get out at Leeds Caravan Centre and we then walked the remainder of the journey, roughly 1.5 hours. We entered the drop off area and not one sign was present explaining which way to go, we asked a steward who shrugged her shoulders and informed us 'Over there somewhere' ... helpful.

We eventually made our way to the wristband tent and made light of the muddy situation (it's a festival, in a field, with rain – its muddy, that's fine!) to find at the other side we were in the middle of the camping area, no signs where to go and no stewards to guide us. Luckily, we weren't going to the festival to go on the rob, as if we had, we could have had a field day being surrounded by all those tents and no security in sight!!

We then came to the hill down to the fair rides, no straw, bark or woodchipping, and several people falling down the mud and hurting themselves. (surely your ticket prices can stretch to some form of mud bonding??)

Get to the arena entrance eventually, and walk through behind a child with 2 litres of vodka and a 'suspicious' looking bag stuffed into the top of his welly, walked right through. I have been there, underage at a festival, sneak a few cans in, but 2 litres of vodka?? Lives could have been at risk. The stewards on the gate looked very uninterested and half of them looked off their faces – free tickets as payment by any chance?

Next, on to the bar, I was practically dehydrated by this point, to be faced with a barrier queuing system, that sounds fine in practice, except when the entrance is in the middle of the main stage footfall and creates a bottleneck, not brilliant. But that aside, I patiently wait in the barrier system, to get to the other side to find the bar is still a total free for all. People pushing and shoving at every given opportunity (FYI – drunk people don't do very well in a crowd for the bar)

The main stage sound was very poor, with significantly noticeable 'technical' glitches and also varying volume level throughout all the acts I seen.

On to the best bit now, leaving! We left half an hour early in order to get a taxi back and hopefully avoid the issues we experienced on the way to the festival, the queue for the taxi's was large, but it was to be expected so I didn't mind. Until, that is, 2 hours later, I neared the front of the queue to be told by the police and stewards that no further taxis were coming to the festival and to get on a bus to the centre and get a taxi from there, not ideal, but off into the bus queue we went. No crowd control in place at all, and the 'queue' was just a crowd of angry, drunk, cold people who were pushing forwards at any given opportunity. Next thing – brilliant, I was having a panic attack. I left the 'queue' to find a medic and a paper bag, FIVE stewards later, none of them knew where a medic was and I ended up in the back of a police car grasping a paper evidence bag for dear life. The police officer then informed me taxis were now making their way back on site, and I should re-join the taxi queue.

A further 2 hours passed and I eventually got into a taxi, five hours after we began. Queuing from 10:30pm to 04:30am really wasn't a fun end to the shambles of a day we had. Especially when no barriers were in place to queue so I must have had 50+ people push in front of us, maybe you could use the barriers from the bar here instead??

Please, please make changes next year, or Leeds Fest will be no more. I feel completely and utterly ripped off, I have been to Festivals organised by Sixth Formers that were better organised than this.

Please take this letter as a formal complaint and I am also seeking financial recompense. I look forward to receiving your reply, and I will be also forwarding this letter to Leeds City Council and See Tickets who I purchased my ticket from.

### **Email 8**

Sent: 31 August 2016 16:04

re Bramham Festival Why should we put up with disruption to our lives year after year? I live in Shadwell and it is usually a calm and peaceful place. When the festival arrives the traffic is horrendous and it is an impossibility to use the surrounding roads for a six day period. The sound is relentless yes we can hear it very clearly in Shadwell. The site is then left in a disgusting mess afterwards. You should refund local residents part of their council tax for having to put up with this. It is outrageous.

### **Email 9**

Sent: Tue, 30 Aug 2016 13:40:30 +0000  
Subject: Leeds Festival Sunday 28/08/16

I attended the above event on Sunday. Please see below the email I have sent to Festival Republic with regards to the crowd management and transportation. I would like to lodge this as an official complaint against the festival. This is for information only but if any further clarification is needed then please do not hesitate to contact me.

Dear Sir /Madam

I wish to make a formal complaint against your company for the atrocious organisation of Leeds Festival on the above date. Myself, a friend, my daughter and my friend's daughter were attending the day. I have attended Leeds Festival on many occasions, so I am by no means a novice when it comes to be able to make comparisons to earlier years. Previously I have never encountered any problems with transportation. However this year the shuttle bus service from Leeds City Centre to the festival site was diabolical. In previous years Geldard's have run the service and there was never an issue in travelling there.

Understandably there was a wait for a bus, but usually you could get on one within the hour. However this year it was run by First and was horrendous. We prepaid for the tickets to get the shuttle bus to the site, as recommended by yourselves, but after waiting 3 hours in the centre of Leeds we had no option but to hail a taxi and pay the extortionate amount to try to salvage some of our day. We were understandably upset at missing the start of the festival, with my 12 year old daughter being particularly disappointed, but were hoping things would now improve. How wrong we were. We arrived at the festival ground at 16.30 but then had to wade through mud and the campsite so we didn't actually arrive in the

Arena until 17.15. By this point we had missed some of the bands we wanted to see specifically on the day (Sigma; Jack Garrett; EODM) so we were feeling very despondent.

The next big issue was trying to get the shuttle bus back to the centre of Leeds. We left the Arena at 22.45 to try to beat some of the crowds, believing foolishly that the problems earlier in the day would have been rectified by then. We went to queue for a bus, but there were none there and quite a large crowd of people snaking around in a queue formation. In previous years Geldard's had buses waiting and the queue diminished very quickly so the issue of incompetent crowd management was never an issue. We joined the said queue and waited and waited. In this time two buses came and went and then no buses came for over an hour. Stewards in the meantime were letting more and more people into the holding area, but they were just pushing into the queue, much to the annoyance of others who had been waiting. Again absolutely no organisation from the stewards for crowd control.

Eventually some buses started to arrive again (by this time it was 01.00) but as there was no organisation, people broke from the bus and taxi queue and pushed and shoved their way onto the buses. This was the scenario that was repeated time and time again. Eventually the stewards stopped trying to organise the crowd and stood back to let it become a free for all. The other festival goers were expected to co-ordinate the crowds themselves! It was a very dangerous situation and could have easily ended up being another Hillsborough. I had my 12 year old daughter with me and as I have never had any issues at the festival before I thought she would be safe and the transportation not an issue. However, she got very upset at the situation and genuinely thought she would get trampled if there was a stampede. It was only for the kind festival goers around us that felt sorry for my daughter we eventually got onto one of the buses- but this was at 02.20 in the morning, 3 1/2 hours after we had initially started to queue. We eventually walked into our hotel at 03.30! We worked out we had actually spent longer queuing than we had at the festival to watch the bands! If any further clarification is needed for how horrendous this situation was please look on your Facebook page at the reviews. They say the same thing as I do here.

This situation was completely abhorrent and with prior planning could have been very easily avoided (as I well know from previous years). The stewards lacked any control of the crowd and there was absolutely no information from either First or yourselves. Although I understand that Festivals attract huge crowds the fact that the shuttle bus service, or lack of, destroyed what should have been a really enjoyable and fun day is completely unacceptable and not a product I have paid for. Therefore I am requesting a full refund of the day tickets, a full refund of the shuttle bus service tickets, a full refund for my hotel room, as we only spent a few hours there and not a night due to the inadequate transportation, and a full refund for the taxi in order to get to the festival. I have listed these below with the full costs. This is a completely sound request as the service I have paid for has not been delivered and could have been easily rectified with event management planning. I expect a response to these concerns and a full refund within the next 14 days. If I have not had either of these requests fulfilled I will have no option but to begin legal proceedings against your company.

Festival tickets (ref: 40955505)	£139.50
Hotel Room (Jury's Inn)	£110.00
Bus tickets	£36.00

Taxi	£40.00
Total costs	£325.50

### Email 10

Sent: Mon, 29 Aug 2016 15:46:35 +0000

Subject: Leeds Festival: Repercussions

RE: Unwarranted disgust of Leeds following this weekend's Leeds Festival

As a Leeds City Centre resident I would like to express my disappointment and outrage for the organisation and responsibility held for Leeds Festival 2016.

To put matters into prospective, I pro-Leeds Fest - the event holds a dear place in my teens and I am for the world to visit our beautiful city. However I am against the disrespect the unfolds from the general public towards what I call home. Please see the attached images and amateur video footage taken today in Leeds Arches heading from the City Centre to Granary Wharf - is this what is promoted from Leeds Festival? I'm just simply happy I haven't had any family/friends visit me here in the city centre this weekend - I would feel embarrassed and ashamed to show them around Leeds.

For the safety of Leeds Residents, Homeless Citizens, Tourists can this situation be discussed prior to 2017. Daily cleaners, recycling bins and security are needed if this continues under the arches.

In addition to the above comments, responsibility should be held by Festival Republic to clean or finance the cost of rejuvenating the mess from Leeds Fest.

I would respectfully be inclined to discuss this matter further and would like to received news on how both parties plan to tackle this issue next year.



## Email 11

I returned home yesterday lunch time after being at Leeds music festival all weekend, so after much thought and email writing I thought I should complain to council about how inhumane many people I saw treated and even how I felt I was treated!

I will start with the fact saying I paid over £400 to camp for the weekend and we had just enough room to put our tent pop up tent which just fit the both of us in. As there was just mess everywhere already from the amount of people that were allowed to arrive and trash the site on the Wednesday. However before we set up we had a long walk from the car which I was prepared for but the car parks were not signposted or numbered clearly to get back to on Monday. Once we got to the gates there was no bag search. At all!!! None! Now this lead me to feel very uneasy, made me feel unsafe. Which through out the weekend I was right to! Every music tent we went in there was flares, fireworks going off in mass crowds. On Saturday night a group of boys had had their tents slashed open with a what we all thought was a knife and things stolen!

This festival is over 16s can camp. This is very very disturbing to me, how was this even allowed? Firstly it's not a small festival, and no checks. There were so many young teenagers taking narcotics and over drinking! I know drugs will always get through some how and someone will always over drink but I found it so awkward camping next to seem to me to still be children absolutely out of their heads on drugs they bought at the festival off someone that was over 18. I saw a girl aged 16 put in ambulance Saturday night because she had drank her self so stupid that she was choking on her own vomit and none of her friends could help her as they were in no state to!

The above are just only a couple of incidents from through out the weekend! Going back to the onsite facilities, I don't even know how to understand why the campsite toilets had no roofs on when it had given rain over the weekend! They were wooden seats over one big hole which is sickening! Lost all sense of privacy, now because it all got wet and sodden with the rain and urine when it dried out the smell was sickening, and I couldn't even go any longer! I was having to go at the main arena in the portaloos because it was far more hygienic. It isn't even about being clean I know campsites aren't clean, it's about just pure hygiene, there was two food stalls outside the toilets and I can't even begin to imagine how that was allowed.

What outcome do you want to happen?

I would attend this festival again if it was made to over 18 or 21 the world isn't the same as 10 years ago and this isn't Glastonbury it's a festival where it should be for adults. So I hope that something can change there.

I hope that more bags are checked and things are actually confiscated. I hope that the council can step in and help with this because this has been an on going problem for years.

I would also like the campsites toilets to be managed far better, they were inhumane!

## **Email 12**

Date: 29 August 2016 at 12:16:51 BST

Subject: Leeds Festival 2016

I am writing to register a complaint about the Leeds Festival noise levels this year. The noise levels, particular between 03.00am and 06.00 am on the nights from Saturday to Sunday, and Sunday to Monday made it impossible to sleep. While the noise seems to have been acceptable at earlier times, and we were supplied with the timings by Festival Republic in advance, I feel that the noise levels increased considerably after 3.00 am. Between 3 and 6 it was substantially louder to a point which I feel is unacceptable to local residents. I am not sure whether this was due to the use of a different stage/performance area or other factors, but I feel it is important to be looked into.

In the past two years, we tried to stay away from home for the weekend of the festival, but recent surgery this year meant that this option was not possible. While I agree in principle that festivals of this kind should be allowed to happen, I wonder whether some more care and attention could be paid to such noise levels at that point at night.

In general, I have the impression that the information provided by the event organiser (Festival Republic) and the Council is insufficient. The mentioned Council complaints line was only listed to be open until 3.30 am, only after which the noise level's persistence became unbearable.

## **Email 13**

1. The car park was not lit or signed so there was no way of locating your vehicle, especially in the dark. There was one sign (which said red 5) in the whole car park (we were in car park 2A) so luckily we could find our car. We helped a number of young people who were distraught because they had got split up from friends and could not find their friends or their car.
2. The illuminated signs to the day car park brought you out in the pick up point field. Lots of young people had no idea where they were and tagged along with us as we walked along completely unlit unstewarded fields to get to our car park.
3. There was one illuminated tower in the whole field with a steward up there. People were asking him questions and he knew absolutely nothing. The lighting was totally inadequate.
4. There were no stewards in the car parks or along the route through the woods in the pitch dark.
5. Getting out of the car park was hopeless. We did not move at all from 00.10 until 01.45 . There was no one in the fields at all trying to direct traffic or provide information.
6. There were so many people just wandering round up and down the rows absolutely no idea where there cars were.



7. One girl said to me "Leeds festival is always the same I go to loads of festivals and this one always gets something totally wrong".

