

SUBJECT: AfrikaBurn 2023 - Final Ticket & Gate information.

Hi there,

As your final prep for AfrikaBurn goes into overdrive – make sure you read this VERY IMPORTANT Gate and Box Office information. **Failure to read everything may result in you not being able to gain entry to the event.**

Gate & Box Office closing times:

Early Arrivals: (Work Access Pass (WAPS) holders only)

Wednesday 19th April: 09h00 - 19h00

Thursday 20th April: 09h00 - 19h00

Friday 21st April: 09h00 - 01h00

Saturday 22nd April: 09h00 - 01h00

Sunday 23rd April: 09h00 - 19h00 - anyone who arrives after 19h00 will not be allowed in and will need to camp outside the gate at Ja-But-No-But camp regardless if you are in possession of a Work Access Pass or not.

Event Days:

Monday 24th April: 09h00 - 01h00

Tuesday 25th April: 09h00 - 01h00

Wednesday 26th April: 09h00 - 01h00

Thursday 27th April: 09h00 - 01h00

Friday 28th April: 09h00 - 19h00

Saturday 29th April: **GATE CLOSED/EXIT ONLY (Entry only if you have already been issued a wristband)**

Sunday 30th May: **GATE CLOSED/EXIT ONLY (Entry only if you have already been issued a wristband)**

What documentation will you need to access the event?

- A valid barcoded AfrikaBurn Ticket. The name on your ticket needs to match the name in your ID/Passport, and the face in your passport needs to match the face peering through the Box Office window at us.
- If you are changing names and you haven't yet managed to get your ID/Passport changed. Please ensure that the name in your ID/passport matches the name on your ticket and then put your preferred name in brackets on the ticket.
- A Vehicle Pass for the vehicle you are travelling in. (Vehicle Passes are available to purchase at the gate for R300-cars & trucks/R500-camper vans. Cash and card facilities are available.)
- **Early Arrival:** If you are arriving before gates officially open on Monday 24th April, then you need to be in possession of a valid ticket **PLUS** a Work Access Pass (WAP) which you will have received from your creative project lead or the Volunteer Portfolio. Kids and minors do not require a WAP. *

* WAPS include a Vehicle Pass however **WAPS will not be accepted as a Vehicle Pass after Sunday 23rd April**. Crew passes include a WAP and a Vehicle Pass.

Please ensure that your ticket/s are either printed out or downloaded on your phone (downloaded does not mean in your email). Any form of internet reception disappears the moment you hit the dust road. Don't rely on it. Please also make sure that if all your ticket-related admin is on your phone or tablet, that this device does not run out of battery before you arrive at the gate.

Kids (14 years and younger) & minors (15 – 17 years old) entering the event:

Anyone under the age of 18 entering the event needs to be accompanied by an adult 28 years or older. Parents/legal guardians or elected guardians 28 years and older are only allowed to accompany a maximum of 4 kids/minors to the event. This is to ensure that there's enough adult supervision of kids/minors onsite.

The Box Office Crew will request who the guardian is of all kids/minors entering the event. Once this person has been identified, we'll link the guardian/parents' wristband to the kid/minors' wristband that they will be supervising onsite.

If you know what your Tankwa Town address is, please come prepared with that information so that we can record those details against your name/wristband on the database.

Kids Tickets are available to purchase at the gate (R500). **Minor Tickets (15 - 17 yrs) are not.** Cash and card accepted. **Please print out and fill in the attached indemnity form if you intend purchasing a kids ticket at the gate.**

Editing the details on your tickets:

If you find that the details on your ticket do not match the details on your ID/Passport please ensure that you edit the details on your ticket before arriving in the desert.

- Log into your account on Quicket.
- Go to [My Tickets](#)
- Find your AfrikaBurn order that contains the ticket(s) you want to edit and click *Manage Booking*
- Click *Edit details*

AfrikaBurn has only allowed one edit – however we are allowing a 2nd edit to ensure that your ticket admin is sorted before you arrive in the desert.

This option is not available to Subsidised Tickets, Pensioner Tickets or Anathi Ticket holders.

Transferring your ticket to someone else:

If your circumstances have changed and you have sold/gifted your ticket to someone else. Please use the transfer ticket facility on Quicket. This will cancel your ticket barcode and remove the ticket from your account. The person you are transferring to will receive an email from Quicket with instructions on how to claim their ticket. **This email is not a ticket. They MUST follow the instructions to claim the ticket.**

To transfer your ticket:

- Log into your account on Quicket.
- Go to [My Tickets](#)
- Find your AfrikaBurn order that contains the ticket(s) you want to transfer and click *Manage Booking*
- Click *Transfer Tickets*. NB: Make sure you double check the email address you are transferring to.

This option is not available to Subsidised Tickets, Pensioner Tickets or Anathi Ticket holders.

Resales

Want to sell your ticket?

DO NOT LIST YOUR TICKET ON VIAGOGO. Quicket is the only trusted platform for secondary sales. To list your ticket for resale:

- Log into your account on Quicket
- Go to [My Tickets](#)
- Find your AfrikaBurn order that contains the ticket(s) you want to sell and click *Manage Booking*
- Click on *List tickets for resale*
- Choose the tickets you want to sell and if it's a public or private sale
- Lastly, click *List tickets*

For more information, please see the Quicket help article [here](#).

Have you put your ticket into resale on the Quicket secondary sales platform?

If you've put your ticket into resale on the Quicket platform but have decided you'd like to use it, **make sure that you REMOVE your ticket from resales before leaving for the desert.** If your ticket is still in resale when you arrive it will not be able to be checked in. And it's not a vibe when you arrive at the gate and your ticket has been automatically sold to someone else while you were driving to the event.

- Log into your account on Quicket
- Go to [My Tickets](#)
- Find your AfrikaBurn order and click *Manage Booking*
- Click on *List tickets for resale*
- Under the column *Action*, click *Cancel*

For more information, please see the Quicket help article [here](#).

Getting there.. in case you've somehow missed it. **WE HAVE MOVED.** AfrikaBurn now takes place on a farm in the Tankwa Karoo called Quaggafontein. For directions please click on the links below:

For directions from Cape Town - [CLICK HERE](#)

For directions from Gauteng - [CLICK HERE](#)

For directions from Bloem - [CLICK HERE](#)

For directions from Durban - [CLICK HERE](#)

FINALLY... attached is the Tankwa Town Map for your navigating pleasure.

GOOD LUCK for your final Burn Prep! When in doubt ALWAYS just take that thing you think you might need, even if it's your kitchen sink.

See you at the Gate!

Die Hek & Box Office Crew!