# Glastonbury festival-goers face heavy losses after luxury yurt company liquidation



A considerable number of festival-goers are facing disappointment and financial loss just weeks ahead of the much-anticipated Glastonbury Festival, following the sudden liquidation of Yurtel, a luxury yurt company based in Corsham, Wiltshire. Those who had booked their accommodation and event tickets through Yurtel were recently informed that their reservations would not be fulfilled, as the company ceased trading on 8 May. Accommodation options from Yurtel varied significantly, with packages costing between £10,000 and £16,500, making this a substantial financial commitment for many.

In a message sent to customers, Yurtel stated that it was entering formal liquidation and advised clients to contact alternative providers for accommodation. In an unfortunate twist, the company also announced that payments made prior to its closure could not be refunded. This has left many individuals and families, who had envisioned the festival as a once-in-a-lifetime experience, grappling with uncertainty and frustration over lost funds.

Among those affected is Lydia, who shared her anguish after paying £10,000 plus VAT for a ticket and luxury tent accommodation. She expressed feeling "absolutely gutted" and highlighted the lack of options, as the availability of general tickets through the festival's usual channels was limited. Her parents were drawn in as well, spending £16,000 for combined tickets. Other customers echoed her sentiments. Louise, who had also invested £13,500, remarked that the entire experience felt like a "sickening" betrayal, particularly as Yurtel did not accept credit card payments, a safeguard that could have allowed for some protection.

Glastonbury Festival, while sympathetic to those impacted, clarified that they had no affiliation with Yurtel's operations and were not responsible for its insolvency. The festival stated that Yurtel had failed to secure any tickets for the upcoming 2025 event, reinforcing that any recourse for refunds would need to be pursued through the liquidation process. They further encouraged affected customers to confirm their consent for the festival to share their personal data, enabling them to access alternative ticketing options.

This situation highlights the precarious nature of relying on third-party providers in large-scale events. Glastonbury Festival operates with a variety of accommodation options, including local campsites, but has consistently maintained that external providers, such as Yurtel, function independently, assuming the inherent risks associated with such transactions. Particularly as festival season peaks, customers are reminded to exercise caution and to secure their bookings through reputable channels, ensuring full transparency and protection against potential financial loss.

As Glastonbury draws nearer, set to take place between 25-29 June with music heavyweights like Neil Young and Olivia Rodrigo headlining, the festival remains a beacon of hope and excitement for many. However, for those left stranded due to the Yurtel debacle, the countdown to the festival is overshadowed by regret and uncertainty, calling into question the reliability of certain accommodation providers at major events.

### Reference Map

1. Paragraphs 1, 2, 3, 4
2. Paragraph 5
3. Paragraph 6
4. Paragraph 7

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

1. <https://www.bbc.com/news/articles/czelydedx44o> - Please view link - unable to able to access data
2. <https://www.bbc.com/news/articles/czelydedx44o> - A number of Glastonbury glampers have been left ticketless and out of pocket weeks before the festival after a luxury yurt company went into liquidation. Festival-goers had booked accommodation and event tickets through Yurtel, based in Corsham, Wiltshire, but have since been told by the company that their bookings will not be fulfilled after it ceased trading on 8 May. Prices for hospitality tickets and accommodation packages offered by the company ranged from £10,000 up to £16,500. The BBC has approached Yurtel for comment. Glastonbury Festival said while it was 'disappointing' for those who had booked through the company, it has 'no involvement with the operation of Yurtel'.
3. <https://www.glastonburyfestivals.co.uk/news/2025-ticket-resale-faq/> - Glastonbury Festival has announced the resale of tickets for the 2025 event, which will take place from 25 to 29 June. The resale will occur on Sunday 27 April, with car park tickets available when purchasing a general admission ticket. Accommodation options, including Campervan/Caravan, Tipi, Sticklinch, and Worthy View, will be available from 11am BST on Sunday 27 April via glastonbury.seetickets.com. All accommodation bookings require full payment at the time of booking.
4. <https://www.nme.com/news/music/glastonbury-2025-coach-resale-tickets-sell-out-in-31-minutes-and-prompt-mixed-response-from-fans-3858033> - Tickets for Glastonbury Festival 2025 have sold out in under 40 minutes, organisers have said. Thousands of would-be festival-goers joined an online queue at 09:00 GMT, and all of the tickets had sold by 9:35 GMT. The world-famous event will be held from 25 to 29 June before taking a year off in 2026 to allow the ground at Worthy Farm in Somerset to recover. Tickets cost £373.50, plus a £5 booking fee - an increase of £18.50 on 2024.
5. <https://www.glastonburyfestivals.co.uk/news/2024-ticket-resale-faq/> - Glastonbury Festival has announced the resale of tickets for the 2024 event, which will take place from 21 to 23 June. The resale will occur on Sunday 21 April, with car park tickets available when purchasing a general admission ticket. Accommodation options, including Campervan/Caravan, Tipi, Sticklinch, and Worthy View, will be available from 11am BST on Sunday 21 April via glastonbury.seetickets.com. All accommodation bookings require full payment at the time of booking.
6. <https://www.glastonburyfestivals.co.uk/news/2024-ticket-balance-payments-due-1st-7th-april/> - Glastonbury Festival has announced that ticket balance payments for the 2024 event are due between 1st and 7th April. Customers who have booked a ticket + coach travel option cannot swap to a general admission ticket. Campervan tickets and tipis are currently fully booked, and any cancelled bookings will be made available in an accommodation resale later in April. Further details will be released nearer the time.
7. <https://www.glastonburyfestivals.co.uk/Information/tickets/> - Glastonbury Festival provides information about ticket options, including general admission, hospitality, and local tickets. The festival emphasizes that there are no 'VIP' tickets and that packages offered by off-site providers are bought at the purchasers' risk. The festival accepts no responsibility for the services these external suppliers offer. For concerns about unauthorized touts, the festival advises contacting them or making a report to Action Fraud.