# Parents slam High Octane family festival as ‘less entertaining than a morgue’ amid refund demands



Disgruntled parents are expressing their anger after attending the 'High Octane Family Fest Weekender' at Ffos Las Racecourse in Trimsaran, South Wales, labelling the event a major disappointment. Despite being advertised as an exciting family festival, attendees described their experience as providing "less entertainment than a morgue." Many were left underwhelmed and frustrated, with several families reportedly leaving within minutes of arrival.

Attendees expressed their disappointment through social media, sharing images that showcased the limited offerings. According to Robyn Morgan, one festival-goer, the event could only muster a meagre selection of activities, including "one ramp for BMX bikes" and a few fairground rides. She lamented, “Please don't waste your money—we lasted only 15 minutes,” underlining her sentiment that the event was misrepresented.

High Octane Events, the Northumberland-based company responsible for the festival, has been met with a torrent of backlash. They attributed the discontent to unfavourable weather conditions, claiming it disrupted their planned entertainment schedule. Nevertheless, many attendees felt this was an inadequate excuse, pointing to higher ticket prices that ranged from £13 to £30, which they considered unjustifiable given the meagre attractions.

The apparent lack of amenities contributed to a disappointing experience as well. Attendees noted there was scarcely any food and drink available, with one participant highlighting that there were only three stalls for refreshments and no music to create a festive atmosphere. Describing the situation, another visitor remarked, "I got super-early bird tickets at £13.45, but some people have paid £30/ticket. I have asked for a refund of my tickets." This sentiment was echoed by several others who felt cheated and uninspired by the offering.

The event's difficulties resonate with other recent festivals in Wales. Similar complaints have emerged from attendees of an Oktoberfest in Anglesey, where long queues and organisational issues led to a public outcry and the establishment of a social media group dedicated to seeking refunds. Organisers of the Oktoberfest acknowledged their shortcomings and pledged to improve future events.

In response to the public fury following the High Octane festival, the organisers have attempted damage control through social media, stating, “We completely understand that this may have been disappointing for some of you, and we want to sincerely apologise if the experience fell short of expectations.” Their attempt to soothe disgruntled customers has met with scepticism, with many questioning how they could justify their service and pricing after the event's failure to deliver on its promises.

The atmosphere at Ffos Las Racecourse highlighted a growing trend in the events industry, where customer dissatisfaction has led to calls for accountability and better management. As seen with other local festivals, like the cancelled Gwên Gwen Festival due to logistical challenges, event organisers must take note of these public clamours for a better standard of service to ensure that those attending future events feel they are receiving value for their money.

With attendees rallying for refunds and voicing their dissatisfaction, it remains to be seen how High Octane Events will address these issues. The festival serves as a cautionary tale for future family-oriented events, highlighting the critical importance of transparency, organisational efficiency, and the necessity of delivering on promises made to prospective attendees.

## Reference Map:

* Paragraph 1 – [[1]](https://www.dailymail.co.uk/news/article-14757743/Parents-fury-family-festival-say-entertainment-morgue.html?ns_mchannel=rss&ns_campaign=1490&ito=1490)
* Paragraph 2 – [[1]](https://www.dailymail.co.uk/news/article-14757743/Parents-fury-family-festival-say-entertainment-morgue.html?ns_mchannel=rss&ns_campaign=1490&ito=1490), [[2]](https://www.dailypost.co.uk/news/north-wales-news/hundreds-demand-refund-shambolic-oktoberfest-25221573)
* Paragraph 3 – [[1]](https://www.dailymail.co.uk/news/article-14757743/Parents-fury-family-festival-say-entertainment-morgue.html?ns_mchannel=rss&ns_campaign=1490&ito=1490), [[7]](https://www.tripadvisor.co.uk/Attraction_Review-g4419066-d3211301-Reviews-or45-Ffos_Las_Racecourse-Trimsaran_Carmarthenshire_Wales.html)
* Paragraph 4 – [[2]](https://www.dailypost.co.uk/news/north-wales-news/hundreds-demand-refund-shambolic-oktoberfest-25221573), [[4]](https://www.walesonline.co.uk/whats-on/organisers-who-cancelled-festival-five-27522861)
* Paragraph 5 – [[1]](https://www.dailymail.co.uk/news/article-14757743/Parents-fury-family-festival-say-entertainment-morgue.html?ns_mchannel=rss&ns_campaign=1490&ito=1490)
* Paragraph 6 – [[1]](https://www.dailymail.co.uk/news/article-14757743/Parents-fury-family-festival-say-entertainment-morgue.html?ns_mchannel=rss&ns_campaign=1490&ito=1490), [[3]](https://www.bbc.com/news/uk-wales-66168416), [[5]](https://www.dailypost.co.uk/news/north-wales-news/rave-organisers-say-theyve-learnt-27293963)
* Paragraph 7 – [[1]](https://www.dailymail.co.uk/news/article-14757743/Parents-fury-family-festival-say-entertainment-morgue.html?ns_mchannel=rss&ns_campaign=1490&ito=1490), [[2]](https://www.dailypost.co.uk/news/north-wales-news/hundreds-demand-refund-shambolic-oktoberfest-25221573), [[6]](https://www.herald.wales/north-wales/three-day-rave-at-north-wales-country-house-cancelled-at-eleventh-hour/)

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

## Bibliography

1. <https://www.dailymail.co.uk/news/article-14757743/Parents-fury-family-festival-say-entertainment-morgue.html?ns_mchannel=rss&ns_campaign=1490&ito=1490> - Please view link - unable to able to access data
2. <https://www.dailypost.co.uk/news/north-wales-news/hundreds-demand-refund-shambolic-oktoberfest-25221573> - Hundreds of attendees at an Oktoberfest event in Anglesey have demanded refunds after experiencing long queues and organisational issues. The event, held at the Anglesey Show Ground, faced criticism for its management, leading to the creation of a Facebook group called 'Oktoberfest Mon Survivors' to seek compensation. Organisers acknowledged the problems and stated they would learn from the experience. ([dailypost.co.uk](https://www.dailypost.co.uk/news/north-wales-news/hundreds-demand-refund-shambolic-oktoberfest-25221573?utm_source=openai))
3. <https://www.bbc.com/news/uk-wales-66168416> - A planned three-day rave at Coed Coch, a Georgian manor house in Dolwen, Conwy, faced last-minute scrutiny. North Wales Police raised concerns about security, potential public nuisance, and child protection. The event's organiser stated they had learned from previous events and aimed to address these issues. ([bbc.com](https://www.bbc.com/news/uk-wales-66168416?utm_source=openai))
4. <https://www.walesonline.co.uk/whats-on/organisers-who-cancelled-festival-five-27522861> - The organisers of the Gwên Gwen Festival in Kidwelly, Wales, cancelled the event just five minutes before its scheduled start. They cited challenges such as bad weather, insufficient funds, and logistical issues. An apology was issued, acknowledging that better decisions could have been made in the lead-up to the event. ([walesonline.co.uk](https://www.walesonline.co.uk/whats-on/organisers-who-cancelled-festival-five-27522861?utm_source=openai))
5. <https://www.dailypost.co.uk/news/north-wales-news/rave-organisers-say-theyve-learnt-27293963> - Organisers of a three-day rave at Coed Coch, Conwy, addressed safety concerns raised by North Wales Police and local residents. They stated they had learned from previous events and aimed to ensure the upcoming festival would meet all licensing objectives. ([dailypost.co.uk](https://www.dailypost.co.uk/news/north-wales-news/rave-organisers-say-theyve-learnt-27293963?utm_source=openai))
6. <https://www.herald.wales/north-wales/three-day-rave-at-north-wales-country-house-cancelled-at-eleventh-hour/> - A three-day rave at Coed Coch, Conwy, was cancelled after Conwy County Council refused organisers a licence on the day the event was due to start. The council cited concerns over security, public nuisance, and child protection. ([herald.wales](https://www.herald.wales/north-wales/three-day-rave-at-north-wales-country-house-cancelled-at-eleventh-hour/?utm_source=openai))
7. <https://www.tripadvisor.co.uk/Attraction_Review-g4419066-d3211301-Reviews-or45-Ffos_Las_Racecourse-Trimsaran_Carmarthenshire_Wales.html> - Visitors to Ffos Las Racecourse in Trimsaran, Wales, have reported issues with parking and catering. Complaints include inadequate parking facilities leading to vehicles getting stuck and poor catering services with limited food options and long queues. ([tripadvisor.co.uk](https://www.tripadvisor.co.uk/Attraction_Review-g4419066-d3211301-Reviews-or45-Ffos_Las_Racecourse-Trimsaran_Carmarthenshire_Wales.html?utm_source=openai))