# Parents demand refunds after High Octane Family Fest fails to deliver promised entertainment



Angry parents have expressed their outrage following a disappointing experience at the High Octane Family Fest Weekender held at Ffos Las Racecourse in Trimsaran, south-west Wales. Many attendees have demanded refunds, branding the event as significantly lacking in entertainment, with some quipping that it provided “less entertainment than a morgue.”

The festival, which spanned three days over the bank holiday weekend, has faced a barrage of complaints regarding its content, leading some families to retreat within just 15 to 20 minutes after arrival. One mother, Robyn Morgan, lamented the situation on social media, describing the experience as “absolutely shocking” and urging potential attendees to reconsider their plans. She detailed the limited offerings, stating, “We lasted 15 minutes,” and highlighting scant attractions such as a BMX ramp, a solitary swing ride, and an almost nonexistent food selection.

Feedback from other visitors corroborates the discontent. An anonymous attendee remarked on the disappointment regarding the promised exhibitions—such as motorbike shows and medieval jousting—that never materialised. Instead, attendees reportedly encountered a collection of subpar attractions, with food and drink options limited to a single burger van and a sweet stall, both deemed overpriced.

In the aftermath, the Northumberland-based company behind the event has attempted to address the criticism. Initially marketing the festival with promises of an “unforgettable” experience filled with live music and festivities, the organisers have since taken to social media to attribute the issues to poor weather conditions that supposedly impacted their schedule. However, many disgruntled festival-goers found this explanation insufficient. They took to the event’s Facebook page to voice their discontent, with comments expressing disbelief and frustration over the organisers’ perceived lack of accountability, as the call for refunds intensified.

The company has encouraged direct communication with unhappy customers to rectify the dissatisfaction experienced. “We sincerely apologise if the experience fell short of expectations,” they stated, indicating a willingness to receive more detailed feedback in hopes of avoiding such grievances in the future. Nonetheless, the severity of the backlash raises critical questions about the planning and management of such events and whether adequate measures are in place to align customer expectations with reality.

While the High Octane Family Fest Weekender faced adversity this year, similar events around Wales have traditionally garnered positive reactions. For instance, the scheduled Ffos Las Tribute Festival promises a vibrant atmosphere with a variety of entertainment options, including bars and tribute acts, indicating that not all local events suffer the same fate.

As the company gears up for future festivals—one planned for June 2025 at Orsett Showground featuring promising attractions like hot air balloon displays and live music—there remains a cloud of skepticism surrounding their ability to deliver a worthwhile experience, especially after the recent debacle. The fallout from the current event may serve as a cautionary tale for both organisers and attendees, highlighting the crucial importance of transparency and effective communication in the events industry.

With implications for future gatherings, the organisers will need to take the criticisms to heart if they hope to restore faith among families seeking enjoyable experiences when they plan their outings.

## 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.skiddle.com/whats-on/Romford/Orsett-Showground-/High-Octane-Family-Festival---Orsett-Showground/40833559/)
* 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), [[6]](https://www.aol.com/news/fans-said-attended-ace-familys-182954483.html)
* Paragraph 4 – [[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.skiddle.com/whats-on/St-Albans/Hertfordshire-Showground/High-Octane-Family-Fest-Weekender---Hertfordshire-Showground/40834610/)
* 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), [[7]](https://www.inkl.com/news/the-big-august-bank-holiday-events-happening-around-wales)

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.skiddle.com/whats-on/Romford/Orsett-Showground-/High-Octane-Family-Festival---Orsett-Showground/40833559/> - The High Octane Family Fest Weekender is scheduled for 28th-29th June 2025 at Orsett Showground in Orsett. The event promises a weekend filled with hot air balloon displays, fairground rides, live music, and character entertainers. Attendees can enjoy a variety of food stalls and a licensed bar. Tickets are available in advance, with children aged 2 and under granted free entry. The event is pet-friendly, and parking is available on-site. For more details and ticket purchases, visit the official Skiddle page.
3. <https://www.skiddle.com/whats-on/St-Albans/Hertfordshire-Showground/High-Octane-Family-Fest-Weekender---Hertfordshire-Showground/40834610/> - The High Octane Family Fest Weekender is set to take place on 30th-31st August 2025 at Hertfordshire Showground in St. Albans. The festival will feature hot air balloon displays, fairground rides, live music, and character entertainers. Additional attractions include live chainsaw wood carving, axe throwing, and a mobile petting zoo. A diverse selection of food units and a licensed bar will be available. Tickets must be purchased in advance, with children aged 2 and under granted free entry. For more information and ticket purchases, visit the Skiddle page.
4. <https://www.skiddle.com/whats-on/Newcastle-on-Tyne/Newcastle-Racecourse/High-Octane-Family-Fest-Weekender---Newcastle-Racecourse/40935171/> - The High Octane Family Fest Weekender is scheduled for 2nd August 2025 at Newcastle Racecourse in Newcastle Upon Tyne. The event will feature hot air balloon displays, fairground rides, live music, and character entertainers. Additional attractions include live chainsaw wood carving, axe throwing, and a mobile petting zoo. A diverse selection of food units and a licensed bar will be available. Tickets must be purchased in advance, with children aged 2 and under granted free entry. For more details and ticket purchases, visit the Skiddle page.
5. <https://timesofindia.indiatimes.com/india/4200-cases-rs-25-crore-refunds-fee-complaints-jump-at-private-universities/articleshow/116951604.cms> - Private universities in India have seen a significant rise in fee-related complaints, with over 4,250 issues resolved and refunds totaling more than Rs 25.5 crore in the past five years. Uttar Pradesh, Delhi, and Rajasthan are the top states with the highest number of complaints. This trend highlights the need for closer examination of fee structures in higher educational institutions. The data underscores an increase in fee-related irregularities, with more than 50% of complaints filed in the academic year 2023-24 alone.
6. <https://www.aol.com/news/fans-said-attended-ace-familys-182954483.html> - Fans who attended the Ace Family's festival have shared photos and experiences highlighting issues such as collapsed tents, expensive food, and long queues in 'blistering' heat. Despite these challenges, the organisers expressed gratitude to attendees and described the event as a success. The festival aimed to provide a memorable experience but faced logistical challenges that affected attendees' enjoyment. The organisers have acknowledged the feedback and are considering improvements for future events.
7. <https://www.inkl.com/news/the-big-august-bank-holiday-events-happening-around-wales> - The Ffos GlasTO Tribute Festival is set to take place at Ffos Las Racecourse, located between Llanelli and Carmarthen. The festival will feature tribute acts, bars, and rides, with performances from artists like Lady Gaga and Tom Jones. Street food will be available, eliminating the need for attendees to plan meals. The festival is scheduled for Sunday, 29th August, and tickets can be purchased through the provided link. This event offers a vibrant atmosphere with a variety of entertainment options.