# Parents slam High Octane Family Fest as a ‘total rip-off’ amid refund row



Angry parents have expressed their frustrations following what many described as a dismal experience at the High Octane Family Fest Weekender, held over the recent bank holiday weekend at Ffos Las Racecourse in Trimsaran, south-west Wales. With complaints flooding in, attendees labelled the event as a "massive letdown," claiming there was "less entertainment than a morgue." For many, initial excitement quickly turned to disappointment, with some families leaving after only 15 to 20 minutes, characterising the gathering as a "total rip-off" and a "shambles."

In the wake of the event, attendees have taken to social media to voice their grievances. A participant named Robyn Morgan called the festival “absolutely shocking,” sharing her dismay at the stark difference between the advertised attractions and the actual offerings. She described the venue as providing just “one ramp for the BMX bikes,” unspecified rides, and limited food vendors. Further criticism highlighted the absence of expected features such as live music, creating an atmosphere that many found dull and uninspiring.

The organisers, High Octane Events, have acknowledged the negative feedback, attributing some of the hiccups to poor weather conditions that allegedly impacted the event's schedule. In response to the outcry, the company released a message of thanks to attendees on social media. However, this note has only attracted further backlash, with many demanding refunds citing dissatisfaction with their experiences. The company has called for feedback and promised to improve future events, stating, “Unfortunately, the poor weather impacted our schedule and some parts of the show didn't go ahead as planned.”

While the company has sought to manage expectations in light of complaints, it remains to be seen how effectively they will address the refund requests from attendees. Historical precedents in the events industry illustrate the complexities of customer satisfaction and refund policies. Recent reports from other festivals have spotlighted common issues with payment terms. In many cases, event tickets are marketed as non-refundable, allowing organisers to sidestep financial responsibilities, regardless of the circumstances that led to attendees feeling short-changed.

The High Octane Family Fest featured a range of activities, as advertised, including motorbike shows and giant funfair experiences. However, attendees reported stark discrepancies between these promises and the reality at the event. One disheartened visitor noted the stark lack of rides and overpriced food offerings, reinforcing dissatisfaction. The occurrence has served not only as a cautionary tale for future festival-goers but also a reminder of the importance of understanding event cancellation and refund policies—often printed in the fine print and typically unfavourable to consumers.

With both anger and disappointment lingering, it is essential for event organisers to consider the implications of their commitments to customers. The disparity in consumer expectations versus what was delivered has thus far overshadowed what could have been a celebratory festival, underscoring a growing need for clearer communication and accountability within the events sector. Until these concerns are adequately addressed, attendees remain sceptical about future events, eager for not just entertainment, but assurance that their investments are protected.

## 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), [[4]](https://www.weeklytimesnow.com.au/news/national/ripped-off-ticketholders-still-chasing-refunds-two-years-after-vanfest-cancelled/news-story/07e011601fad3f578132725a90b7179c)
* 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), [[5]](https://www.ktnv.com/news/festival-meant-to-lift-peoples-spirits-leaves-them-out-hundreds-of-dollars-instead)
* Paragraph 3 – [[3]](https://www.skiddle.com/whats-on/Reading/Culden-Faw-Estate/High-Octane-Family-Fest-Weekender---Culden-Faw-Estate/40834498/), [[6]](https://www.wnypapers.com/news/article/current/2014/07/28/117010/bbb-warning-fun-run-organizers-canceling-races-runners-left-without-entry-fee-refunds)
* Paragraph 4 – [[2]](https://www.eventeny.com/events/vendor/?id=18674&srsltid=AfmBOop3NQqGXNTZ0yLf72H1RZiWOTkoeKQDgOVMDcfGnRs_Pmge94n2), [[5]](https://www.ktnv.com/news/festival-meant-to-lift-peoples-spirits-leaves-them-out-hundreds-of-dollars-instead), [[6]](https://www.wnypapers.com/news/article/current/2014/07/28/117010/bbb-warning-fun-run-organizers-canceling-races-runners-left-without-entry-fee-refunds)
* 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), [[4]](https://www.weeklytimesnow.com.au/news/national/ripped-off-ticketholders-still-chasing-refunds-two-years-after-vanfest-cancelled/news-story/07e011601fad3f578132725a90b7179c)

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.eventeny.com/events/vendor/?id=18674&srsltid=AfmBOop3NQqGXNTZ0yLf72H1RZiWOTkoeKQDgOVMDcfGnRs_Pmge94n2> - This page outlines the cancellation and no-show policies for an event, stating that no refunds are provided under any circumstances. It also details the application and booth fee processes, emphasizing that once a purchase is confirmed and payment is made, no refunds or cancellations will be granted, regardless of weather conditions or unforeseen incidents.
3. <https://www.skiddle.com/whats-on/Reading/Culden-Faw-Estate/High-Octane-Family-Fest-Weekender---Culden-Faw-Estate/40834498/> - This event page provides information about the High Octane Family Fest Weekender at Culden Faw Estate, scheduled for August 23-25, 2025. It includes details on ticket prices, event timings, and policies, such as the requirement for advance ticket purchase and the non-refundable nature of tickets, even in the event of weather-related cancellations.
4. <https://www.weeklytimesnow.com.au/news/national/ripped-off-ticketholders-still-chasing-refunds-two-years-after-vanfest-cancelled/news-story/07e011601fad3f578132725a90b7179c> - This article discusses the plight of ticketholders who are still seeking refunds two years after the cancellation of Vanfest, a popular music festival in New South Wales, Australia. Despite the company receiving a $736,000 federal government grant, customers have been left out of pocket, highlighting issues with consumer protection and event cancellation policies.
5. <https://www.ktnv.com/news/festival-meant-to-lift-peoples-spirits-leaves-them-out-hundreds-of-dollars-instead> - This report covers the RiSE Festival, which was cancelled due to storms and lightning. Organisers stated they would only refund attendees who had purchased inclement weather insurance, leaving others without refunds. The article highlights the challenges festival-goers face when events are cancelled and the importance of understanding refund policies.
6. <https://www.wnypapers.com/news/article/current/2014/07/28/117010/bbb-warning-fun-run-organizers-canceling-races-runners-left-without-entry-fee-refunds> - This article warns consumers about fun run organisers cancelling races with little notice and leaving participants without refunds. It provides examples of events like the Dirty Girl Mud Run and 5K Foam Fest, where organisers have cancelled events and refused refunds, emphasising the importance of reading fine print and understanding cancellation policies.
7. <https://www.kvoa.com/news/n4t-investigators-music-fest-company-that-left-dozens-without-refunds-being-dissolved/article_15efe29c-b4cc-11ee-9c87-2b077b034b6a.html> - This investigation reveals that Music Getaways, a company responsible for several failed music festivals, is being dissolved after a bankruptcy court rejected its reorganisation plans. The company left dozens of customers out of thousands of dollars without refunds, highlighting issues with event organisers failing to deliver services and the challenges consumers face in seeking redress.