

Ongoing Covid-19 pandemic forces Splashy Fen to cancel 2020 festival

Following the initial outbreak of the Covid-19 pandemic in South Africa, the Splashy Fen Music Festival postponed the date for its 31st edition to September 2020. However, as the novel coronavirus continues to spread, the 2020 Splashy Fen Music Festival has been cancelled.

“We have spent the past four years working tirelessly to provide an unforgettable experience that our fans long to return to 365 days later! As organisers, we are devastated to imagine a year without Splashy Fen – a cultural pilgrimage for so many of us. It is with an extremely heavy heart that we announce the forced cancellation of our beloved Splashy Fen 2020, as a result of the Covid-19 pandemic,” said the Splashy Fen event organisers to their fans on the website.



Earlier this year, with only three weeks to go until its 31st staging, Splashy Fen Music Festival was postponed as a result of the Covid-19 global pandemic and organisers were forced to announce a new date to host the event, in September 2020. However, with so much uncertainty still looming over the entertainment industry, the new September date is no longer viable.

“It had seemed at the time that September would be safer times,” says Stu Berry, festival director. “At no stage did we even consider that a date six months later would be at risk. We negotiated with every artist on the lineup to return in September and did our utmost best to deliver Lockdown Live, our virtual Splashy Fen over the Easter weekend, which was free of charge to give our fans some kind of love from Splashy Fen over the original festival dates. As organisers, and fans of the festival ourselves, we are devastated to accept that it will simply not be possible for us to welcome 10,000 people to the farm in a way that we would all want to experience Splashy Fen.”



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“We are whole-heartedly invested in this festival,” says festival creative director Andrew van Rensburg. “And that’s because we are here for the long run – we firmly believe in this festival and what it represents to so many people, both emotionally for our fans, and financially for our service providers who the event supports.”

While other local and international events have also been cancelled, many have enforced a no-refund policy claiming Force Majeure. Splashy Fen's long-standing refund policy stipulates a 35% cash refund in this instance, but organisers have reworked their existing refund policy very carefully in light of the cancellation, with the main focus being to do all they can to not have to invoke a no-refund policy due to Force Majeure. At the same time, doing their best to plan and ensure the future existence of the festival.

"The reality of the situation, with the significant costs that we have incurred and the fact that we were only three weeks away from staging the event," says van Rensburg, "is that we have to ask our fans and supporters to help us out. At a time like this, we would be lying if we didn't admit that Splashy's future existence wasn't hanging in the balance financially."

Become a Splashy Hero

In announcing the cancellation of the 2020 event, organisers are appealing to fans who can, to become a Splashy Hero and donate their festival ticket back to the festival. These fans will become a part of the Splashy Fen legacy, ensuring its future and having their names etched on the festival history forever in the form of an on-site #splashyhero wall art installation.

Also, several sponsors have shown support to the festival by donating a series of amazing give-aways to be won by lucky Splashy Heroes who donate their full ticket amount.

For those who are unable to donate their full ticket value, there are several refund options in place. Ticket-holders have all been sent unique emails detailing how to process their refund if they so choose. The Splashy Fen website has also been updated with all the relevant information, step-by-step video guides and frequently asked questions for fans looking for more clarity. Fans have been given a one month period to claim their refund through the event's ticketing partner, Howler.

All information is freely available at www.splashyfen.co.za.

For more, visit: <https://www.bizcommunity.com>