



LAPITA

DUBAI PARKS AND RESORTS

AUTOGRAPH COLLECTION
HOTELS

UNTOLD MUSIC FESTIVAL FAQ's

As you may already be aware, we are thrilled to announce the upcoming Untold Music Festival, from **6th – 9th November 2025** – a landmark event set to bring world-class entertainment and unforgettable experiences to our resort. To help you and your guests prepare for this exciting occasion, we've compiled a list of **Frequently Asked Questions (FAQs)** covering key details such as ticketing, access, amenities, and event highlights.

Please feel free to share this information with your partners and guests to ensure everyone is well-informed and ready to enjoy the festival to the fullest. Please take a moment to review the information below.

1) Is access to the Untold Music Festival included in my hotel booking?

- For existing bookings, event tickets are not included. However, guests may purchase them separately.

2) Can I cancel or change my booking if I don't want to attend the festival?

- Yes, you may cancel your booking free of charge. Alternatively, if you prefer to stay outside the festival period, we'd be happy to assist you with adjusting your stay dates, subject to availability.

3) What is included in the published rates for General and VIP Access, and are there any additional charges for extra guests or children?

- The published rates are based on double occupancy for both General Access and VIP Access packages. Additional charges will apply for any extra adults or children, depending on the selected room category. All rates are inclusive of applicable taxes and include unlimited park access and music festival tickets for a four-night stay.

4) What if I already booked my stay before the festival was announced?

- Guests with existing bookings can either purchase festival tickets separately or adjust their stay dates to ensure they do not overlap with the Untold Music Festival period.

5) How much do the festival tickets cost if I need to purchase them separately?

- General access tickets are priced at AED 420 per person, while VIP access tickets are AED 1,200 per person. Please note that VIP access is strictly limited to guests aged 21 and above.

6) Can I opt out of the festival if I'm not interested in attending?

- Attendance is mandatory for guests staying during the event dates. If you prefer not to attend, we recommend adjusting your stay dates.

7) Are the festival tickets valid for all four days of the event?

- Yes, if you are staying at Lapita, Dubai Parks™ and Resorts, your booking includes tickets to all four days of the Untold Festival, with a minimum stay of four nights required. If your current booking does not include tickets, you may either purchase them separately or adjust your stay dates

8) Are children allowed at the Music festival?

- Children are welcome in the General Access area. However, VIP Access is strictly limited to guests aged 21 and above. Individuals under 21 will not be permitted in the VIP section.

9) Will there be transportation provided to the festival venue?

- Yes, buggy services will be available between the hotel and Dubai Parks & Resorts during the event.

10) What amenities or services are available for festival-goers at the hotel?

- We will offer extended dining hours, themed experiences, and concierge support tailored for festival guests. - TBD