



## Frequently Asked Questions

### GENERAL

**Q: What is the Standard Bank Food and Lifestyle Festival?**

A: The Standard Bank Lujú Food and Lifestyle Festival is a **one-day**, lavish feast of music, fashion, entertainment, culinary exploits, connoisseur-led premium wine and whiskey showcases set to debut in Swaziland on **4<sup>th</sup> August 2018**. The event promises to be a unique celebration of the tastes, smells, sights and sounds of Swaziland and surrounds and will be a sensory experience unlike any other.

It is an aspirational event in an intimate setting where foodies, culture buffs and travellers alike can interact with a range of lifestyle activations currently trending within the context of music, food, fashion and health.

**Q: When and where is it taking place?**

A: The festival will take place on the House on Fire lawns overlooking the scenic Malkerns Valley in Swaziland on 4<sup>th</sup> August 2018. The venue is located about a 5 hour drive from Johannesburg, 23km from the capital city, Mbabane, and is a short 14km from Ezulwini.

Key in the following GPS coordinates- Elevation 756m – S 26' 29.881 E031' 13.110 to find us or use the Google Map cords: -26.4981694, 31.2147246,16

**Q: Who are the organisers and main sponsor(s)?**

A: Lujú is being brought to life by the same team as the world-renowned and much loved MTN Bushfire Festival – House on Fire, backed by a leading global brand in finance and investment whose African heritage goes beyond 150 years – Standard Bank.

**Q: What food showcases can I expect at the event?**

A: The headline chef for this festival is well-loved South African chef and music artist, J'Something and he will prepare some of his delectable dishes for taste. There will also be a wide variety of traditional and contemporary african cuisine food and alcoholic and non-alcoholic beverages available for the duration of the event. Leading food experts from across the region including Eswatini will also give culinary presentations delving into the history and art of African food, wine, food pairing and other related subjects.

**PLEASE NOTE:** You may NOT bring your own food or beverages into the festival arena.



**Q: Will There Be Vegetarian/Vegan Food at The Festival?**

A: Yes, you'll be able to get your fill of all kinds of scrumptuous, healthy foods suitable for all types of diets for the duration of the festival.

**Q: How do I apply to sell my products at the festival?**

A: We are looking for unique traders/exhibitors for this event, who will create a memorable experience for visitors in line with the ethos of the festival. An ideal Lujufestival trader should have a product that aligns with the themes of African, empowerment, and good, sustainable living. They should be able to tell the story of whatever they are selling in an engaging and positive manner.

Submit a proposal before 30<sup>th</sup> June 2018 to [curator@house-on-fire.com](mailto:curator@house-on-fire.com). We will let you know when your product has been selected. Proposals that are submitted after the deadline will not be considered.

**Q: How do I apply to perform at the festival as an artist?**

A: Submit a proposal before 30<sup>th</sup> June 2018 to [projectmanager@house-on-fire.com](mailto:projectmanager@house-on-fire.com). Applications that are submitted after we have closed artist applications will not be considered. We encourage local artists to put in their applications

**Q: I'm a member of the media. How do I get a media pass?**

A: Please visit our press accreditation page.

**Q: Will you be posting performance times in advance?**

A: Yes, we will be giving programme updates on social media and our website as well as the press in the period leading up to August - go to [www.facebook.com/Lujufestival](https://www.facebook.com/Lujufestival) , [www.houseonfire.com/luju.html](http://www.houseonfire.com/luju.html). The full day programme will also be posted on these channels a couple of days before the day of the festival. Set times will be available in the festival guide passed out on entry.

**Q: Will there be ATM facilities available?**

A: Yes, however it's strongly suggested that attendees come prepared to avoid any inconvenience or disappointment due to technical issues or queuing.

**Q: Are Credit Cards Accepted? What About a Debit card? Cash?**

A: You will need to have a cashless wristband which you can load with some credit at our cashless stall. Cash, Credit and Debit cards will also be accepted by the majority of vendors/traders who will be located within the various festival strands.

**Q: Will there be first aid or medical services available on site?**

A: Yes. First aid stations will be clearly visible on site.



## TICKET INFO

**Q: How much do entry tickets cost?**

**A:**

	PRE REGISTRATION	NORMAL
General	E250	E350
VIP	E500	E600
Kids (6 - 12yrs)	E100	E120
Kids (0 – 5yrs)	Free	

Children under 12 need to be accompanied by an adult. Children aged 0 – 5 can enter the festival for FREE. Children aged 6 – 12 have to purchase the Full Festival Children ticket.

**Q: What is the difference between General and VIP tickets?**

**A:** The General ticket option provides access to the main festival arena with standing room in front of the main stage. VIP tickets offer the Standard Bank VIP experience with an excellent view of the Main Stage in a private heated seating area, complete with a private bar and dedicated wait service.

**Q: How do I pre-register in order to qualify for a discounted ticket?**

**A:** Simply go to <https://luju.howler.co.za> and complete with your details.

**Q: When does pre-registration close?**

**A:** 30 May 2018

**Q: What does pre-registration mean exactly / what am entitled to?**

**A:** Pre-registration is a process whereby you provide your contact details before ticket sales go live, in order to be eligible for a discounted rate. Each pre-registered person can get up to 6 tickets of their choosing when ticket sales open.

**Q: Where can I get/purchase tickets?**

**A:** From 31<sup>st</sup> May 2018, tickets will be available online at <https://luju.howler.co.za>. From 14<sup>th</sup> June 2018, Standard Bank branches in Mbabane, Matsapha and Manzini will have hardcopy tickets for purchase. Other sales outlets will be announced in due time.

**Q: Is it just one day ... what else can I do over the weekend?**

**A:** The festival itself will take place in one day beginning from morning till late. Visitors can however also attend other activities, in locations within the vicinity of the festival venue, which will be happening on Friday 3<sup>rd</sup> August and Sunday 5<sup>th</sup> August. These activities orientation is very much in line with the festival spirit of promoting African, wholesome goodness. These include a glass-blowing excursion at Ngwenya Glass, a candle-making



experience at Swazi Candles complex, traditional dances at Mantenga, Canopy tour at Malolotja and much more. Find more info on our website and social media pages.

**Q: Are children allowed into the VIP area?**

A: Children are only allowed into the Golden Lounge if they are in the company of an adult that has a golden lounge pass.

**Q: Will there be tickets sold at the gate?**

A: No, so we urge you to purchase online before they run out.

**Q: What is the refund policy?**

A: There are no refunds.

**Q: Can I give my ticket to a friend?**

A: Yeah sure! To transfer your ticket to a different holder, please contact [info@nutickets.co.za](mailto:info@nutickets.co.za)

## **WHAT TO BRING / LEAVE**

**Q: What can I bring into the festival?**

A: The organizers reserve the right to refuse admission to the festival site at any time. Any bags brought into the event WILL be searched upon entry.

The following items are prohibited and will not be allowed into the venue:

Weapons, explosives, firearms, glass bottles, aluminium cans, hazardous and breakable materials.

Fireworks, lasers, flashlights and anything else that can interfere with the artists.

No camping gear of any kind will be allowed into the festival venue. They are allowed in the campsite with a valid camping ticket.

No illegal drugs of any kind allowed in the festival or campsites. You may be prosecuted.

No drinking of alcohol outside the festival entrance or in the parking lot. You may be prosecuted.

**Q: Are children allowed into the festival?**

A: Children under 12 need to be accompanied by an adult. Children aged 0 – 5 can enter the festival for FREE. Children aged 6 – 12 have to purchase the Full Festival Children ticket.

**Q: Are animals allowed into the festival?**

A: No pets allowed in the festival.



**Q: Can I bring food and drinks into the festival venue?**

A: No. Food and drinks are not allowed into the festival. Only food and drinks purchased at the festival will be allowed to circulate.

**Q: Are signs and flags allowed into the festival?**

A: Flags that are used to identify your group may be brought in, but discretion is advised when constructing or designing these items, as they may sometimes be considered dangerous.

**Q: Are camp chairs allowed into the festival?**

A: Yes.

**Q: Can I take pictures and record videos during the festival?**

A: Only on cameras meant for personal use. Professional DSLR, recording devices, video equipment that have not been pre-approved will not be allowed into the festival grounds. If the artists' request, all unauthorized recording for professional purposes, will be prohibited and illegal filming and/or recording will result in legal actions.

## **FESTIVAL RULES AND POLICIES**

### **Entry conditions**

- You need a valid festival pass in order to enter the event.
- Your festival pass must be worn at all times.
- You will be allowed to go in and out of the festival venue as long as you keep your wristband on at all times for the duration of the festival.
- For your safety, all attendees are subject to search upon entry.
- All ages are welcome. Children aged 5 years and under have free entry.

### **Ticket policies**

All tickets are non-refundable and non-replaceable. One ticket per person. Once purchased, please keep your tickets in a safe place and remember to bring them with you to the festival. Each ticket holder must be present when exchanging tickets for wristbands at Festival Check-in. An individual will not be able to receive wristbands for other ticket holders not present. Children under 12 must be accompanied by an adult.

### **Photography and recording disclaimer**

By participating in the Standard Bank Food and Lifestyle Festival, you consent to interview(s), photography, audio recording, video recording and its/their release, publication, exhibition, or reproduction to be used for news, web casts, promotional purposes, telecasts, advertising, inclusion on web sites, or for any other purpose(s) that



LUJU PTY, its vendors, partners, affiliates and/or representatives deems fit to use. You release to Standard Bank LUJU Board, its officers and employees, and each and all persons involved from any liability connected with the taking, recording, digitising, or publication of interviews, photographs, computer images, video and/or or sound recordings.

By entering the event premises, you waive all rights you may have to any claims for payment or royalties in connection with any exhibition, streaming, webcasting, televising, or other publication of these materials, regardless of the purpose or sponsoring of such exhibiting, broadcasting, webcasting, or other publication irrespective of whether a fee for admission or sponsorship is charged. You also waive any right to inspect or approve any photo, video, or audio recording taken by Standard Bank LUJU or the person or entity designated to do so by LUJU PTY Ltd. By purchasing a Standard Bank Lujju Festival ticket or entering the premises, you have been fully informed of your consent, waiver of liability, and release before participating in Standard Bank LUJU Festival.

#### **Risk Statement**

By attending the festival, you assume all risks incidental to the event and release event management and their respective affiliates from all claims related to or arising out of the event or your presence at the event. The ticket you hold is subject to all applicable policies

of the management of the event. This ticket is a revocable license to enter the event at the date and time listed on the front. What that means is that management reserves the right, without paying a refund, to refuse entry or eject you if you are not complying with all management policies applicable to the event.

The Event date and time is subject to change. Resale and/or transfer of the ticket may be prohibited by Management's policies, and if so, any such resale and/or transfer is void to the maximum extent allowed by applicable laws. Any such unauthorized resale and/or transfer may result in refusal of entry without refund. Tickets not obtained directly from Management may be lost, stolen, counterfeit or invalid, in which case they will not be honoured.

#### **MORE INFORMATION**

Travel packages and special offers will be announced in the upcoming weeks via local press and on the House on Fire website [www.house-on-fire.com](http://www.house-on-fire.com) and face book page [www.facebook.com/HouseOnFireSD/](http://www.facebook.com/HouseOnFireSD/)

Lujju also invites any interested traders, exhibitors and companies to contact us for more information on the opportunities available to be part of this amazing high-end lifestyle event.

For more information, please contact [projectmanager@house-on-fire.com](mailto:projectmanager@house-on-fire.com) , [communications@house-on-fire.com](mailto:communications@house-on-fire.com) or call +268 2528 2040.