

# FAQ

## **How can I buy tickets?**

Tickets are [ON SALE NOW](#) (available only online via Moshtix).

## **I need ticket support! Can you help?**

To access your ticket, log into your **Moshtix account**. If you have an issue, first check the **Moshtix FAQs** and if you require further assistance, submit a **Moshtix support request**.

## **Fully Licensed Event**

The event is fully licensed therefore you must be of the legal drinking age of 18+ to attend. No BYO alcohol or food is permitted under any circumstances. There will be a range of alcoholic and non-alcoholic beverages available to purchase as tastings and by the glass. Liquor bottle sales are permitted, but strictly for take-home only: not for onsite consumption.

## **What form of ID is accepted?**

You will need one of the following IDs on arrival and on your person throughout the event:

- Driver or rider licence or permit that has been issued by either an Australian State or Territory or by any foreign country (must contain a photograph)
- NSW or SA Digital Driver Licence
- NSW photo card
- Proof of age card that has been issued by a public authority of the Commonwealth, or of another State or Territory with the purpose of attesting to a person's identity and age
- Australian passport, or a passport from any foreign country

## **Will there be passouts?**

No there are No Passouts (licensing conditions)

### **Can I bring my children?**

This is an over 18's only event. Leave the kids at home and have a well-deserved break!

### **Can I bring my pets?**

Only trained assistance animals such as guide dogs will be allowed onto the site.

### **How do I get there?**

We recommend that you walk, cycle or catch public transport. However, if you are driving there is street meter parking in the local area available, and a Wilson's parking station on Pirrama Road across from Jones Bay Wharf. Alternatively, please consider ride sharing or taxi options.

### **Accessibility – Is the site accessible for people with a disability?**

Yes – this site is reasonably accessible on designated park pathways. If you have specific accessibility needs, please contact us direct: [\*\*manager@eventproject.com.au\*\*](mailto:manager@eventproject.com.au)

### **Cashless event**

#### **How does Festival Currency work?**

**Sparkling Sydney 2022** will operate a digital currency to ensure in-event COVID-19 compliance management, improved speed of service, increased security and ease of transactions at the Vendor Stalls. As such, all food and drinks purchased will need to be paid for using the simple, tap-and-go Festival Currency Wristbands.

#### **Can I use cash to pay for food and drinks if I haven't purchased Festival Currency?**

**Sparkling Sydney** is a 'cashless' festival. In other words, to buy food and drinks at the event you'll need to use festival currency as CASH WILL NOT be accepted by vendors.

#### **Where can I purchase Festival Currency?**

Festival Currency can be purchased directly at the event via the Cashless Currency stand at the entry point. Or to save time and queuing, pre-purchase your wristband and currency online

via: [ON SALE HERE](#). The closing date for pre-purchasing of currency is **Wednesday 28 April at 5pm AEST**.

### **How Does Festival Currency Work?**

At the venue, Festival Currency wristbands can be topped up at currency stands or by our friendly roaming top-up currency sellers. You can buy Festival Currency with exact cash or credit card. The wristband you will receive contains a chip, which can be read by the vendor's scanning device and deducts a set amount depending on what you purchase. Simply let the vendor know what you wish to purchase, they then key the transaction into their device, scan your wristband against their device and purchase complete!

### **How much should I put on my Festival Currency Wristband?**

We would recommend a minimum of \$30, \$50 or \$100 to be pre-loaded onto your wristband to maximise your experience at Sparkling Sydney 2022.

### **How do I know how much is remaining on my wristband?**

You can ask any vendor to scan your wristband or visit one of the Roaming Top-Up Sellers or Festival Currency Booth. After each transaction the vendor will also advise you of your remaining wristband balance.

### **Cool, but how much do I pay for this?**

A one-time activation fee of \$3.50 (\$2.50 + process fee for Pre-Purchase via Moshtix) is deducted from your initial top-up - think of it as the purchase cost of the wristband. This activation fee is only charged once, which is less than the cost of multiple trips to an ATM facility or merchant fees on credit card payments!

### **Can I get a refund on any Festival Currency I don't spend at the event?**

Yes you can!

Make sure you keep your wristband. Head to the **Sparkling Sydney** website between **9am on Monday 14<sup>th</sup> March and 5pm on Friday 18<sup>th</sup> March AEST**.

Simply enter your full name, email address, BSB, Account Number as well as the RFID and 4-6 digit serial number printed on the plastic chip on your wristband and hit complete! Your refund will be processed back into your bank account within 14 working days. Please note that refunds under \$5.00 are unable to be processed.

### **What should I bring?**

We are an all-weather outdoor event in a park, so if it's sunny, be sure to bring a hat and sunscreen. If it's forecast to rain please bring all necessary wet weather gear. We advise that you also bring credit card or cash in the event you want to purchase Festival Currency on-site for drinks and meals. All transactions are made via your Festival Currency wristband given to you at the entrance of the event. Currency sellers will be onsite if you haven't pre-purchased or need a balance top up. Please note that there will be no ATM on site and no cash or card used for any transactions.

### **Photography and videography**

There will be photography and filming taking place at **Sparkling SYDNEY**. If you do not wish to be captured, please notify a member of our Event personnel on-site.

### **Medical**

First Aid is available at the event. Please ask Security, Event staff or First Aid officers for help if you or someone else is in need of medical attention.

### **Ticketing**

For all ticket pricing and inclusions, please refer to our TICKETS on the Sparkling SYDNEY website page.

Please contact [HERE](#) for **ALL** ticketing enquiries.

### **Refund policy**

All tickets purchased are non-refundable unless the event is cancelled by the **Sparkling SYDNEY** due to severe and dangerous weather that makes the event unsafe to proceed. MOSHTIX will email you explaining this and the card used to make the purchase will be automatically refunded the net ticket price. If **Sparkling SYDNEY** needs to postpone the event because of COVID-19, we ask that you hold onto your tickets

until the new date is announced. If you cannot attend the new date, you will receive a refund of the ticket price.

If you cannot attend due to COVID-19 because you are in a Government deemed hotspot, are showing COVID-19 symptoms and therefore need to isolate, your ticket will be transferred to the next scheduled **Sparkling SYDNEY** event date (Saturday 26<sup>th</sup> November 2022). Please refer to our Ticketing Terms and Conditions for further details.

**For the comfort, safety and enjoyment of all patrons, staff and event participants the following conditions of entry apply:**

### **Conditions of Entry**

This is an over 18's event. No Passouts. Entry will be refused to persons under the age of 18. All patrons must provide proof of full vaccination (or eligible exemption). Unless required by law, refunds will not be available for failure to comply.

Admission to **Sparkling SYDNEY** will only be granted upon presentation of a ticket at point of entry to the event.

All ticketholders **MUST** register their details via the Service NSW QR Code before entry is permitted.

It is a condition of entry that all patrons present a valid and acceptable form of photo identification (Australian Drivers Licence, passport or RTA endorsed proof of age card).

Attendance at this Event is at your own risk. **Sparkling SYDNEY** is not responsible or liable for any loss, damage, expense, illness or injury however caused or any consequential loss or damage, arising from your visit to this Event. By attending **Sparkling SYDNEY** you voluntarily assume the risks posed by **COVID-19**.

You are at all times responsible for your personal possessions such as bags, mobile phones and other items you bring to the event and must not leave any of your possessions unattended at any time.

Patrons wearing clothing deemed offensive, obscene, insulting or of a sexual nature may be refused entry to Pirrama park.

Abusive, disruptive or offensive behaviour and language are not permitted. This will result in removal from the site.

All bags will be searched upon entry for prohibited items. Any patron may be required to undergo search, bag check and / or metal detector search at the entrance and/or during the event. A person who refuses to undergo such a search, or bag check may be prohibited from entering the event without being entitled to a refund of the admission fee, or such a patron may be immediately removed from the event.

Entry will be refused to people who are intoxicated and/or disorderly.

This is an all-weather event and will proceed rain, hail or shine. No refund will be provided.

No dangerous, abusive and/or threatening behaviour will be tolerated and no ticket refund will be provided to those behaving in this way.

If you are showing COVID-19 like symptoms and are unwell or have been in a COVID-19 hotspot, you will not be allowed entry into the event.

We have a comprehensive COVID safe plan and we have a collective responsibility to comply with the COVID safe plan.

**Sparkling SYDNEY** reserves the right to refuse entry to any persons who breach our Conditions of Entry.

**Other information:**

- Security teams patrol this site
- First aid is available onsite by St John NSW
- Please consider your neighbour before you smoke
- Dispose of cigarette butts responsibly
- Keep Sydney sparkling. Please use the rubbish bins provided.

**Prohibited items include but are not limited to:**

Alcohol and non-alcoholic drinks, including water bottles

Drugs and illicit substances

Glass of any kind

Chairs, tables, umbrellas, shelters

## Weapons

Fireworks, flares, laser lights or similar

Drones, segways and hover boards

Animals, other than assistance dogs

Outdoor games, sporting or other gaming equipment

Any other item the **Sparkling SYDNEY** believes (at its discretion) could cause harm or public nuisance.

There will be a security check upon entrance and prohibited items will be confiscated.

**Sparkling SYDNEY** does not take any responsibility for confiscated items.

## Lost property

If you lose something at the event contact Security on site or email [manager@eventproject.com.au](mailto:manager@eventproject.com.au)

## We have a COVID safe plan in place.

### Covid-19 Conditions

Whilst attending this event you must:

- at all times adhere to the COVID-Safe Plan applicable to the respective Vantage Point;
- practise physical distancing at all times and follow the directions given by the City's staff as well as signage and markings.
- follow NSW Health etiquette for coughs and sneezes – use a tissue or your elbow, dispose of tissues promptly and hygienically, and practise safe hand hygiene.

Due to the uncertain nature of Covid-19, Sparkling SYDNEY may need to make changes to the event details and/or these General Terms and Conditions from time to time to reflect the latest public health updates and best practice.

For the safety and wellbeing of all patrons and staff, you must not come to the Event if you:

- feel unwell or if you are displaying any of the Covid-19 symptoms as identified by NSW Health from time to time

(such as fever, cough, sore/scratchy throat, shortness of breath, loss of smell or loss of taste);

- have tested positive for Covid-19 in the last 14 days or are awaiting the results of a Covid-19 test;
- are required to self-isolate or quarantine;
- have been in contact with a confirmed case of Covid-19 in the 14 days prior to the Event;
- have returned from overseas or have visited a “positive Covid-19 case location” as outlined by NSW Government in the last 14 days prior to the Event.

## **CONTACTS**

### **GENERAL**

For general enquiries, email **[manager@eventproject.com.au](mailto:manager@eventproject.com.au)**

### **MEDIA**

To receive press releases, media alerts and news for any of our events, email [matt@originalspin.com.au](mailto:matt@originalspin.com.au)

### **SPONSORSHIP**

For any sponsorship enquiries,  
email **[manager@eventproject.com.au](mailto:manager@eventproject.com.au)**