

2020 TELETHON FAMILY FESTIVAL PRESENTED BY COLES FREQUENTLY ASKED QUESTIONS



OPTUS STADIUM

SUNDAY 25 OCTOBER 2020

KEY TIMINGS

- **WHAT ARE THE KEY TIMINGS?**

Gates Open – 11.00am.

Event Concludes – 5.00pm.

TICKETING

- **WHERE DO I BUY TICKETS?**

Tickets can be purchased from Ticketmaster - www.ticketmaster.com.au

- **WHEN ARE TICKETS ON SALE?**

General Public Tickets will be on sale from 0900 on Monday 5 October.

- **WHAT ARE THE TICKET CATEGORIES AND PRICING?**

Adults (17 years and above) - \$5.

Junior (0 – 16 years) – Free. All patrons, including minors & babies must have a valid ticket for entry.

Ticket prices and further information can be found at www.ticketmaster.com.au

- **WHAT IS THE TICKET LIMIT?**

6 x Adults and 6 x Juniors (per transaction)

- **HOW DO I RECEIVE MY TICKET??**

All Tickets are Mobile Tickets. Patrons will need to download their mobile tickets prior to the event day. *Log in to your My Ticketmaster account and under "My Tickets" select the "View Upcoming Events". Select the event you are wanting to download the tickets for. Mobile tickets will load, ready for you to scan at venue.*

- **CAN I LEAVE AND COME BACK?**

Yes. Patrons are required to scan out through the turnstiles and are welcome to come back any time during the event.

VENUE & EVENT INFORMATION

- **WHAT GATE CAN I ENTER THROUGH?**
Gate D and E will be open for this event.
- **WILL MY BAG BE CHECKED?**
Yes. Security checks will be carried out on bags.
- **WILL THE EVENT PROCEED WITH WET WEATHER?**
Yes. The event will proceed rain, hail or shine! This would only change if public safety becomes an issue.
- **WILL THERE BE FOOD AND DRINK AVAILABLE TO PURCHASE?**
Yes, food and beverage facilities will be available throughout the site.
- **WILL I BE ABLE TO BRING MY OWN FOOD & BEVERAGE?**
Yes, patrons will be able to bring personal quantities of food.
Optus Stadium is a fully licensed venue. Patrons are not permitted to bring their own alcohol.
- **ARE CLOAKING FACILITIES AVAILABLE?**
Cloaking facilities will not be available.
- **WILL PRAMS BE PERMITTED INTO THE VENUE?**
Prams are permitted access to the venue for this event.
- **FIRST AID & MEDICAL ASSISTANCE**
Medical crews will be present inside and outside the Stadium to attend to any problems, no matter how big or small. Please see Stadium staff for assistance.
- **IS THE VENUE A SMOKE FREE VENUE?**
Yes. The Event site will be 100% smoke-free. Patrons are required to leave the site to smoke.
- **IS THERE SHADE AVAILABLE?**
There is limited shade available outside the venue.
Please bring a hat and sunscreen.
- **ARE THERE ANY DRESS STANDARDS?**
Please wear footwear, and appropriate clothing for the event.
- **CAN I BRING MY DOG?**
Pets or animals, other than certified service animals are prohibited from entering the venue.

TRANSPORT

- **IS PUBLIC TRANSPORT OPERATIONAL?**
Travel via public transport is included in your event ticket and is valid on all Transperth services.
Please show your event ticket when using Transperth services to gain access.
Please use the [Journey Planner](#) to plan your travel arrangements.
- **IS PARKING AVAILABLE?**
There is extremely limited parking in The Stadium Park and the surrounding areas. We highly recommend all patrons take advantage of the Public Transport included in their ticket.

- **WILL THERE BE ACROD PARKING?**

ACROD parking will be available. Patrons are required to pre-register their interest through the Optus Stadium website.

- **CAN WE GET DROPPED OFF AND PICKED UP?**

There is a designated Taxi Rank for drop offs and pickups using Taxi services.

SAFE VENUE PRACTICES

- **IF I AM FEELING UNWELL, CAN I STILL ATTEND THE EVENT?**

If you are sick, please stay at home. There will be Events to attend in the future when you are feeling better. Please note that patrons displaying ill-respiratory symptoms will not be permitted to enter or remain at the event.

- **DOES SOCIAL DISTANCING APPLY AT THE STADIUM?**

Where possible please keep 1.5m distance from others inside and outside the stadium.

- **WHAT CAN I DO TO KEEP MYSELF AND MY FELLOW FANS SAFE WHILE WITHIN THE STADIUM?**

- Don't forget to cover your mouth if you cough or sneeze.
- Wash and sanitise your hands regularly.
- Hand washing facilities are available in all bathrooms areas.
- Sanitiser is available near all bathroom locations. Patrons are also encouraged to bring sanitiser for personal use.
- Put your rubbish in the closest bin to assist cleaning operations.

- **WHAT IS THE STADIUM DOING TO KEEP ME SAFE?**

Your safety is our priority:

- We are focused on providing a clean venue, pre-, during and post event.
- We have additional cleaning happening across the stadium throughout the event, especially in high-touch areas.
- Sanitation stations are available for your convenience, please use them often.
- We've made all payments contactless.
- We've change our food packaging and the way it's served to you.
- All stadium staff have completed their COVID 19 Hospitality and Tourism Hygiene Course.

Being safe is everyone's responsibility:

- Stay at home if you're sick.
- Keep your distance from others.
- Practice great hygiene habits.

CONDITIONS OF ENTRY

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Optus Stadium [Conditions of Entry](#) apply for this event with the exception of the following:

- Prams are permitted.
- Picnic rug and hamper with food.
- Personal quantities of food and non-alcoholic beverages will be permitted.