

ROCK AT THE RACES FAQs

Saturday 11th November 2017

The word "ENTRY" in a bold, black, sans-serif font inside a white square with a black border.

Entry to the concert is via the **Travers Street** turnstiles only.
Slocum street entry will be CLOSED



ATM

Located ground floor southern end of grandstand



First Aid

First aid Officers – located near the MTC office



Taxi's

Taxi's departing from Travers Street Entrance.



Buses

Buses departing from 10pm - CBD ONLY. \$5 per person.
Courtesy buses departing from Travers Street Entrance.



Food Outlets

There will be various food outlets on the day.

Strictly no food or beverages to be bought on to the course

Rock at the Races

General FAQs

What are prohibited items?

- ◆ Alcohol, non-alcoholic drinks - this includes juice, soft drinks, sports drinks etc - Rock At The Races is a licensed event, alcohol is available for purchase at the MTC.
- ◆ Aerosols, sunshades, tents and tables.
- ◆ Umbrellas, even if it's raining. Bring good quality raincoats and gumboots instead.
- ◆ Glass - this includes wine glasses, jars, or any other containers or items made of glass
- ◆ Pets (other than guide dogs)
- ◆ Beanbags
- ◆ Eskys
- ◆ Picnic rugs

What can I bring to Rock at the Races?

- ◆ Deck/camping chair for the General Admission area.
- ◆ Wear sensible footwear / gumboots for wet weather.
- ◆ Sealed bottled water.
- ◆ Bring sunscreen and a hat for outdoor area.

There will be a security check at the gate and prohibited items will be confiscated.
The MTC & Empire Touring do not take any responsibility for confiscated items.

What ticket types are available?

General Admission (GA)

The General Admission area is located in front of the grandstand. This is an unreserved area that is based on a first-come, first-served basis - BYO deck chair. Please be aware of how much room your group is taking up; be considerate of others and set up as indicated by ushers/security.

VIP Garden Bar – **SOLD OUT!**

VIP Members Lounge Package – located in the Members lounge, grandstand.

Upgrade your tickets to gain access to the Members Lounge. This package includes; canapes on arrival, complimentary drink on arrival, private bar to purchase drinks (cash only sales), private toilets and ample seating with a limited capacity.

\$80 per person and must be purchased through the MTC office – michelle@mtcwagga.com.au or 6921 2151.

This does not include entry to the concert – tickets must be purchased online at [ticketmaster.com.au](https://www.ticketmaster.com.au) (\$99 per person)

Can I stand up in the General Admission area?

Patrons will not be stopped from standing during the performance in the General Admission area.

Can I bring my camera or sound and video recording equipment

Cameras and video and recording equipment are allowed. No tripods.

Can I bring my own alcohol?

No. Rock at the Races is a licensed event, alcohol is available for purchase

Where can I park?

Parking is available at the Travers Street entrance only.

Entry is through Travers Street only. **Slocum Street entrance will be closed.**

Can I bring the kids?

No, Rock at the Races is strictly an 18 + event.

Is First Aid available?

Yes. Please ask Security, Event staff or First Aid officers for help. There will be a first aid service located near the MTC office for the duration of the event.

Are passouts available?

Passouts are available – you must receive a passout stamp when exiting the grounds, to enable access back in.

What if it rains?

If it does rain the show will go ahead unless conditions are deemed to be dangerous.

The decision to cancel a show will be made on show day. In the event of inclement weather patrons should check the MTC & Empire Touring facebook pages **BEFORE** departing for the show for messages regarding traffic, parking or wet weather arrangements.

Can I smoke?

Only in the designated Smoking Areas which are sign posted at the venue. There is NO Smoking allowed in the Reserved Seating areas.

Are EFTPOS facilities available at bars and food outlets?

No, cash only.

Are there facilities for disabled people?

Yes. Disabled toilets, parking and viewing areas are available.

Can lost tickets be replaced?

No. Once the ticket sale is processed the purchase is final. While obviously we sympathize with you if you lose your ticket, we are unable to reissue. Even if we have a record of your purchase, we cannot be certain that other less scrupulous members of the public will not use the ticket. Please treat your ticket like cash, as they are irreplaceable.

Can I get a refund or Exchange?

Tickets cannot be exchanged or refunded.