

## **Ticket holders - Frequently Asked Questions**

### **New Years Eve 2019 at Bradfield Park**

Tickets for Bradfield Park can be purchased online through Ticketbooth and will cost \$10 plus a booking fee of \$2.75 per ticket. Children under 2 years old are admitted free with a limit of 1 free child ticket per paying adult ticket. Tickets will go on sale to residents at midday on Monday 19 August and to the general public on Monday 2 September. Ticket sales will close 2pm on 30 December 2019, unless sold out prior to this date.

#### **Key information and FAQs for ticket holders for NYE 2019:**

If you cannot find the information you are looking for below, please contact Council's Communications and Events team on [commsevents@northsydney.nsw.gov.au](mailto:commsevents@northsydney.nsw.gov.au) or call 9936 8100.

#### **Q1. What is included in the price of my ticket?**

The ticket gives you guaranteed access to Bradfield Park. Your ticket will not give you access to any other ticketed site. There will be several food trucks selling food and non-alcoholic beverages, including vegetarian and vegan options. There will also be a coffee and ice-cream vendor. Free drinking water stations will also be provided. The reserve will be serviced with toilets and First Aid will be available. Please note this is an alcohol-free event.

#### **Q2. What time is the event?**

Gates open at 8am and ticketholder can enter at any time during the event. The event finishes after the midnight fireworks. Please note, camping overnight is prohibited and Bradfield Park will be closed and secured from 8pm on the evening of 30 December, 2019.

#### **Q3. Can I refund or resell my ticket?**

Tickets are non-refundable and not eligible for re-sale. To purchase tickets you will be required to provide your full name. ID checks will be undertaken at entry gates. Name changes are allowed until 12 midnight on 16 December for a fee of \$5.

#### **Q4. Once I've purchased a ticket, can I change it to another person's name?**

Yes. Name changes are allowed until 12 midnight on 16 December for a fee of \$5.

The ticketing support team will be able to assist you with your enquiry. They can be contacted on:

- Email: [support@ticketbooth.com.au](mailto:support@ticketbooth.com.au)

**Q5. If tickets are not sold out, will I be able to purchase tickets at the gate?**

No. There will be no option to purchase tickets at the gate. Tickets can only be purchased online at Ticketbooth until 2pm on 30 December 2019, unless sold out prior to this date.

**Q6. Are there pass-outs?**

Yes, ticketholders may leave and re-enter Bradfield Park at any time, however, bag checks will be undertaken each time you re-enter the event.

**Q7. If I have a ticket, can I move between Parks and Reserves?**

No. Your ticket is only valid for entry into Bradfield Park. Patrons will be issued with park specific wristbands that will not permit entry to other ticketed parks.

**Q8. Can I bring children to the event?**

Yes. This is an all-ages, alcohol free event. Children under 2 years old are admitted free with a limit of 1 free child ticket per paying adult ticket. You are welcome to bring strollers, but we request you collapse them once inside the event to ensure all guests can enjoy the views.

Children 2 years and over must have a ticket and be accompanied by an adult.

**Q9. Will the New Years Eve event go ahead if the weather is bad?**

This is an outdoor event. In extreme weather conditions, a decision to proceed is made by the City of Sydney in consultation with other agencies. The fireworks are presented by the City of Sydney, not North Sydney Council, and in the event that the fireworks are cancelled, North Sydney Council will not be held responsible or provide compensation. The price of admission will not be refunded.

**Q10. Where is Bradfield Park located?**

Bradfield Park is right next to the Sydney Harbour Bridge on the north side of the Harbour. It is the largest New Years Eve vantage point on the North Shore. Pedestrian entry and exit is via Fitzroy Street.

**Q11. How do I get to the event?**

Due to extensive road closures and high pedestrian traffic in the area, public transport is the easiest option to get to Bradfield Park. Before 6pm, the closest train station is Milsons Point Station. After 6pm, trains will not stop at Milsons Point, therefore all event attendees will have to alight at North Sydney Station, which is located approximately 1.5 km from Bradfield Park. All ticket holders will be sent detailed arrival and transport information prior to New Years Eve via the email address provided at time of tickets being purchased. For additional transport information visit [www.transportnsw.info](http://www.transportnsw.info), or phone 131 500.

**Q12. How much baggage am I allowed to bring to the event?**

Each ticket holder is permitted to bring one bag up to 60 cm (height) x 40 cm (width) x 25 cm (depth). This is similar in size to airline carry on baggage. Note that tents, marquees or gazebos are not allowed into the event. Small sunshades and small coolers/eskies are allowed.

**Q13. How do I get home after the event?**

Extra train and bus services will run, but as everybody leaves at the same time after the midnight fireworks there are lengthy delays and long queues. Make sure you plan your journey at [www.transportnsw.info](http://www.transportnsw.info)

**Q14. Is food available on site?**

Yes, there will be several food stalls selling food and non-alcoholic beverages, including vegetarian and vegan options. There will also be a coffee and ice-cream vendor. Cash and card are accepted.

**Q15. Can I bring additional food to the event?**

Yes - you can bring your own food.

**Q16. Can I bring alcohol to Bradfield Park?**

No – New Years Eve at Bradfield Park is an alcohol-free event. Alcoholic beverages brought to the park will be confiscated at the entrance during bag checks by security and will not be returned. North Sydney Council reserves the right to confiscate any restricted items and/or refuse entry to any persons not complying with Conditions of Entry.

**Q17. What am I NOT allowed to bring?**

The following items are not permitted at the event:

- alcohol
- glass
- portable BBQs
- flammable items
- sharp items, e.g. knives
- balloons
- chairs, milk/bread crates (low line beach seats, picnic rugs or folding mats are permitted)
- tents, marquees or gazebo's (small sunshades permitted but they must be taken down at dusk)
- animals
- drones or kites
- bicycles/skateboards
- sound systems (blue tooth style mini speakers are allowed)

Security will be conducting bag searches. Additional items not listed above that are illegal, dangerous or deemed unsafe cannot be brought into the event either.

No cloaking service is available.

**Q18. What are the seating arrangements?**

Bradfield Park is a picnic style event so please bring your picnic blanket along. Chairs are not permitted, but you may bring low line beach seats or flat folding mats.

**Q19. Is there shade at the event?**

There is some shade at Bradfield Park. Small sunshades are permitted but must be taken down at dusk. Tents and gazebos are not permitted, and you will not be allowed to bring them into the reserve.

**Q20. What time are the fireworks?**

There are two fireworks displays on New Years Eve – The first is at 9pm. The major show is at midnight.

**Q21. Is Bradfield Park wheelchair accessible?**

Most sections of the Reserve are wheelchair accessible, however, access to some parts of Bradfield Park involve steep gradients. Within the reserve are various surfaces including grass and pavement. If you have specific accessibility requirements or questions, please contact the Communications and Events team on (02) 9936 8100 or [CommsEvents@northsydney.nsw.gov.au](mailto:CommsEvents@northsydney.nsw.gov.au)

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