

# Valentines Concert 2023

## Frequently Asked Questions

### Ticket Information

#### How can I purchase tickets?

##### Online

Customers can purchase tickets via Ticketbooth [events.ticketbooth.com.au/event/valentines-concert-2023](https://events.ticketbooth.com.au/event/valentines-concert-2023)

##### Box Office

Customers who require assistance can visit the City of Joondalup Customer Service Centre during business hours to purchase tickets.

City of Joondalup Administration building

90 Boas Avenue, Joondalup WA 6027

Opening hours: 8.30am – 4.30pm Monday to Friday.

##### Third Party Resellers

The City of Joondalup does not guarantee the authenticity of tickets purchased from any third-party reseller (such as other ticketing agencies or individuals). No on-selling of tickets is permitted.

The City of Joondalup recommends that you purchase tickets directly through Ticketbooth's website or in person at the City of Joondalup Administration Building.

#### Why are there limits on how many tickets I can purchase?

Valentine's Concert has a limit of six tickets per day. This is in place to limit ticket scalpers. If you wish to purchase more than six tickets, they can be processed across multiple days. All bookings will be reviewed for duplicate accounts, bots, or other means being used to circumvent the six ticket limit. Fraudulent ticket orders may be cancelled without notice.

#### I am a City of Joondalup Resident/Rate Payer. Can I bring along friends that are not residents of the City?

Yes, residents can purchase up to six tickets per transaction and attend the concert with family and friends that are non-residents of the City. Non-residents that have accessed tickets from a resident must ensure they arrive together to ensure the resident can verify the purchase.

#### Will I be charged a booking fee or surcharge for using a credit card?

There is no booking fee or additional transaction fees or credit card surcharge when booking your ticket/s via the Ticketbooth website or in person.

#### I have a child, do they need a ticket?

Children aged six – 16 require a ticket to gain entry into the Valentine's Concert and must attend with an accompanying adult. Children aged five and under are permitted to enter the concert without a ticket but must be accompanied by an adult.

## How will I receive my ticket/s?

E-tickets will be emailed to patrons in PDF format once the sale has been processed via Ticketbooth. Please note tickets cannot be mailed to patrons.

## How do I purchase tickets if I do not have access to the internet, an email address and/or a smart phone?

Customers who require assistance can visit the City of Joondalup Customer Service Centre (90 Boas Avenue, Joondalup) during business hours to purchase tickets.

## Do I need to print my ticket/s, or can they be scanned on my smart phone?

Patrons can present their ticket/s in hard copy or on an electronic device to gain entry to the event.

## If the patron chooses to present tickets on an electronic device, they must consider the following:

- Turn the brightness up to high to ensure the scanners can pick up the barcode;
- Have the e-ticket open with the barcode clearly displayed for scanning by gate staff; and
- Avoid using a device with a badly cracked screen.

## What happens if I lose my ticket/s?

Customers are encouraged to check their email for the ticket confirmation (including junk/spam mailbox), then view or print their ticket/s from Ticketbooth. If the tickets cannot be located, customers can contact the City of Joondalup with the booking name, confirmation ID and any other supporting booking information. The support team will organise to have the ticket/s reissued.

## Do I need to provide ID to enter the event?

Residents/ratepayers and concession card holders must present valid identification if requested by staff, along with their ticket/s. Accepted forms of identification includes:

- Valid driver's license that lists a City of Joondalup address;
- Valid photo identification and proof of residential status (e.g. bill or letter);
- Current rates notice and valid photo identification;
- Valid concession card with proof of residential status (e.g. bill or letter).

\*Accepted concession cards include seniors cards, pensioner concession card, student card, carer card, health care card and Department of Veteran's Affairs cards.

## Can I buy tickets at the door?

No, tickets will not be available to purchase at the door. All tickets must be purchased online or in person at the City of Joondalup Administration Building prior to the concert.

Online ticket sales will be active until 8.00pm on **Thursday 9 February 2023**, unless sold out prior.

The event is likely to sell out, so it is recommended that tickets are purchased far in advance to avoid disappointment.

## Accessibility

### Is the event accessible?

Yes, this event is accessible. There are accessibility measures in place for patrons who require mobility, hearing and vision considerations.

This event will be Auslan interpreted.

Please note the Valentine's Concert is held on a golf fairway. Therefore, there are some sloped and uneven areas.

### Is there a specific accessible seating area?

Yes. There are two accessible seating areas available at the venue.

**Area 1** is reserved for patrons with a hearing or visual impairment. Access to this area is provided to the patron and one guest or carer. Patrons in this area will be located closer to the front of the stage and will be near the Auslan interpreter and vision screen.

**Area 2** is reserved for patrons with a mobility impairment. Access to this area is provided to the patron and one guest/carers.

Patrons who require access to these areas will be prompted to tick a box relating to accessibility requirements when purchasing tickets, and present to event staff on entry to be directed to the designated areas.

The accessible viewing areas have a maximum seating capacity to ensure the area remains clear for patrons to access amenities during the event.

### **Is there accessible parking?**

Yes, a limited amount of accessible parking will be available onsite in the golf club car park. Please note this is approximately 240 meters from the accessible seating area via a paved pathway.

Patrons must email [Cultural.Events@joondalup.wa.gov.au](mailto:Cultural.Events@joondalup.wa.gov.au) or call on 9400 4912 to register for an accessible parking bay. A valid ACROD permit number is required when registering and must be displayed on entry to access the allocated parking area.

### **Is there an accessible shuttle bus service?**

Yes, an accessible shuttle bus service is provided that has a hydraulic wheelchair lift. Further information will be made available closer to the event date.

The drop off location of the shuttle is also approximately 240 meters from the accessible seating area via a paved pathway.

### **Can I book a Companion Card complimentary ticket?**

The City is proud to offer companion tickets under the Companion Card fair ticketing scheme. Ticket purchases made by a valid Companion Card holder are eligible to receive an additional complimentary ticket to the Concert for an accompanying carer or companion (subject to availability).

To book a complimentary companion ticket, please bring your Companion Card to the City of Joondalup Administration Building, or email [Cultural.Events@joondalup.wa.gov.au](mailto:Cultural.Events@joondalup.wa.gov.au).

If you have any further questions relating to accessibility at the 2023 Valentine's Concert, please email [Cultural.Events@joondalup.wa.gov.au](mailto:Cultural.Events@joondalup.wa.gov.au) or call on 9400 4912.

## **Event Information**

### **What time does the event start?**

Gates open at 5.00pm. The concert commences at 7:30pm.

### **What is the running time?**

Running time is approximately two (2) hours, including intermission.

### **Where is the event held?**

Valentine's Concert is held at Joondalup Resort (Country Club Boulevard, Connolly WA 6027).

### **What time does the Carpark Open for this event?**

The Carpark will be open from 4.00pm.

### **What are the transport options to the event?**

Onsite parking is available. Bays are limited and access will be slow getting in and out of the event. Be prepared for wait times. Where possible, customers are encouraged to car-pool or utilise the free shuttle bus service.

An allocated drop-off/pick-up point will be available adjacent to the Joondalup Country Club, accessible from Spyglass Grove.

A shuttle bus service will be available to transport patrons from the Joondalup City centre to the Concert site.

Further details on transport options will be made available via the city's website closer to the event date.

### **What happens if the event is cancelled?**

The Concert shall proceed "rain or shine" unless conditions become dangerous. Should the concert be cancelled, rescheduling is not guaranteed. In the event of a rescheduled performance, tickets will remain valid. If the event is cancelled or rescheduled, all Patrons are eligible for a refund and details of the refund process will be communicated via Ticketbooth and the City's website and social media platforms.

## Is there reserved seating?

No, seating is not reserved. Patrons are encouraged to bring their own outdoor chairs/picnic rugs. High and low back seating is permitted across the entire venue, with allocated areas for high and low back seating.

Concert seating is available on a first-come-first-served basis.

Patrons who sit in areas that are unsafe will be asked to relocate by event staff and/or security staff.

## Will food and drink be available for purchase?

Yes, there will be food and drink available onsite to purchase or patrons are welcome to bring their own food and beverages. Details on onsite food vendors will be available on the City's website closer to the event date.

## Is alcohol permitted at the event?

Patrons are permitted to bring their own alcohol to enjoy with a picnic. All alcohol must be consumed responsibly. Any Patron who appears to be adversely affected by alcohol or behaving in an offensive manner may be removed from the Venue. Please note that wine spikes are not permitted.

Joondalup Resort will also have an onsite bar to purchase alcohol.

## Can I record the performance?

No unauthorised audio, video or photographic recordings of the artists' performance are permitted.

## What am I allowed to bring?

Patrons are permitted to BYO their own food and beverages. Items brought to the event are to be in Cabin-sized esky or cooler bags (up to 26L in size) and small backpacks/bags only.

Low and high outdoor chairs permitted in the allocated seating areas.

## Is there anything I am not allowed to bring?

The following items are not permitted into the venue and will be confiscated:

- Tables
- Umbrellas
- Wine spikes
- Banana lounges
- Tents and sun shelters
- Animals (except for assistance animals)
- Dangerous items (e.g. weapons, fireworks, laser pointers)
- Professional audio and video recording devices

## Am I allowed to bring a dog to the event?

Unfortunately no dogs (or other pets) are permitted at the City's Cultural Events. Patrons are welcome to attend with an assistance animal and an Assistant Animal Relief Area will be available at the event.

## What if I have a question that hasn't been answered here?

If you have any further questions, please do not hesitate to contact the City.

Email: [Cultural.Events@joondalup.wa.gov.au](mailto:Cultural.Events@joondalup.wa.gov.au)

Phone: 9400 4000