

# ***Lightscape* at Royal Botanic Gardens Melbourne**

## **Dates and Hours**

### June 2022

Fri 24 – Sun 26

Wed 29 – Thurs 30

### July 2022

Friday 1 – Sun 3

Wed 6 – Sun 10

Wed 13 – Sun 17

Wed 20 – Sun 24

Wed 27 – Sun 31

### August 2022

Wed 3 – Sun 7

Tickets for this event are timed in 15-minute increments from 5.15pm or 5:30pm onwards depending on the chosen event date and sunset times.

Each event day, Royal Botanic Gardens Melbourne will close at 3.00pm and open to *Lightscape* audiences from 5.15pm or 5:30pm onwards depending on the chosen event date.

## **Ticket Information**

### **Prices**

<b>Peak Admission Tickets</b>	<b>Advance</b>
<b>General Admission</b>	\$36
<b>Family*</b>	\$120

<b>Off-Peak Admission Tickets (Wednesdays only)</b>	<b>Advance</b>
<b>General Admission</b>	\$32
<b>Family*</b>	\$104

### **\*Family ticket price conditions**

A family ticket admits 4 people. The family can be comprised of either 1 adult and 3 children or 2 adults and 2 children. Children must be aged 12 years and under to be eligible for the family ticket. Children aged 2 years and under are free of charge.

## **Accessible Tickets for Relaxed Sessions**

Relaxed sessions are for anyone who would benefit from experiencing the event in a more relaxed environment. This can include, but is not limited to, people with autism, sensory sensitivities, Tourette's syndrome, learning disabilities or dementia, as well as people living with mobility challenges, anxiety or people who have experienced trauma.

Relaxed sessions are adapted somewhat while maintaining the creative integrity of the show.

In a relaxed session:

- We may make minor changes to sensory elements such as reducing bright lighting or loud noises.
- We ask our ticket holders to have a relaxed attitude to noise and movement.
- The capacity of the event has been considerably reduced.
- You are welcome to bring in, and use, stimming devices.
- You can leave the route at any time and request assistance to be guided to a designated quiet area.
- Pre-show resources, such as a Visual Story, are also available to help you prepare for your visit.

Relaxed sessions are scheduled on:

Wednesday 29<sup>th</sup> June at 5pm

Wednesday 13<sup>th</sup> July at 5.15pm

Please call Ticketek's Accessible Line on 1300 665 915 to book tickets to these sessions.

## **Group Bookings**

If you wish to buy more than 20 tickets for a group, please contact Ticketek [here](#) or by calling 1300 364 001.

## **Do I have to book in advance?**

We recommend booking in advance online. Each timed entry has a limited capacity, and we expect this event to sell out. Tickets will also be on sale at the venue, on event nights, from June 24, Wednesday – Sunday.

## **If I book the wrong date, can I transfer my ticket to another date?**

Unfortunately, this is not possible. It is important to make sure that you choose the right date and time slot when you buy tickets, as we are not able to offer exchanges or refunds after tickets have been purchased.

## **If I am delayed and miss my timeslot, can I join a later slot?**

Yes. We will accommodate you in the next available timeslot on the same night.

### **What happens if it's raining?**

*Lightscape* will go ahead in the event of rain or wind, so check the weather forecast and dress appropriately. If the weather presents a hazard and a risk to safety, the Gardens' decision to cancel the event will be made at 2pm on the day of the event. You will be notified via email of any cancellation and the re-booking process which will include the ability to book on another day or a refund if this is not possible. Please check our website and social media pages for updates.

### **I am visiting Royal Botanic Gardens Melbourne during the day. Will I have to leave the Gardens before entering *Lightscape* in the evening?**

Yes, to ensure that only ticket holders for *Lightscape* have entry to the evening event, daytime visitors must vacate the Gardens. During the days when *Lightscape* is offered, the Gardens will close at 3.00pm and will reopen for ticketed guests at 5.15pm or 5:30pm depending on the chosen event date.

### **How should I dress for this event?**

This is an outdoor event, so please come prepared for the elements by wearing appropriate footwear and dressing warmly. Umbrellas are allowed on the trail, but we ask that you are courteous of other patrons when using them.

### **How long is the trail?**

The trail is approximately 1.8kms around Royal Botanic Gardens Melbourne.

### **How much time should we allow for this event?**

That depends on your pace and how often you stop. However, as a general rule, you should allow about 90 minutes to ensure you have enough time to enjoy the full experience.

### **Should I arrive in advance of my visit time?**

You can grab something to eat and drink before the entry to the event if you wish. Otherwise, it's best not to arrive more than 15 minutes before the entrance time printed on your ticket. Your entry time is a 15-minute window from the time printed on your tickets. After you are admitted, you may stay as long as you would like. The event ends at 10pm on Wednesday, Thursday and Sunday and 10.30pm on Friday and Saturday. Our aim is to reduce wait times by staggering entry times, although there may still be some waiting time.

### **Is there parking?**

Limited street parking is available on Birdwood Avenue, but we recommend you take public transport or ride-share, as parking will be at a premium on the event nights.

### **Where is the nearest tram and bus stop?**

Tram:

The Shrine of Remembrance stop on St Kilda Road is the closest to Royal Botanic Gardens Melbourne.

Bus:

Route 605 (Melbourne Observatory / Birdwood Avenue stop)

Be sure to plan your journey with [Public Transport Victoria](#) as road works may affect your journey.

**Will there be bike parking?**

Yes, there will be bike parking on site, we expect it to be at a premium and we will install additional bike parking for the event.

**Can I come to Royal Botanic Gardens Melbourne after it closes if I do not have a *Lightscape* ticket?**

No, the Gardens will be open to ticket holders only. Tickets will be sold on-site, if available.

**Can I bring drinks?**

No alcoholic drinks can be brought into the event, however food and beverages will be available for sale at the entrance and on the route. More information on this offer will be available nearer the time.

**Can I bring food?**

This is a promenade event, so please do not bring eskies or picnics. Food trucks will be available on site before you enter and along the route.

**Can I bring a chair?**

The experience is designed to be walked through, so no chairs are allowed.

**Are there restrooms along the trail?**

Yes there are several areas along the trail that have restrooms for visitors.

**Can I take pictures?**

Absolutely and we would love you to share them! Be sure to tag #Lightscape #royalbotanicgardensvic and #sonymusic. For safety reasons no tripods or monopods will be allowed.

**Will I be walking on grass?**

No, the entire route is on a hard-surfaced pathway.

**Are the pathways wheelchair accessible?**

The route is designed so that it can be navigated on paths. There are some paths whose gradients are steep and audience members may benefit from assistance. Royal Botanic Gardens Melbourne has manual wheelchairs that can be loaned, free of charge, on a first-come, first-served basis on the evening of use; no advance reservations accepted. If the weather conditions prohibit the trail from being fully accessible, for those needing mobility devices (wheelchairs, walkers, etc.), consideration will be made on a case-by-case basis to allow for tickets to be transferred to alternate dates. If you have particular access requirements, please call (03) 9252 2300 for further inquiries.

**Are strollers allowed?**

Yes, strollers are allowed.

**Are pets allowed?**

No pets allowed, except for service animals.

**Is there white strobe lighting?**

There will be some lighting sequences that have some flashing lights contained within them; however, there is no strobe lighting.

**Will the lights affect the animals?**

A Fauna Assessment Report has been undertaken by an external ecologist. The recommendations from this report have been incorporated into the planning of the event to minimise any impact on fauna.

**Will there be a cloak room?**

No cloaking facilities will be supplied, so please travel light.