

FAQ's for *Lightscape* at Royal Botanic Gardens Melbourne

Dates and Hours

16 June – 6 August 2023

Open Wednesday - Sunday

Tickets for this event are timed in 15-minute increments from 5.15pm, 5:30pm or 5.45pm onwards depending on the chosen event date and sunset times. **Last entry onto the trail will be 10 minutes after the final advertised timeslot.**

Each event day, Royal Botanic Gardens Melbourne will close at 3.00pm and open to *Lightscape* audiences from 5.15pm, 5:30pm or 5.45pm onwards depending on the chosen event date.

Entrance

The main entrance to *Lightscape* is via Observatory Gate near the Visitor Centre, Birdwood Avenue, opposite the Shrine of Remembrance.

You may also enter the trail at Bridge Gate (previously Gate A), located at the corner of Anderson Street and Alexandra Avenue.

A box office will be available at the Observatory Gate entrance only. If you need to purchase or pick up tickets at the event, or if you have any queries on the day, please enter using this gate.

Ticket Information

Peak Admission Tickets	
General Admission - Adult	\$40
General Admission - Child (4-12 years)	\$32
General Admission - Family*	\$144
Anytime Pass**	\$55

Off-Peak Admission Tickets (Wednesdays only)	
General Admission – Adult	\$36
General Admission – Child (4-12 years)	\$28
General Admission – Family*	\$128
Anytime Pass**	\$55

***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 3 years and under are free of charge.

****Anytime Pass ticket price conditions**

An Anytime Pass permits access to the trail on a chosen date, any time between the first advertised time-slot and last entry (10 minutes after the last advertised time-slot). Tickets are only valid on the date for which they are purchased. There are no child or family discounts on Anytime Pass tickets. Customers with an Anytime Pass may still be required to queue when they choose to enter.

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 for:

Wednesday 5th July at 5.15pm

Wednesday 26th July at 5.30pm

Please call Ticketek's Accessible Line on 1300 665 915 or use Ticketek's Accessible Booking Form [here](#).

Do you accept Companion Cards?

Yes, holders of a government issued companion card can access a free ticket for their companion. Proof of eligibility will be required upon entry.

Please book these tickets using the [link here](#) or by calling Ticketek's Accessible Line on 1300 665 915.

Group Bookings

Groups of 21+ are eligible for a discount of 10% on *Lightscape* tickets. 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 be on sale at the venue when not sold out. On events nights only, from 16 June 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.

Can I purchase a *Lightscape* Gift Voucher?

Yes, you can purchase *Lightscape* Gift Vouchers to give as presents to friends and family. *Lightscape* Gift Vouchers can be redeemed to purchase 2023 *Lightscape* Tickets only via the online booking process or at Ticketek Agencies. Vouchers are not valid for purchase of dining packages or onsite food and beverage.

Vouchers do not guarantee entry to *Lightscape* and must be used to purchase tickets in advance. We would advise early use of your voucher as time-slots will sell out.

Please ensure you redeem the full value of your gift voucher – no refunds will be issued.

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.

If 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. On *Lightscape* event days, the Gardens will close at 3.00pm and will reopen for ticketed guests at 5.15pm, 5:30pm or 5.45pm 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 2.1 kms 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?

If you are entering via the main entrance at the Observatory Gate, you can grab something to eat and drink before you enter. 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 ticket.

Last entry onto the trail will be allowed 10 minutes after the final advertised timeslot. The event will close 90 minutes after the final advertised timeslot.

Where should I enter for Lightscape?

This year there are two entrances to *Lightscape*;

- The main entrance via Observatory Gate, near the Visitor Centre, Birdwood Avenue, opposite the Shrine of Remembrance, and
- Bridge Gate (previously Gate A), located at the corner of Anderson Street and Alexandra Avenue.

A box office will be located at the Observatory Gate only. If you need to pick up or purchase a ticket or have any queries, please enter via the Observatory Gate entrance.

You are welcome to enter through whichever gate is more convenient.

The trail is designed to be travelled in one direction. You will have largely the same experience, whichever gate you enter through. Please take note of your entry gate and ensure that you leave the trail at the appropriate exit once you have completed the trail.

Is there parking?

Limited street parking is available on Birdwood Avenue (for entry via the main Observatory Gate) and on Anderson Street and Alexandra Ave (for entry via Bridge Gate, previously Gate A). We recommend you take public transport or ride-share, as parking will be at a premium on the event nights.

Where is the nearest public transport?

If you will be entering through **Observatory Gate**, the nearest bus and tram stops are:

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)

If you will be entering through **Bridge Gate** (previously Gate A) , the nearest public transport is:

Tram: Route 70 (Richmond Station stop on Swan Street)

Bus: Route 605 (Anderson St / Alexandra Ave stop)

Train: Richmond Station

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.

Will the Gardens be closing early?

Yes, the Gardens will be closing at 3pm on *Lightscape* event days.

Will there be food and drinks available?

Yes, there will be a range of food on offer at the Observatory Gate entry as well as along the trail.

The Terrace, on the Lightscape trail, just beyond the secondary Bridge Gate (previously Gate A) entrance will also have a food and beverage offering.

More information on this offer will be available nearer the time.

Can I bring drinks?

No alcoholic drinks can be brought into the event; however, food and beverages will be available for sale at the Observatory Gate entrance and on the route.

Can I bring food?

This is a promenade event, so please do not bring eskies or picnics.

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?

The route can be enjoyed mostly from hard-surfaced pathways.

Can I explore other parts of the Gardens during Lightscape?

No, you must remain on the designated *Lightscape* trail. Whilst you enjoy *Lightscape* please stay on the paths unless the stewards advise you otherwise. For your safety and to protect the Gardens, please do not walk in the garden beds or on the lawns.

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 a limited number of manual wheelchairs that can be loaned, free of charge. Wheelchairs will be available to book closer to the event date.

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 enquiries.

Are strollers allowed?

Yes, strollers are allowed.

Are pets allowed?

No pets allowed, except for service animals.

Is there white strobe lighting or flashing lighting effects?

Some lighting sequences will include flashing, flickering and patterned effects, however there will be no strobe lighting.

Will smoke or haze effects be used?

Smoke and haze effects may be used in some areas of the trail.

Will the lights affect the animals?

A Fauna Assessment Report has been undertaken by an external ecologist for *Lightscape*. 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.