

Adelaide International Guitar Festival 2008

ELDER PARK – FAQs

We've updated our list of FAQ's about the Elder Park concerts. You'll find more information about Elder Park below and the Conditions of Entry are also available for viewing. We ask that you please take the time to familiarise yourself with the Conditions of Entry, be respectful of other people in the park when you come to the concerts and have fun!

What times do gates open?

Gates will open 90minutes prior to the start time of all Elder Park Concerts:

- *Guinness Book of Records Attempt* – Gates open 4.30pm, attempt proceedings start 6pm
- *“Roots”* – Gates open 6pm, concert starts at 7.30pm
- *“Rock”* – Gates open 6pm, concert starts at 7.30pm
- *“Country”* – Gates open 6pm, concert starts at 7.30pm
- *A Tribute, AC/DC: We Salute You* – Gates open 3.30pm, concert starts at 5pm

Is there wheelchair access?

Elder Park has a gentle slope but is easily accessible by wheelchair. The main gates into the site are wheelchair friendly, and there is a dedicated wheelchair section on the site.

People in wheelchairs don't necessarily have to remain in the wheelchair section to view the performance. People are free to sit elsewhere as long as the height of the chair does not restrict the viewing of anyone sitting behind.

Disability toilets are located on site.

Carers will need to purchase their own separate ticket.

Can I bring my own food and drinks?

Elder Park is a licensed venue with bars and a variety of food outlets. No alcohol, glass or metal cutlery is allowed into the grounds.

Non-alcoholic drinks in plastic bottles are permitted.

Foods and picnic baskets will be allowed into the grounds but all alcohol, glass, breakable items and metal cutlery are not permitted.

Everyone entering the site will be subjected to a bag-check at the entry gates and drinks may be checked for safety reasons.

Will prohibited items be confiscated?

The Conditions of Entry for Elder Park are very clear about what can and can't be bought into the grounds.

Any member of the public inside the grounds who is carrying item/s prohibited on site will have the item/s removed and disposed of, and confiscated items will not be available for collection at the conclusion of the concert.

There is no storage facility inside the grounds for prohibited items mentioned in the Conditions of Entry.

If any prohibited items are detected outside the entrance (e.g. at the bag-check point), audience members will be given the option of returning them to their vehicle or accommodation.

Any items detected that are considered dangerous or illegal will be passed on to the police.

What site facilities will be available?

The following facilities are available on site at all Elder Park concerts:

- A range of bars and catering outlets
- Toilets
- First Aid
- Lost & Found
- Merchandise
- The 'Guitar Hero' Tent (free)

Are there recycling facilities on site?

All Elder Park concerts are environmentally friendly. A three-bin waste system is set up inside the grounds for recycling, biodegradable waste and landfill. We encourage you to use the bins responsibly and correctly, and do not leave your rubbish behind or on the ground.

All bars and catering outlets on site will be supplying biodegradable plates, cutlery and cups.

Is smoking permitted?

Elder Park is a Smoke-Free venue. We ask that you respect the health and comfort of people around you and refrain from smoking inside Elder Park at all times.

What seating can I bring?

Standard height chairs, deckchairs or steamer chairs will be permitted** within a designated seating area to ensure the height of the chair does not restrict the viewing of anyone sitting behind.

We recommend low beach chairs (250mm high), cushions, pillows or rugs.

PLEASE NOTE: **Chairs are not permitted for the concert *AC/DC: We Salute You!* for safety reasons.

Should patrons wishing to attend this concert require a chair for medical and/ or health reasons, please advise BASS operators at time of booking to make alternative arrangements.

Can I bring a camera?

Due to privacy and intellectual property issues, no photography or recording of any kind of the concerts is permitted. This includes stills cameras, mobile phone cameras, video cameras or any other recording device.

Cameras are not prohibited inside the grounds.

Can I get a pass-out from the concerts?

Yes. All patrons entering the site will be subject to a bag-check at the gates on the way in (to prevent alcohol, weapons or glass being brought on to site). At this point, tickets will be exchanged for wristbands.

Anyone with a wristband will be permitted to leave and re-enter the site.

Wristbands will not be re-issued under any circumstances.

Does the concert go ahead regardless of bad weather?

We will play all weather. Only in exceptionally severe weather conditions that presents a public safety issue will the concert be cancelled.

Our hotline number (08) 8216 8528 will have information on the day of the concert in the event this occurs.

Can you see into Elder Park from outside?

Elder Park will be fully fenced off with high fences that will make it very difficult to see into from the outside. If you want to see a particular concert, we suggest you purchase a ticket to avoid disappointment.

Are children allowed to come to the concerts?

Children aged 12 and under can be admitted to an Elder Park performance for free, with a paying adult (one adult = one child admitted free). A ticket is not required, but a wristband will be issued to each child and appropriate ID or proof of age may be required. Tickets don't need to be booked in advance - simply enter at the gate with the adult.

This offer applies to Elder Park concerts only.

Children over the age of 12 will require a concession ticket for entry.

Please note that Elder Park is a licensed venue with bars conducted strictly according to regulations. Under-aged patrons will not be served alcohol.

Many of the concerts in Elder Park will be loud and therefore could be unsuitable for young children, and there are no specific activities provided for children. We wish to advise parents and guardians to exercise reasonable caution if bringing their children.

Is there a lost property facility?

Patrons bringing valuables into the grounds do so at their own risk. Any lost property recovered on site will be held at the "Lost and Found" tent in the grounds, located adjacent to the First Aid tent.

Any items not collected on the night will be forwarded to the Adelaide Festival Centre's lost property facility.

To make an inquiry about lost property, please contact Adelaide Festival Centre during business hours.

Items prohibited on this site:

- Any alcohol that is not purchased from the licensed bars within the site
- Glass (containers, bottles, glasses)
- Metal utensils (cutlery)
- Drugs
- Weapons of any kind
- Fireworks
- Video and Tape recording devices
- Cameras
- Standard height outdoor chairs and seating (only low outdoor chairs are permitted)
- Laser Lights and Pens
- Animals (Guide dogs excluded)
- Items considered illegal or dangerous
- Skateboards, scooters, rollerblades, bicycles

Conditions of Entry – Elder Park Concerts

- Management shall not be held responsible for the loss or damage to property or for injury to persons, however caused, during the event. All persons entering this site do so at their own risk.
- Management reserves the right to refuse entry
- Management reserves the right to remove any persons not complying with these conditions

- This site is a licensed event site. No alcohol can be bought into, or taken from, this event site.
- Alcohol will not be served to people under 18 years of age
- Photo ID may be requested for the purchase of alcohol
- Management reserves the right to make any changes to the program without notice
- All ticket holders consent to any official filming and/ or sound recording, and broadcasting and/ or telecasting
- Bag checks will be conducted at all entry points
- At entry to this site, tickets will be exchanged for wristbands, which must be worn at all times.
- No replacement of wristbands will be reissued under any circumstances.
- Children must be supervised by an accompanying adult at all times
- This site is a non-smoking site
- No ticket exchanges or refunds
- Tickets may not be resold or offered for resale
- Chairs will be permitted to all concerts excluding *A tribute, AC/DC: We Salute You!* where chairs are not permitted. People with regular height chairs to all concerts excluding the Tribute are required to be seated in a designated area.
- Patrons requiring a chair for health or medical reasons for *A Tribute: AC/DC: We Salute You!* are requested to mention this at time of booking for alternative arrangements.
- No buskers, hawkers or street sellers permitted on site
- No photography, video or audio recording of any on-stage artists and performances is permitted by patrons