



**2020 MOTUL FIM SUPERBIKE WORLD CHAMPIONSHIP YAMAHA FINANCE ROUND
FREQUENTLY ASKED QUESTION'S (FAQ'S)**

ADMISSION PRICES/TICKETS

TICKET OPTIONS	2020 PRE-SALE	2020 GATE PRICE	
Premium GA 3 Day Adult	\$125.00	\$155.00	
Premium GA 3 Day Concession**	\$95.00	\$105.00	
Premium GA 3 Day Child*** (15yrs & under)	FREE	FREE	
GA Friday Adult	\$35.00	\$45.00	
GA Friday Concession**	\$20.00	\$35.00	
GA Friday Child*** (15yrs & under)	FREE	FREE	
GA Saturday Adult	\$75.00	\$90.00	
GA Saturday Concession**	\$55.00	\$75.00	
GA Saturday Child*** (15yrs & under)	FREE	FREE	
GA Sunday Adult	\$85.00	\$95.00	
GA Sunday Concession**	\$55.00	\$75.00	
GA Sunday Child*** (15yrs & under)	FREE	FREE	
Bar SBK (includes a pit walk on Friday) (Available for pre purchase only)	\$265.00	N/A	
Pit Walk Pass (Please circle)	Friday Saturday Sunday	\$30.00 per day	\$35.00 per day
Paddock Pass Single day upgrade (Please circle)	Friday Saturday Sunday	\$50.00 per day	\$50.00 per day
Premium GA & Camping Package Adult	\$235.00	\$275.00	
Premium GA & Camping Package Concession**	\$195.00	\$205.00	
Premium GA & Camping Package Child***	FREE	FREE	
Bar SBK & Camping Package Adult (includes Friday Pit Walk)	\$380.00	N/A	
Bar SBK & Camping Package Concession** (includes Friday Pit Walk)	\$350.00	N/A	
Powered Site Trackside (5m x10m) (Per site and must be pre-booked)	\$125.00	\$140.00	
Powered Site Lakeside (10mx12m) (Per site and must be pre-booked)	\$105.00	\$120.00	
Event Program	\$13.00	\$15.00	

Q: At what age are children FREE?

A: Children aged 15 and under qualify for a Child Ticket

Q: Who qualifies for the concession price?

A: Pensioner Concession Card holders, full-time Student Card holders, and Seniors Card holders.

Q: Are Grandstand Tickets available?

A: No, however all Bar SBK patrons have access to an exclusive 120 seat grandstand located at Doohan Corner.

Q: What are the gate opening and closing times for public to purchase tickets?

A: Friday 28th February 8am – 4pm
Saturday 29th February 7am – 4pm
Sunday 1st March 7am – 4pm

Q: Can patrons pre-pay for tickets by direct debit?

A: Yes, an invoice will be raised and sent to them with our account details. The patron must ensure to quote their full name and invoice number as the reference for the direct debit.

Q: Will there be an express lane check in?

A: Yes. Pre-purchase tickets holders can ride their bike through the express lane located at Gate 1.

Q: What ticket options include paddock access?

A: All Premium General Admission (3 Day), Bar SBK and VIP Hospitality ticket holders have FREE access to the paddock.

Q: What if I have a single day ticket, but want to access the paddock?

A: Paddock passes will be available for sale from the Event Information Office at the event for \$50 per day.

Q: Are there any special ticket deals or discounts?

A: Yes.

- If patrons pre-purchase 7 GA or 7 BAR SBK tickets (purchased at the same time) they will receive an 8th ticket FREE.
- Free Friday for Bass Coast Shire residents. Drivers Licence, Rate Notice, residential bill or other photo ID containing address is required upon entry to confirm residency in the shire.
- Refer to VIP Hospitality information.

Q: Can tickets be refunded?

A: Tickets are non-refundable. A credit may be offered in the case of a medical condition. All credit requests due to medical reasons must be put in writing for consideration with medical certificates included.

AFTERBURNER RIDE DAY (WORLDSBK PATRONS ONLY)

Q: Who organises the Afterburner Ride Day?

A: Phillip Island Ride Days 0466 711 359. WorldSBK patrons are to contact them directly and must have a valid event ticket to participate in the Afterburner Ride. Patrons that purchase Aussie Superbike Club tickets prior to the 6th December 2019 will receive 2 x Afterburner ride day sessions per ticket. Does not include bike or equipment hire. Full leathers must be worn.

ALCOHOL

Q: Can Alcohol be brought into the circuit?

A: No. The venue is licensed so alcohol can only be purchased on site.

ANIMALS

Q: Can I bring my pets?

A: No, but certified Assistance Dogs are allowed. Ensure you have your dog's certification with you at all times.

ATM

Q: Where are the ATM's located?

A: There will be ATM facilities adjacent to the Event Information Booth, outfield at the base of the pedestrian overpass, see event map for details. All outlets have eftpos facilities (No Cash Out).

BBQs

Q: Are BBQ's permitted in the circuit?

A: No, but they are permitted within the campground area (subject to fire restrictions), refer Camping FAQ's.

CHAMPIONS CAFE

Q: What are the opening hours for the champions cafe?

A: 7.00am to 8.00pm Friday, Saturday and Sunday

Q: Is the Cafe open for breakfast, lunch and dinner?

A: Yes

Q: If the Cafe is open for Breakfast from what time will it be served?

A: 7.00am to 10.00am Friday, Saturday and Sunday

Q: If the Cafe is open for Dinner from what time will it be served?

A: 6.00pm to 8.00pm Friday, Saturday and Sunday

CAMPING GENERAL STORE

Q: Is there a general store available within the campground area?

A: Yes

Q: What are the opening and closing times for the general store?

A: Thursday 27th Feb 1200 – 1800, Friday 28th Feb 0700-1900, Saturday 29th Feb 0700-1900, Sunday 1st Mar 0700-1900.

Q: What items are available to purchase at the general store?

A: Milk, ice, bread, soft drinks, energy drinks, meat, chips, eggs, confectionery, bacon, margarine, fruit & vegetables, cereal, spreads (vegemite/jams), baked beans, spaghetti, canned meals, noodles, oil, cling wrap, foil, firelighters, deodorants, shampoo, conditioner, toothbrushes, toothpaste, batteries, Panadol.

ACCREDITATION OFFICE

Q: Where is the Accreditation Office building located?

A: Gate 2; off Back Beach Road.

Q: What are the opening and closing times for the Accreditation Centre?

A: Wednesday 1pm – 5pm for Contractors, Competitors & Officials, Thursday 7am – 8pm, Friday 6am – 6pm, Saturday 6am – 6pm and Sunday 6.30am – 3pm.

EXPO

Q: What are the Expo opening hours?

A: Friday 9am – 6pm, Saturday 8am – 6pm, Sunday 8am – 5pm.

Q: How can traders have a stall at the Expo centre?

A: Complete an application form provided by the Marketing Department.

FACILITIES FOR PEOPLE WITH A DISABILITY

Q: Is there parking and viewing available for people with a disability?

A: Yes, they can park and view at the VC Viewing mound (Must display disability sticker and be the person the sticker is issued to). Entry is via Gate 1 (Credentialed Entry Lane) or Gate 7. There is also a viewing platform to the left of the pedestrian overpass along Gardner Straight. Dedicated parking is available to the rear of this platform at the south end of the Expo.

Q: Are there toilets for people with a disability?

A: Yes, located near the car parking area, pedestrian overpass, Visitor Centre and Control Tower toilets. There is also a disabled toilet in the WorldSBK Paddock for those patrons that have access to this area.

Q: Are all stickers accepted? (Blue or Red Disability Stickers)

A: Yes. Disability Pension Card to be shown at the gate for disability parking access.

Q: Is there a Disability Friendly Shuttle Bus Service?

A: Yes. Patrons can contact the disability friendly shuttle bus and they will collect them from their location and drop off at their desired location, this number will be available at the gate on arrival.

Q: Is there a lift to gain access to pit roof/corporate facilities?

A: Yes, near the South end of the pit building, opposite catering/suite 1. You must have a valid ticket to gain access to the Pit Roof area.

FIRST AID

Q: Where are the public first aid facilities located?

A: Event Operations Centre (EOC), Gardner Straight North, Siberia and Trackside Campground.

GO KARTS

Q: Will Go-Karts be running during the event?

A: Yes but only for event patrons.

Q: What are the Go-Kart Operating Hours?

A: 9.30am – 5.30pm (Subject to change)

Q: Can I consume alcohol before going on the Go Karts?

A: No. BAC must be 0.00% to participate on the Go Karts.

Q: What are the dress code restrictions?

A: Closed toe shoes and covered shoulders (no singlets) are required.

Q: Where do I register and pay for Go Karts?

A: You are required to pay and register for your Go Karts at the Visitor Centre.

Q: Do I need to make a booking for Go Karts?

A: No. To participate on the go karts just register and pay at the Visitor Centre.

HOT LAPS

Q: Will Hot Laps be conducted during the event?

A: No

LOST & FOUND

Q: Where is the Lost & Found located?

A: Report to the Event Information Office, opposite the pedestrian overpass bridge.

PADDOCK PASSES

Q: Can the general public purchase paddock passes?

A: Yes. All Premium General Admission (3 Day) Bar SBK and VIP Hospitality ticket holders have FREE access to the paddock for all 3 days of the event. Single day ticket holders can purchase paddock access for \$50 per day.

Q: Can children access the paddock area?

A: Yes, children under 15 can access the paddock area but must be accompanied by a paying adult.

Q: What paddock passes do National Support Class Competitors receive?

A: Competitors will need to refer to the Supplementary Regulations for details.

PADDOCK SHOW

Q: Who has access to the Paddock Show?

A: Patrons who have WorldSBK Paddock access will be able to attend the Paddock Show for free.

Q: What entertainment is at the Paddock Show?

A: The Paddock Show features on stage entertainment and race commentary, autograph sessions and rider media conferences and interviews.

Q: Is there a schedule for the Paddock Show?

A: Yes, a schedule will be available at www.worldsbk.com.au once released

PARKING

Q: What is the cost for car parking?

A: It is FREE

Q: What is the cost for bike parking?

A: It is FREE

Q: Can motorcycles be ridden around the viewing areas?

A: Yes so long as they are road registered and the rider holds a valid Driver's Licence. All Road Rules apply.

Q: Do I need to wear a helmet when riding around the viewing areas?

A: Standard road rules apply and we recommend wearing a helmet at all times.

Q: Where is the free car parking?

A: Patrons are only allowed to park their car in the carpark area adjacent to Gate 7, entry is via Gate 2 (paddock areas), or at Gate 3 behind Lukey Heights. Refer to event map.

Q: Is there a location for Secure Motorcycle Parking?

A: No. Motorcycles are permitted to ride around outfield on the service roads.

Q: Is there helmet/jacket storage facilities available for patrons?

A: No

Q: Can unregistered bikes such as dirt bikes be brought on site.

A: No. Only road registered bikes.

PIT WALK

Q: What is the price for a pit walk?

A: Pre-purchased \$30.00 per day or pay on day price is \$35.00 per day. These can be purchased on the day from the Event Information Centre (opposite the Pedestrian overpass bridge). Children are also required to pay for the pit walk.

Q: What days are the pit walk passes available?

A: Friday, Saturday and Sunday.

Q: What times will the pit walk occur each day?

A: TBC. Dependant on schedule.

PRE-PURCHASED GENERAL ADMISSION & BAR SBK TICKETS?

Q: How will I receive my pre-purchased event ticket?

A: You will receive your General Admission, Bar SBK and Campground package tickets via email from Ticketek.

Q: Can I have my tickets held at the circuit to collect when I arrive?

A: Yes but you will need to advise us at the time of booking. Tickets can be collected from Gate 2 Accreditation Centre from Thursday 27th February 2019 at 12pm for General Admission or Bar SBK who are NOT CAMPING. Patrons camping can collect their tickets from the Campground Ticket Office from Thursday 27th February 2019 from 9am.

Q: Are Bar SBK tickets redeemable for a wristband?

A: Yes, Bar SBK patrons exchange their ticket for a wristband at any of the gates. Bar SBK patrons who are camping will receive their wristbands from the campground ticket office at Gate 2.

PROGRAMS

Q: What is the cost for a program?

A: \$13 pre-purchased or \$15 on the day

Q: Where can programs be purchased?

A: Event Information Office, Visitor Centre and the Phillip Island Grand Prix Expo Site.

PUSH BIKES

Q: Can patrons use push bikes around the viewing areas?

A: Yes

Q: Do I need to wear a helmet when riding around the viewing areas?

A: Yes.

SCHEDULE

Q: Approximate time race commences each day?

A: TBA

SHUTTLE BUS SERVICES

Q: Are there shuttle bus services available for patrons to get to the circuit from town?

A: Yes, you will need to refer to the schedule provided by South Coast Bus. The schedule is received closer to the event and will be available on our website www.worldsbk.com.au

Q: Is there a shuttle bus service available around the circuit for patrons?

A: Yes; There will be a free public shuttle bus stopping at various sign-posted locations around the circuit.

STRUCTURES/PLATFORMS

Q: Can shade tents be erected?

A: Yes, however shade tents cannot be erected if they obstruct other patrons view and they must be securely anchored to allow for Phillip Island's windy conditions.

Q: Can platforms be erected?

A: No

VISITOR CENTRE

Q: What are the opening and closing hours?

A: Friday 28th February 7.00am – 9.00pm
Saturday 29th February 7.00am – 9.00pm
Sunday 1st March 7.00am – 9.00pm

Q: Location to purchase Official Circuit Merchandise?

A: Visitor Centre

Q: Will Guided Circuit Tours still occur?

A: No



**2020 MOTUL FIM SUPERBIKE WORLD CHAMPIONSHIP YAMAHA FINANCE ROUND
CAMPING - FREQUENTLY ASKED QUESTION'S (FAQ'S)**

GENERAL

ALCOHOL

Q: Can alcohol be brought into the campground?

A: No. Due to Liquor Licensing regulations vehicles will be searched on entry to the campground and any prohibited items, including alcohol, will be confiscated.

Q: Can I buy alcohol in the campground

A: Yes, from the general store.

BBQ

Q: Can BBQ's be brought into the campground?

A: Yes, but must not be used on total fire ban days or under low hanging trees

CAMPGROUND

Q: What are the opening and closing times for the Campground?

A: Thursday 27th February 9.00am – Monday 2nd March 12noon

Q: Where is the campground located?

A: On the Outfield of the Circuit, in the area near Turn 1 and Turn 2. It is where the Go Kart track is located. Please see map attached

Q: How do I access the Campground?

A: Specific Campground access is through Gate 2 off Back Beach Road (100m past Gate 1), and on to Gate 6A on Visitor centre drive.

Q: Are campground wristbands sent out prior to the event?

A: No, everyone will collect their campground wristband from the Campground Ticket Office at Gate 2 upon arriving at the circuit.

Q: What are the opening and closing times of the Campground Ticket Office?

A: Thursday 7.00am –7.00pm, Friday 7.00am – 6.00pm, Saturday 7.00am – 6.00pm. Sunday 8.00am – 12noon.

Q: If the campground ticket office is closed, can patrons still enter the campground without a wristband?

A: Yes, they must see security or the campground manager as they enter the campground and leave their ID (Drivers Licence) with security until the following morning. In the morning they are to go to the Campground Office and purchase/collect their campground wristband/ticket.

Q: Are there any restrictions on the type or size of tent?

A: Properly secured camping tents are acceptable. Marquee structures are not and no structure can be over 100m2.

Q: Is there an area for campervans, mobile homes, caravans?

A: Campervans, mobile homes and caravans will be able to park within the General Camping Area.

Q: Are there Shower & Toilet facilities available?

A: Yes

Q: Are there any disabled facilities?

A: Yes, an accessible toilet and shower facility is provided.

Q: Can I reserve my preferred site?

A: No. There are no allocated sites except the powered sites

Q: Are powered sites available?

A: Yes. Powered sites are available. Powered sites are available in both Trackside and Lakeside locations. The Trackside powered sites are 5m x 10m and located in the General area of the campground at a pre-sale cost of \$125.00 per site subject to availability. Lakeside powered sites are 10m x 12m and located adjacent to the entry of the Campground at a pre-sale cost of \$105.00 per site subject to availability.
Please contact PI SBK on 03 5952 2710 to enquire or book a powered site (if available).

Q: Can I come & go from the Campgrounds at night?

A: Yes. Please refer to the campground map. Circuit access is strictly prohibited outside of gate opening and closing times.

Q: Will there be a quiet or family area?

A: Yes, there will be a quiet area provided. Please see attached map.

Q: Is there an area reserved for people travelling on motorbikes?

A: Yes, a Bikes Only area is provided. Cars and campervans are not allowed in the Bikes Only area.

Q: I am bringing a camper trailer for myself and my friends who are travelling on motorbikes – can we camp in the Bikes-Only area?

A: Yes, but your tow vehicle may not remain with your trailer, it must be removed to the off-site carpark. If your tow vehicle must remain with your car you will need to camp in the General Camping Area.

Q: Can I park my car next to my tent on the southern fence line facing T1 - T2?

A: No, this area is for camping only – tents, camper-trailers and small campervans can be set up along the fence line but tow-vehicles (for camper trailers) must be removed to the off-site carpark. If your tow vehicle must remain with your camper-trailer you will need to camp in the General Camping Area.

Q: Can I park my car next to my campsite?

A: Yes, in the General Camping Area

Q: Can I sleep in my car?

A: Yes, in the General Camping area

FIRES

Q: Can fires be lit in the campground?

A: Yes, small contained fires can be lit in the campground, except on total fire ban days and not under low-hanging trees.

Q: Can I have a fire on the ground or dig a hole for a fire?

A: No. Due to the time of the year all fires must be contained within a fire box.

Q: Are fire boxes available at the campground?

A: Yes, a small number of boxes are available in exchange for a fully refundable deposit of \$50. Once these are exhausted you will need to provide your own.

Q: Is there someone selling wood in the campground?

A: Firewood is available from the campground manager.

GENERATORS

Q: Can generators be brought into the campground

A: Yes

Q: Is there a specific time generators must be switched off?

A: From 10pm – 7am

PETS

Q: Can I bring my pets?

A: No, but certified Assistance Dogs are allowed. Ensure you have your dog's certification with you at all times.