

Ticket FAQs

At what age are children free?

- Children aged 15 and under FREE.

Who qualifies for the concession price?

- Pensioner Concession Card holders, full-time student cardholders, and seniors cardholders.

Will there be grandstands available?

- No grandstands will be available.

What is the gate opening and closing times?

- Friday 21 February 8:00am – 5:30pm
- Saturday 22 February 8:00am – 5:30pm
- Sunday 23 February 8:00am – 5:30pm

Will there be an express lane check in?

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

What is Paddock access?

- The Paddock is an area behind the pits where you meet your favourite riders share the same space with key personnel. It features on stage entertainment, race commentary, autograph sessions and rider media conferences and interviews.

What ticket options include Paddock access?

- All 3 Day General Admission, Bar SBK, campers and VIP Hospitality ticket holders have FREE access to the paddock.
- Single day + paddock tickets can be pre-purchased via the Ticketek website.

What if I have a single day ticket, but want to access the Paddock?

- Single day ticket holders can purchase paddock access for \$40 per day at the venue from the Event Information Office (EIO) which is opposite the pedestrian overpass bridge.

Are there any special ticket offers or discounts?

- Yes. We offer Free Friday for Bass Coast Shire residents. Please note you will be required to show your driver's licence, rate notice, residential bill or other photo ID containing address.
- Refer to VIP Hospitality information.

Are tickets refundable?

- 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.

Circuit FAQs

Can Alcohol be brought into the Circuit?

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

Can I bring my pets?

- No, but Certified Assistance Dogs are allowed. Ensure you always have your dog's certification with you.

Are there any ATM's located at the Circuit?

- No, the Phillip Island Circuit no longer accepts cash transactions. All outlets will have Eftpos facilities with Visa, Mastercard and Eftpos accepted.

Are BBQ's permitted in the Circuit?

- No, but they are permitted within the campground area (subject to fire restrictions).

Can shade tents be erected?

- 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.
- PISBK reserves the right to direct patrons to remove their shade structures.

What are the opening hours for the Champions Café?

- 7:00am to 9:00pm Friday, Saturday and Sunday.
**Kitchen Closes at 8.00pm

Is the Café open for breakfast, lunch and dinner?

- Yes.

What time will breakfast be served?

- 7:00am to 10:00am Friday, Saturday and Sunday

What time will dinner be served?

- 6.00pm to 8.00pm Thursday, Friday, Saturday and Sunday

Where is the Accreditation Centre located?

- Gate 2, off Back Beach Road.

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

- Wednesday 19 February 12:00pm –5:00pm (Contractors, Competitors & Officials)
- Thursday 20 February 7:00am –7:00pm
- Friday 21 February 6:00am –6:00pm
- Saturday 22 February 6:00am –6:00pm
- Sunday 23 February 7:00am –3:00pm

What are the Expo opening hours?

- Friday 21 February 9:00am – 5:00pm
- Saturday 22 February 9:00am – 5:00pm
- Sunday 23 February 9:00am – 5:00pm

How can traders have a stall in the Expo?

- Please contact circuit administration by emailing info@phillipislandcircuit.com.au

Is there an accessible parking and viewing area available?

- There is an accessible viewing mound (must display Accessible Parking Permit and be the person the permit is issued to), Entry is via Gate 1 or gate 7. There is also a viewing area to the left of the pedestrian overpass along Gardner Straight. Dedicated parking is available to the rear of this area at the South end of the Expo.

Are there accessible toilets available?

- Accessible toilets are provided at both accessible viewing areas and also in the Control Tower carpark, Paddock and Visitor Centre toilet locations.

Are all stickers accepted (blue and red disability stickers)?

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

Is there an accessible shuttle bus service?

- Yes, there is an accessible shuttle bus, the contact number will be available at the gate on arrival.

Is there a lift to gain access to the pit roof and corporate facilities?

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

Where are the public first aid facilities located?

- The First Aid point is located inside the Expo on Gardner Straight North, First Aid then moves to the Campground once public gates close overnight

Will the Go Karts be running during the event?

- Yes, but only for event patrons.

What are the Go Kart opening hours?

- 10:00am – 5:00pm (Subject to change)

Can I consume alcohol before going on the Go Karts?

- No. BAC must be 0.00% to participate.

Is there a dress code for the Go Karts?

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

Where do I register and pay for the Go Karts?

- You are required to pay and register for your Go Kart experience at the Visitor Centre.

Do I need to book?

- To participate on the Go Karts, you can book by visiting the Visitor Centre.

Where is the lost and found?

- The Event Information Office, opposite the pedestrian overpass bridge.

Can children access the Paddock?

- Yes, children under 15 can access the Paddock area but must be accompanied by a paying adult.

What is the Paddock Show?

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

Where is the Paddock Show located?

- In the Paddock, behind the pits.

Is there a schedule for the Paddock show?

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

How much does parking cost?

- Parking is FREE.

Can motorcycles be ridden around to access the different viewing areas?

- Yes as long as the motorcycle is road registered and the rider holds a valid driver's licence. Standard road rules apply.

Do I need to wear a helmet?

- Standard road rules apply, helmets are required.

Where is the parking located?

- Parking is located in the paddock adjacent to Gate 7, entry is via Gate 2. Please refer to event map.

Is there a location for secure motorcycle parking?

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

Is there a helmet and jacket storage facility available for motorcycle riders?

- No

Can unregistered bikes such as dirt bikes be brought on site?

- No, only road registered bikes can be ridden on site.

How do I receive my pre-purchased event ticket?

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

Are the Bar SBK tickets redeemable for a wristband?

- 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.

Pit Walk

What is the price for a pit walk?

- Pre-purchase price is \$35 per day via the Ticketek website. Pit walks can be purchased during the event from the Event Information Office (opposite the pedestrian overpass) for \$50 per day. Children are also required to pay for the pit walk.

What days are the pit walk passes available?

- Saturday 22 February
- Sunday 23 February

What time will the pit walk occur?

- TBC

Programs

What is the cost for a program?

- \$13 pre-purchased or \$15 at the event.

Where can the programs be purchased?

- Programs can be pre-purchased through Ticketek or at the venue from the Event Box Office, Event Information Office, official merchandise outlets and the Visitor Centre.

Push Bikes

Can patrons use push bikes around the outfield Circuit?

- Push Bikes are permitted, standard road rules apply.
- Push bikes are not permitted in the WorldSBK paddock.

Do I need to wear a helmet?

- Yes

Schedule

When will the schedule be available?

- A schedule will be available at www.worldsbk.com.au once released.

Shuttle Bus

Are there shuttle bus services available for patrons to get to the Circuit from Cowes?

- 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

Is there a shuttle bus available to use around the Circuit?

- There will be a free public shuttle bus stopping at various sign-posted locations around the Circuit. Patrons can phone 0419 006 382 or 1800 133 320 to be collected.

Visitors Centre

What are the opening and closing times?

- Friday 21 February 7:00am – 9:00pm
- Saturday 22 February 7:00am – 9:00pm
- Sunday 23 February 7:00am – 9:00pm

Camping – General

What is the opening and closing times for the campground?

- The Campground Ticket Office opens from 7.00am Thursday 20 February.
- The Campground opens from 9.00am Thursday 20 February to 12.00pm Monday 24 February

Where is the campground located?

- On the outfield of the Circuit, near turn 1 and turn 2. please refer to the Circuit map.

How do I access the campground?

- Campground access is from Gate 2 on Back Beach Road (100m past Gate 1). Directions will be provided by security.

Are campground wristbands sent out prior to the event?

- No, campground wristbands can be collected from the Campground Ticket Office located at Gate 2.

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

- Thursday 20 February 7:00am – 7:00pm
- Friday 21 February 7:00am – 6:00pm
- Saturday 22 February 7:00am – 6:00pm
- Sunday 23 February 9:00am – 12noon

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

- Yes, you must see security or the campground manager as you enter the campground and leave your ID (drivers licence).
- You can collect your ID in the morning from the Campground Ticket Office and purchase or collect your campground wristband.

Are there restrictions on the type or size of tents?

- All tents are required to be secured properly
- Marquee structures are prohibited
- No structure can be over 100m²

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

- Campervans, mobile homes and caravans will be able to park within the general camping area.

Can I reserve my preferred site?

- No, there are no allocated sites in the general camping area. First come, first serve.

Are there shower and toilet facilities available in the campground?

- Yes

Are there accessible facilities in the campground?

- Yes, an accessible toilet and shower facility is provided in the campground. Please refer to campground map.

Are powered sites available?

- There are 31 powered sites in the Trackside Campground. Bookings can be made via the Ticketek website until sold out.

Can I come and go from the campground at night?

- Yes, you can leave the campground.
- Circuit access is strictly prohibited outside of gate opening times.

Will there be a quiet family area?

- No

Is there an area reserved for people travelling on motorbikes?

- Yes, a bike only area is provided. Cars and campervans are not allowed in the bike only area.

I am bringing a camper trailer for myself and my friends who are travelling on motorbikes, can we camp in the bike only area?

- 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.

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

- No, this area is for camping only.
- Tents, camper-trailers and small campervans can be set up along the fence line but tow-vehicles any tow vehicle 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.

Can I park my car next to my campsite?

- Yes, in the general camping area.

Can I sleep in my car?

- Yes, in the general camping area.

Can I bring my own alcohol into the campground?

- Alcohol is permitted in cans, casks or plastic bottles but NOT IN GLASS. The following alcohol limits per person per day exist:
- one slab of beer, cider or pre-mixed spirits;
- one cask of sealed wine, or
- one 750ml bottle of spirits NOT IN GLASS.
- Vehicles will be searched on entry to the campground and any prohibited items will be confiscated.

Camping General Store

Where is the camping general store located?

- In the Visitor Centre.

What is available to purchase in the general store?

- Basic items such as bread, milk, eggs and bacon.

What is the opening and closing times for the general store?

- The Visitor Centre will be open from 7:00am to 9:00pm from Friday 21 February to Sunday 23 February.

Can I buy alcohol in the campground?

- Yes, from the general store.

Can BBQ's be brought into the campground?

- BBQ's are permitted in the campground. (subject to fire restrictions)

Can fires be lit in the campground?

Yes, small, contained fires can be lit in the campground. (subject to fire restrictions)

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

- No. Due to the time of the year all fires must be contained within a fire pit.

Are fire pits available at the campground?

- Yes, fire pits are available from the Visitor Centre. A refundable deposit of \$50 is required.

Is there somewhere I can purchase firewood in the campground?

- Firewood can be purchased from the Visitor Centre.

Can generators be brought into the campground

- Yes, however they must be switched off from 10pm – 7am.

Can I bring my pets into the campground?

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