

## **1: ACCREDITATION OFFICE**

### **Where is the Accreditation Office located?**

Gate 2 (approx. 100 metres west of the main gate 1, off Back Beach Road)

### **What is the Accreditation Office's opening and closing times?**

- Wednesday 12.00pm – 6.00pm - (for contractors, competitors & officials only)
- Thursday 7.00am – 7.00pm
- Friday 6.00am – 6.00pm
- Saturday 6.00am – 5.00pm
- Sunday 7.00am – 2.00pm

## **2: ALCOHOL**

### **Can alcohol be brought into the circuit?**

No...the Venue is licensed therefore alcohol can only be purchased onsite.

## **3: ANIMALS**

### **Can I bring my pets?**

No...however **Certified Assistance Dogs** are permitted. Please ensure you carry your dog's certification with you. You can refer to <https://www.assistedogs.org.au/news/what-is-the-difference-between-an-assistance-dog-and-an-emotional-support-dog/> for more clarification regarding Assistance Dogs vs Emotional Support Dogs and the Australian legal requirement.

## **4. ATM**

### **Do we have ATM's at the circuit?**

No...The Phillip Island Grand Prix Circuit no longer accepts cash transactions. All outlets will have eftpos facilities with visa, mastercard and eftpos accepted.

## **5: BBQ's**

### **Are BBQ's permitted in the circuit?**

No...bbq's are only permitted in the campground.

## **6: CAMPGROUND**

Refer campground FAQ's

## **7: CHAMPIONS' CAFÉ (LOCATED AT THE VISITOR CENTRE)**

### **What are the opening hours for the Champions' Café at the Visitor Centre?**

Friday – Sunday 7.00am – 6.30pm.

### **Is the Café open for breakfast & lunch?**

Breakfast will be served from 7.00am – 10.00am Friday to Sunday

Lunch will be available until 3.00pm

Dinner will be take-away only

## **8: CHILDREN**

### **Do we offer FREE entry for children?**

Yes...children aged 15 years and under are free and do not require a ticket to enter the event. They must, however, be accompanied by a parent or guardian with a valid event ticket. Children attending corporate facilities must purchase a corporate ticket and be accompanied by a paying adult. Children attending the pit walk must purchase a pass and be accompanied by a parent or guardian with a valid pit walk pass.

## **9: CONCESSION RATES**

**Who qualifies for the concession price?**

- Pensioner concession card holders
- Full-time student card holders
- Seniors card holders

## **10: DISABILITIES**

**Is there parking and viewing areas available for people with a disability?**

Yes...people with a disability and their carers can park and view at the VC viewing mound (must display their accessible parking permit and be the person the permit is issued to). Entry is via gate 1. 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 Expo.

**Are there toilets for people with a disability?**

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

**Are all accessible parking permits accepted (Blue or red parking permits)?**

Yes...disability permit cards must be shown at the gate for accessible parking access.

**Is there an accessible friendly 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 pit roof/corporate facilities?**

Yes...located at the south end of the pit building opposite the cafe. There are viewing windows on the southern pit roof end.

**Can a Companion Carer have free event access?**

Yes... they must produce their card and attend with the person they are caring for.

## **11. ELECTRIC SCOOTERS**

**Can patrons use electric scooters around the viewing areas?**

Yes...electric scooters can be used in the general public viewing area.

Scooters are NOT permitted in the WSBK Paddock.

**Do I need to wear a helmet when scooting around the viewing areas?**

Normal road rules apply; we recommend you always wear a helmet when riding an electric scooter.

## **12. EVENT MERCHANDISE**

**Will official event merchandise be available to purchase online?**

Yes...You can pre-order your official event merchandise from the Merchandise Shop link on <https://worldsbkstore.com/>

**Will official event merchandise be available to purchase at the event?**

Yes...official event merchandise will be available from outlets located at Gardner Straight North, Gardner Straight (opposite Info Hut), Siberia and Lukey Heights. The Visitor Centre will also stock a range of merchandise.

### **13: FIRST AID**

#### **Where are the public first aid facilities located?**

The First Aid points are located near the entertainment area on Gardner Straight North. First Aid then moves to the campground once public gates close overnight.

### **15: GATE TIMES**

#### **What is the gate's opening and closing times for the public?**

- Friday 8.00am – 5.30pm
- Saturday 8.00am – 5.30pm
- Sunday 8.00am – 5.30pm

#### **Will there be an express lane check in?**

Yes...pre-purchased ticket holders can ride their motorcycles through the express lane located at Gate 1.

### **16: GO KARTS**

#### **Will the go karts be running during the event?**

Yes. Online bookings recommended.

### **17: GRANDSTANDS**

#### **Are grandstand tickets available?**

No...there are no grandstands at the Event, however there are plenty of great general admission viewing locations to watch all the on-track activity around the circuit.

### **18. HOT LAPS**

#### **Will hot laps be conducted during the event?**

No

## **19: LOCALS FREE FRIDAY**

### **Is Friday still FREE for locals?**

Yes...Friday is still free for Bass Coast Shire residents. Proof of residency will be required to be shown on entry (either driver's licence, rate notice, residential bill or other photo ID showing your name and a local address).

## **20: LOST AND FOUND**

### **Where is lost & found located?**

At the Event Information Office, opposite the pedestrian overpass bridge.

## **21: Paddock Access**

### **What ticket options include Paddock access?**

All 3-Day General Admission, Bar SBK, Camping Packages and VIP Hospitality ticket holders have free access to the paddock.

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

Single day tickets + paddock passes can be pre-purchased through Ticketek

Paddock passes will be available for sale on the day from the Event Information Office located opposite the pedestrian overpass bridge for \$45.00 per day (subject to availability).

### **Can children access the paddock area?**

Yes...children 15 and under can access the Paddock area but must be accompanied by an adult with a valid paddock pass.

## **22: Paddock Show**

### **Who has access to the Paddock show?**

Patrons who have a valid WSBK Paddock pass will be able to attend the paddock show for free.

### **What entertainment is at the Paddock show?**

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

### **Is there a schedule for the Paddock show?**

Yes...A schedule will be available at [www.worldsbk.com.au](http://www.worldsbk.com.au) once released.

## **23: Parking & Circuit Viewing**

### **What is the cost for car and motorcycle parking?**

Free

### **Can motorcycles be ridden around the outfield viewing areas?**

Yes...the motorcycles must be road-registered, and the rider must hold a valid motorcycle licence. All road rules apply. Cars are not permitted in the outfield viewing areas.

### **Do I need to wear a helmet when riding around the viewing areas?**

Standard road rules apply, and we recommend you wear a helmet at all times.

### **Where is the free car parking?**

Car parking is allowed in the outfield area adjacent to gate 7 (please follow directions). Entry to the car park is via gate 2. Refer to event map.

### **23. Parking & Circuit View (con't)**

**Is there a location for secure motorcycle parking?**

No... however, motorcycles are permitted to ride around the outfield on the service roads.

**Are there helmet/jacket storage facilities available?**

No... however, the Club SBK facility does have storage facilities for their patrons.

**Can unregistered bikes be brought on site?**

No...only road-registered bikes. Motorcycles are not permitted in the Paddock.

### **24: PIT WALK**

**What is the price for a pit walk?**

Pre-purchased price is \$40.00 per day via Ticketek. They can be purchased during the event (subject to availability) from the Event Information Office opposite the pedestrian overpass for \$55.00 per day. Children are required to pay and must be accompanied by an adult with a valid pit walk pass.

**What days are the pit walk passes available for?**

Either Saturday and/or Sunday

**What times will the pit walk occur each day?**

The schedule will be released closer to the event and will be available at [www.worldsbk.com.au](http://www.worldsbk.com.au)

### **25: PRE-PURCHASED TICKET DELIVERY**

**How will I receive my pre-purchased event tickets?**

With the exception of corporate hospitality tickets, you will receive all tickets via email from Ticketek. Corporate hospitality tickets must be collected from the Accreditation Office (at gate 2) at the event.

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

No. All pre-purchased tickets will be delivered as mobile tickets to your nominated email address.

**Bar SBK tickets**

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

### **26: PROGRAMS**

**What is the cost of a program?**

\$13.00 pre-purchased or \$15.00 purchasing on the day

**Where can I buy programs.**

They can be purchased through Ticketek or at the event information office, merchandise outlets or Visitor Centre.

### **27: PUSHBIKES**

**Can patrons use push bikes around the viewing areas?**

Yes...pushbikes are permitted: Standard road rules apply.

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

Yes...normal road rules apply. Bush bikes are not permitted in the Paddock.

## **28: REFUNDS**

### **Can tickets be refunded?**

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 a medical certificate. Refer to the Terms & Conditions of Sale available to be viewed at :

<https://www.worldsbk.com.au/terms-conditions-2/>

## **29: SCHEDULE**

### **Will there be a schedule available.**

Yes...a race schedule will be available from [www.worldsbk.com.au](http://www.worldsbk.com.au) once released.

## **30: SHUTTLE BUS SERVICE**

### **Are there shuttle bus services available for patrons to get to the circuit from town?**

Yes...you will need to refer to the schedule provided by Southcoast Bus Service. The schedule will be available from [www.worldsbk.com.au](http://www.worldsbk.com.au) closer to the event.

### **Is there a shuttle bus service available within the circuit for patrons?**

Yes...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.

## **31: SHADE TENTS**

### **Can shade tents be erected?**

Yes...however out of courtesy, shade tents cannot be erected if they obstruct other patrons' views, 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.

### **Can platforms be erected?**

No

## **32: VISITOR CENTRE**

### **What are the operating hours?**

Friday	7.00am – 6.30pm
Saturday	7:00am – 6.30pm
Sunday	7.00am – 6.30pm

### **Location to purchase official circuit merchandise?**

The Phillip Island Circuit Visitor Centre has a range of circuit and official event merchandise available for sale.

### **Will guided tours still occur?**

No