

GENERAL FREQUENTLY ASKED QUESTIONS

1. ACCREDITATION OFFICE



What are the Accreditation Office opening hours, and where is it located?

The Accreditation Office is open during the following hours:

- **Wednesday:** 12:00pm – 6:00pm
- **Thursday:** 7:00am – 7:00pm
- **Friday:** 6:00am – 6:00pm
- **Saturday:** 6:00am – 5:00pm
- **Sunday:** 7:00am – 2:00pm

The Accreditation Office is located at Gate 2, approximately 150 metres west of the main Gate 1 entrance.

2. ALCOHOL

Can I bring alcohol into the Circuit?

No. The Circuit is a licensed venue, so alcohol can only be purchased from authorised onsite outlets.

3. ANIMALS

Can I bring my pet to the Circuit?

No. Pets are not permitted at the Circuit.

Certified assistance dogs are permitted. Please ensure you carry the appropriate certification with you.

For information about the difference between an assistance dog and an emotional support dog, and Australian legal requirements, please visit the Assistance Dogs Australia website.

4. ATMs AND CASH

Are there ATMs at the Circuit?

No. The Phillip Island Grand Prix Circuit is a cashless venue.

All onsite outlets accept card payments, including EFTPOS, Visa and Mastercard.

5. BBQs

Can I bring or use a BBQ at the Circuit?

BBQs are not permitted in the general Circuit areas.

BBQs are only permitted within the campground, subject to applicable fire regulations and restrictions.

6. CAMPGROUND

Where can I find information about camping?

Please refer to the Campground FAQs for information about camping facilities, access, check-in and other campground requirements.

7. CHAMPIONS CAFÉ – VISITOR CENTRE

What are the Champions Café opening hours?

The Champions Café, located at the Visitor Centre, is open:

- **Friday:** 7:00am – 6:30pm
- **Saturday:** 7:00am – 6:30pm
- **Sunday:** 7:00am – 6:30pm

8. CHILDREN

Do children receive free entry to the Event?

Yes. Children aged 15 years and under can enter the Circuit free of charge and do not need to purchase an Event ticket.

Children must be accompanied by a parent or guardian who holds a valid Event ticket.

Do children receive free entry to VIP Corporate facilities?

No. Children attending VIP Corporate facilities must have a valid VIP Corporate ticket.

Ticket prices vary depending on the child's age.

For pricing and a booking form, please contact the Circuit on 03 5952 2710 or email

info@phillipislandcircuit.com.au.

Are children free to attend the Saturday and Sunday pit walks?

Children must have a valid Pit Walk pass and be accompanied by a parent or guardian who also holds a valid Pit Walk pass.

Children 5 years and under are free when accompanied by a paying adult.

9. CONCESSION RATES

Who is eligible for concession pricing?

Concession pricing is available to:

- Pensioner Concession Card holders
- Full-time students with a valid student card
- Seniors' Card holders

10. ACCESSIBILITY

Are accessible parking and viewing areas available?

Yes. Accessible parking and viewing areas are available for people with a disability and their Carers.

Accessible viewing is available at:

- The Visitor Centre viewing mound
- The reserved viewing area to the left of the pedestrian overpass along Gardner Straight

Dedicated accessible parking is available to the rear of the viewing platform at the southern end of the Expo building.

Entry is via Gate 1.

An accessible parking permit must be displayed, and the person using the permit must be present.

Are accessible toilets available?

Yes. Accessible toilets are available at both accessible viewing areas, as well as in the:

- Control Tower car park
- Paddock
- Visitor Centre

Are all accessible parking permits accepted?

Yes. Your valid disability parking permit must be displayed and shown at the gate to access accessible parking.

Is there an accessible shuttle bus service within the Circuit?

Yes. An accessible shuttle bus service is available.

The contact number will be provided at the gate upon arrival.

Is there a lift providing access to the Pit Roof viewing areas and corporate facilities?

Yes. The lift is located at the southern end of the Pit Building, opposite the café.

Viewing windows are also available at the southern end of the Pit Roof.

Can a Companion Card holder receive free Event access?

Yes. Companion Card holders can receive free Event access when attending with the person they are caring for, provided that person holds a valid Event ticket.

The Companion Card must be presented at the gate.

11. ELECTRIC SCOOTERS

Can I use an electric scooter around the viewing areas? Do I need to wear a helmet?

Electric scooters can be used in the general outfield viewing areas.

Electric scooters are not permitted in the WSBK Paddock.

Normal road rules apply, and helmets are strongly recommended whenever riding a scooter.

12. EVENT MERCHANDISE

Can I purchase official Event merchandise online?

Yes. Official Event merchandise can be pre-ordered through the online merchandise shop.

Will official Event merchandise be available at the Circuit?

Yes. Official merchandise outlets will be located at various locations throughout the outfield, Paddock and Visitor Centre.

13. EXPO

What are the Expo opening hours?

The Expo is open:

- **Friday:** 9:00am – 5:00pm
- **Saturday:** 9:00am – 5:00pm
- **Sunday:** 9:00am – 5:00pm

14. FIRST AID

Where are the first aid facilities located?

There is a First aid station located at The Expo Building. There will also be a roving first aid unit operating around the venue.

Once the public gates close, first aid services will relocate to the Campground Managers Office at Gate 6a.

15. GATE TIMES

What time do the public gates open and close?

- **Friday:** 8:00am – 5:30pm
- **Saturday:** 7:30am – 5:30pm
- **Sunday:** 8:00am – 5:30pm

Will there be an express lane for ticket check-in?

No. All tickets must be pre-purchased, including tickets purchased from the ticket office immediately before entry.

Patrons can use any available entry lane.

16. GO KARTS

Will the Go Karts be operating during the Event?

If operating, sessions can be booked online or through the Visitor Centre.

17. GRANDSTANDS

Are grandstand tickets available?

No. There are no grandstands at the Event.

There are, however, numerous general admission viewing areas where you can watch the on-track action.

Patrons are welcome to bring a fold-up chair.

18. HOT LAPS

Will hot laps be available during the Event?

No. Hot laps will not be conducted during the Event.

19. LOCALS FREE FRIDAY

Is Friday still free for local residents?

Yes. Friday entry is free for residents of Bass Coast Shire.

Proof of residency must be presented at entry. Acceptable forms of identification include:

- Driver's licence
- Rates notice
- Residential bill
- Other photo identification showing your name and local address

20. LOST AND FOUND

Where is Lost and Found located?

Lost and Found is located at the Event Information Office, opposite the pedestrian overpass.

21. PADDOCK ACCESS

Which tickets include Paddock access?

Paddock access is included with:

- All 3-Day General Admission tickets
- Bar SBK tickets
- Camping packages
- VIP Hospitality tickets

I have purchased a single-day ticket. Can I purchase a Paddock Pass for that day?

Yes. Single-day tickets and Paddock Passes can be pre-purchased through Ticketek.

Paddock Passes may also be available for purchase at the Event Information Office on the day, subject to availability.

We recommend pre-purchasing your Paddock Pass to avoid disappointment.

Can children access the Paddock for free?

Yes. Children aged 15 years and under can access the Paddock free of charge, provided they are accompanied by an adult with a valid Paddock Pass.

22. PADDOCK SHOW

Who can attend the Paddock Show?

Anyone with a valid WSBK Paddock Pass can attend the Paddock Show.

What entertainment will be available at the Paddock Show?

The Paddock Show will feature a range of entertainment and activities, including:

- On-stage entertainment
- Race commentary
- Autograph sessions
- Rider media conferences
- Rider interviews

Will there be a Paddock Show schedule?

Yes. The schedule will be published on the WorldSBK Australia website once it is released.

23. PARKING AND CIRCUIT VIEWING

How much does car and motorcycle parking cost?

Parking is free.

Can motorcycles be ridden around the outfield viewing areas?

Yes. Motorcycles can be ridden in the outfield viewing areas, provided they are road registered and the rider holds a valid motorcycle licence.

All road rules apply, and riders are encouraged to wear a helmet at all times.

Where is the free car parking area?

Free car parking is located adjacent to Gate 7.

Entry to the car park is via Gate 2.

Is there a secure area where I can store my helmet and jacket?

No. General helmet and jacket storage facilities are not available.

Patrons attending VIP Club Superbike do have access to storage facilities.

Can I bring an unregistered motorcycle onto the Circuit?

No. Only road-registered motorcycles are permitted.

Motorcycles are not permitted to enter the Paddock area.

24. PIT WALKS

How much does a Pit Walk pass cost?

- Pre-purchased: \$40 per day through Ticketek
- At the Event: \$55 per day, available from the Event Information Office, subject to availability

Children over the age of 5 must purchase a Pit Walk pass and be accompanied by a parent or guardian with a valid Pit Walk Pass.

When are the Pit Walks held?

Pit Walks are held on Saturday and Sunday.

The schedule will be published on the WorldSBK Australia website once available.

25. PRE-PURCHASED TICKET DELIVERY

How will I receive my pre-purchased Event tickets?

Except for VIP Corporate Hospitality tickets, all pre-purchased tickets will be sent by email from Ticketek.

VIP Corporate Hospitality patrons can collect their tickets from Gate 2 Accreditation.

What do I need to do if I have purchased a Bar SBK ticket?

Bar SBK patrons must show their online purchase when arriving at the gate.

Bar SBK tickets must be pre-purchased and cannot be purchased at the gate.

You will receive a wristband, which must be worn to access the Bar SBK area.

Patrons who have purchased a Bar SBK ticket that includes camping will receive their camping passes from the Gate 2 Campground Ticket Office.

26. PRE-PURCHASED VS GATE TICKET PRICES

When does pre-purchased ticketing close?

Pre-purchased ticket sales close at midnight on Wednesday, 17 February 2027.

After this time, all ticket purchases — whether made online or at the gate — will be charged at the applicable gate price.

27. PROGRAMS

How much does an Event program cost, and where can I purchase one?

Programs can be pre-purchased through Ticketek or purchased at various locations around the Circuit during the Event.

Prices are:

- Pre-purchase: \$13
- At the Event: \$15

28. PUSH BIKES

Can I bring a push bike to the Circuit?

Yes. Push bikes are permitted.

Standard road rules apply, and helmets are strongly recommended at all times.

29. REFUNDS

Can I get a refund on my Event ticket?

Please refer to the Ticket Terms and Conditions of Sale on the WorldSBK Australia website for information about refunds.

30. SHUTTLE BUS SERVICE – COWES

Is there a shuttle bus service from Cowes to the Circuit?

Yes. Shuttle bus services will operate between Cowes and the Circuit.

Please refer to the South Coast Bus Service timetable for current service information.

The timetable will be published on the WorldSBK Australia website closer to the Event.

31. SHADE TENTS

Can I bring a shade tent to the Circuit?

Yes, shade tents are permitted, provided they do not obstruct other patrons' views.

All shade structures must be securely anchored due to the potentially windy conditions on Phillip Island.

PISBK reserves the right to direct patrons to remove any shade structure that causes an obstruction or presents a safety concern.

Can I erect a viewing platform?

No. Viewing platforms are not permitted.

32. VISITOR CENTRE

What are the Visitor Centre opening hours?

- Friday: 7:00am – 6:30pm
- Saturday: 7:00am – 6:30pm
- Sunday: 7:00am – 6:30pm

The Phillip Island Grand Prix Circuit Visitor Centre stocks a range of Circuit and official Event merchandise.

Will guided tours be available during the Event?

No. Guided tours will not operate during the Event.