

FAQ's : *Lightscape*

at The Royal Botanic Garden Sydney

1. Dates and Hours

26 May – 16 July 2023

Open every day - 26 May to 18 June - from 5.30pm,

Open Wednesday – Sunday - 21 June to 16 July - from 5.30pm,

- Tickets for this event are timed in 15-minute increments from 5.30pm
- Last entry onto the trail will be 10 minutes after the final advertised timeslot
- On each *Lightscape* event day the Royal Botanic Garden Sydney will close to the public at 4.30pm and reopen to *Lightscape* ticket holders from 5.30pm onwards.

2. Entrance

The only Garden entrance to *Lightscape* is via Queen Elizabeth II Gate (via Sydney Opera House forecourt). A box office will be available at the entrance on event days if you need to purchase or pick up tickets at the event, or for any queries on the day.

3. Ticket Information – Advance Purchase Only

Peak Admission Tickets	Member	Non-member
Adult	\$36	\$40
Child (3-12 years)	\$24	\$28
Family	\$112	\$128

Off-Peak Admission Tickets	Member	Non-member
Adult	\$26	\$30
Child (3-12 years)	\$14	\$18
Family	\$72	\$88

Tickets purchased on the day are subject to a surcharge of \$4 per person.

4. What are the conditions of a Family ticket?

A family ticket admits 4 people. The family can be comprised of either 1 adult and 3 children or 2 adults and 2 children. Children must be aged 12 years and under to be eligible for the family ticket. Children aged 2 years and under are free of charge.

5. How do I purchase Foundation and Friends member tickets?

Discounted tickets are available to members of the Foundation & Friends of the Botanic Gardens. Learn more about membership [here](#).

To purchase tickets, please select a time-slot and enter the password provided by Royal Botanic Garden Sydney.

Only Foundation & Friends members will be admitted with a member's ticket. Please ensure you bring proof of membership per person when attending *Lightscape*.

6. Accessible Tickets for Relaxed Sessions

Relaxed sessions are for anyone who would benefit from experiencing the event in a more relaxed environment. This can include, but is not limited to, people with autism, sensory sensitivities, Tourette's syndrome, learning disabilities or dementia, as well as people living with mobility challenges, anxiety or people who have experienced trauma.

Relaxed sessions are adapted somewhat while maintaining the creative integrity of the show.

In a relaxed session:

- We may make minor changes to sensory elements such as reducing bright lighting or loud noises.
- We ask our ticket holders to have a relaxed attitude to noise and movement.
- The capacity of the event has been considerably reduced.
- You are welcome to bring in, and use, stimming devices.
- You can leave the route at any time and request assistance to be guided to a designated quiet area.

Relaxed sessions are scheduled for:

Wednesday 21st June at 5.30pm

Wednesday 28th June at 5.30pm

Please call Ticketek's Accessible Line on 1300 665 915 or use the link [here](#) to book tickets to these sessions.

7. What dates are the 'Off Peak' sessions held on?

The off-peak session times can be found on the Ticketek booking calendar in yellow [here](#). The off-peak dates include:

Monday 29th May between 5:30pm – 10:00pm

Tuesday 30th May between 5:30pm – 10:00pm

Monday 5th June between 5:30pm – 10:00pm

Tuesday 6th June between 5:30pm – 10:00pm

Monday 12th June between 5:30pm – 10:00pm

Tuesday 13th June between 5:30pm – 10:00pm

8. Do you accept Companion Cards?

Yes, holders of a government issued companion card can access a free ticket for their companion. Proof of eligibility will be required upon entry.

Please book these tickets by calling Ticketek's Accessible Line on 1300 665 915 or add to your cart when purchasing general admission tickets.

9. Group Bookings

Groups of 20+ are eligible for a discount of 10% on Lightscape tickets. If you wish to buy more than 20 tickets for a group, please contact Ticketek [here](#) or by calling 1300 364001.

10. Do I have to book in advance?

We recommend booking in advance online. Each timed entry has a limited capacity, and we expect this event to sell out. Tickets will be on sale at the venue when not sold out on events nights only from 26 May to 16 July. Tickets purchased on the day are subject to a \$4 increase.

11. If I book the wrong date, can I transfer my ticket to another date?

Unfortunately, this is not possible. It is important to make sure that you choose the right date and time slot when you buy tickets, as we are not able to offer exchanges or refunds after tickets have been purchased.

12. Can I purchase a *Lightscape* Gift Voucher?

- Yes, you can purchase *Lightscape* Gift Vouchers to give as presents to friends and family. *Lightscape* Gift Vouchers can be redeemed to purchase 2023 *Lightscape* Tickets only via the online booking process or at Ticketek Agencies. Vouchers are not valid for purchase of onsite food and beverage.
- Vouchers do not guarantee entry to *Lightscape* and must be used to purchase tickets in advance. We would advise early use of your voucher as timeslots will sell out.
- Please ensure you redeem the full value of your gift voucher – no refunds will be issued.

13. If I am delayed and miss my timeslot, can I join a later slot?

Yes. We will accommodate you in the next available timeslot on the same night.

14. What happens if it's raining?

Lightscape will go ahead in the event of rain or wind, so check the weather forecast and dress appropriately. If the weather presents a hazard and a risk to safety, the Gardens' decision to cancel the event will be made at 2pm on the day of the event. You will be notified via email of any cancellation and the re-booking process which will include the ability to book on another day or a refund if this is not possible. Please check our website and social media pages for updates.

15. If I am visiting the Royal Botanic Garden Sydney during the day, will I have to leave the Garden before entering *Lightscape* in the evening?

Yes, to ensure that only ticket holders for *Lightscape* have entry to the evening event, daytime visitors must vacate the Garden by 4.30pm. On *Lightscape* event days, the Gardens will close at 4.30pm and will reopen for ticketed guests at 5.30pm.

16. Is the Royal Botanic Garden Sydney closing its gates to the public earlier for the *Lightscape* event?

The Royal Botanic Garden Sydney has seasonal opening hours. In May the Garden closes at 5.30pm and in June and July it closes at 5pm. On the *Lightscape* event days in May – July, the Garden will close at 4.30pm, which is one hour earlier than usual in May and 30 minutes earlier than usual in June and July.

17. How should I dress for this event?

This is an outdoor event, so please come prepared for the elements by wearing appropriate footwear and dressing warmly. Umbrellas are allowed on the trail, but we ask that you are courteous of other patrons when using them.

18. How long is the trail?

The trail is approximately 2kms around the Royal Botanic Garden Sydney.

19. How much time should we allow for this event?

That depends on your pace and how often you stop. However, as a rule, you should allow about 90 minutes to ensure you have enough time to enjoy the full experience.

20. Should I arrive in advance of my visit time?

It is best not to arrive more than 15 minutes before the entrance time printed on your ticket. Your entry time is a 15-minute window from the time printed on your ticket. **Last entry onto the trail will be allowed 10 minutes after the final advertised timeslot.** The event will close 90 minutes after the final advertised timeslot.

21. Where should I enter for *Lightscape*?

The entrance to *Lightscape* is via Queen Elizabeth II Gate (via Sydney Opera House forecourt)

22. Is there parking?

There is no parking on site at the Royal Botanic Garden Sydney. We suggest using public transport.

23. Where is the nearest public transport?

The closest train stations are Circular Quay and Martin Place, both are within short walking distance of the Garden entry gate. Buses run regularly to Circular Quay and Martin Place on weekdays and weekends. Light rail services run between the city and south east making stops along George St and at Circular Quay. Ferries run regularly to Circular Quay but will be very busy during Vivid Sydney particularly on weekends so consider other transport options.

Keep in mind that due to Vivid Sydney road closures, transport services will be affected on Friday nights and weekends, so you will need to walk further than usual for access to the Gardens.

Buses that usually run to and from Circular Quay will relocate to Martin Place from 6pm on Fridays and from 5pm on weekends.

Light rail services will not run between Town Hall and Circular Quay from 6pm on Fridays and from 5pm on weekends.

Trains will also operate differently on Saturday nights and Sunday of the long weekend (11 June) and will not drop off passengers at Circular Quay from 6pm to 11pm due to large crowds expected in the area – use Wynyard, St James or Martin Place stations instead.

For more transport information and real-time updates visit transportnsw.info

24. Will there be bike parking?

There is no bike parking on site at the Royal Botanic Garden Sydney. Bikes are not allowed in the Royal Botanic Garden Sydney.

25. Will there be food and drinks available?

Yes, there will be a range of food and drinks on offer at the event. More information on this offer will be available nearer the time.

26. Can I bring food and drinks?

Please refrain from bringing food and drink into the event; food and beverages will be available for purchase along the route.

This is a promenade event, so please do not bring picnics.

27. Can I bring a chair?

The experience is designed to be walked through, so no chairs are allowed.

28. Are there restrooms along the trail?

Yes, there are several areas along the trail that have restrooms for visitors.

29. Can I take pictures?

Absolutely and we would love you to share them! Be sure to use the hashtags #LightscapeSydney #RBGSydney, #VividSydney and #SonyMusic and tag @botanicsydney and @vivid Sydney in your posts on social media. For safety reasons no tripods or monopods will be allowed.

30. Will I be walking on grass?

The entire route can be enjoyed mostly from hard-surfaced pathways.

31. Can I explore other parts of the Gardens during *Lightscape*?

No, you must remain on the designated *Lightscape* trail. Whilst you enjoy *Lightscape* please stay on the paths unless the stewards advise you otherwise. For your safety and to protect the Gardens, please do not walk in the garden beds or on the lawns.

32. Are the pathways wheelchair accessible?

The route is designed so that it can be navigated on paths. There are some paths whose gradients may be steep and audience members may benefit from assistance. If the weather conditions prohibit the trail from being fully accessible, for those needing mobility devices (wheelchairs, walkers, etc.), consideration will be made on a case-by-case basis to allow for tickets to be transferred to alternate dates. If you have access requirements, please contact Ticketek [here](#) or by calling 1300 364001 for further enquiries.

33. Are strollers allowed?

Yes, strollers are allowed.

34. Are pets allowed?

No pets allowed, except for service animals.

35. Is there white strobe lighting or flashing lighting effects?

Some lighting sequences will include flashing, flickering and pattered effects, however there will be no strobe lighting.

36. Will smoke or haze effects be used?

Smoke and haze effects may be used in some areas of the trail.

37. Will the lights affect the animals?

A Fauna Assessment Report has been undertaken by an external ecologist for *Lightscape*. The recommendations from this report have been incorporated into the planning of the event to minimise any impact on fauna.

38. Will there be a cloakroom?

No cloaking facilities will be supplied, so please travel light.

39. Why is there a cost to the Lightscape event?

The Vivid Sydney Light Walk and a variety of other events part of Vivid Sydney are free of charge. Lightscape is a custom and timed Light experience which offers visitors a unique opportunity to experience and appreciate the beauty of the Royal Botanic Garden Sydney and its plants at night.

We have worked hard to ensure we offer a variety of price points to help make the experience accessible for all. For example, off-peak tickets provide a discount of 25% on peak adult prices. In addition, we offer flexible family ticket prices as well as a free companion ticket for those who are eligible.

The Royal Botanic Gardens and Domain Trust has a range of outdoor areas across our sites which are made available for community, charitable and ticketed events. These events deliver the varied and diverse community expectations for use of our green spaces and enable the Trust to meet its social obligations set out under the Act and the NSW Government's commitment to diversity of experiences in public spaces. Income received through events such as these also supports the science, horticulture, education and conservation work of the Gardens and the Australian Institute of Botanical Science.