

## SYDNEY SYMPHONY UNDER THE STARS – FAQs

### **Q. What time should I arrive?**

Gates open at 6pm and the performance will begin at 8pm. Food trucks will be available prior to the performance as you settle into your seats.

### **Q. How do I enter *Sydney Symphony Under the Stars* at The Crescent?**

On your ticket you will find an allocated colour section (pink, red, blue etc.) that will indicate where you will be seated. Check the [site map here](#) for where the designated entry point is for your colour section.

On arrival you will be required to check-in by scanning a QR code through the Service NSW app. To avoid congestion, please ensure that the app is downloaded on your phone prior to arrival.

Once you are checked in you will be given a coloured wristband and directed to your section. Please follow instructions from the Sydney Festival team. Seats in your section are general admission, and it is advised to arrive early to secure your preferred seat.

### **Q. How will the audience be seated?**

Chairs will be provided at *Sydney Symphony Under the Stars*, and audiences must remain seated during the performance.

### **Q. Can I bring my own chair?**

Chairs will already be provided and spaced to ensure you remain socially distanced.

### **Q. Can I sit anywhere?**

On your ticket you will find an allocated colour section (pink, red, blue etc.) that will indicate where you will be seated. [Check the site map here](#).

Once you are checked in you will be given a coloured wristband and directed to your section. Please follow instructions from the Sydney Festival team. Seats in your section are general admission, and it is advised to arrive early to secure your preferred seat.

### **Q. Can I move around the site?**

Audience members must remain seated while at *Sydney Symphony Under the Stars*, unless you are utilising the food trucks or toilet facilities. Dancing or mingling during the performance is prohibited, in line with NSW Health advice.

### **Q. Can I buy food and drinks onsite?**

Yes, food trucks will be open from 6pm and will close shortly before the end of each performance.

### **Q. Can I pay with cash?**

No, food trucks will be strictly card only.

### **Q. Is there free drinking water available?**

Yes, free drinking water will be available onsite.

**Q. Can I bring my own food and drink?**

Yes, you can BYO picnic food and drinks (alcohol is allowed the event venue).

**Q. What steps are being taken to keep these performances COVID Safe?**

The health and safety of Sydney Festival audience members is our highest priority in 2021. To ensure the wellbeing of yourself and others, the following measures have been put in place for performances at *Sydney Symphony Under the Stars*:

- Capacity has been reduced with a second performance date added to spread audiences across two evenings
- Face masks are required for all patrons 13 years and older
- Hand sanitiser will be provided at entry and throughout the site
- Chairs will be provided and will be spaced to ensure social distancing
- All audience members must check in to the venue using the Services NSW app
- Cash will not be accepted at any on-site food trucks or bars. Cashless payments only
- *Sydney Symphony Under the Stars* will be deep cleaned prior to each performance. Please be mindful of your surroundings and keep touching to a minimum

As Government recommendations evolve, we will continue to update information about Festival attendance. COVID Safe messages may be delivered before, during and after events. Listen out for information and follow the directions.

Please follow any COVID related directions from Sydney Festival staff and remain home if you are feeling unwell. With your trust and patience, we can make *Sydney Symphony Under the Stars* a fun and safe night for everyone.

**Q. What if it rains?**

The Crescent in Parramatta Park is an outdoor, all-weather venue and Sydney Festival is committed to going ahead with performances come rain or shine. Please come prepared for all weather conditions.

**Q. Is there first aid at *Sydney Symphony Under the Stars*?**

In case of an emergency, please see security or a staff member.

**Q. Are there toilets at *Sydney Symphony Under the Stars*?**

Yes, toilet facilities will be available at The Crescent

**Q. Can visitors with accessibility requirements visit *Sydney Symphony Under the Stars*?**

Yes, Parramatta Park is committed to ensuring everyone is able to access and enjoy The Crescent. There are accessible parking spots (on request) and the venue has an accessible toilets.

If you have further questions about accessibility at *Sydney Symphony Under the Stars*, please email [access@sydneyfestival.org.au](mailto:access@sydneyfestival.org.au) prior to your visit.

**Q. Do I need to wear a face mask?**

Wearing a face mask is required at all Sydney Festival events for ages 13 and over. Children under 12 are exempt but are encouraged to wear masks where practicable.

**Q. What items are not allowed to be brought in?**

In the interest of public safety, these items are not permitted at the event and will need to be surrendered on entry.

- Chairs (seating is provided)
- Candles, fireworks or sparklers
- Tarps, tents or share structures
- Barbeques or cooking equipment
- Tables
- Offensive weapons including large knives and laser pointers
- Excessive amounts of alcohol

**Q. How do I get to The Crescent in Parramatta Park?**

Sydney Symphony Under the Stars takes place at The Crescent, Parramatta Park. Information on how to get to there by car or public transport can be found [here](#).

If you are driving, the best place to park are the public parking stations on Hunter Street. Parramatta Park will be closed to car traffic from 3pm, including the car park onsite.

**Q. Any other questions?**

If you have additional questions, please email us at [mail@sydneyfestival.org.au](mailto:mail@sydneyfestival.org.au)