



Mix102.3 Holiday Fun Fair Frequently Asked Questions

1. Where is the Mix102.3 Holiday Fun Fair?
 - a. Bonython Park, Port Rd, Adelaide
2. What are the dates and times of the Mix102.3 Holiday Fun Fair?
 - a. 25th September – 5th October 2020
 - b. Session times are 10am – 1pm, 2.30pm – 5.30pm and 7pm – 10pm
 - c. Session duration is 3 hours.
3. What is the price to enter the event?
 - a. \$3 entry per person, children 2 and under are free. When booking tickets online ensure to allocate a ticket for each person. Children 2 and under will not require a ticket to be booked for them.
 - b. With each ticket a \$0.50 booking fee will be charged when purchasing via the booking system Try Booking.
4. Do I need to book tickets?
 - a. Yes, the number of patrons allowed per session is very limited due to COVID restrictions. It is advisable to book your preferred session quickly to avoid disappointment. Once sessions are sold out, tickets will not be available at the gate.
5. Are tickets available at the gate?
 - a. If a session is not sold out online prior, then tickets will be available at the gate.
6. What is included in my entry ticket?
 - a. Entry tickets include entry only. All other attractions (rides, side show games, showbags and food) can be paid for inside the event.
7. Can I get a refund on my entry ticket?
 - a. Tickets are non-refundable and not redeemable for cash.



8. What sort of attractions will be at the Mix102.3 Holiday Fun Fair?
 - a. There is a number of rides, sideshow games, showbags and food trucks.
9. How do I get to the event?
 - a. Car parking is available at the event for \$8.50 per car, otherwise you can catch public transport. Trams stop outside the event, and depart every 10 minutes up until 8pm and then every 20 minutes after 8pm. See the Metro timetables for more information - <https://www.adelaidemetro.com.au/>
10. What time do the gates open for each session?
 - a. Gates will open 30 minutes prior to each session. Rides, side show games, showbags and food trucks may be open prior to each session.
11. What if I am late for the session I have booked?
 - a. It is important to arrive to the session you have booked on time to get the full 3 hours of fun. If you arrive 1 hour into the session you will only have 2 hours left. There will be no refunds to patrons who arrive late to their booked session.
12. Do I have to leave after my allocated session?
 - a. Yes - After each session has concluded, everyone must proceed to the exit and exit the event so we can give the site a good clean in between sessions. If there is availability in the next session you may purchase a ticket.
13. Are there pass outs at the event?
 - a. There are no pass outs available at the event.
14. What happens if it is raining or inclement weather?
 - a. The event will run in the rain. Some rides will not be available in rain or wind. There are no refunds available if it is raining or inclement weather.



15. What happens if the event is shut down due to COVID 19 or extreme weather conditions?

- a. If you have purchased tickets online you will be eligible for a full refund, at the discretion of the event Promoter.

16. What rides are available at the event and how much are the rides?

- a. There will be a number of children's and family rides available at the event. Rides will be priced between \$6 - \$12. Every adult and child on the rides needs a ticket (Dodgem Cars are charged per car).

17. Are the rides safe at the event?

- a. All the rides at the event are operated and maintained in accordance with Australian Amusements Standards AS 3533 and have regular inspections by structural and electrical engineers as well as other regulatory bodies.

18. How do I know the event is COVID Safe?

- a. The Mix102.3 Holiday Fun Fair has a COVID Management Plan which has been approved by SA Health. There are a number of guidelines which all employees and patrons to the event must abide by. These guidelines are:

- Monitoring your health - Ensure you or anyone in your social group does not attend the event if you/ they feel unwell or have been in contact with someone with COVID-19 in the past 14 days. If you start to feel unwell at the event, please present yourself immediately to the first aid post.
- People who are considered vulnerable should either remain at home or keep their distance and practise good hygiene.
- Complete the contract tracing online form and health declaration before entering the event



- While at the event it is important to:
 - Practise good hygiene
 - Cover coughs and sneezes with an elbow or tissue and dispose of the tissue hygienically
 - Avoid touching face – eyes, nose and mouth
 - Avoid physical contact
 - Refrain from spitting
 - Wash and sanitise your hands often
 - Avoid touching surfaces
 - Social distancing keeps us safe! Please follow all social distancing signage to ensure you keep 1.5 metres apart.

19. XO Events have the right to refuse entry or eject anyone who:

- a) Is showing signs of COVID-19.
- b) We have reason to believe the person may have COVID-19.
- c) Is not abiding by any of the COVID Guidelines above.
- d) Is being physically or verbally abusive to a XO Events employees or other patrons in attendance.

20. What is Contract Tracing?

- a. Entry is subject to you completing a Contract Tracing form.
- b. Contract Tracing is a form you must complete which includes a health declaration online and fields requesting contact details to be completed at the entrance of the event. You must show gate staff your completed Contract Tracing form. You will not be permitted to enter unless your Contract Tracing form has been completed and health declaration submitted. For those who cannot complete contact tracing forms online, there will be hard copy paper forms provided at the entrance.



21. What is my social group?

- a) Your social group is the group of people you come to the event with and sign in on your Contract Tracing form. You will be able to move around the event with your social group, go on rides with your social group and queue with your social group.

22. How do social groups work at the event?

- a. You can queue in your social group and go on rides in your social group. You cannot mix with other people at the event who are not in your social group.

23. What is social distancing?

- a. Social distancing means keeping social groups 1.5 metres away from other social groups. You will see social distancing marks on the floor of all queuing areas. Please ensure you stand on these marks to ensure we can keep social groups 1.5 metres apart. Keeping apart, keeps us safe together.

24. Are there people at the event who can help me understand the COVID Guidelines and enforce the COVID guidelines?

- a. Yes – there will be a number of COVID Marshals at the event, which will be identifiable by a COVID Marshal vest. These people are there to help you and ensure you are abiding by the COVID Guidelines for the event. Any patrons not abiding by the COVID guidelines, may be asked to leave the event.

25. What happens if I do not abide by COVID guidelines or information given to me by COVID Marshals?

- a. If you are not abiding by the COVID Guidelines, you may be asked to leave the event.



26. Is there sanitiser available at the event?

- a. Each attraction will have sanitiser available for you, and throughout the event there are sanitiser stations.

27. Will there be queues at the event?

- a. There may be queues to enter the event and for some attractions such as rides, showbags and food. These queues are due to the need to ensure everyone is practising social distancing and due to the enhanced cleaning regime needed which in turn slows the turnover of people at each attraction down.

28. Can I bring my dog or pet to the event?

- a. Unfortunately, animals (except assistance dogs) are not allowed into the event.

29. Is the event wheelchair accessible?

- a. Where possible the event is accessible for all. However, the event is held on soft grass at Bonython Park, which may make navigating difficult for some.

30. Are there toilets at the event?

- a. Yes, there are a number of toilets at the event.

31. Is there baby change facilities available at the event?

- a. Yes, in the permanent toilet blocks at Bonython within the event area.

32. Is there chairs and table at the event?

- a. Unfortunately, due to COVID 19 restriction with food, there are no tables and chairs at the event.



33. Can I win tickets to the event?

- a. An allocation will be given away through Mix 102.3, listen or jump on the website for your chance to win.

34. Can I smoke at the event?

- a. There will be dedicated smoking zones at both entries to the event. You may only smoke within these dedicated smoking areas.

35. Is there alcohol at the event or can I bring my own in?

- a. No, it is a dry zone.

36. Is there ATM's available at the event?

- a. Yes, there is and all rides, showbags and food outlets have eftpos facilities.

37. How do I found out more information? Contact the event hotline at

holidayfunfair@mix1023.com.au