



## Frequently Asked Questions

Willoughby Symphony in the Park has been moved to the Concert Hall, The Concourse, Chatswood.

Old event name – Willoughby Symphony in the Park

New event name – Moved to The Concourse, Willoughby Symphony in the Park

**Q: Can I use my Willoughby Symphony in the Park ticket to attend the concert at the Concert Hall?**

No only new tickets to the **Moved to The Concourse** event at The Concert Hall will be allowed entry. Capacity is strictly limited at the Concert Hall.

**Q: Is this still a free event?**

Yes. At no point will we ask for your credit card details or charge you money, other than drinks purchased onsite.

**Q: Do I need to book a ticket for all attendees?**

Yes. If you are booking for your whole family or a group, please ensure you select the correct number of tickets. The system will allow you to reserve a maximum of 6 tickets per booking.

**Q: Do I get allocated seating**

No. Your ticket is General Admission. Once the doors open you can sit anywhere in the Concert Hall.

**Q. What do I need to show to enter with my tickets?**

Your ticket will have a QR code that will need to be scanned for entry. You can print your tickets with a QR code or you can download the Eventbrite app which will show your tickets with the QR code.

**Q: What time should I arrive?**

The General Admission entries will only be valid until 2pm. If you have not arrive by 2pm your tickets will be cancelled and your tickets will be allocated to people on the waitlist. As we seat the people on the waitlist we expect this to take 10 minutes. We hope to have the performance start at 2:15 pm. Doors to the Concert Hall will open at 1:30pm and the bar will open at 1pm.

**Q: What if I miss out on tickets to the Moved to The Concourse event?**

There is a waitlist for attendees to register their interest in attending. If you are on the waitlist once you arrive at the venue you will be directed to the waitlist area on Level 2. At 2pm once all of the General Admission tickets have been seated, any spare seats will be made available for the wait list. We have 120 seats in the choir stalls around and behind the stage that will be available for the waitlist people. The first people in line in the waitlist area will get first option for seating.

**Q: Do I need to wear a mask?**

We strongly encourage mask wearing at this event.

**Q: I was planning a picnic at the Willoughby Park event, can I bring my own food and drink?**

No you cannot bring your own food and drinks into the venue.

**Q: Is there a bar onsite?**

Yes. There will be a pop up bar operated by the North Shore's own craft distillery, Finders Distillery. They will be serving their own spirits in mixed drinks, wine and beer from 1pm.

**Q: Can I buy food onsite?**

Chatswood has a bounty of food available. If you would like advice on the Best Food in Chatswood, visit - <https://www.visit chatswood.com.au/Eat-and-drink/Best-of>

**Q: Is this a family friendly event?**

Yes. This event is a great way to introduce kids to classical music, we recommend for children 8+.

**Q: Is there parking at the venue?**

Yes there is parking at The Concourse.

**Q: Can visitors with accessibility requirements attend this event?**

Yes. Please contact The Concourse Box Office if you require wheelchair access to the event.

P: 8075 8100 email: [concourse\\_boxoffice@century.com.au](mailto:concourse_boxoffice@century.com.au)

**Q: Is photography allowed?**

Yes, we encourage visitors to photograph their visit for personal use and share it with us using #culturebites and #willoughbysymphony