



Frequently Asked Questions

Fun4Kids Festival 2017

FESTIVAL INFORMATION

- **When is Fun4Kids Festival?**
Wednesday, 5 July to Sunday, 9 July 2017 inclusive
- **Where is the Festival located?**
Corner Liebig & Timor Streets, Warrnambool
- **What time does the festival open?**
Wednesday – Saturday: 10am – 7pm
Sunday: 10am – 5pm
- **Can I leave and re-enter the Festival throughout the day?**
Yes, as long as you have been stamped on the way out or have a wristband.

TICKET INFORMATION

- **How much are tickets?**
This will depend on the type of ticket. Prices start from \$20.00 for a Single Night Pass.
For information on ticket packages and prices visit www.fun4kids.com.au
- **Where can I buy tickets?**
You can purchase tickets online at www.fun4kids.com.au or at the Box Office, Lighthouse Theatre (Corner Liebig & Timor Streets, Warrnambool). It is cheaper to purchase tickets online.
- **Can I purchase tickets on the day?**
Yes, if allocated tickets for that day are not sold out. It is recommended to buy in advance.
- **Is there a concession price?**
No, all patrons pay the same admission fee, with the exception of Children under 2 and Companion Card holders (where there is no fee).
- **I'm accompanying a person with disabilities. Do I need to purchase a ticket?**
Yes, you will still be required to purchase a Companion Pass, however there is no charge. Companions will need to present ID upon entry and show their Companion Pass.
- **I am trying to book online and my booking won't process, what do I do?**
Please contact the Fun4Kids Hotline on (03) 5562 4044 for assistance, or email us directly fun4kids@warrnambool.vic.gov.au. We will be able to assist you either online or over the phone.

- **I'm thinking about purchasing a 2-Day Pass. Do I get to choose which 2 days I want to attend?**
Yes! The 2-Day Pass allows you to choose the days you would like to attend.
- **What if I lose or forget to bring my ticket along?**
Tickets are the responsibility of patrons and we strongly advise patrons to ensure they keep their ticket safe and to remember to bring them to the festival. No duplicates will be issued for lost, stolen or damaged tickets.
- **Can I get a refund or transfer my ticket for another day?**
No, all tickets are non-refundable, non-transferable and are not redeemable for cash.
- **I was issued a wristband but it has broken, where do I go to replace this?**
You will need to return to the festival entrance staff to get re-issued with a new wristband. You will require proof of ID and your ticket, as well as your damaged wristband.

FACILITY & PATRON INFORMATION

- **Do we have to pay for anything once we're in the festival?**
No, one entry fee than all the fun is free! You only pay for food and/or beverages should you wish to purchase lunch or if you wish to buy anything from the Lolly Stall (eg. balloons, lollies etc)
- **Are there baby feed and change areas?**
Yes, there are two areas within the festival for feeding and nappy change – refer to the Festival Map for locations.
- **Is Fun4Kids a pram friendly event?**
Yes, and there are allocated spaces to park your pram within the festival.
- **Can you BYO snacks and lunch from home?**
Yes, you're welcome to bring a packed lunch from home but please note that take-away is not allowed to be brought into the festival.
- **Is there somewhere I can purchase food and beverages in the festival?**
Yes, there are a variety of food and beverage options available throughout the festival.
- **Where can I find First Aid?**
The First-Aid Station is located at the festival entrance. There are also First-Aid Officers roaming the festival – they will be wearing First-Aid badges.
- **Are there ATM facilities at the festival?**
No. The nearest ATM facilities are located in Liebig St, in Warrnambool's main CBD.
- **Is there wheelchair access?**
Yes, the festival is wheelchair accessible.

- **Are there lockers available?**

Yes, a refundable deposit is required from the Information Hut located within the festival.

- **Are there facilities for hearing impairment?**

Yes, a hearing loop is available for use upon request. See our festival volunteers at the Information Hut.

- **Where can I park my car?**

Free parking is limited within the CBD and many areas have 1-2 hour maximum, however we offer a FREE shuttle bus service from the Shipwreck Bay Caravan Park, Pertobe Road – Lake Pertobe precinct. Free parking is available at Flagstaff Hill, Merri Street and Cannon Hill.

- **What happens if it rains, will we get wet?**

Fun4Kids offers fully indoor, wall-to-wall action within a massive 2 acre indoor village so there is no need to worry about the weather outside!

- **If my child becomes lost what do I do and who do I see?**

Identity wristbands are available upon entry to the festival. You are welcome to write down your phone number and child's name on the wristband so if your child does become lost our friendly scarecrows are able to contact you. Please make contact with any volunteer or staff member if you need assistance.

- **I'm travelling from out-of-town. Where do I find information about travel and accommodation?**

Getting to the festival couldn't be easier and with a large variety of family-friendly accommodation to choose from, Warrnambool is the perfect base for a Great Ocean Road escape.

Visit www.visitwarrnambool.com.au to check out the latest deals or call 1800 637 725 to speak to a local expert at the Warrnambool Visitor Information Centre.