



**V8 SUPERCARS AUSTRALIA PTY LTD** ACN 077 053 484  
a. 34 Nerang Street Nerang QLD 4211 p. PO Box 607 Southport BC QLD 4215  
t. 07 5630 0364 f. 07 5630 0365 e. reception@v8supercars.com.au  
v8supercars.com.au

## 2011 LAWRENCE AND HANSON PHILLIP ISLAND 500

### FREQUENTLY ASKED QUESTION'S (FAQ'S)

#### **Q. Other than the gate, where can I buy my ticket from?**

A. Purchase your event tickets online through Ticketek ([www.Ticketek.com.au](http://www.Ticketek.com.au)) or call 132 849. Event and Camping tickets are available through the Phillip Island Grand Prix Circuit, call 1300 728 007.

#### **Q. What time will the gates open?**

A. Gates will be open between 7am & 6pm each day.

*NB: The Gate closing time will extend to 8pm Saturday for the Pit Lane Party (exclusive to Grandstand, Corporate and Camping ticket holders only)*

#### **Q. What is the cost for children?**

A. Kids 12 and under receive FREE General Admission access into the event when accompanied with a paying adult.

*NB: This does not apply to Grandstand tickets. Juniors 13 and under receive a discounted ticket price.*

#### **Q. Is there a Free Friday at Phillip Island?**

A. Yes. Free Friday is a new incentive for selected Heritage Rounds of the V8 Supercar calendar where entry to the precinct is free.

*NB: Access to the V8 Supercar Paddock is still charged on Friday and only available with a bought Paddock pass.*

#### **Q. Who is eligible for a concession discount?**

A. To qualify for a concession rate one of the following criteria must be met:

- Hold an aged pension card;
- Hold a disability pension card plus their carers
- Full time student aged between 13 – 17yrs with appropriate identification.

A Concession ticket does not include Tertiary students, widow pension, and unemployed, single parent pension. Appropriate identification is required in all instances.

#### **Q. Can I bring my own food into the Event venue?**

A. Yes, a limited amount of personal food may be taken into the Event venue (no glass). There will also





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be a variety of food and beverage outlets throughout the venue for your convenience.

**Q. Can I bring my BBQ into the Event venue?**

A. No. BBQ's are not permitted in the Event venue.

**Q. Can I bring my own alcohol into the Event venue?**

A. No. Alcohol is not permitted into the Event venue. The Phillip Island Grand Prix Circuit is a licensed venue and bringing your own alcohol in is an offence. No drinks in glass receptacles are permitted. There will be a number of licensed outlets located in the venue for your convenience. Any patron overly intoxicated may be removed from the premises at the discretion of the Promoter.

**Q: Are shade structures permitted within the event venue?**

A. Due to Occupational Health and Safety concerns with high winds at the Island, shade structures are not permitted within the event venue. The Promoter reserves the right to have Security remove any such structures.

**Q. What age do I have to be to go into the Paddock area?**

A. Anyone aged 15yrs and under must be accompanied by an adult.

**Q. What happens if it rains?**

A. The event will continue despite of rain. No refunds will be offered if patrons leave due to unfavourable weather conditions.

**Q. What banking facilities will be available at the circuit?**

A. Tickets may be purchased at admission gates by cash, EFTPOS or credit card (Mastercard & Visa only). There is an ATM located at the Visitors Centre.

**Q. What services are available for people with disabilities or special needs?**

A. V8 Supercar Events provides a discounted ticket rate for people with permanent disabilities. Companion Cards are accepted at this event. If a companion card ticket is required, then the companion card must be presented at the time of booking and also carried with the disabled person when attending the event. To book companion card tickets please call 132 849 or visit any Ticketek outlet.

There is a dedicated parking area available for disabled patrons which is in close proximity to the disability viewing area and amenities. To gain entry to this car park you must have the appropriate VIC Roads (or equivalent) permit.

**Q. Can I bring in my pets?**

A. No, animals will not be permitted into the circuit, unless the animal is a working guide dog. If patrons





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do attempt to bring animals into the Event venue they will be refused entry.

**Q. Can I bring fireworks into the Event venue?**

A. No fireworks or explosives of any kind may be brought into the Event venue.

**Q. Can I bring additional furniture into the Event venue?**

A. No. Temporary foldout chairs are permitted, however, no couches or lounge chairs are permitted into the Event venue.

**Q. Can I bring a structure into the circuit to make viewing easier?**

A. No platforms or any item that could be used to erect platforms are to be brought into the Event venue. Nothing that will obstruct the view of patrons is allowed to be constructed. The Promoter reserves the right to advise what is unacceptable.

**Q. Is there First Aid available at the Event venue?**

A. Yes, there will be First Aid available at the Event venue. For locations please check Event signage, your program and the big screens.

**Q. How do I locate my lost child?**

A. Any children who find themselves lost should make their way to the closest Police, Security Officer, Official or Volunteer. All Officials and Volunteers will be uniform and hold appropriate accreditation.

**Q. Do I have to allow my bag to be inspected upon entry into the Event venue?**

A. Yes, any person bringing in a bag, basket or other receptacle must allow it to be inspected upon request by an authorised person. Any person who refuses may be declined entry into the Event venue.

**Q. What entertainment will be there?**

A. There will be a wide variety of entertainment at the Event including:

- Disney Pixar Cars 2 Truck Tour (see [www.V8supercars.com.au](http://www.V8supercars.com.au) under “Community”)
- Hitachi Stunt Team
- L&H Family Zone including Amusement Rides for both the little kids and the big ones too.
- There will be nightly activities in either Cowes or at the Circuit on Thursday, Friday and Saturday nights. More details are to follow.

**Q. Can I bring my video recorder / camera?**

A. Video recorders and cameras are not prohibited, however, it is a breach of the act to make for the





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purpose of a profit or gain, any sound recording, television or other recordings of moving pictures of any part of the L&H Phillip Island 500 Event.

**Q. Can I smoke inside the circuit?**

A. Smoking is allowed however it is strictly prohibited in the V8 Supercar Paddock, Grandstands, Pit Building or in any structure inside the circuit.

**Q. Is car parking available?**

A. There is \$10 per day paid car parking available within the circuit at Gardner Straight South and Siberia through Lukey heights only. There is no pre-booked car parking with payment made at either Gate 3 or Gate 6 on the day.

On circuit parking is subject to ground conditions and is only limited in capacity so first in first served. Free parking is available via Gate 1 and is adjacent to the Main Entry Gate 7A.

**Q. Is a shuttle bus service available on the Island?**

A. Yes shuttles buses will be running for the three days of the event from Cowes, Ventnor, San Remo and Rhyll. For further information please monitor the Phillip Island Event website at [www.V8supercars.com.au](http://www.V8supercars.com.au).

**Q. What do I do if I lose my ticket?**

A. Please call Ticketek immediately on 132 849 if you have lost your ticket. Grandstand tickets may be replaced if the original purchaser of the tickets can confirm all the booking details and present relevant ID. There is a lost ticket replacement fee of \$10.00 payable to Ticketek. General Admission tickets cannot be replaced if lost or stolen. Please treat them like cash.

**Q. Are passouts available?**

A. Yes, passouts are available at each gate. Patrons must obtain a stamp on the way out and must present their event ticket AND their stamp to re-enter the venue. Failure to present either one may result in declined entry into the event venue.

**Q. What accommodation options are available on the Island?**

A. On circuit camping will once again be available at the L&H 500 in the Highside campground (refer Track map). Concessions do not apply and Kids 12 and under are free. Tents, caravans or motor homes must not exceed an area of 1 person per 5 sq metres.





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For Camping information & tickets, phone the Phillip Island Grand Prix Circuit on 1300 728 007

Please contact Phillip Island Information Centre on 1300 366 422 or refer to the Phillip Island Grand Prix Circuit website [www.phillipislandcircuit.com.au](http://www.phillipislandcircuit.com.au) for other accommodation options.

**Q. Where can I collect accreditation?**

A. The accreditation centre is located on the corner of Back Beach Road and Visitors Centre Drive (near Gate 1). Opening hours for the accreditation centre are as follows:

- Thursday 15 September - 12noon to 5pm
- Friday 16 September - 7am to 5pm
- Saturday 17 September - 6.30am to 5pm
- Sunday 18 September - 6.30am to 11am

For a full list of Terms & Conditions of entry, please refer to: <http://phillipisland.v8supercars.com.au/>

