

GOOD THINGS FESTIVAL
MELBOURNE
Friday 6 December 2019
Flemington Racecourse

PATRON INFORMATION

VENUE ADDRESS

[Flemington Racecourse](#) 448 Epsom Road, Flemington 3031

OPERATING TIMES

DOORS OPEN 12:00

OPERATING HOURS 12:00 - 22:00

Large crowds & extremely heavy traffic is expected in and around Flemington on event day.

A high number of patrons are expected to be attending the event so it's essential to plan your trip in advance and work out how you are getting to and from the Good Things Festival.

There is Parking available at the adjacent Melbourne Showgrounds and the fee is \$20 per vehicle, patrons can then make a short walk to the event entry point.

Patrons arriving via Ride share, Taxi tram, bus or on foot entering the site via Epsom Road gates will face a 1.2km walk to the event entry point.

The best and most efficient way to get to and from the venue is via Train. Why Walk when you can myki.

TRAINS

Flemington Racecourse has its own internal train station that operates for selected events only.

Due to the high number of patrons expected at the Good Things event the station will be operational and extra trains will be running for both ingress and egress event movements.

It is recommended that patrons with serious immobility conditions use the 1st carriage of each train to enable the driver to assist with wheelchair ramps on arrival.

During Ingress, trains will depart Flinders Street Station from Platform 8-9, stopping at Southern Cross Station and North Melbourne Station approximately every 10 minutes between 11.15am and 3.30pm.

No direct service to Flemington Railway Station will operate after 3:30pm service as peak hour service weekday services will kick in, Patron wishing to travel via Train to Flemington after 3.30pm will need to take the Craigieburn line and depart the train at New market Station and either walk or take the Tram # 57 to Flemington Racecourse.

During Egress trains will depart Flemington Racecourse Station stopping at North Melbourne Station, Southern Cross Station and Flinders Street Station approximately every 20 minutes between 8.00pm and 10.00pm and approximately every 8 minutes between 10.01pm and 11.30pm.

TRAMS

Trams can be caught from the corner of Elizabeth Street and Flinders Street in the Melbourne CBD via the No. 57 West Maribyrnong tram to Flemington Drive (stop 30).

Please note, low-floor trams do not run on Route 57 and it is therefore recommended passengers using a mobility aid should make alternate plans to travel to the racecourse.

3 Additional tram services will operate to support the normal weekday timetable.

BUS

Buses can be caught via Route 472 bus from Williamstown, Footscray or Moonee Ponds to Fisher Parade and then must make the extremely long walk to the main gate entry on Epsom Road.

Buses can also be caught via Route 404 bus from Footscray or Moonee Ponds to Smithfield Road and then must make the shorter walk to the main gates on Epsom Road.

No additional bus services will operate. All services will run as per the normal weekday timetable.

Please refer to PTV website for pricing and service schedules: www.ptv.vic.gov.au/journey

Please refer to the PTV disruption page for live travel updates www.ptv.vic.gov.au/plan/disruptions/

RIDSHARE / TAXI / PUBLIC DROP OFF & PICK UP ZONES

The Good Things rideshare / taxi / public drop off/pick location will incorporate specific traffic treatments. Due to the anticipated high utilisation of rideshare, the designated vehicle drop off zone is to be located external to the event site on Epsom Road between the main and members gates.

The designated drop off point will be operational between the hours of 1130hrs and 1830hrs on event day.

The designated Pick Up zone is unsuitable to occupy the same location due to a proposed road closure of Epsom Road during the egress period.

PARKING

Patrons will be discouraged to drive to the event and instead encouraged to travel via public transport, however the event recognizes that some patrons may wish to drive to the event. Parking will therefore be made available to patrons

Patrons can access the Melbourne Showgrounds carpark via Gate 7 on Leonard Crescent.

The carpark will be staffed and operational between the hours of 0900 – 0000hrs on event day.

The parking fee is \$20 per vehicle.

Patrons can then make the short walk via the underpass into Flemington Racecourse and into the event site.

ACCESSIBLE PARKING

Melbourne Showgrounds will be providing accessible parking for the event. Vehicles can enter the event car park via Gate 7 on Leonard Crescent.

The car park will be operational between the hours of 0900 – 0000hrs.

There will be a limited number of accessible parking spots made available within the designated parking area to patrons with limited mobility. These spaces will be positioned as close to the event site as possible.

Patrons can then make the short journey via the underpass into Flemington Racecourse and to the event site.

If patrons with serious immobility conditions require further assistance, they will be required to contact the promoter to organise alternate arrangements.

An accessible parking access plan will be created and shared with patrons that have special needs upon request.

CONDITIONS OF ENTRY

By entering the event, you, the attendee, acknowledge that you have read the following rules governing conduct and consent to abide by such regulations and conditions.

Good Things Festival (GTF) is a licensed MA15 all ages event

There will be limited tickets available at the door

All patrons over the age of 18 must have actual valid photo ID in the physical form of:

- Valid Australian Driver's license or learner permit,
- Valid Passport or State/Territory proof of age cards
- Valid Keypass ID

Entry to the event will be by way of a valid ticket and adhering to the conditions of entry as set out by the event organisers. Patrons will be required to have their identification checked, bags searched, tickets scanned and issued an appropriate wristband pending their age prior to entering the event site.

The right to refuse entry to any person is at the sole discretion of the event organiser or any agent acting on behalf of the organiser.

At time of purchase additional compulsory emergency contact fields are applied to the sale of a minor U18 patrons, these details will be applied to each individual Minor U18 wristband and will be available for collection at the designated point outside the front entry gate. Minor U18 patrons must collect their personalised wristband prior to lining up with their parent or guardian in the entry lanes

The U18 wristband collection point will be located adjacent to the box office. All Minor U18 patrons must collect and apply their wristbands prior to entering the event.

There are **STRICTLY NO PASS OUTS** (Exit and Re-entry) for this event.

Last entry to the event is 21:00

REJECTION OF ENTRY OR EJECTION FROM EVENT

Security staff are entitled to search; pat down or metal detect any patron upon entry. Any person not compliant will be refused entry or removed from the event without refund.

Access to the event is prohibited or refused to people who:

- Are clearly under the influence of alcohol, drugs or any other stimulant.
- Illustrate behaviour that intends to disturb public peace or to provoke assault.
- Intentionally attempt to conceal prohibited items with the intent to bypass security screening.
- Are wearing gang related colours, Hi-vis clothing, or attempting to resemble any staff member; including unauthorized media vests, or uniforms that impersonate emergency service personnel.
- Are from unauthorized media outlets.

Only authorised and fully accredited media approved by the Marketing and Publicity departments

are permitted at the Good Things Festival.

Any media or persons found to be carrying media equipment (microphones, recording devices, camera etc) or deliberately deceiving staff will be removed and banned from GTF for an indefinite period. If you are evicted from the event, you will not be allowed re-entry and your ticket will not be refunded.

Prohibited Items

- Portable seating of any kind
- Tables, esky's or coolers, tents or sun shelters
- Alcohol, illicit and synthetic drugs
- Prescription drugs that are not in original container and without the pharmacy stickers issued in the name of the ticket holder
- Glass & aluminium containers
- Liquids other than lotions (empty water bottles that are not glass are permitted)
- Professional Audio /Visual Recording Devices (excluding mobile phones and go pros)
- Flags & Poles
- Promotional materials- stickers & flyers
- Weapons or dangerous items including Laser pointers or selfie sticks
- Flares & Fireworks
- Bicycles, skateboards, surfboards, hoverboards, scooters or personalised motor vehicles.
- Animals (excluding authorised guide companion dogs)

No liquids are permitted onto site for security reasons; there is free water available at all bars and at multiple points throughout the venue. Patrons are permitted to bring empty water bottles that are not glass.

Additional items may be found prohibited at the discretion of event security guards.

All items deemed prohibited excluding illegal substances must be cloaked externally at the cloakroom located alongside the entry. GTF will not take responsibility for cloaked items. Sunscreen lotion is available at all medical and merchandise outlets.

Additional items may be found prohibited at the discretion of Victoria Police or security guards.

CLOAKING SERVICES

There are charged cloaking services available internally and externally at the event. \$5 per item

Cloaking for Prohibited Items excluding illicit substances can be cloaked externally at the cloakroom located alongside the entry.

Good Things Festival will not take responsibility for cloaked items.

Please ensure you keep your ID on you at all times for bar service.

GTF and VRC shall not be held liable for any loss, injury or damages sustained entering or within the premises.

Entry is at your own risk

MERCHANDISE

GTF event merchandise will be available at the event.

FOOD & BEVERAGE

Food & beverage concessions will be available throughout the venue.

RESPONSIBLE SERVICE OF ALCOHOL

All licensing, RSA and any other matters relating to the service of alcohol are handled by the licensee and bar operator – **Mal Smith (Aust) Pty Ltd.**

Good Things is a MA 15+ All ages licenced event, all patrons are to wristbanded to identify their age. All patrons entering the site must provide photo ID to secure an 18+ wristband, all person unable to provide ID will be provided with an underage wristband. Two easily distinguishable wristband types are to be applied to attending patrons one for 18+ and one for Minors U18.

All minors attending the event must be accompanied by a responsible adult at all times.

If a minor is to become separated from their responsible parent or guardian within the site, RSA crowd controllers will escort the minors to the Lost Minors tent.

The staff at the minors' tent will notify the responsible adult to collect the minor.

All minor tent staff will have current working with children accreditation.

Any variation to the above will cause the minor to be handed to Police.

Any minor caught consuming alcohol will be handed to the Police.

VICTORIA POLICE

Police have the right to attend the GTF and have the right to question and eject patrons from the event, if they are suspected of possessing illegal substances, weapons or contraband.

Patrons should respect police and be compliant with their requests but should also be aware of their rights.

SAFETY & FIRST AID

GTF does not condone possession or use of illegal drugs at our events.

It is going to be warm so stay hydrated and look after your mates.

First Aid / Medical

There will multiple first aid/medical posts throughout the venue.

By entering the event and using the Venue and Event Medical Services medical facilities, a patron consents to providing access to their medical information.

SPECIAL PRESCRIPTION MEDICATION REQUIREMENTS

GTF is committed to maintaining the safety and wellbeing of all persons on site and is aware that a proportion of the festival audience may have a requirement to bring prescribed medicines and or special foods onto site.

To gain entry to the event with special medical requirements, you must ensure the following:

1. Ensure the medicine is in its original container, with the pharmacy sticker and issued in the name of the ticketholder i.e. DON'T peel the label off or carry someone else's medication.
2. Ensure the quantity carried is the minimal required for duration of the event.
3. DON'T bring non-essential tablets such as vitamin supplements or over the counter painkillers
4. Be prepared to be challenged at the gate or in the Event but do not seek to conceal medication

NOTE: Patrons without approved medicine in its original container, with the pharmacy sticker and issued in the name of the ticketholder will be unable to enter the event with the medicinal items.

LIABILITY

GTF and the VRC shall not be held liable for any loss, injury or damages sustained entering or within the premises.

GTF will not be held liable for any hearing damage or loss. Earplugs are available at the medical outlets.

ACCESSIBILITY & MOBILITY IMPAIRED INFORMATION

Upon presentation of a Companion Card, ticket purchasers are entitled to an additional ticket for their respective carer.

The Companion Card must be presented alongside the issued ticket to gain entry to the event.

Dedicated entry lanes will be available to those in possession of a Disability Card or Companion Card.

Guide Dogs are permitted on festival grounds to valid Disability Card or Companion Card holders.

The event grounds are wheelchair accessible, however please be aware that this is a large outdoor event that may require travelling on varied terrain, both turf and concrete. The ground may become soft and muddy if it rains. Please take extra precaution if this is the case. Matting and signage will be positioned where possible.

GTF is a multiple stage general admission live music festival, unlike a concert there is no reserved or dedicated seating.

Tickets to the event entitle patrons to standing room only in front of stages, there is however a dedicated accessible viewing platform at the dual main and secondary stages.

Good quality audio is available throughout the site for all patrons.

If you have a serious immobility condition and require assistance you can contact the GTF office via info@goodthingsfestival.com.au to organise alternate arrangements.