

MELBOURNE
Friday 1 December 2023



PATRON INFORMATION

VENUE ADDRESS

Flemington Racecourse 448 Epsom Road, Flemington 3031

OPERATING TIMES

GATE OPENING TIME: 11:30am
ADVERTISED OPENING 12:00pm
OPERATING HOURS 12:00pm - 22:00pm

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 VRC VIP carpark, Broadcast carpark & Leonard Crescent carpark located on Leonard Crescent. and the fee is \$25 per vehicle, patrons can then make a short walk to the event entry gate 01. Please refer to patron access plan

Patrons arriving via Ride share, Taxi tram, bus or on foot entering the site via Epsom Road gates will make a short walk to the event entry gate 02. Please refer to patron access plan

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 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 depart Flinders Street Station from (Platform 10), stopping at Southern Cross Station (Platform 13/14) and North Melbourne Station (Platform 5/6) then express to Flemington Racecourse.

Trains depart Flinders Street Station every 10 minutes from 10:35am until 1:35pm and every 20 minutes from 1:35pm until 3:55pm.

No direct service to Flemington Railway Station will operate after 3:55pm service as peak hour service weekday services will kick in, Patrons wishing to travel via Train to Flemington after 3:55pm will need to take the Craigieburn line and depart the train at New Market Station and either walk or take the Tram # 57 "West Maribyrnong" from Tram stop #26 Newmarket Plaza/Racecourse Road and travel to Stop #30 Flemington Racecourse/Epsom Road.

During Egress, trains depart Flemington Racecourse Station (Platform 1) to Flinders Street Station between 8:00pm and 9:00pm every 20 minutes.

Trains depart Flemington Racecourse Station (Platform 1) to Flinders Street Station between 9:00pm and 10:00pm every 15 minutes.

Trains depart Flemington Racecourse Station (Platform 1 & 2) to Flinders Street Station between 10:00pm and 11:30pm every 5-6 minutes.

Trains will stop at North Melbourne Station (Platform 5), Southern Cross Station (Platform 13) then into Flinders Street Station (Platform 10).

MTM staff will have extra staff with on/off boarding ramps to assist the wheelchair patrons.

Please note the last service to depart Flemington Racecourse will be at 11.30pm.

TRAMS

Passengers can catch Route 57 West Maribyrnong tram from the corner of Elizabeth Street and Flinders Street in the Melbourne CBD to Flemington racecourse stop # 30

The West Maribyrnong tram services will run on a 7-8 minute frequency.

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.

Yarra Trams will be operating (2) B Class trams across the entire day 9:00am – midnight then an additional (2) B Class trams from 11:00am -2:00pm and then again between 7:00pm and midnight.

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 1100hrs and 1830hrs on event day.

The designated Pick-Up zone will be unavailable post event due to the closure of Epsom Road during the egress period. It is recommended passengers hoping to use rideshare either make their way to Racecourse Road to hail a rideshare vehicle or taxi or make alternate plans to travel home.

PARKING

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

Patrons can access the VRC VIP Carpark, Broadcast Carpark & Leonard Crescent Carpark via Leonard Crescent.

The Melbourne Showgrounds Carpark will also be operated as an overflow carpark as required.

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

The parking fee is \$25 per vehicle.

Patrons can then make the short walk via the Hills Gate into Flemington Racecourse towards Entry gate 01 in the members carpark.

Due to limited amount of parking available at the venue patrons are encouraged to park at surrounding rail stations and catch the train into Flemington Racecourse.

ACCESSIBLE & COMPANION INFORMATION

There is an accessible ticket option for anyone with ongoing accessible needs requiring the wheelchair accessible platform, and their relevant companion. Access is not available for recently sustained injuries or sensory issues.

Note that there will be limited seating around the venue and locations within the site away from the stage if you require a place to sit or a quiet space away from the stage.

If you do require a companion, we do have companion tickets available. Please email us with your relevant companion card details and we can arrange your complimentary ticket to be sent to you.

If patrons with serious immobility conditions require close proximity parking, they can contact the GTF office via info@goodthingsfestival.com.au to organise necessary arrangements.

An accessible parking access plan for patrons that have special needs will be provided upon request.

Limited designated accessible parking bays will be made available at the VIP VRC carpark.

Access the designated accessible carpark bays will be via Leonard Crescent.

Patrons can then make the short journey via the Hills Gate into Flemington Racecourse towards Entry gate 1 in the members carpark. Patrons can then utilise the dedicated accessible entry lane to enter the event.

UNDER 18 ATTENDEE'S

All U18 youth patrons must turn up at the event with their legal parent or guardian must have their wristbands applied with correct emergency contact details. If you did not receive your wristband in the mail, you will need to collect it from the box office prior to entering the event.

If U18 youth wristbands have been misplaced or the emergency contact details require updating, you are required to go to the Box Office so your existing wristband can be cancelled and reissued so long as you it has not already been scanned into the event

All under 18 patrons must always stay with their guardian. In order to prove you are over 15, you need to bring a photo copy of your birth certificate with a matching ID

PATRON ACCESS

Patrons will be directed to enter the event via one of two designated entry points within the racecourse. The bulk of patrons are expected to arrive via Train, Taxi and or vehicle and park. These patrons will enter the event site via Entry Gate 01

Patrons arriving via foot, tram, taxi or rideshare will enter the venue via the Main gates on Epsom Road. These patrons will enter the event site via Entry Gate 02

Patrons will be directed to present their identification have their tickets checked, bags searched, tickets scanned and wristbands issued 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 were collected for the purchase of U18 youth tickets.

These emergency contact details were applied to U18 wristbands and posted to patrons in advance of the event.

All U18 youth patrons must present with their legal parent or guardian must have their wristbands applied with correct emergency contact details have their tickets scanned, prior to entering the event site.

If U18 youth wristbands have been misplaced or the emergency contact details require updating, they are to be directed to the Box Office and instructed to consult the dedicated U18/Youth Ticket Enquiry lanes.

There is a box office located adjacent to both operating entry gates.

Once the matter is rectified U18 youth patrons can then enter any one of the appropriate entry lanes with their responsible parent or guardian.

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.

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

Last entry to the event is 21:00

Good Things Festival (GTF) is a licensed all ages 15+ event recommended for a mature audience.

Photo ID is required to purchase alcohol regardless of your age.

All patrons must have valid photo ID in the form of:

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

All minors attending the event must be accompanied by a parent, guardian or responsible adult and each person attending must have their own valid ticket.

The definition of a responsible adult is:

- A person who is of or over the age of 18 years and is:
- the minor's parent, step-parent, guardian, grandparent, or
- the minor's spouse who is above the age of 18, or
- a person who is acting in place of a parent and who could reasonably be expected to exercise responsible supervision of the minor.

Minors without a parent, guardian or responsible adult will be refused entry to the event.

It is illegal to provide minors with alcohol and anyone caught doing so may be prosecuted and ejected.

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

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.

It is a condition of sale that you agree that the Presenter reserves the right to refuse a ticket holder admission to the event or to evict that person from the event for any reason whatsoever at the Presenter's absolute discretion.

It is a condition of the liquor license that only valid ticket holders are allowed to enter the event and you may be prosecuted if you enter or attempt to enter without a valid ticket.

The event has the capacity to be very loud, have high intensity crowd movements, bands that may use profanities in their performance and patrons drinking alcohol.

Crowd surfing, moshing, slam or circle dancing are all dangerous activities that can lead to serious injuries to other patrons and will not be tolerated.

Except as provided by law, the Presenter and the owner and/or lessee of the venue shall not be held liable for any loss, injury or damages sustained entering or within the venue whether caused by the negligence of the Presenter or that owner or lessee or otherwise.

Ticket holders consent to filming and sound recording as members of the audience.

ENTRY IS AT YOUR OWN RISK

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, umbrellas, 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)
- Drones
- Culturally Incentive Items & Attire
- Anything studded (Chokers, Belts & Wristbands)
- Flags & Poles
- Promotional materials- stickers & flyers
- Air Horns & Megaphones
- 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.

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 crowd care outlets.

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

LOCKER & CLOAKING SERVICES

There are charged cloaking services as well as lockers available at the event.

Bsafe mobile lockers are available for purchase pre-event and are flat \$20 for the duration of the event.

The locker dimensions are 450mm deep X 230mm high X 340mm wide.

Upon arrival at the festival simply attend the Bsafe Mobile Lockers Marquee adjacent to entry Gate 01, provide your name and your locker and key will be provided to you at the marquee.

The key is yours to keep for the entire festival and to be returned at the end of the festival. Please note lost keys will incur a fee of \$30 for replacement of the key.

In addition to lockers a cloaking service will be available at the event located at the Bsafe Marque.

The use of cloaking services is \$5 per item and an additional \$5 each time you access each said item.

Cloaking for Prohibited Items excluding illicit substances can be cloaked externally at the cloakroom located alongside the entry Gate 01.

Good Things Festival will not take responsibility for cloaked items.

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

MERCHANDISE

GTF event merchandise will be available at the event.

There are 4 designated outlets spread throughout the event site please refer to patron map for location

FOOD & BEVERAGE

Food & beverage concessions will be available throughout the venue for further details please visit patron map for locations

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 – **Northbourne 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 Primary crowd Care tent located adjacent to the primary medical post near stages 1 & 2.

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 event.

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

Please consult the patron map for locations. [Link to map](#)

By entering the event and using the 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 at both entry gates 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.

It is recommended that patrons with mobility issues utilise Entry Gate 01 and either utilise the train services or secure a dedicated accessibility parking space.

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 platforms at the dual main and secondary stages.

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

OTHER EVENT INFO

CAN I BRING MY CAMERA

No professional photography equipment is permitted however point and click cameras and mobile phones are fine. No recording devices of any kind will be permitted.

SMOKING

The venue may be subject to state public smoking law enforced by state health authorities. If so, Designated smoking areas will be available for patrons to smoke. Please don't smoke in or around the venue except in designated areas.

LITTER

The local Council has laws to discourage people from littering on the street. Note that previous events have had council inspectors issuing on the spot fines to patrons who are outside the venue on the way in. This includes drink containers and smoking butts.

PASS OUTS

No pass outs will be issued unless otherwise advised. In rare circumstances such as for medical reasons, pregnancy, breastfeeding an escorted pass out may be provided, please contact good things well in advance

BAGS

A small bag (No more than A4 Size) or backpack is allowed but remember that it will take longer to get into the show & if you want to cloak it in, it will add more queues to your day. Check the ticket conditions for restricted items conditions such as Video cameras, alcohol & umbrellas. No spike collars, studded belts etc will be allowed.

WATER BOTTLES

You are permitted to bring 1 empty water bottle, please don't bring a full one as you will need to tip it out before entering. There will be free water stations located within the event site to re-fill your empty bottles once inside

FOOD

You are able to bring a reasonable amount of food like sandwiches to the show. However, please do remember that we're most likely in for a long day and food can spoil.