



**PORTSIDE SYDNEY | YALLAMUNDI ROOMS & JOAN SUTHERLAND THEATRE NEW YEAR'S EVE 2020 DINNERS
PRESENTED BY TRIPPAS WHITE GROUP**

1. What time will doors open?

Doors to the venue will open at 7.00pm. Prior to this, there will be access to the Sydney Opera House precinct and you will be asked to wait in an assembly area until ticket scanning commences. Running times are approximate and subject to change.

2. How do I access the venue?

The ticket holder will be sent an email closer to the date with comprehensive instructions on how to get into the venue on the evening. To gain access to the Event, YOU MUST comply with the following:

ELECTRONIC Check-in is mandatory - If you plan on entering the Green Zone after 5pm on Thursday 31 December, you will need a New Year's Eve pass. That includes those with confirmed bookings at venues such as restaurants, hotels or bars inside the area, as well as residents who live inside the zone and their guests. All staff and suppliers operating in the Green Zone will also need a pass. Residents, guests of residents, staff and people with confirmed bookings within the Green Zone will need to apply for their NYE Pass through this website. You will be able to apply for a pass from Monday 7 December.

<https://www.nsw.gov.au/covid-19/covid-safe/major-events/new-years-eve>

Special event clearways will be in effect on various roads in the city on New Year's Eve. These clearways are strict no-parking zones and apply even to local residents and businesses with parking permits or RMS Mobility Scheme permit holders. Vehicles left in signposted clearways will be towed and a fee applies.

<https://www.nsw.gov.au/sites/default/files/2020-12/new-years-eve-2020-sydney-cbd-road-closures-clearways.pdf>

3. Do you have covid safety measures in place?

Our team has completed the COVID-19 Safety Plan and are an approved COVID safe business. We are committed to ensuring a COVID-Safe experience for every customer. What that means for all our guests is there will be a compulsory (contactless) check-in process upon entry that requires registering each guest name and mobile number and the use of hand sanitiser by every customer upon arrival. We look forward to serving you and ask for your cooperation. The safety of our guests and employees is our absolute priority. Please note all our NYE 2020 events have been carefully planned in accordance with the latest Covid-safe requirements in mind, so you can book with complete peace of mind.

4. What is included in my ticket?

The ticket inclusions are all listed on the landing page of the NYE 2020 event.

5. Is there an age restriction? Can I bring my children?

All NYE events at the Sydney Opera House are an adult only affair. All patrons must be 18 years old and over. All patron's ID will be checked at the door, so please bring a valid form of ID. International drivers licenses will not be accepted.

6. Do I need my ticket to enter?

You will need a hard copy printed ticket or a mobile ticket in order to get onto the precinct. Failure to bring your ticket will mean no entry to the event.

7. Can I purchase tickets at the door?

Tickets cannot be purchased at the door and must all be bought from an online seller prior to the event, either via the Sydney Opera House website or I Wanna Ticket.

8. Can I buy the ticket as a gift for a friend?

Yes. As long as each ticket has a valid code, they will be allowed entry.

9. My ticket has my name on it, can someone else come in my place if I am unable to make it?

Yes. As long as each ticket has a valid code, another guest can enter with a ticket given to them.

10. I am purchasing from overseas, can I get my ticket sent to me?

All tickets are sent via email, so there is no need to send a ticket via mail. Ensure you print your ticket at home before the event.



11. Will dietary requirements be catered to?

Please email Portside Sydney at hello@portsidesydney.com.au should you have an enquiry about a dietary requirement and the team will be able to let you know what we can cater to on the evening.

12. Can I bring alcohol onto the premise?

This is a licensed event and as such, no alcohol will be permitted into the venue, or onto the precinct. Anyone found with unauthorised alcohol will be asked by Security to leave the event immediately.

13. How do I get there?

You can catch public transport (bus, train, ferry) to Circular Quay and walk to the Opera House. If you're getting dropped off in a car head to the intersection of Macquarie Street and Bridge Street. We recommend ticket holders check the official Sydney New Year's Eve website for updates on transport including road closures, train and bus information at www.sydneynewyearsve.com closer to the date of the Event, or for public transport information call 131 500. Further information from Portside Sydney will come closer to the event date.

14. Can I use the Wilson car park at Sydney Opera House?

At 10am on the day access to this carpark will be closed. We suggest finding alternative arrangements such as public transport. Visit <https://transportnsw.info/> for more information.

15. What is the dress code?

Smart casual, no thongs. We recommend bringing some flat shoes to dance in!

16. Can I leave the party and re-enter at a later time?

Sorry, no pass outs will be available.

17. Will there be a smoking area?

This is a non-smoking event, however, please ask our friendly staff on the night about the designated smoking area.

18. Are there cloakings facilities?

There will be limited cloakings facilities available. We encourage you to bring as little with you as possible to ensure your entry is as smooth as possible.

19. Will there be an ATM in the venue?

This event is an all-inclusive, so no cash is needed. If you wish to buy spirits on the evening, card payments will be accepted.

20. Who are the authorised ticket sellers for this event?

The authorised agencies for this event is the Sydney Opera House and I Wanna Ticket.

Only tickets purchased by authorised agencies should be considered valid and reliable.

The Sydney Opera House is the only authorised ticket seller for Events at the Sydney Opera House, unless we specify on our website that there are other authorised ticket sellers for a specific event.

Tickets purchased from Ticketek, Ticketmaster Resale, Viagogo, Ticketbis, eBay, Gumtree, Tickets Australia or any other unauthorised re-seller may be cancelled without notice and/or the holder may be refused admission to the event.