



## PORTSIDE SYDNEY NEW YEAR'S EVE 2021 FREQUENTLY ASKED QUESTIONS - PRESENTED BY TRIPPAS WHITE GROUP

### 1. What time will doors open?

The Opera House site will close to the general public from 8am on Friday 31 December. It will reopen for ticketholders only at 12pm via a security checkpoint at the entrance to the site.

### 2. When will the doors to the PSNYE Open?

Doors to Portside Sydney on New Year's Eve will open at 6:45pm for VIP and 7:15pm for Gold ticket holders.. Patrons with tickets to the New Year's Eve event at Portside Sydney will only be able to enter the Sydney Opera House precinct from 4pm onwards. If you arrive prior to this time, you will be asked to wait in an assembly area until ticket scanning commences. Running times are approximate and subject to change.

### 3. How do I access the venue?

Primary ticketholders will be sent an email closer to the date of the event with comprehensive instructions on how to enter the venue on the evening. Check-in processes will be in place – all patrons and their guests must check-in upon entry using the Service NSW QR code.

### 4. Do you have covid safety measures in place?

The safety of guests and employees at Portside Sydney are our top priority and we are committed to ensuring a COVID-Safe experience for every patron. Portside Sydney are registered with the NSW Government as approved COVID Safe businesses and all Portside Sydney staff will be following a COVID-19 Safety Plan. There will be a mandatory (contactless) check-in process upon entry which requires each guest to register their name and mobile number. We request that hand sanitiser is used by every customer upon arrival. We look forward to serving you and appreciate your cooperation.

### 5. What is included in my ticket?

The ticket inclusions are all listed on the landing page of the [NYE 2021 event](#).

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

The Portside New Year's Eve event at the Sydney Opera House is for adults aged 18 and over only. All patrons will have their ID checked at the door. Please bring a valid form of ID. International driver's licenses will be accepted.

### 7. Do I need my ticket to enter?

You will need to present a ticket to enter New Year's Eve at Portside Sydney. Please bring a printed ticket or a mobile ticket in order to get onto the Opera House precinct. If you fail to bring your ticket, you will not be granted entry to the event.

### 8. What are the health and safety measures in place to keep patrons safe?

The health and safety of everyone at the Opera House is our top priority. When visiting the Opera House, there are important conditions of entry which will be implemented to keep the community safe. These are regularly reviewed and updated according to the Public Health Order at the time. We encourage you to check the [Opera House's website](#) for up-to-date advice closer to the date of your event.

### 9. Do you have a cancellation policy?

The Promoter and Sydney Opera House reserve the right to cancel the Event for any reason either before or during the Event. In the unlikely event of cancellation of the Event, or if you are denied entry for the sole reason that the capacity of the Venue prescribed from time to time by the Sydney Opera House has been or will be exceeded, we will provide a refund of some or all of the ticket price to the original purchaser of the ticket to the extent that we are required to do so by law. In the event of cancellation due to NSW Health order you will be entitled to a full refund. No refund of the ticket price (in full or in part) will be offered in any other circumstances including but not limited to inclement weather, cancellation of fireworks for whatever reason, your failure to adhere to the Conditions and/or the Supplementary Conditions, any actual or suspected emergency or threat to security, a change in your personal circumstances, your inability for any reason to attend the Event, eviction of you or your invitees from the Event, or if you leave the Event.

### 10. Can I purchase tickets at the door?



Tickets must be purchased in advance from the Sydney Opera House website or I Wanna Ticket. There will be no tickets available for purchase at the door.

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

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

**12. 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 and unique code, another guest can enter with a ticket given to them.

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

All tickets purchased for New Year's Eve at Portside Sydney will be sent via email. Please ensure you print your ticket beforehand or bring a mobile version of your ticket to enter your event.

**14. Will dietary requirements be catered to?**

Please email Portside Sydney at [hello@portsidesydney.com.au](mailto:hello@portsidesydney.com.au) if you have an query about dietary requirements and the team will contact you to further discuss your needs.

**15. Can I bring alcohol onto the premise?**

New Year's Eve at Portside Sydney at the Sydney Opera House is a licensed event. As such, no alcohol can be brought into the venue or onto the Opera House precinct. All visitors transiting through the Opera House site will be subject to bag checks and prohibited items listed in the Opera House's [Conditions of Entry](#) will not be permitted. Anyone found with unauthorised alcohol will be asked by Security to leave the event immediately.

**16. Will there be bag checks by Opera House security?**

Yes, the safety and security of our visitors, patrons and staff is our highest priority. Bags will be scanned by an x-ray machine, and staff will wear appropriate personal protective equipment (PPE) when handling your belongings, such as gloves. Please travel lightly and do not bring items that require cloaking e.g. handbags bigger than A4-size, backpacks and large umbrellas, which are not permitted as per our Conditions of Entry for New Year's Eve.

**17. Can I come to the Opera House during the day as a tourist?**

To help prepare for our New Year's celebrations, the Opera House site will close from 8am on Friday 31 December. Portside Sydney will be closed to the general public.

**18. How do I get there?**

Visitors to the Opera House on New Year's Eve are strongly encouraged to use public transport wherever possible. For up-to-date city-wide transport information, visit [www.transportnsw.info](http://www.transportnsw.info) or check the official [www.sydneynewyearseve.com](http://www.sydneynewyearseve.com) website for updates on transport including road closures, train and bus information closer to the date of the event.

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

Visitors to the Opera House on New Year's Eve are strongly encouraged to use public transport wherever possible. For up-to-date city-wide transport information, visit [www.transportnsw.info](http://www.transportnsw.info) or check the official [www.sydneynewyearseve.com](http://www.sydneynewyearseve.com) website for updates on transport including road closures, train and bus information closer to the date of the event.

**20. What is the dress code?**

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

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

Sorry, pass outs will not be available.

**22. Will there be a smoking area?**

This is a non-smoking event.

**23. Are there cloaking facilities?**

We strongly encourage patrons to leave bags at home and to avoid bringing any large items (anything larger than an A4 sheet of paper) to the Opera House to avoid delays. There will be limited cloaking facilities available.

**24. Will there be an ATM in the venue?**



This event is an all-inclusive, so cash is not required. If you wish to purchase extra spirits for consumption on the evening, card payments will be accepted.

**25. 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 will be considered as valid for entry.

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.***