



LEEUWIN ESTATE  
THE ART OF FINE WINE

JOHN BUTLER TRIO+ & MISSY HIGGINS

JANUARY 27 2019

FREQUENTLY ASKED QUESTIONS

---

## TICKETS

### Where can I purchase tickets?

Tickets can be purchased online through the Ticketbooth website. [Click here](#) to purchase tickets.

### How much are tickets for the John Butler Trio & Missy Higgins concert?

- General admission adult: \$109.00 (including booking fee)
- General admission child (1-15 years): \$50.00 (including booking fee)

### Are child tickets available?

CHILDREN OVER THE AGE OF 12 MONTHS MUST HAVE A TICKET.

Please note under 18's must be accompanied by a Parent or Legal Guardian for admittance into the venue. Parents wishing to bring children must supervise them closely at all times. Please note, there are nearby water hazards.

### I purchased my tickets online. How will I receive them?

- If you purchased your tickets online **before** December 10, 2018, your tickets will be posted to your postal address;
- If you purchased your tickets from December 10, 2018, your tickets will be available at the main gate (Stevens Road) entrance to the Estate. Tickets will be available to collect from the tent prior to the entrance and will be in the name of the purchaser. Photo ID for collection is required.

## **I purchased my tickets online, when will I receive my tickets in the post?**

Tickets will be posted from November 2018. You will receive email notification once tickets have been shipped. Tickets usually arrive within 5 - 7 days of posting.

## **Are concert tickets refundable?**

No refunds. Leeuwin is an alfresco venue. The Engagement shall proceed "rain or shine".

## **I am having issues purchasing my tickets online**

Please contact Ticketbooth Customer Service

- Phoning within Australia: 1300 762 344
- Email: [support@ticketbooth.com.au](mailto:support@ticketbooth.com.au)

## **GATES AND PARKING**

### **What time do gates open?**

Gates will open at 5:45pm

### **What gate should I enter the Estate?**

Please enter the Estate via the Stevens Road entrance.

## **CONCERT TIMES & ACTS**

### **What time does the concert start?**

- Gates open at 5.45pm
- Carla Geneve – 6.15pm
- Missy Higgins – 7.00pm
- John Butler Trio – 8.45pm
- Music concludes 10.45pm

*\*Performance times may vary slightly*

### **What time will the concert finish?**

Music in the Arena will conclude at approximately 10:45pm

*\*Performance times may vary slightly*

### **Where can I park?**

On entering the Estate, you will be directed to the car parking area, the rows of which will be

marked with a letter of the alphabet. As you will be arriving by daylight but departing after dark, we suggest you take note of the letter of your row to make it easier to locate your vehicle when you wish to leave.

## SHUTTLE BUSES

### Where can I buy shuttle bus tickets?

Tickets can be purchased direct from South West Coach Lines. Please [click here](#) to purchase shuttle bus tickets.

## VENUE LAYOUT & ARENA SEATING

### Venue Layout & Arena Seating

The grassed Concert arena is only a short walk from the car park. For seating on the lawn we suggest you bring a rug and/or cushion. If you wish to take a chair, please ensure it is low back and no more than a couple of inches from the ground.

A limited number of chairs will be provided for the elderly or those unable to sit on the lawn. These will be placed at the rear for the convenience of others. Please see the "People with Disabilities" FAQ for more information.



## WEATHER

### **What happens if it rains on the concert day?**

Leeuwin is an alfresco venue and in accordance with ticket conditions, the engagement shall proceed "rain or shine". Should rain occur and you have not come prepared, our staff will be handing out complimentary plastic ponchos. Please do not bring umbrellas.

### **Am I allowed to bring an umbrella into the arena?**

For the safety and viewing opportunity of all patrons, umbrellas are not allowed in the concert arena.

### **What happens in the case of severe weather?**

The safety of our patrons, staff and performers is of prime importance to us. In the event of extreme weather necessitating the delay or cancellation of the performance, updates will be made on the Leeuwin Estate website. Should it appear possible that the weather may deteriorate to this degree once you are on site, announcements for your safety will be made from the stage.

## PEOPLE WITH DISABILITIES

### **Disabled Parking**

If you have an ACROD pass please enter the estate via the Main Gate at Stevens Road and you will be directed to park in row A. You must display your ACROD pass.

### **Concert seating**

The best place for wheelchairs is in front of the stone wall at the rear of the lower seating area. Stackable chairs are also put here for those uncomfortable with sitting low to the ground. Any carers are, of course, welcome to use the stackable chairs. If you would like a chair reserved, please call the Leeuwin Estate Concert Office on (08) 9430 4099.

### **Toilets**

There is a disabled toilet on the western end of the winery verandah and a portable disabled toilet in the 'overflow' car park, between the paddock parking and the parking area for disabled guests. Both have flat access for wheelchairs.

## FOOD & DRINK

### **What food and drinks can be purchased at the concert?**

Wine, beer, soft drinks and light food will be available from stalls around the concert arena. These will be open before and after the concert. Please appoint your skipper early if you plan to have a drink.

## **Can I bring food and drinks to the concert?**

You are more than welcome to bring along your own food, water and soft drink, however we ask you respect our liquor licensing requirement to ensure drink container seals have not been broken upon entry. Strictly NO BYO alcohol please.

## **Can I bring alcohol to the concert?**

Strictly NO BYO alcohol. Please appoint your skipper early if you plan to have a drink.

## **Can I take alcoholic beverages out of the venue?**

It is a liquor licensing requirement that ALCOHOL IS NOT PERMITTED TO LEAVE THE SITE under any circumstances.

## **GENERAL**

### **Dress**

Comfortable casual wear is in order. We suggest comfortable flat-heeled shoes and it would be wise to bring something warm to put on after dark when it gets cool. Margaret River nights are notoriously cool even following a warm day.

## **Can I bring a camera into the concert arena?**

You are welcome to bring a camera, but please be mindful that photography and filming of the artists' actual performance is not permitted.

## **Accommodation**

Leeuwin recommends the following website for information about accommodation in the region:

- [www.margaretriver.com](http://www.margaretriver.com)

## **Smoking**

Leeuwin is a non-smoking venue.

## **Terms & Conditions**

**TICKET CONDITIONS:** By purchasing or booking a ticket to the Leeuwin Concert, you accept and agree to the terms and conditions:

## **GENERAL**

Only valid ticket holders will be permitted admission to the venue.

You must remain inside marked areas at all times and follow instructions given to you by officials.

Children under 18 must be accompanied by a parent or legal guardian.

## CANCELLATIONS

Leeuwin Estate is an alfresco venue. The Concert will proceed "rain or shine". No refunds will be made due to inclement weather.

In the unlikely event of a cancellation of the Concert, Leeuwin Events Pty Ltd will not be liable for any expense, costs, loss or damage, whether direct or consequential, that may be incurred as a result of any cancelled accommodation, transfers, hire charges or by any other circumstances or matters.

Ticket refunds will not be made except when required by the Australian Consumer Law.

## NO PHOTOGRAPHY/FILMING/RECORDING

No recording of any kind of any aspect of the artists' performance is permitted.

Leeuwin Events Pty Ltd reserves the right to vary the performing artists and the advertised program should circumstances require it to do so.

You enter the Concert venue at your own risk and both Leeuwin Events Pty Ltd and Leeuwin Estate will not be liable for any injury, loss or damage you may suffer.

Patrons entering the site consent that Leeuwin Estate and third parties authorised by Leeuwin Estate may make or record film, photographs or other forms of moving picture, still picture or any of them of the event (including, without limitation, of patrons) for the use of media and promotions across all platforms including but not limited to web and broadcast.

**STRICTLY NO BYO ALCOHOL.**