



WINERY VENUES

FREQUENTLY ASKED QUESTIONS

These FAQs are only for the Winery events in NSW, VIC, SA and QLD.

For Langley Park Perth FAQ's, [please click here.](#)

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What can I bring?

- **Front GA Standing Ticket Holders** – You are permitted to bring a supermarket sized cooler bag into this area. Chairs, picnic rugs or eskies are NOT permitted in this area.
- **General Admission Lawn Ticket Holders** - BYO standard sized camping chair (as a guide the back of chair no higher than 100cm). High back camping chairs whilst permitted, will be positioned at the rear of the venue. Coolers, eskis and cooler bags are permitted in this area but no larger than 26L (cabin sized).
- Small cheese platters (wooden or plastic up to 40x20cm in size) are permitted in the General Admission Lawn/Rear area only. Cheese boards are not permitted in the Front General Admission areas.
- Card payments are accepted throughout the venue.
- Sealed plastic bottled water (still or sparkling) up to 1.5L in size. Empty translucent plastic bottles can be brought into the venue to use at our free water stations (no stainless steel bottles or cups permitted).
- There is a wide selection of food available for purchase.
- Event sites are outdoors and will have some sloped and uneven areas. Wear appropriate footwear for outdoor conditions.
- If the forecast is for rain please bring suitable shoes, a poncho or raincoat.
- For sunny days make sure you wear a wide brimmed hat for protection and bring plenty of sunscreen with you.
- Please note: there are no sheltered areas - come prepared for rain or shine.

What are prohibited items?

- ALL drinks are prohibited with the exception of sealed clear plastic bottled still or sparkling water up to 1.5L in size. These are licensed events, alcoholic and non-alcoholic drinks are available for purchase at all venues. Empty translucent plastic bottles can be brought into the venue to use at our free water stations.
- Metal cutlery, including cheese knives and stainless steel bottles or cups.
- Selfie and Go Pro sticks.
- Aerosols, sunshades, tents and tables.
- Umbrellas, even if it's raining.
- Glass - this includes wine glasses, jars, or any other containers or items made of glass
- Professional cameras (including SLR's & any camera with a removable lens) and sound and video recording equipment. For full details read the answer to 'Can I bring my camera or sound and video recording equipment?' below.
- Pets (other than assistance dogs).
- Beanbags, blow-up air chairs or lounges.
- No hard coolers, eskis, cooler bags larger than 26L (cabin sized).
- There will be a security check at the gate and prohibited items will be confiscated. The Roundhouse & MG-Live do not take any responsibility for confiscated items.

What concert tickets types are available and how do I buy a ticket?

- **Front GA Standing;** this area is located in front of the stage. Front GA Standing ticket holders can also enter the GA Lawn area to access bars, food trucks and toilet facilities. No chairs, rugs or eskis are permitted in Front GA Standing area.
- **GA Lawn;** area located behind Front GA Standing. This is an unreserved area that is based on a first-come, first-served basis with BYO rug or camping chair. Please be aware of how much room your group is taking up; be considerate of others and set up as indicated on the screen graphic, or as advised by ushers/security.
- **Concert & Dining Cocktail Package (Mt Duneed Estate, Geelong Only)**
Experience Mt Duneed's all-inclusive Concert & Dining Cocktail Lounge package. Package includes a Front GA Standing concert ticket. [Click here](#) for more information.

When purchasing a General Admission ticket, you may be quoted a row and seat number, however these are for inventory purposes only and do not reflect an actual seat or location.

Ticketmaster is the only authorized ticket seller for these events, [click here](#) to purchase tickets.

What add-ons are available and how do I buy them?

Some select upgrades venues will have some add-ons available to combine with your concert ticket purchase. See below add-ons available for the specified venues:

- **Centennial Vineyards, Bowral NSW**
 - **The Retreat (SOLD OUT):** Upgrade your concert ticket to gain exclusive access to The Retreat. A private area to relax with a private bar (card sales only) and toilets and complimentary drink on arrival. [Click here for more information](#) on The Retreat and [click here to purchase](#) The Retreat add-on. Please note: One upgrade per person and does not include a concert ticket.
 - **Centennial Vineyard Hamper:** Take the work out of it and be prepared by pre-purchasing a picnic hamper for two! [Click here for more information](#) on Centennial Vineyards hamper and [click here to purchase](#). Please note: Does not include a concert ticket.
- **Mt Duneed Estate, Geelong VIC**
 - **The Retreat (SOLD OUT):** Upgrade your concert ticket to gain exclusive access to The Retreat. A private area to relax with a private bar (card sales only) and toilets and complimentary drink on arrival. [Click here for more information](#) on The Retreat and [click here to purchase](#) The Retreat add-on. Please note: One upgrade per person and does not include a concert ticket.
 - **Mt Duneed Hamper:** Take the work out of it and be prepared by pre-purchasing a picnic hamper for two! [Click here for more information](#) on Mt Duneed Estate hamper and [click here to purchase](#). Please note: Does not include a concert ticket.
- **Sirromet Wines, Mount Cotton QLD**
 - **Tuscan Terrace (SOLD OUT):** Upgrade your concert ticket to the Tuscan Terrace. Elevate your concert experience and enjoy the atmosphere of the concert with the comforts of the Tuscan Terrace. This is a Food and Premium Beverage Package. [Click here for more information](#) on Tuscan Terrace and [click here to purchase](#) Tuscan Terrace add-on. Please note: Does not include a concert ticket.
 - **Sirromet Hamper:** Take the work out of it and be prepared by pre-purchasing a picnic hamper for two! [Click here for more information](#) on Sirromet Wines hamper and [click here to purchase](#). Please note: Does not include a concert ticket.

Accessibility Information

Please [click here](#) to visit our event accessibility guide.

Can I bring the kids?

The winery venues are licensed all ages and everyone regardless of age will require a purchased ticket. There are no junior or concession prices.

Where can I park?

Please see venue specific parking information below. Parking is at owners risk. Parking outside of the venue on surrounding roads is not permitted.

In the event that the onsite parking is affected by wet weather, off site parking and a complimentary bus shuttle will be made available. Please check our website and the relevant tour page before you head out to the concert and make sure you allow some extra time to get to the show.

- **Centennial Vineyards, Bowral NSW** - Limited parking is available at this venue and a \$30 parking pass must be pre-purchased for this venue prior to the event if you wish to secure a car park. Parking tickets can be pre-purchased via Ticketmaster [click here](#).
Important: Once on-site parking is sold out, patrons who have not purchased a parking ticket will need to book for one of the Bowral / Mittagong bus shuttle services [click here](#).
- **Peter Lehmann Wines, Barossa Valley SA** – Parking is available on site and can be pre-purchased for \$30 per vehicle via Ticketmaster [click here](#) or you can pay by cash or card on the day. If you CAR-POOL to the concert and arrive in a vehicle with 4 or more paying ticket holders you will NOT be charged for parking. Please note there are no refunds for pre-paid parking if you arrive with four or more passengers.

- **Mt Duneed Estate, Geelong VIC** – Parking is available on site and can be pre-purchased for \$30 per vehicle via Ticketmaster [click here](#) or you can pay by cash or card on the day. If you CAR-POOL to the concert and arrive in a vehicle with 4 or more paying ticket holders you will NOT be charged for parking. Please note there are no refunds for pre-paid parking if you arrive with four or more passengers.
- **Sirromet Wines, Mount Cotton QLD** - Parking is available on site and can be pre-purchased for \$30 per vehicle via Ticketmaster [click here](#) or you can pay by cash or card on the day. If you CAR-POOL to the concert and arrive in a vehicle with 4 or more paying ticket holders you will NOT be charged for parking. Please note there are no refunds for pre-paid parking if you arrive with four or more passengers.

What are the bus and transport options to and from venue?

Bus services: Taking the bus to and from the event is the best way to travel to and from the event. Please check the Bus Services and Transport Information section under the relevant venue on the Fatboy Slim MG Live event page: <https://mg.live/fatboyslim>

Pick up & Drop off: You can be dropped off and picked up from the venue. Please use the dedicated pick up / drop off zone. Drop off and pick up on surrounding roads is not permitted.

Taxis: A dedicated taxi rank is supplied at all events. Please note taxis can be in short supply at the end of the night and we highly recommend that you make alternative arrangements particularly for these events. Taxis must drop off passengers inside the venue and no pickups are allowed on the roads outside of the venue.

Ubers: Anyone getting dropped off or picked up by an Uber driver must do so in the dedicated pick up and drop off area. Please note organising a pickup from the site might be difficult due to poor mobile reception.

For **private charter buses larger than 12 seaters**, please [click here](#) to register for bus parking.

Can I camp in the car park?

Camping in the car park or anywhere on site is strictly prohibited.

Can I leave my car in the car park overnight?

We do not advise this and we encourage patrons to make use of all bus transfer services available. Leaving your vehicle overnight is entirely at your own risk. The car park is not a secured or patrolled area.

Can I bring my camera or sound and video recording equipment?

Professional cameras and video and recording equipment is not permitted at the show. If found, all equipment will be confiscated by security and may result in all photos deleted by security staff.

Media and professional photographers must arrange accreditation through info@roundhouse.com.au

Can I bring a stroller?

You are permitted to bring prams and strollers for your children in to the General Admission Lawn area only. Please note that prams and strollers are subject to security searches.

For parents considering bringing a baby – bringing your baby is entirely your prerogative, however not recommended, for both the child's wellbeing and safety and your enjoyment of the show.

Please note there is no shade or protection from sun or rain at the venue.

Can I bring a dog?

Only service dogs are permitted and must be registered by emailing info@roundhouse.com.au. If you do plan on attending the event with your service dog, please consider ear protection as in most cases dogs can show extreme signs of stress in conditions with loud music and large crowds.

No other dogs or animals of any kind are permitted.

Is first aid available?

Yes. Please ask security, event staff or first aid officers for help. There will be a first aid service and marquee at every event. Please consider others as well as your own safety. If someone is in need of medical attention please let Security, Event Staff or First Aid know so they can help.

Are pass-outs available?

No pass-outs at all venues (except in the case of adverse weather conditions or in an emergency).

What if rains?

If it does rain the show will go ahead unless conditions are deemed to be dangerous. If an event does not go ahead due to this reason, patrons will receive a full refund from point of purchase. If the forecast is for even the possibility of rain bring good quality raincoats and suitable footwear.

The decision to cancel a show will be made as early as possible but may not be made until the morning of the show. In the event of inclement weather patrons should check this website BEFORE departing for the show for messages regarding traffic, parking or wet weather arrangements.

We will also send out notifications via email and SMS to the original ticket purchaser. Please ensure your contact details with Ticketmaster are up to date when purchasing a ticket.

Can I smoke?

Smoking is only permitted in the designated signed areas at each venue. Any patrons caught smoking in the non-designated areas could result in them being ejected from the venue.

Will the program times or artists be likely to change?

Occasionally changes occur that are out of our control. Scheduled performance times and artist line-ups are subject to change. No refund will be offered in these circumstances.

Where is Lost Property?

If you find or lose something, please go to the merchandise shop during the event. Any lost property will be left at the winery venue after the event day.

Is there mobile phone reception at the venues?

Most venues have average mobile phone coverage. Please note that phone reception can be very limited during the event. If you are meeting people onsite or getting picked up at the end of the event please make the appropriate arrangements prior to the day in case you have issues with phone reception.

What are the food options on-site?

You are permitted to bring your own food to the event however we do have a broad offering of food vendors onsite at all events. Every attempt is made to ensure all dietary requirements are catered for by the contracted food vendors, however if you have a specific dietary requirement it is advised to bring your own food.