

# PATRON INFORMATION

VENUE ADDRESS Main Entrance via 312-318 Brunswick St, Fortitude Valley QLD 4006

<u>OPERATING TIMES</u> Saturday 2 November WORKSHOP DOORS - OUTPOST BAR: 2:00pm MAIN DOORS: 3:30pm OPERATING HOURS: 2:00pm - 10:45pm approx finish

**WORKSHOP & PLAYING TIMES** Playing times are approximate and subject to change without notice.



**WORKSHOPS:** Please note as part of your ticket you will have access to the workshops throughout the day at Outpost Bar located upstairs within Fortitude Music Hall . All workshops will have an opportunity for an audience Q&A. Please note there will be no artist signings at the workshops.

# PASSOUTS:

Please see venue staff for a wristband if you wish to leave the event and come back later. You will not be able to come back in unless you have a wristband

## TRAVELING TO THE EVENT

Fortitude Music Hall is located approx 2.1km from Brisbane CBD, an 8 minute drive via Wickham Street.

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 Festival.

## **RIDESHARE / TAXI ZONES**

Rideshare & Taxi drop off is at the top of the Brunswick Street Mall on Ann street. Other locations include Wickham Street outside McWhirters, Brunswick Street North and Brunswick Street South.

## **PUBLIC DROP OFF & PICK UP**

The best location for drop off and pick up is at the top of the Brunswick Street Mall on Ann street. Other locations include Wickham Street outside McWhirters, Brunswick Street North and Brunswick Street South.

## **PUBLIC TRANSPORT**

Public transport will be available to and from Fortitude Valley. -The closest train station is Fortitude Valley Station, a 3 minute walk to Fortitude Music Hall (not available for post event return)

We recommend you utilise the Journey Planner available on the Translink website to plan your route to the festival: <u>https://jp.translink.com.au/plan-your-journey/journey-planner</u>

## PARKING

We recommend you leave the car at home. If you do wish to drive there is a car park conveniently located directly under The Fortitude Music Hall, accessible via Warner Street. This carpark will give you direct access to the entry of The Fortitude Music Hall, located on the Brunswick Street Mall. There are several other parking options close by, McWhirters Carpark, located directly behind the venue and can be accessed via Warner Street or Ballow Street and is a short walk to the Brunswick Street Mall, the China Town Carpark with access from Gipps or Duncan Streets, a short walk across the China Town Mall and through the TC Burns Building straight to The Fortitude Music Hall's entrance.

## **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.

This is a licensed 18+ event.

All patrons must have actual valid photo ID

- These 5 forms of ID are acceptable in licensed venues—some are also available as digital ID:
  - a photo ID card
  - an <u>Australian driver license</u> or learner permit, including a <u>Queensland digital license</u>
    A photo of a physical ID does not count as a "digital ID"
  - a foreign driver license
  - a passport
  - a recognised proof-of-age card.
  - The ID document must be current and include a photo of the person and their date of birth.
- We are exempt from ID scanners and won't be in use.
- We will allow patrons to exit and re-enter for the duration of the show and won't implement a
   "lock-out". Part of this is to ensure we can be compliant in our Liquor Licence obligations such as
   ensuring that people do not miss out on the show to go grab food. We also do not have a smoking
   area on the venues premise.

Entry to the event will be by way of a valid ticket and adhering to the conditions of entry as set out by the event organisers. Patrons will be required to have their identification checked, bags searched, tickets scanned and issued an appropriate wristband.

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. ID scanners will be in use.

# **REJECTION OF ENTRY OR EJECTION FROM EVENT**

You may be subject to bag checks & metal detectors upon entry – should you fail to follow the direction of venue staff and security you may be refused entry to the venue and denied a 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.

## **CLOAKING SERVICES**

Cloakroom services are extremely limited

## EVENT SEATING

There is no reserved or dedicated seating.

## MERCHANDISE

Artists First will be selling merch on behalf of artists. We strongly encourage you to head over to the merch tent and support all artists!

## WHAT TO BRING

- Appropriate and comfortable clothing for a long day
- Bank card This is a cashless venue

## FOOD & BEVERAGE

Beverage concessions will be available at the venue.

A Small selection of snacks such as chips will be available at the venue. There are pass outs available and plenty of food options surrounding Fortitude Music Hall - If you wish to leave the event please see the venue staff for a pass out wristband. Outside food and drinks are not permitted into the venue

## **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. This is an 18+ licensed event. All patrons entering the site must provide photo ID to secure entry, all persons unable to provide ID will be refused entry.

Any variation to the above will cause a minor to be handed to Police.

## QUEENSLAND POLICE

Police have the right to attend the event 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.

We strongly advise against bringing any illegal drugs to the event.

## **SAFETY & FIRST AID**

This Festival does not condone possession or use of illegal drugs at our events. There will be a first aid/medical post at the venue.

# SPECIAL PRESCRIPTION MEDICATION REQUIREMENTS

We are committed to maintaining the safety and wellbeing of all persons on site and are 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 ticket holder i.e. DON'T peel the label off or carry someone else's medication.

2. Ensure the quantity carried is the minimum required for the duration of the event.

3. DON'T bring non-essential tablets such as vitamin supplements or over the counter painkillers

**NOTE:** Patrons without approved medicine in its original container, with the pharmacy sticker and issued in the name of the ticket holder will be unable to enter the event with the medicinal items.

## 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. Guide Dogs are permitted on festival grounds to valid Disability Card or Companion Card holders.

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

If you have a serious immobility condition and require assistance you can contact the promoter contact as displayed on the ticketing page.

The Fortitude Music Hall is a wheelchair friendly venue, the main auditorium is located on the Brunswick Street Mall level (ground floor). There is a lift located for the mezzanine level and venue staff will be able to assist you to your designated area. There are wheelchair amenities available on both levels. We encourage you to email admin@thefortitude.com.au and they will accommodate you.