

# Frequently Asked Questions

## *Lightscape* at Royal Botanic Gardens Melbourne 2024

### What is the *Lightscape* experience?

Visitors to *Lightscape* make their way along a winding trail through Royal Botanic Gardens Melbourne's landscape, awash in artistic lighting design. Along the way, they'll encounter large lighting sculptures, colourful lighting effects and an accompanying soundscape.

The trail begins at Observatory Gate and ends at Oak Lawn Gate (off Birdwood Ave, opposite the Shrine of Remembrance). Ticket times are staggered so groups can comfortably stroll the trail with family and friends.

### Dates and Operating Hours

Open Wednesday to Sunday, 14 June to 4 August, plus Tuesday 2 July and Tuesday 9 July.

Tickets for this event are timed in 15-minute increments from 5.15pm, 5:30pm or 5.45pm onwards depending on the chosen event date and sunset times. **Last entry onto the trail will be 10 minutes after the final advertised timeslot.** The event will close 90 minutes after the final advertised timeslot.

Each event day, Royal Botanic Gardens Melbourne will close at 3.00pm and open to *Lightscape* audiences from 5.15pm, 5:30pm or 5.45pm onwards depending on the chosen event date.

To ensure that only ticket holders for *Lightscape* have entry to the evening event, daytime visitors must vacate the Gardens at 3.00pm.

### Entrance

The entrance for *Lightscape* is via Observatory Gate, near the Visitor Centre, Birdwood Avenue, opposite the Shrine of Remembrance.

There will be no second entrance to *Lightscape* in 2024.

The Trail is designed to be travelled in one direction.

## Prices

<b>Standard Tickets (Fri/Sat/Sun)*</b>	
<b>General Admission - Adult</b>	\$40
<b>General Admission - Child (4-12 years)</b>	\$32
<b>General Admission – Family (2 Adults &amp; 2 Children)**</b>	\$144
<b>Early Access***</b>	\$44
<b>Anytime Pass****</b>	\$60

<b>Off-Peak Tickets (Tues/Weds/Thurs)*</b>	
<b>General Admission – Adult</b>	\$36
<b>General Admission – Child (4-12 years)</b>	\$28
<b>General Admission – Family (2 Adults &amp; 2 Children)**</b>	\$128
<b>Early Access***</b>	\$40
<b>Anytime Pass****</b>	\$55

### **Purchase Early**

Tickets purchased after midnight for the same day (online and at the box office) incur a surcharge of \$4 per person.

### **\*GST and Service Charges**

All prices shown are inclusive of GST. An additional service charge may be imposed by the ticketing provider.

### **\*\*Family ticket price conditions**

A family ticket admits 2 adults and 2 children. Children must be aged 12 years and under to be eligible for the family ticket. Children aged 3 years and under are free of charge.

### **\*\*\*Early Access price conditions**

Be the first ticket holders on the trail - Early Access tickets are available for the first session of each day, providing a smaller audience and allowing for a more intimate experience. Early Access slots are available at 5:15pm, 5:30pm or 5.45pm depending on the chosen event date. There are no child or family discounts on Early Access tickets.

### **\*\*\*\*Anytime Pass ticket price conditions**

An Anytime Pass permits access to the trail on a chosen date, any time between the first advertised time-slot and last entry (10 minutes after the last advertised time-slot).

Tickets are only valid on the date for which they are purchased. There are no child or family discounts on Anytime Pass tickets. Customers with an Anytime Pass may still be required to queue when they choose to enter if they arrive at a busy time.

Find Anytime Pass tickets [here](#).

## **Group Bookings**

Groups of 20+ are eligible for a discount of 10% on *Lightscape* tickets. If you wish to buy more than 20 tickets for a group, please contact Ticketek [here](#).

## **Ticket Information**

### **Do I have to book in advance?**

We recommend booking in advance online. Each timed entry has a limited capacity, and we expect this event to sell out. Tickets will be on sale at the venue when not sold out on event nights only.

Tickets purchased after midnight for the same day (online and at the box office) incur a surcharge of \$4 per person.

### **If I book the wrong date, can I transfer my ticket to another date?**

Unfortunately, this is not possible. It is important to make sure that you choose the right date and time slot when you buy tickets, as we are not able to offer exchanges or refunds after tickets have been purchased.

### **If I am delayed and miss my timeslot, can I join a later slot?**

Yes. We will accommodate you in the next available timeslot on the same night. Please talk to the stewards at the gate when you arrive. During peak times, if you miss your timeslot, you may be asked to wait before you enter.

### **Can I purchase a *Lightscape* Gift Voucher?**

If you would like to purchase a gift voucher for a friend or family member we encourage you to consider an Anytime Pass allowing them to attend at anytime (between first and last entry) on a selected date. Gift Vouchers are not available for *Lightscape* in 2024.

## **Getting There**

The entrance to *Lightscape* is via Observatory Gate of Melbourne Gardens near the Visitor Centre, Birdwood Avenue, opposite the Shrine of Remembrance. A box office will be available at the entrance if you need to pick up tickets at the event, or if you have any queries on the day.

There will be no second entrance to *Lightscape* in 2024.

## **CAR**

Limited street parking is available on Birdwood Avenue. We recommend you take public transport or ride-share, as parking will be at a premium on the event nights.

## **PUBLIC TRANSPORT**

Tram: The Shrine of Remembrance stop on St Kilda Road is the closest to Royal Botanic Gardens Melbourne.

Be sure to plan your journey with [Public Transport Victoria](#) as road works may affect your journey.

## **BIKE OR SCOOTER**

There will be bike parking on site, however, we expect it to be at a premium.

Lightscape is a walking trail, vehicles (whether foot propelled or motorised) are not permitted on trail. This includes but is not limited to bikes, scooters, skateboards, hoverboards, balance bikes and roller skates.

Wheelchairs and recognised mobility aids are allowed.

## **Accessibility**

### **Is *Lightscape* wheelchair accessible?**

The trail is designed so that it can be navigated on paths. There are some paths whose gradients are steep and audience members may benefit from assistance. Royal Botanic Gardens Melbourne has a limited number of manual wheelchairs that can be loaned, free of charge. Wheelchairs will be available to book closer to the event date.

If the weather conditions prohibit the trail from being fully accessible for those needing mobility devices (wheelchairs, walkers, etc.), consideration will be made on a case-by-case basis to allow for tickets to be transferred to alternate dates. If you have particular access requirements, please call (03) 9252 2300 for further enquiries.

### **Do you accept Companion Cards?**

Yes, holders of a government issued companion card can access a free ticket for their companion. Proof of eligibility will be required upon entry.

Please book these tickets using the booking process.

### **Accessible Tickets for Relaxed Sessions**

Relaxed sessions are for anyone who would benefit from experiencing the event in a more relaxed environment. This can include, but is not limited to, people with autism, sensory sensitivities, Tourette's syndrome, learning disabilities or dementia, as well as people living with mobility challenges, anxiety or people who have experienced trauma.

Relaxed sessions will take place on:

Wednesday 3 July at 5.15pm  
Wednesday 24 July at 5.30pm

In a relaxed session:

- The capacity of the event has been considerably reduced.
- You can leave the route at any time by requesting assistance from a steward, and can be guided to a designated quiet area. You are welcome to bring in, and use, stimming devices.
- Pre-show resources, such as a Visual Story, are also available to help you prepare for your visit.

Please note:

- There will be bright, flashing, flickering and patterned effects but no strobe lighting. Some lighting features will include lasers.
- There is an accompanying soundscape although no surprising or loud noises.

If you are interested in attending and would like to receive more information please email [lightscape@rbg.vic.gov.au](mailto:lightscape@rbg.vic.gov.au), with the subject line 'Lightscape Relaxed Sessions'. You can also book via Ticketek's Accessible Booking Form.

**Is there white strobe lighting or flashing lighting effects?**

Some lighting sequences will include flashing, flickering and patterned effects, however there will be no strobe lighting. Some lighting features include lasers.

**Will smoke or haze effects be used?**

Smoke and haze effects may be used in some areas of the trail.  
Real fire is also used in some areas of the trail.

**How do I get more information about accessibility at *Lightscape*?**

If you have particular access requirements or would like more information about access at Lightscape please call (03) 9252 2300 or email [lightscape@rbg.vic.gov.au](mailto:lightscape@rbg.vic.gov.au)

## **Frequently Asked Questions**

### **How should I dress for this event?**

This is an outdoor event, so please come prepared for the elements by wearing appropriate footwear and dressing warmly. Umbrellas are allowed in most areas of the trail, we ask that you follow signage and the directions of stewards by putting them down when requested and are courteous of other patrons when using them.

### **Is *Lightscape* an all-weather event? What happens if it's raining?**

*Lightscape* is an outdoor event and will go ahead in the event of rain or wind, so check the weather forecast and dress appropriately. You will not be able to refund or exchange your tickets if you choose not to attend due to inclement weather.

If the weather presents a hazard and a risk to safety, the Gardens' decision to cancel the event will be made on the day of the event. You will be notified via email of any cancellation and the re-booking process which will include the ability to book on another day or a refund if this is not possible. Please check our website and social media pages for updates.

### **How long is the trail?**

The trail is approximately 2.2 kms around Royal Botanic Gardens Melbourne.

### **How much time should we allow for this event?**

That depends on your pace and how often you stop. However, as a general rule, you should allow about 90 minutes to ensure you have enough time to enjoy the full experience.

### **Should I arrive in advance of my visit time?**

You can grab something to eat and drink before you enter if you wish. Otherwise, it's best not to arrive more than 15 minutes before the entrance time printed on your ticket. Your entry time is a 15-minute window from the time printed on your ticket.

**Last entry onto the trail will be allowed 10 minutes after the final advertised timeslot.** The event will close 90 minutes after the final advertised timeslot.

### **Will there be a cloak room?**

No cloaking facilities will be supplied, so please travel light.

### **Will there be food and drinks available?**

Yes, there will be a range of food and drinks on offer at the Welcome Hub located at the entry at Observatory Gate.

The Terrace, approximately halfway around the *Lightscape* trail, will also have a Food Hall with an extensive food and beverage offering.

Jardin Tan, will also be offering pre- and post-Trail seated dining packages. See below for further information.



### **Can I bring food and drink?**

No alcoholic drinks can be brought into the event.

This is a promenade event, so please do not bring eskies or picnics.

Food and beverages will be available for sale at the Welcome Hub located at the entry and along the Trail. Food and drinks purchased at the Welcome Hub can be brought into *Lightscape*.

### **Can I bring a chair?**

The experience is designed to be walked through, so no chairs are allowed.

### **Are there toilets along the trail?**

Yes, there are a number of toilets along the trail for visitors.

### **Can I take pictures?**

Absolutely and we would love you to share them! Be sure to tag #Lightscape, #LightscapeMelbourne, #RoyalBotanicGardensVic, #RGLive and #SonymusicAustralia. For safety reasons no tripods or monopods or drones will be allowed.

### **Will I be walking on grass?**

No, most of the trail can be enjoyed from hard-surfaced paths.

### **Can I explore other parts of the Gardens during Lightscape?**

No, only the *Lightscape* trail itself is open to evening visitors. For your safety and to protect the Gardens please stay on the paths and do not walk in the garden beds or on the lawns.

### **Will the lights affect the animals?**

A Fauna Assessment Report has been undertaken by an external ecologist for *Lightscape*. The recommendations from this report have been incorporated into the planning of the event to minimise any impact on fauna.

### **Are strollers allowed?**

Yes, strollers are allowed.

Bikes, scooters and balance bikes are not permitted on the trail.

### **Are bikes and scooters allowed?**

Lightscape is a walking trail, vehicles (whether foot propelled or motorised) are not permitted on trail. This includes but is not limited to bikes, scooters, skateboards, hoverboards, balance bikes and roller skates.

Wheelchairs and recognised mobility aids are allowed.

**Are pets allowed?**

No pets allowed, except for service animals.

**Is there white strobe lighting or flashing lighting effects?**

Some lighting sequences will include flashing, flickering and patterned effects, however there will be no strobe lighting. Some lighting features include lasers.

**Will smoke or haze effects be used?**

Smoke and haze effects may be used in some areas of the trail.  
Real fire will be used in some areas of the trail.

## **Dining Packages**

Enhance your *Lightscape* experience with a delicious meal seated inside the warm surrounds of Jardin Tan, conveniently located at the entrance.

Enjoy a thoughtfully curated, Asian-inspired three-course set menu designed to be enjoyed in a 60-minute sitting either pre or post trail. A duo of starters followed by a main dish + sides and a selection of two desserts to finish.

Guests will be able to purchase from the extensive Jardin Tan beverage menu on the evening.

Dinner at Jardin Tan can be pre-purchased through Ticketek with your Lightscape trail tickets by selecting a dining session from the calendar [here](#).

Please ensure that you select an appropriate dining time, we suggest a dining sitting that is 75 – 90 minutes before or 90 minutes – 2 hours after your *Lightscape* trail time.

Prices: Adult - \$79, Child (12 and under) - \$30

Vegan / Vegetarian and Gluten Free options are available. Please notify the restaurant with a minimum of 48 hours' notice. Any further questions about dining at Jardin Tan please email them at [reservations@vue.group](mailto:reservations@vue.group) or call (03) 9691 3878.