

# Sidney Myer Music Bowl

## Frequently Asked Questions

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### **What time will the gates be open?**

Gates for the Sidney Myer Music Bowl will open an hour prior to the start time of the concert however on occasion this may change due to operational requirements. Keep an eye on Arts Centre Melbourne's website for all the latest news.

### **What time does the main act start?**

The time that a main act starts can vary depending on the running time of the show and the number of support acts however most main acts start around 9pm. Running times are generally finalised a week prior to the show and placed on Arts Centre Melbourne's website where possible.

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

The curfew for a main stage concert is 11pm. Generally most shows will finish around this time. Shows that run for more than 5 hours have the earlier curfew time 10pm and will finish around this time.

### **What are the set times?**

Set times are provided by the promoter and are published once they are established however it is not unusual for the times to change and are sometimes not finalised until the day of the show. The latest set times will be published on Arts Centre Melbourne's website where possible.

### **What are the support act details?**

Support act details are provided by the promoter and are published once they are established however they may not be finalised until the day of the show. Keep an eye on Arts Centre Melbourne's website for the latest news.

### **If I have purchased a reserved seat ticket, would I be permitted to enter the orchestral pit (if it was to open)?**

It depends on the ticket options available for the show and the number of patrons in the orchestra pit. If there is space and all designated ticket holders have been accommodated then it may be possible however reserved seat holders are only officially entitled to their allocated seat location.

### **If I have purchased a reserved seat ticket, will I be able to leave and spend my time in the lawn area instead?**

Yes. Patrons with a reserved seat ticket can access the lawn area and are free to move between the reserved seat and lawn areas at their discretion.

### **I have purchased a reserved seat but everyone is standing to see the show. Is this allowed?**

Yes. It is very common for patrons to stand (and dance) in the reserved seat area.

### **Can you explain how the different ticket tiers work? (Terrace vs Lawn vs Reserved Seats etc)**

The Sidney Myer Music Bowl is a very versatile venue that can be configured in a lot of different ways however for a standard main stage the following options most likely will be available.

**Stalls** – The Stalls area is sold as a reserved seat area and is located under the canopy closest to stage. This area is very popular and usually sells very quickly.

**Boxes/Balcony** – The Boxes (or Balcony as it is sometimes known) is an area of reserved seats located above the stalls on the sides of the venue. This area offers a unique side view of the stage however is not often available as the view may be blocked by technical equipment or allocated to

back of house guests. Seats in this area are very limited.

**Terrace** – The Terrace is a lawn area located up a small set of stairs directly behind the stalls and in front of the main lawn area. This area is not considered undercover. It is sometimes sold as a reserved seat area where small beach chairs are provided but increasingly it is sold as a general admission area that also allows access to the stalls facilities.

**Lawn** – The Lawn area is sold as a general admission area and is located behind the stalls and terrace area. It is not considered undercover. This is the largest area and is where the majority of ticket holders buy tickets. It has access to food trucks, toilets and bars.

**Front General Admission** – For some events the area directly in front of the stage (forward of the stalls reserved seats) is sold as a general admission area. Patrons who purchase these tickets get exclusive access to stand in the area but do not get a reserved seat. If this section is sold to patrons then the front two rows of reserved seats behind this area are sold as restricted view.

**What are the specifications for cloaking items? (Maximum size for bags, umbrellas, etc)**

The cloak room at the Sidney Myer Music Bowl has limited space and is not able to accommodate larger numbers of bulky items. Please allow for queues at the end of the event as large numbers of patrons will be collecting items at the same time. If in doubt it is preferable that large items are not brought to the venue. Please note Arts Centre Melbourne cannot be held responsible for any loss or damaged to cloaked items.

**Can I bring my picnic rug?**

It depends on the type of show. Some shows are aimed at a picnic audience (MSO free concerts & Opera at the Bowl) however due to the large range of shows it is not always advised. It is best to check the conditions of entry and look at the type of show.

**I purchased my tickets online via Arts Centre Melbourne/Ticketmaster. Can I show the tickets via my phone using the barcode?**

Yes you can use you the barcode on your phone however as an outside venue things like rain and sunlight can sometimes cause issues with the scanner and it can get tricky when using one phone for multiple patron entry so please be patient when attempting to enter the venue.

**What food is available on site?**

A rotating roster of food trucks provide all food options on site for an event. Food offerings usually include a wide variety of cuisines. A list of the trucks that will be attending the event will be available from a week prior on the Arts Centre Melbourne website.

**Can I bring in low-level beach chairs to the lawn area?**

It depends on the type of show. Some shows are aimed at a picnic audience (MSO free concerts & Opera at the Bowl) and in these instances they would be admitted provided the back of the chair is under 20cms in height however due to the large range of shows it is not always advised. It is best to check the conditions of entry and look at the type of show.