



## FREQUENTLY ASKED QUESTIONS

### WHAT

#### Where is Kidz Gigantic Day Out?

Kidz Gigantic Day Out is held at the Adelaide Convention Centre (ACC), at the heart of the City on North Terrace.

#### What are the opening hours?

Kidz Gigantic Day Out will be open daily on 19 & 20 April, 2019 from 10am – 5pm.

#### What ages is Kidz Gigantic Day Out suitable for?

Kidz Gigantic Day Out caters for kids of all ages from toddlers to teens. Please check back closer to the event date for 'age specific' event guides.

### ACCESS

#### Does Kidz Gigantic Day Out offer disability access?

Access and facilities for people with disabilities are provided throughout the Adelaide Convention Centre and Kidz Gigantic Day Out. All car parks and buildings are wheelchair accessible. We also accept Companion Cards.

#### Is car parking available?

Car parking is available in the Adelaide Convention Centre's North Terrace and Riverbank Car Parks. The Adelaide Convention Centre is pleased to extend a special festival parking rate of \$10 per day across both event days for KGDO ticket holders – just make sure you validate your car parking ticket once inside!

Please note, there is limited parking within the Adelaide Convention Centre. We also recommend parking at the Adelaide Entertainment Centre and then catching the tram to the Convention Centre.

#### Are there public transport options?

The Adelaide Convention Centre is easily accessible via public transport, with multiple bus and tram stops along North Terrace. The Adelaide Railway Station is just a short stroll (400m) from the ACC. We recommend visiting [www.adelaidemetro.com.au](http://www.adelaidemetro.com.au) in advance to plan your trip and view service information, including any planned disruptions over the Easter long weekend such as those affecting the Seaford and Tonsley lines.

### TICKETS

#### How much do tickets cost?

KGDO tickets are available for just \$15 for children (ages 2 – 15) and \$20 for adults (16+) when purchased online. Admission for children under two years of age is free.

Family passes for four people (two adults + two children, or one adult + three children) are available for \$60 online. Explore all ticketing options, [here](#).

#### Can I buy tickets at the door?

We encourage you to pre-purchase your tickets online to take advantage of special pre-event offers. At time of purchase, you'll also be asked to select your preferred session time for the exclusive PJ Masks 'Meet the Heroes' Stage Show.

If tickets don't sell out in advance, a limited number of General Admission tickets will be available for purchase at the door, however please be aware that door tickets are \$5 more expensive for single General Admission than when purchased online. We suggest you buy your tickets online to avoid disappointment.

### **Will you be running Sensory Friendly Sessions again?**

We are proud to offer Sensory Friendly sessions between 9am – 10am on both event days (19 & 20 April). These sessions will offer a supportive environment with dim lights, no music, and reduced visitor numbers. During this period, all participating exhibitors have been asked to maintain a sensory friendly environment.

Guests purchasing sensory sessions are most welcome to stay on for the remainder of the day. General Admission to the event opens from 10am.

### **Do I need to print out my tickets?**

You can either print out your tickets or display on your mobile phone for scanning upon arrival. Once you have purchased your tickets, you can store them on your mobile in the Eventbrite app which is free to download.

Your ticket will also identify your PJ Masks 'Meet the Heroes' Stage Show time. Please be sure to retain your ticket to show at the entrance to the PJ Masks Theatre.

### **How does Kidz Gigantic Day Out support Variety – the Children's Charity?**

Kidz Gigantic Day Out will proudly support Variety – the Children's Charity by donating \$1 from each ticket sale to the non-profit organisation.

Visitors can help raise additional funds for this deserving and important organisation by making an additional, separate donation at time of purchasing tickets or onsite at the event.

### **Do I need to book a specific time for the PJ Masks Show?**

Yes, when booking your tickets, you will be asked to choose a session time for the exclusive PJ Masks 'Meet the Heroes' Stage Show. This live musical adventure will be held in the ACC's Main Theatre in the East Building.

Show times are 10.30am, 12.00pm, 1.30pm and 3.00pm daily. It is recommended that you head to the PJ Masks Theatre at least 20 minutes prior to your allocated show time.

Your ticket will specify your selected PJ Masks 'Meet the Heroes' Stage Show time and will need to please be presented at the entrance to the Theatre in order to gain entry.

## **ONSITE**

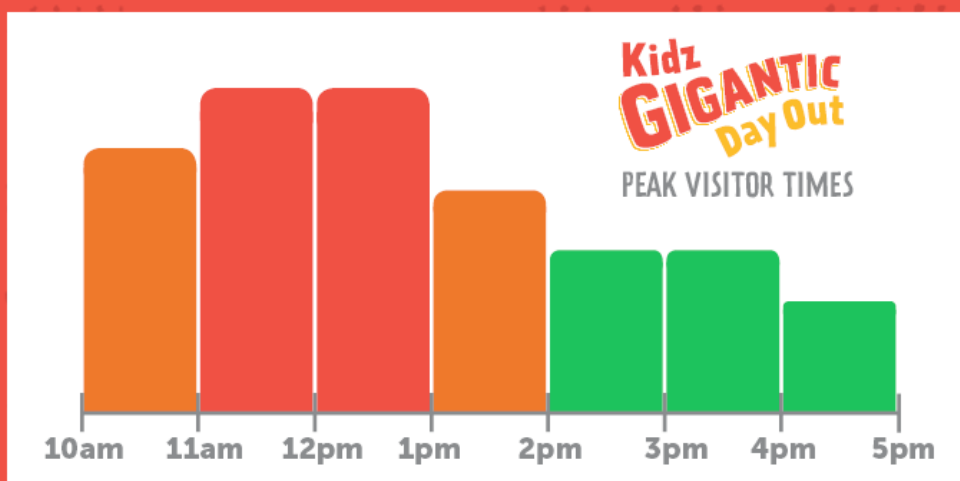
### **What is the best time to visit?**

That really depends on what you want to see. When you book your tickets, you will be asked to select a PJ Masks show time. Once you select your show time, you can plan your visit accordingly. Your entry ticket will grant you all-day access to KGDO.

### **What will the crowds be like?**

We do not run session times at KGDO given the breadth and size of the event. This allows people to maximise their experience and see as much as possible. The 2019 event includes a number of exciting new features and will spread across the ACC's Central and East Buildings.

We anticipate peak visitor times will be between 11am – 2pm across both event days, with Friday, 19 April being the busiest day. We ask you please plan your visit accordingly and around your PJ Masks show time.



### **Do you have an admission policy?**

Please note, Kidz Gigantic Day Out is not a crèche. All visitors holding a Kids General Admission ticket (2 – 15 years old) must be accompanied by a parent or guardian.

### **Where can I get something to eat or drink?**

We will have two separate outlets set up onsite at Kidz Gigantic Day Out offering a range of yummy, healthy and kid-friendly food and drink options – plus plenty of coffee!

In addition, Regatta's Bar & Kitchen and Home Ground (both located on the Adelaide Riverbank Promenade, immediately in front of the ACC) will be open from 11am each day providing a range of tasty, family-friendly and affordable dining options.

### **We will have a pram, will there be pram parking?**

Yes, there will be designated pram parking onsite at the ACC for visitors attending KGDO. Please note, prams will not be permitted inside the PJ Masks Theatre, instead there will be pram parking available immediately outside the Theatre. Please follow directional signage onsite or ask one of the KGDO Event Staff.

### **What baby facilities do you have?**

We will have a dedicated Parent Room / Baby Change facility at the event, which will have a number of baby change tables, chairs and a microwave. We are a 'breast-feeding friendly' event – there will be a private, comfortable area set up inside the Parent Room for feeding.

### **Will you have a Sensory Friendly 'Chill Out' room at the event?**

Absolutely, please refer to the event map for the location of our sensory friendly chill out zone, or ask our KGDO Event Staff for directions when you arrive onsite.

### **Will I be on camera if I attend Kidz Gigantic Day Out?**

Possibly! We will have a number of photographers and videographers onsite at KGDO to capture all of the fun and excitement. If you don't wish to be snapped, please let our photographers know.

### **Where do I collect my Kidz Gigantic Day Out Souvenir Brick?**

All pre-ordered KGDO / Brick-a-laide Souvenir Bricks will be available for collection onsite at the Brick-a-laide area. A limited number of Souvenir Bricks will also be available for purchase at the event, however we encourage you to pre-order one of these collectors' items so you don't miss out!

### **Is there any storage at the venue?**

Yes, the ACC operates a cloak room where you can leave coats and bags. To take advantage of this service, please visit the ACC Main Reception desk (inside the East Building) upon arrival.

### **Is Kidz Gigantic Day Out a safe environment for my kids?**

Yes, but ultimately kids are in the care of their parents / guardian, who must stay to supervise children at all times. We recommend you keep any valuables on you at all times; Kidz Gigantic Day Out and the Adelaide Convention Centre do not take any responsibility for lost or stolen items.

Any Lost Property found within the event will be turned over to the ACC Lost Property Desk, located at the Centre's Main Reception desk in the East Building.



[www.kidzdayout.com.au](http://www.kidzdayout.com.au)



[kidzdayout@avmc.com.au](mailto:kidzdayout@avmc.com.au)



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