

ROYAL BOTANIC GARDENS MELBOURNE

LIGHTSCAPE

supported by Red Energy

Frequently Asked Questions

Entrance

The entrance for Lightscape is via Observatory Gate, near the Visitor Centre, Birdwood Avenue, opposite the Shrine of Remembrance. This is the only entrance. The trail is designed to be travelled in one direction.

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 10-minute window from the time printed on your ticket.

Last entry onto the trail will be allowed 10 minutes after the final advertised timeslot. For example, if the last advertised timeslot is 8.00pm then last entry onto the trail will be at 8.10pm, no further entry will be allowed after this time.

The event will close 90 minutes after the final advertised timeslot.

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, but we ask that you follow signage and the directions of staff 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 2.1 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.

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 on offer along the trail.

More information on this offer will be available nearer the time.

Can I bring food and drink?

Only food and drinks purchased at the event are permitted inside. Any food or drinks not purchased at the event will not be allowed on trail. No alcoholic drinks can be brought into the event. If you'd like to enjoy an alcoholic beverage, please purchase from the bars located in our Welcome Hub or along the trail.

As this is a promenade event, we kindly ask that you do not bring eskies or picnics.

You'll find a variety of delicious food and drinks available for purchase at the Welcome Hub at the entrance and along the trail. Anything bought at the event can be enjoyed as you wander through 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!
For safety reasons no tripods or monopods 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?

Water based haze effects will be used in some areas of the trail.
Real fire is used in one area of the trail.

Where can I park my car when visiting Lightscape?

Limited street parking is available on Birdwood Avenue and around the Gardens. Parking will be at a premium on the event nights, so please allow plenty time to find a park and walk to the event entrance.

Street parking is only permitted in marked parking bays. Please ensure you adhere to parking restrictions. No parking is permitted in parklands or on grassed areas (including in Kings Domain South Parklands). Council officers are actively patrolling the area and will issue penalties for vehicles that are parked incorrectly.

Paid off-street parking is available in the area, including at:

- Ace Parking – 2 Bowen Crescent, Melbourne (15 min walk)
 - Open 5:00 AM – 10:00 PM
- Arts Centre Melbourne – 4 Sturt Street, Southbank (15 – 20 min walk)

- Open 24 hours
- Wilson Parking – 436 St Kilda Road, Melbourne (20 min walk)
 - Open 24 hours

Ticket Information

What are Twilight sessions?

Twilight sessions are the first session of the evening on selected days.

These sessions occur just around sunset. It may not be completely dark when you commence the trail. You will however experience the sunset and a unique view of the trail as it gets dark.

Do I have to book in advance?

We recommend booking in advance online. Each timed entry has a limited capacity. 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) will incur a surcharge of \$5 per person.

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

If you wish to exchange your tickets, please download the Ticketek AU app and login with the same email address and password used to place your order. Once logged in, you'll be able to exchange your tickets (subject to availability).

Exchanges are not available within 48 hours of the date you are due to attend.

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 have a refund?

All tickets are strictly non-refundable unless refund protection has been purchased and the terms and conditions are met. Please see Refundable.Me's terms and conditions [here](#) for details on what situations are covered.

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.

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, so please allow plenty of time to find a park and walk to the event entrance.

Street parking is only permitted in marked parking bays. Please ensure you adhere to parking restrictions. No parking is permitted in parklands or on grassed areas (including in Kings Domain South Parklands). Council officers are actively patrolling the area and will issue penalties for vehicles that are parked incorrectly.

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Public Transport

Tram: The closest stops to Royal Botanic Gardens Melbourne are:

- The Shrine of Remembrance stop on St Kilda Road, and
- Anzac Station on St Kilda Road

Train: The closest train station is Anzac Station.

Trains run frequently via this station on the Cranbourne, Pakenham and Sunbury lines.

Be sure to plan your journey with [Public Transport Victoria](https://www.ptv.vic.gov.au/) as road works may affect your journey.

Bike or Scooter

There is limited bike parking onsite.

Lightscape is a walking trail. Vehicles (whether foot propelled or motorised) are not permitted on the 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 RBGV Visitor Centre (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.

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Water based haze effects will be used in some areas of the trail. Real fire is also used in one area 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.