

FAQ'S

ABOUT THE EVENT

What is the event?

The Paddle Pop Adventure Park is an exciting and unique family event, with a range of exciting adventures to keep the whole family entertained. Adventurers of all ages are catered for, from the youngest to the most experienced.

Where is the event?

'The Lake' at Macquarie University, North Ryde, Sydney.

What does it cost?

Family tickets (4 persons) are \$53.50 including booking fee.

Single tickets are \$17.20 including booking fee.

Must be 16 years or over to attend on your own.

Children under 5 may enter free. (However a limit of 2 children <5yrs per single ticket purchase applies)

What age group is the event for?

The event is especially for kids under 12 years old. The entire family is welcome.

EVENT INFORMATION

What are the dates of the event?

Saturday 28th of January

Sunday 29th of January

What are the times?

There are 2 session times per day:

Session # 1: 8:00am -1:00pm (5 hours)

Session # 2: 2:00pm – 7:00pm (5 hours)

The Paddle Pop Jungle will be closed between 1:00pm – 2:00pm for cleaning.

Where is the nearest train station?

Macquarie University station is located on Herring Road between the University and the Macquarie Centre. Regular train services operate on the Northern Line between Hornsby and the City via Macquarie Park. The station is wheelchair accessible and open from 5am to 1am each day. Services run approximately every 15 minutes in each direction.

<http://www.mq.edu.au/transport/train.html>

Visit www.cityrail.com.au for train details and travel times.

Where is the nearest bus stop?

There are numerous bus service options. For a full list of bus services and timetables please visit:

<http://www.mq.edu.au/transport/>

Where are the car parks?

Car parking is located throughout Macquarie Campus with clear signage marked "P". Parking is accessed from Gymnasium Rd, Waterloo Rd and Balaclava, Macquarie University, Rd North Ryde. Car parking is limited and not guaranteed, so please consider making use of public transport options.

Do I need to bring a ticket with me on the day?

Yes, you will receive a printable barcoded ticket when you register. **You must bring your ticket with you on the day to gain entry to the event.** Tickets will be scanned upon entry. If you do not have your ticket(s) you may be refused entry.

If it is raining, will the event still go ahead?

Yes, the event will still go ahead unless there are extreme weather conditions (heavy rain, thunder or lightning).

ON THE DAY INFORMATION

What do I need to bring on the day?

- Printed tickets
- Swimmers and Towel if you wish to brave the Paddle Pop Adventure Wild Slide
- Hat and sunscreen
- Picnic rug
- A water bottle. (Keep Hydrated!)

Can I attend the event if I am in a wheelchair?

Yes, the event will be wheelchair accessible, however please be aware that the majority of the event is on uneven grass surface. However, we may need to limit particular events on safety grounds e.g. the slippery slide.

Can I bring a stroller to the event?

Yes, you can bring a stroller, however please be aware that the majority of the event is on grass.

Will food and drink be available at the event?

Yes, there will be healthier-option food and snacks for purchase, as well as a complimentary Paddle Pop for every guest.

Can I bring my own food into the event?

Yes, you are welcome to bring your own food.

Will there be tea and coffee for the adults?

Yes, tea and coffee will be available to purchase.

Will alcoholic beverages be served or sold or allowed on site?

Under no circumstances is alcohol permitted at this event. Any persons found in possession of alcohol, consuming alcohol or under the influence of alcohol or any other substance within the venue will be removed from the event area.

Will smoking be allowed in the venue on the day?

Under no circumstances will smoking of any substance be permitted at this event. This is a smoke free event, which includes the entire Macquarie University campus.

Will there be First Aid on site?

Yes. There will be a St Johns Ambulance and a lifeguard at the event at all times.

Will there be Security and Safety representatives on site?

Yes, an ample Security and Safety presence will be in attendance on the day.

Will water be available?

Yes, however, we encourage you to bring your own water bottles.

Will there be changing facilities at the event?

Yes.

Will there be an ATM at the event?

Yes, there is one within the event site in the Food Court of the University. It is recommended that you bring cash on the day. Food vendors may not take cards.

Will there be lost and found?

Yes.

If a child is lost where should they go?

The meeting point for lost children is at the first aid area. We ask parents to point out St Johns Ambulance to their children when they arrive and explain that this is where they should go if they are lost. We will also be providing wrist bands upon entry for each guest, where parents can write their mobile number and name onto their child's wristband so that the parent can be located quickly.

Will there be a disabled person's bathroom on the day?

Yes, there is one disabled person's bathroom.

Can a child be at the event without an adult to supervise?

No, children under 16 years old must be supervised at all times by a nominated carer who is an adult (no less than 18 years of age). **ID will be required for any children arriving without parental supervision.**

Can I bring my dog to the event?

Please leave your pets at home. Guide dogs are welcome.