



Premier's Gala Concerts - FAQs

ABOUT THE PREMIER'S GALA CONCERT SERIES

Q: What is the Premier's Gala Concert Series?

A: The Premier's Gala Concert Series are held every year, usually in March and December, at the Sydney Entertainment Centre, Darling Harbour. The concerts take place over two days, with three concerts attracting around 10,000 people per concert.

The concerts enable the State Government, on behalf of the people of NSW, to acknowledge the contribution older people make to families, workplaces and the general community.

Q: When will the next Premier's Concert for individuals be held?

A: The 2011 Premier's Christmas Gala Concerts for individuals will be held at 10.30am and 2.30pm on Wednesday 7 December. There are two concerts for individuals held each concert Series.

Q: How long does the concert go for?

A: The concert is approximately 1 hr and 45 minutes long. They start at 10.30am and 2.30pm and finish at approximately 12.15pm and 4.15pm respectively with an interval of around fifteen to twenty minutes.

Q: What is the theme and who is performing?

A: The concert theme is *All Wrapped Up For Christmas*

The MC and performers for the concert are not yet announced.

TICKETING and SEATING

Q: When are the Premier's Christmas Gala Concerts?

A: The concert for **groups** is on Tuesday 6 December at 11.00am.
The concert for **individuals** is on Wednesday 7 December at 10.30am & 2.30pm.

Q: How do I get tickets to the Premier's Christmas Gala Concerts?

A: The Premier's Christmas Gala Concerts for individuals are ticketed through Ticketmaster.

Tickets to the Groups concert are ticketed through Event and Sports Projects Australia (ESPA).

Q: How do I get tickets for my group through Event and Sports Projects Australia (ESPA)?

A: The Groups concert is now sold out. To register for future concerts for groups, contact the Groups Registration office on 1300 361 106. Ask for a group registration form, complete the form and return it to the Groups Registration Office.

Q: How can I book tickets to the concert for individuals?

A: All tickets to the Premier's *Christmas Gala Concerts* for individuals will be available from 9.00am on Tuesday 18 October. Tickets are not able to be reserved prior to this date. Tickets are FREE but are strictly limited to a maximum of four (4) tickets per person. There is no booking fee. Tickets are allocated on a next best available system.

Tickets can be booked online, in person by visiting any of the participating NSW Ticketmaster outlets or by phone. If booking by phone, please be patient and expect lengthy delays.

Online: www.ticketmaster.com.au

In person: visit any of the participating NSW Ticketmaster outlets. (See listing page 3)

By Phone: 1300 855 501. If booking by phone be patient and expect lengthy delays.

For information about the Premier's Christmas Gala Concert for Groups Ph: 1300 361 106

Q: Can I set-up two (2) online accounts under the same email address but different contact names?

A: No, the website recognises your account by your email address, so your email address can only be used for one person.

Q: How do I know when my online account is activated?

A: Once you have set-up your online account you will automatically be logged into your My Ticketmaster page that welcomes you. You will see '*Welcome, John Citizen.*' Alternatively you can login to the website again to make sure your account is working.

Q: Can I register for the Ticketmaster mailing list?

A: ADHC does not conduct any mailings to individuals about ticketing so therefore, no as there is no mailing. There was a one off mailing for the 2008 Premier's Christmas Gala Concert. This was done to inform patrons about the new ticketing options.

Q: I forgot my Ticketmaster online USER ACCOUNT details, what do I do?

A: Visit www.ticketmaster.com.au go to the sign in page and follow the prompts [Forgot Password?](#) or contact Ticketmaster on 136 100 or 1300 883 622. Your password and logon details will be emailed to you.

Q: Where are the Ticketmaster outlets?

A: For regional NSW: <http://www.ticketmaster.com.au/h/tcentres/nsw.html>

For Sydney: <http://www.ticketmaster.com.au/h/tcentres/syd.html>

Visit any of the participating Ticketmaster outlets listed below from 9.00am on Tuesday 18 October 2011 to book your tickets. (Maximum of 4 tickets per person.) No booking fee is charged.

Outlet details are correct at the time of printing. ADHC takes no responsibility for this listing. Please confirm outlet details closer to the date tickets become available.

Q: Is there a Ticketmaster Call Centre?

A: Yes for the individual's concert. There are up to 100 Ticketmaster operators taking bookings.

There is also an optional 296 Integrated Voice Response (IVR) system available to take bookings if the caller is happy to book through the virtual operators (Recorded). Patrons need to be patient and expect lengthy delays if they book their tickets by phone.

Press 1 to book through the automated system.
Press 2 to book through a sales representative.

Q: Can I register my group through Ticketmaster?

A: No, to register a new group and to be on the groups concert database, call the Premier's Gala Concert Groups Registration Office on 1300 361 106.

Please note that applications have closed and ticket confirmations have already been mailed to registered groups for the 2011 Premier's Christmas Gala Concerts.

Q: Is there a limit to the number of tickets I can book?

A: Yes. Seniors can book up to four (4) tickets to the concert for individuals. If more than the limited number of tickets is booked by the same person the additional tickets will automatically be cancelled.

Q: How many tickets can I book for my group?

A: Metropolitan groups can book up to 20 tickets.
Regional groups can book up to 40 tickets.

Q: How are tickets allocated?

A: Tickets are allocated on a next best seats available system. Unfortunately the demand for tickets far outweighs the amount of tickets available therefore specific seat requests cannot be made.

Q: What does it cost?

A: Concerts are free for attendees.

Q: Is there a Booking Fee?

A: No booking fee is charged.

Q: Can I reserve my tickets now?

A: No, unfortunately, you are unable to get tickets until they become available on Tuesday 18 October 2011 from 9.00am.

Q: Can I go on a waiting list for tickets?

A: Only after the tickets become available on Tuesday 18 October 2011 from 9.00am and if the concerts are fully booked, will there be a waiting list. Patrons can't book tickets as well as go on the waiting list.

Q: Do I need a Seniors Card to book tickets?

A: No, as long as you are a senior living in NSW.

A senior is someone who is 60 years or older. Aboriginal and Torres Strait Islander people and people with a lifelong disability are classified as a senior if they are 50 years or older.

Q: How do I cancel / return my tickets?

A: Tickets to the individual's concerts can easily be returned by calling 1300 855 501 OR post unwanted tickets to:

Premier's Gala Concert Booking Office
C/- Sydney Entertainment Centre Box Office,
PO Box K10,
Haymarket NSW 1240

To return tickets to the groups concert, phonte 1300 361 106.

Q: What seating is available at the Sydney Entertainment Centre?

A: There are four main seating areas in the Entertainment Centre: the wheelchair area (approx 90 seats), floor area (approx 1,000 seats), circle area (approx 2,000 seats) and the gallery area (approx 6,200 seats).

Q: How many wheelchair seats can I apply for?

A: You can apply for up to four (4) tickets in the wheelchair section, which is made up of two (2) wheelchair positions plus two (2) seats for a friend or carer to accompany the people in the wheelchair positions.

NOTE: There are a limited number of positions for people with wheelchairs within the Sydney Entertainment Centre. These positions are reserved and allocated only to people who arrive in a wheelchair and will remain in their wheelchair throughout the performance. These positions are not available for more mobile patrons.

Q: I don't use a wheelchair but I have limited mobility. Are there seats available on the ground floor?

A: Tickets are allocated on a next best available system. If you are booking seats for yourself or a person with mobility requirements all care will be taken to allocate tickets on the floor area of the venue.

To book a wheelchair ticket phone 1300 855 501, Press 2 and then Press 9. (This is the only option to book wheelchair tickets)

Q: Can I bring my carer with me?

A: Yes you can, however each carer requires a ticket and tickets for carers must come from your total ticket allocation of four tickets.

Q: Are there lifts to the circle and gallery seating areas of the Sydney Entertainment Centre?

A: Yes there are lifts at each end of the foyer to the top of the circle & bottom of the gallery sections. Lifts are located outside doors 1 & 5.

Q: I would like to get extra tickets for my family and friends - can I get them on the day of the concert?

A: Unfortunately this is not possible, each person is allocated the maximum number of tickets available to them (4) and concerts are always oversubscribed. Only ticket holders who obtained tickets prior to the concert will be allowed entry.

Q: I am seated in the upper gallery section – are there many stairs?

A: There are stairs to all seats in the [Upper](#) sections of the Sydney Entertainment Centre. Lifts are available for patron use at each end of the foyer, located near Doors 1 and 5.

Once you have your tickets/seat numbers you can see exactly how many stairs there are to each row in the Concourse (Upper) section as per the below table.

There are 4 steps into the Arena from the lift.
Then there are 10 steps up to the front row of the Upper.

Row A	Lower section of the gallery	0 stairs
Row B	Lower section of the gallery	1 stair
Row C	Lower section of the gallery	4 stairs
Row D	Lower section of the gallery	7 stairs
Row E	Lower section of the gallery	10 stairs
Row F	Lower section of the gallery	13 stairs
Row G	Lower section of the gallery	16 stairs
Row H	Middle section of the gallery	19 stairs
Row J	Middle section of the gallery	22 stairs
Row K	Middle section of the gallery	25 stairs
Row L	Middle section of the gallery	28 stairs
Row M	Middle section of the gallery	31 stairs
Row N	Middle section of the gallery	34 stairs
Row P	Middle section of the gallery	37 stairs
Row R	Rear section of the gallery	40 stairs
Row S	Rear section of the gallery	43 stairs
Row T	Rear section of the gallery	46 stairs
Row U	Rear section of the gallery	49 stairs
Row V	Rear section of the gallery	52 stairs
Row W	Rear section of the gallery	55 stairs
Row X	Rear section of the gallery	58 stairs

OTHER QUESTIONS

Q: Why are there always empty seats on concert days?

A: The concerts are always fully booked however due to the age of the audience and last minute illnesses some seats are inevitably left unoccupied when patrons aren't well enough to attend on the day.

Q: Why did I miss out on tickets?

A: Currently there are over 1.3 million seniors living in NSW and unfortunately the demand for tickets far outweighs the number of tickets available. The Department / Ticketmaster / ESPA is therefore unable to accommodate all ticket requests.

Q: Why are there are young people in the audience?

A: Younger people may attend the concert as a carer, the performers are also given tickets for their families. Additionally some grandparents who have children to look after are also given special consideration to attend the concerts.

Q: Why is the Sydney Entertainment Centre used for the Premier's Gala Concerts?

A: The Sydney Entertainment Centre is considered the only venue in Sydney city accessible by the most number of seniors possible. The organisers of the event are aware of the issues regarding the number of stairs involved in getting to some seats in the venue, particularly for an event for seniors, but have identified this venue as the best available option given the huge popularity of the event.

NB: We request that if you are allocated seats that may not be accessible by you or your family or friends, that you return the tickets at your earliest convenience so that they can be re-allocated to patrons on the waiting list. Call 1300 855 501 for information on returning unwanted tickets.

TRAVELLING TO THE CONCERTS

➔ **MONORAIL** - disembark at Paddy's Market Station directly adjacent the Entertainment Centre. Sydney Monorail runs every 3 -5 minutes. *Walking time to venue:* 2-3 minutes. Ph: 8584 5288

➔ **LIGHT RAIL** - disembark at Paddy's Market Station directly adjacent the Entertainment Centre. Sydney Light Rail runs every 5 -10 minutes. Additional services are provided before and after the concert. *Walking time to venue:* 2-3 minutes. Ph: 8584 5288

➔ **RAILWAY STATIONS** - ❶ stop at Central Station and either walk north along George St and left into Hay St or take the Sydney Light Rail to Paddy's Market Station. ❷ Alternatively stop at Town Hall Railway Station and walk down George St and right into Goulburn St. *Walking time to venue:* 10 -12 minutes.

➔ **BUSES** - take any bus along George St, get off at Cinema City (if travelling north) or World Square (if travelling south), and turn into Hay St. *Walking time to venue:* 8 -10 minutes. Ph: 131 500

➔ **PARKING STATIONS** - there are around 10,000 spaces within a 10 -12 minute walk of the Entertainment Centre. The closest are:

- **Wilson Entertainment Carpark.**- Located on Darling Drive directly behind the Centre providing spaces for over 1900 cars. 1 hr: \$8, 2 hrs: \$16, 3 hrs: \$22, Day max: \$27. Accessible parking located on yellow level 1A & 1B. Ph: 9264 1624
- **Convention and Exhibition Centre Carpark** - Located on Darling Drive providing spaces for 750 cars. Short stroll to the Centre. 1 hr: \$8, 2 hrs: \$16, 3 hrs: \$24, Day max: \$30. Disabled parking at the end of each level located near lifts. Ph: 9282 5000
- **Citigate Central Car Parking Station** - Located on Thomas Street, Haymarket, next door to the Citigate Central Sydney Hotel, providing spaces for 630 cars. 1 hr: \$9, 2 hrs: \$16, 3 hrs: \$20, Day max: \$25. Ph: 9218 2872

➔ **TAXI** - a taxi rank is located directly in front of the Entertainment Centre on Harbour St. It is recommended that taxis set-down and pick-up toward the northern end of the Entertainment Centre in Little Pier Street or where directed by the event traffic staff. Ph: 133 300

➔ **TRANSPORT INFO LINE** on **131 500** provides up-to-date information on train, bus and ferry travel in an area spanning Port Stephens in the north, Scone and Dungog in the Hunter, Bathurst in the west, Goulburn in the Southern Highlands, Bomaderry in the south and Sydney in the east.

<http://www.131500.com.au>