



NYE2021

Barangaroo Reserve

FREQUENTLY ASKED QUESTIONS

Q

How many tickets for New Year's Eve at Barangaroo Reserve are going on sale?

- Tickets will be released in stages to comply with capacity restrictions prescribed in the most current COVID-19 Public Health Order.
- Whilst the maximum capacity for the event could be 10,500 tickets, NYE2021 at Barangaroo will have 7,000 tickets for sale to comply with the 1 person per 2 square metre COVID-19 rule.

Q

When will tickets go on sale?

- Pre-sale tickets will be offered to subscribers of the Barangaroo e-newsletter from 12noon Monday 1 November 2021. Tickets to the General Public will be released sometime in early December. You can join the waitlist to be notified when a new release of tickets is on sale.

Join waitlist or purchase tickets via Ticketek - www.ticketek.com.au

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How much are tickets?

- Adult 18+ \$45.00*
- Concession \$25.00*
- Child (0-3) Free
- Junior (4-17) \$20.00*
- *Plus fees and charges

All patrons 17 and under must be accompanied by an Adult.
Ticket limit 10 tickets in one transaction
Tickets are non-transferable

Q

Where can I purchase tickets or make ticketing inquiries?

- Tickets can be purchased at Ticketek - www.ticketek.com.au

Q

Can I purchase tickets on the night?

- No tickets are available for sale on the day.

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Will patrons be properly physical distanced?

- NYE2021 at Barangaroo will comply with any COVID-19 restrictions and directions around physical distancing measures. Adequate space is available in Barangaroo Reserve to allow groups to set up picnics distanced from others. Security will be present onsite to monitor crowding in popular areas.

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Will I have to wear a mask?

- This will be dependent on NSW COVID-19 Public Health Orders at the time.



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Do I have to be vaccinated to go to this event?

- We would advise all patrons to ensure they are complying with the NSW COVID-19 Public Health Orders.

Q

Can my ticket be refunded if I am impacted due to COVID-19/lockdown restrictions?

- Ticketek follows the LPA (live performance awards). Refunds will be based on the current covid restrictions adhered to by the NSW Health – refer to <https://www.refundable.me/ticketek/>

Q

I can no longer attend and would like to resell tickets. What are my options?

- Ticketek Marketplace is where fans go to buy and sell real tickets
<https://marketplace.ticketek.com.au>

The innovative platform gives fans easy access to exchange tickets safely and securely. All tickets on Ticketek Marketplace are capped at a maximum price of 10% above face value. Every ticket exchanged is reissued into the name of the new owner and guarantees fans entry to their event.

Ticketek Marketplace gives fans the chance to sell their tickets to other fans for events they can no longer attend.

Q

Will Barangaroo Reserve be crowded?

- Tickets to the event are limited to 7,000. The Reserve is busy however tickets have been limited to ensure there is space for a safe and enjoyable evening. It is recommended to arrive early to secure your place, as the best picnic spots will fill quickly.

Q

Is there a limit to the number of tickets I can purchase?

- Yes, there is a limit of 10 tickets per transaction.

Q

When/where will gates open?

- Gates open at 5pm through the Cutaway, via the Hickson Road entrance to Barangaroo Reserve near Nawi Cove. No other entrances to Barangaroo Reserve will be open. Please keep in mind that although the queuing area is mostly undercover, it has areas which are exposed to the weather, so be prepared for sunny, windy or wet weather.

Q

Why are you charging entry to the Reserve?

- Ticketing New Year's Eve at Barangaroo Reserve avoids overcrowding, increases public safety and ensures it is managed as a family-friendly event.
- Tickets have been priced as low as possible to recover part of the costs associated with hosting the event.
- Infrastructure NSW provides entertainment before and after the fireworks and panoramic views of the western face of the Sydney Harbour Bridge, in a safe environment.



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- Q** Will I have to queue to get in?
- To ensure the public are safe inside the Reserve, security checks will be conducted during the ticket scanning process, which can make entry a little slower.
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- Q** What items are not allowed to be brought in?
- In the interest of public safety, these items are not permitted at the event and will be surrendered at entry.

- Alcohol
 - Pets - Assistance Dogs permitted
 - Barbecues or cooking equipment
 - Camera tripods
 - Fireworks, sparklers, candles or balloons
 - Balls, frisbees, rollerblades, kites, bicycles, scooters, skateboards or drones
 - Offensive weapons including large knives, laser pointers, potential missiles
 - Hard eskies or any soft esky larger than 20L capacity
 - Knives (other than standard picnic cutlery)
 - Glassware or breakable containers
 - Tarps, tents or shade structures
 - Tables, milk crates or chairs
 - Illicit substances
 - Large umbrellas over 50 cm in length
-

- Q** When people leave, will they be able to claim back any items surrendered at entry?
- No. Cloaking services and/or lockers are not available.
 - Please check prohibited items list prior to attending the event.

<https://www.barangaroo.com/whats-on/events/new-years-eve/>

- Q** Can I bring my own alcohol?
- No. This is a licensed event. Alcohol is available for purchase.
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- Q** How many alcoholic drinks can a person purchase at one time?
- There will be signage regarding current regulations and conditions at the bar areas. Accepted ID is a valid Passport, Adult Proof of Age Photo Card or Australian / International Driver's Licence.
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- Q** Will full strength alcohol be available?
- Yes.
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- Q** Will there be an alcohol-free zone?
- No.



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Can I bring soft drinks?

- Yes, but to meet licensing restrictions only unopened, sealed non-alcoholic drinks are permitted. As a result, thermoses or other unsealed drinks are not permitted. Refillable water bottles are permitted but must be empty upon arrival. Water fountains are available across Barangaroo Reserve to fill these once you have entered.

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Can I bring an esky?

- Only soft eskies will be permitted, up to 20litre capacity.
- See prohibited items chart on website to confirm which eskies are accepted onsite.

Q

Can I buy ice on site?

- There is no ice available onsite.

Q

Can I bring my own food?

- Yes, picnic and BYO food is permitted. Please ensure all non-alcoholic beverages are sealed and unopened.

Q

Can I buy food on site?

- Yes. Quality food selections will be available on the night.

Q

Can I put a shade tent up?

- No - shade tents, tents, or overhead structures are not permitted.

Q

What else should I bring?

- Hats, sunblock and clothing that provides weather protection.
- Empty water bottles to be filled on site.
- Charged mobile phone and power banks.
- Picnic blanket.

Q

What is the entertainment program on the night?

- Entertainment is still to be confirmed, however there will be live bands and DJs.



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Will everyone be able to see the fireworks?

- There is a pyrotechnics barge moored very close to Barangaroo Reserve and we have a prime view of the Western side of the Bridge.
- The location of Barangaroo Reserve means that not all of the Reserve has direct views of the Sydney Harbour Bridge. As it is one price entry for all, with no priority seating, ticketholders will be able to select a vantage point on a first-come first-served basis. Everyone will have a full view of the overhead fireworks.

Q

Is there an ATM at the reserve?

- No. However food and beverage can be purchased using EFTPOS.

Q

Are there baby change facilities at the Reserve?

- Yes.

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Is there free drinking water at the Reserve?

- Yes.

Q

Is there first aid/medical team at the Reserve?

- Yes. Highly trained medical staff will be on site.

Q

Are there accessible toilets at the Reserve?

- Yes.

Q

Is there an accessible viewing area at Barangaroo Reserve?

- Yes, there is an accessible ticket option.
- We have a dedicated area for up to 200 patrons located in a prime viewing location within the Reserve.
- Both an accessible deck and grassed area are available, pending on your accessibility needs.
- We offer a free buggy transfer from Wynyard for all accessible patrons and their family (up to 4 additional members)

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Is there accessible parking at the Reserve?

- No. Hickson Road will be closed from 12pm. Roads surrounding the Reserve and Sydney CBD will be closed at 5pm until approximately 4am by NSW Police to assist in crowd safety at the end of the evening.



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Is there parking at or near the Reserve?

- Barangaroo Reserve carpark is closed on New Year's Eve. Driving to the event is not recommended due to city wide road closures and clearways.

Q

What are the public transport options to get there?

- The best way to plan your travel is via the NSW Transport website - www.transportnsw.info

Q

After midnight, what is the most efficient way to get out of the CBD?

- The best way to plan your travel is via the Transport website - www.transportnsw.info as the exit route may be different to your entry route.

Q

Can I book a restaurant in the Barangaroo southern dining precinct?

- Yes. Barangaroo's southern dining precinct will be open to patrons on New Year's Eve. The precinct is accessible. Please note there are no Darling Harbour fireworks this year and there is no vantage point within this area to view the 9PM Family or Midnight fireworks.

For more information on restaurant bookings, visit www.streetsofbarangaroo.com

Q

Can I have dinner at Barangaroo and then walk to Barangaroo Reserve afterwards?

- Some restaurants in Barangaroo's southern dining precinct do offer ticket packages inclusive of dinner and a ticket to New Year's Eve at Barangaroo Reserve. Please check with your preferred restaurant, or alternatively it is recommended to book with the restaurant separately and purchase a ticket to the Barangaroo Reserve event via Ticketek.

Please note: *The Reserve opens to ticket holders at 5:00pm and viewing areas fill up quickly. You also can only access the Reserve via Hickson Road. You cannot walk via the foreshore from the restaurants to Nawi Cove.*

Q

Is the waterfront at Barangaroo's southern precinct open to the public on NYE?

- Wulugul Walk, the waterfront adjacent to Barangaroo restaurants and offices, will be open. There is no vantage point within this area to view the 9PM Family or Midnight fireworks.

Q

Any other questions?

- If we haven't answered your question in this FAQ, please email: Barangaroo.nye@infrastructure.nsw.gov.au with your contact details and the nature of your enquiry and we will get back to you.