



Dear Ticketholder,

We are so thrilled to be welcoming you to the Van Gogh Alive experience at the Grand Pavilion at 257 MacArthur Avenue, Hamilton soon. Please read the following information carefully prior to your visit. If you have purchased tickets for friends or family, please forward this email to them as it contains important information about their visit.

Please check your mobile ticket, date and time and ensure you arrive on the correct date and session time.

There are multiple session times a day. **Please arrive 15 minutes prior to the time printed on your ticket.**

Hospitality

Food and beverages are available for purchase from The Grand Pavilion's 'Café Terrace at Night'. The outdoor Champagne Bar is open throughout the day until our last evening session.

Food and drink consumption rules will be in line with current Queensland Covid policy.

Van Gogh Alive Souvenir Merchandise

Van Gogh Alive merchandise is available for purchase from The Grand Pavilion Shop.

Venue Parking Details

The experience is held at the Grand Pavilion, 257 MacArthur Avenue, Hamilton, 4007. There is free customer parking at Northshore situated off MacArthur Avenue. You will be directed to a car park upon arrival at MacArthur Avenue.

Public transport

For more information about public transport access to the venue, click [here](#).

Accessibility

All patrons should enter the Experience via the Eat Street car park.

There are limited accessible parking spaces at the venue. The Grand Pavilion is wheelchair accessible. There is an accessible toilet at the venue.

Things to know before you arrive

Stay at home if you have been feeling unwell, showing symptoms of COVID-19, have been in contact within someone who has felt unwell in the past 2 weeks or are waiting for a test result. Please contact boxoffice@grandpavilion.live and we will be able to exchange your tickets to another session time if at least 8 hours notice is given.

There will be no cash facilities at the venue. All transactions will be by contactless card.

We are complying with Queensland Government guidelines in relation to Covid-19. Please be patient with our team as we work through restrictions to provide patrons with the best experience possible.

Comfortable footwear is recommended as the experience is conducted standing.

Covid Safety

Queensland Government advises that people maintain Social Distancing of 1.5m with people outside of your immediate group.

We ask that patrons and staff practice high level hand hygiene using the sanitiser facilities located around the venue.

Conditions of Entry

No cloakroom will be provided so all bags and items must be carried with you inside the experience. We therefore recommend bringing small, easy to carry bags.

No outside food or beverage will be allowed inside the venue.

By attending the Grand Pavilion, you acknowledge your role in helping to successfully carry out the COVID-19 Safety plan.

We look forward to seeing you soon.... Enjoy the experience.

Regards,

Ticketek

www.ticketek.com