

# FAQ -Carols by Candlelight

## **When is the event?**

Carols by Candlelight is on Friday 15 December from 6pm – 9pm. The event will be on the Terrace Lawns at the Civic Centre, 25 Ferres Boulevard, South Morang. Children's activities and stalls will be open from 6pm, with stage performances beginning at 7pm.

## **Is the event free?**

Yes, this event is free.

## **Can I bring my dog?**

Yes, if the dog is well behaved in a crowded environment, is on a leash and loves Christmas.

## **Is there a program of the stage performances?**

Programs will be available from the information tent. There will be some large print programs available as well, with the Carols lyrics available for singing along.

## **Medical help**

First Aid will be available on site throughout the course of the event.

## **Information tent**

Our City of Whittlesea information tent is the central point for anything you need to know about the event or other services in the City of Whittlesea. It's also the place to go if you are lost or have lost someone or something. If you find a lost item, bring it to the information tent. Candles and candle holders are also available here.

## **What activities will be happening?**

There will be children's activities including face painting and arts and crafts. There will be roving activities and photo opportunities with Carla O'Briens' Christmas Neons.

## **Will there be ATMs?**

No, there no ATMs available. Most vendors will have methods of cashless payments available, however we recommend bringing cash for food and drink purchases just in case.

## **Is there a lost and found?**

A 'lost property' point will be located at Council's information tent.

## **Where are the toilets?**

Toilets and accessible toilets will be located onsite at the event. A Marveloo is on site for those with accessibility.

## **What accessibility facilities will be available at the event?**

We aim to make all festival events fun and accessible for everyone. The event will be held on Council's civic lawns and there are limited concrete paths surrounding the event. A wheelchair viewing area is available on site.

Accessible bathrooms and wheelchair access provisions will be available at the event.

Auslan Interpreters will sign the concert.

**What should I bring?**

As this is an outdoor event, please be aware of the weather and bring sun protection or wet weather gear. Although there will be food vendors on site, please bring your own picnic food and snacks if you would like. While water will be available on site for purchase, we ask our attendees to be mindful of the environment and bring their own water bottle.

Finally, as this is an outdoor concert, you are welcome to bring your own picnic rugs and cushions. Low beach chairs are also fine. If you do need a chair with legs, please ensure you are not obstructing anyone's view.

**What if there are adverse weather conditions?**

A cancellation procedure will be in effect in the event of adverse weather conditions.

If the Carols event cannot go on outside, we will move inside to PRACC.

Announcements regarding any event cancellations will be made in advance of the event's commencement on <https://arts.whittlesea.vic.gov.au> and Council's after hours and social media channels.

**Food and Drink****What food is available?**

There will be a small range of food available at the event and while effort has been made to ensure a range of food, those with specific requirements may wish to bring their own food.

**Can we bring our own food?**

Attendees are welcome to bring their own food, please note that picnic facilities are not available at the event site. If bringing your own food, ensure you pack a picnic basket.

**Smoking**

No smoking at the event and on the Council lawns. A designated smoking area will be established and available at the event.

**Getting there****By Public Transport**

The event site is well serviced by public transport including trains and buses. It is close to the South Morang train station on the Mernda line and buses 556, 383 and 577 also service the immediate area. You can plan your journey at <https://www.ptv.vic.gov.au>

**Can I drive there?**

Yes, however there is limited parking space available, so we encourage attendees to car share, catch public transport, ride a bike, or walk to the event.

**Will there be candles or should I bring my own?**

If you have your own candles or battery operated candles please bring them.

Live-flame candles will be in use at the site and are available from the Information tent. We ask that you treat live-flame candles with extreme care, keeping them away from loose clothing, hair, programs, and vegetation in the area to prevent any fires from occurring. Hot wax can also be painful as it drips, so please be aware of who or what is below your candle. Please return your candle holders for reuse.

We hope you enjoy having this magical touch at our Carols event.