

Site Info and Frequently Asked Questions

TROPFEST NZ

19th February 2012

FAQs

Most of all we want festival-goers to have an outstandingly fantastic time at the festival. So here is some information which we hope will help you have a safe and enjoyable time at TropFest NZ.

ATMs

There will be no ATM's on site. The venue caterers will have EFTPOS service, but for your own convenience we advise bringing cash.

The Racecourse Entrance Information Centre

This is your first point of call for all TROPFEST information including lost/found children, lost property, programming information and surveys.

Found Property

For found (or lost) items, please check at the Racecourse Entrance Information Centre.

Found children

Again, the Racecourse Entrance Information Centre is the place to look! Please arrange with your children at the beginning of the festival to meet at the Racecourse Entrance Information Centre if you are separated.

Busking

Busking is NOT permitted; all of the entertainment in the venue is selected and programmed in advance.

Disabled access

For people with physical disabilities, access is recommended via Brooklands Park Drive with disabled parking available on the Gables Lawn. Brooklands Park Drive will be closed to the general public therefore an Official Mobility Pass will be required to access this area. Disabled parking will be extremely limited so please speak to the Maori Wardens at the entrance to the drive and ensure that you have your pass with you. Disabled toilets are located at the bottom of the Bowl on each side.

The Sunshine Coach will be available for transportation down into the bowl from the Gables Lawn.

Festival location

TropFest NZ is held in the stunning TSB Bowl of Brooklands and Brooklands Park. This venue is often referred to as one of the most desirable venues in the world. Lush and spacious!

Opening hours

4.00pm Sunday 19 February 2012

Programme

A free TROPFEST programme will be available. Get in early as they are limited in supply.

First aid

St. Johns will be on site. You will find them located near the racecourse entrance at the bottom of the bowl.

What not to bring

Animals (other than guide and hearing dogs), glass, recording devices, gang paraphernalia, fire pois and flame devices, illegal substances.

Entrances

The four main entrances to the site are on Brooklands Drive, the Racecourse, from Pukekura Park Dell and Kaimata Street.

Carparking

We strongly recommend using the racecourse car park (access via Coronation Avenue – follow the signs), or get dropped off at the event as parking is very limited.

Smokefree venue

We ask that you respect the venue's Smokefree policy and refrain from smoking at TropFest NZ.

The Lake

For health and safety reasons please – no swimming in the lake! Any person who enters the lake will be removed from the festival.

Toilets

Toilet blocks are located at the bottom of the bowl at either end of the stage.

Litter and recycling

This is a beautiful park and we really want to keep it that way. We can't stress enough how important it is for TropFest NZ -goers to help us maintain a successful recycling programme. Please dispose of your waste in the correct recycling bins which are clearly placed around the site.

Survey

We really do take notice of your feedback, so we'd appreciate it if you would take part in the post event survey we conduct. You may be approached by roving volunteers to see if you want to participate in the survey.

Children and film ratings

The film festival has an M rating – recommended for mature audiences

Food

Festival goers are permitted to bring picnics into the festival site. Catering will also be available on site.

Alcohol

Alcohol will not be sold onsite but is permitted on to the site with the following limitations: One bottle of wine or the equivalent of four standard drinks is permitted.

Security will demonstrate zero tolerance for drunken and disorderly behaviour.

TSB Bank Festival of Lights

Experience the magic of the TSB Bank Festival of the Lights as you wander through Pukekura Park after TropFest NZ. The lights will be turned off at 10.30pm.

The VIP Lounge

The VIP Lounge is a restricted access area for guests and sponsors. An invitation is required to enter this area. This area offers food, beverages and toilet facilities.

Animals on site

No animals are allowed on site except Guide Dogs and Hearing Dogs.

Complaints

All comments and complaints are to be recorded in writing at the Racecourse Entrance Ticket Box. This will ensure that they can be responded to in an appropriate manner.

Noise complaints

All noise complaints must be registered with the New Plymouth District Council. Ph: 759 6060.

Media requests

TROPFEST NZ has a publicist who is responsible for communication with the media. Bruce Gatward-Cook can be contacted on 0274 99 00 24 and will deal with any media enquiries in the event of an issue/ crisis.

TROPFEST NZ 2012 Festival Spokesperson is Festival Director Suzanne Porter. The spokesperson will require accurate and immediate information on operational issues. If you have a media request directed at you please refer it to Bruce Gatward-Cook on 0274 99 00 24.