

# Lights in the Heights 2018 FAQ

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## Are tickets free?

- Yes, completely. There is no hidden cost!

## How do I reserve my tickets?

Go to: [www.lightsintheheights.com.au](http://www.lightsintheheights.com.au) and click 'click here for your free tickets'

Or go to: [www.eventbrite.com.au](http://www.eventbrite.com.au) and search 'lights in the heights'

1. Select your day and 30 min time slot

## How many can I reserve?

- You can reserve up to 8 tickets per timeslot per registration.

## Do I need to reserve a ticket for each person wishing to attending?

- Yes, one ticket represents one person, for example if you are a family of 5 you need to reserve 5 tickets.

## What do I then do with my ticket?

- Either print it off or save it on your device and bring it with you.
- Your ticket will need to be shown on entry.
- We suggest arriving 15 minutes prior to your allotted time for this process

## Why are tickets required this year when they weren't previously?

- Lights in the Heights began in 2013 and each year we have seen around a 20% increase in our crowds. In 2017 we had over 14,000 people visit and based on that we are expecting between 14,000-16,000 people in 2018. Due to safety considerations, capacity with our building, fire regulations, parking restrictions and consideration for our neighbours we need to try spread the number of people out over the event's duration, so that everyone attending can have a safe and comfortable experience.

## Can I purchase a ticket for just one timeslot but stay the entire 2 hours?

- We would prefer you don't please. The event has become so popular that we need to stagger the crowds and manage the people flow more intentionally. We have also changed a few elements of Lights in the Heights so that you can enjoy every element in more like 20-40 minutes.

## **Will tickets 'sell out'?**

Yes, each time slot has a maximum number of 600 registrations available and once full you can no longer reserve a ticket for that time slot. We will attempt to keep you updated with which slots are filling up the fastest. Timeslots that are full will no longer be available to select as an option.

## **What do I do if my preferred timeslot is sold out?**

Try and select a different timeslot or day.

## **Are there peak days?**

Yes. For the past 3 years our busiest nights have been the last 3 of our season as well as weekends. This year we predict our peak days will be Thursday 13, Friday 14, Saturday 15, so these will likely sell out first.

## **What if I can't get a ticket for any of my preferred days, can I just turn up?**

Each night we will have a limited number of spare tickets available to be 'booked' at the door. You are welcome to try your luck on your preferred night, but we cannot guarantee your entry. You may have more chance of gaining entry on a non-peak night, so perhaps consider those.

## **What if I miss the ticket registration process entirely, can I just turn up?**

See point above.

## **What if I book tickets but then cannot make the event?**

Please email us at [lightsintheheights@c3hh.com.au](mailto:lightsintheheights@c3hh.com.au) so we can make them available for someone else.

Thank you and Merry Christmas