



PANDEMONIUM FESTIVAL – FREQUENTLY ASKED QUESTIONS

WHERE DO I BUY TICKETS FOR PANDEMONIUM?

Our event website links customers directly to our ticketing partner for Pandemonium, [Oztix.com.au](https://www.oztix.com.au) who are our official ticketing partner for Pandemonium, or you can click this link [BUY PANDEMONIUM TICKETS](#).

Please purchase your Pandemonium tickets from our ticketing partner only, or their authorised reseller, Tixel. Do not buy tickets from an unknown source; there is no way to ensure it is a valid ticket. Pandemonium festival takes no responsibility for tickets purchased through unauthorised sellers/reseller facilities. We will be scanning all tickets on arrival and you will not be granted entrance if the barcode has already been scanned or your ticket has been altered.

Tickets purchased elsewhere will not guarantee your event entry on the day.

CAN I PAY OFF MY TICKETS IN INSTALMENTS?

YES! Zip-pay is available as a payment method for all tickets so you can purchase your ticket and pay it off over time. For more information visit [ZIP PAY INFORMATION](#)

WILL TICKETS BE AVAILABLE AT THE GATE ON SHOW DAY?

Only if not sold out prior. If you don't want to miss out on Pandemonium, make sure you purchase your ticket online prior to the event.

CAN I PURCHASE TICKETS AT A REDUCED PRICE IF I COME MIDWAY THROUGH THE EVENT, IF TICKETS ARE STILL AVAILABLE?

Tickets are sold at their full gate price as listed [HERE](#).

We encourage you to purchase your tickets as soon as possible in order to buy at the lowest price.

CAN I BRING MY OWN CHAIR TO PANDEMONIUM?

Yes! You may BYO your own low rise beach style chair (with an overall height not exceeding 70cm from the ground).

For your reference, the following link provides you with an example of the style of chair permitted [CHAIR EXAMPLE](#). There will be chair only areas onsite, so please see the signs!

DO YOU ACCEPT COMPANION CARDS?

Yes! We offer companion tickets for registered companion card holders, for general admission tickets only. In order to obtain a ticket for your companion you must first purchase your Pandemonium ticket through [Oztix.com.au](https://www.oztix.com.au) then email proof of purchase and your full companion card details (showing all information) to info@oztix.com.au for your companions' ticket to be issued via email.

I NEED INFORMATION ON ACCESSABILITY AT PANDEMONIUM FESTIVAL.

Yes! We will have accessible viewing areas at each event as well as accessible toilet facilities and more. Pandemonium festival will employ our best endeavours to accommodate all requirements, we may be limited by venue, compliance and capacity restrictions.



If you have accessibility requirements and are planning to attend a Pandemonium festival event, please email us directly at the email address provided below and include the following information in order to help us assist you:

- Your name
- Pandemonium event you're planning on attending,
- An indication of your accessibility requirements (e.g. use a wheelchair, mobility impaired, vision impaired or otherwise)
- Have you already purchased your event ticket? Yes/No
- Your mobile phone number
- Are you attending with a companion

Send your email to info@pandemonium.rocks and write ACCESSIBILITY in the subject line.

We'll endeavour to respond as soon as possible!

CAN I BRING MY PRESCRIPTION MEDICATION TO PANDEMONIUM?

Yes, however the medication needs to be in its original packaging with the dispensary label matching the name of the ID of the ticket holder.

IS THIS EVENT ALL AGES? CAN I BRING MY UNDERAGE SON/DAUGHTER/SISTER ETC?

Pandemonium Festival events are strictly 18+ and entry is not permitted for any underage persons.

I TURN 18 THIS MONTH, CAN I ATTEND PANDEMONIUM?

No. You must be 18 years old on event day or before event day in order to be permitted entry and you must have valid photo ID on you for entry.

WHAT DOES THE VIP PACKAGE INCLUDE?

Our VIP package information and inclusions can be found here [VIP PACKAGE INFORMATION](#). Pandemonium VIP packages will provide you with a truly VIP experience throughout the day and night with a plethora of inclusions to truly cater to your innermost VIP!

FOOD & DRINK

You cannot bring in any of your own food or alcoholic or non-alcoholic drinks. Pandemonium festival is licensed to sell food and drinks of all kinds and provides excellent, well stocked bars. All bags are searched on arrival.

There are ample free drinking water stations throughout the site – you can bring a clear, empty water bottle (that is not metal) to re-fill and re-hydrate throughout the day.

On site there will be a variety of quality food options catering to Vegan, Vegetarian, Gluten-free and Dairy-free diets as well as the Omnivores among us!

WHAT IF IT RAINS?

Pandemonium Festival will go ahead rain, hail or snow. If event day arrives presenting inclement weather, dress accordingly and check back here closer to event day for details on permitted and prohibited items and suggestions on attire for inclement weather. Safety is paramount to



Pandemonium festival organisers and should relevant authorities deem the weather on show day unsafe to proceed, we will comply. Apart from the aforementioned – the show goes on!

HOW DO I GET TO PANDEMONIUM FESTIVAL & WHERE ARE EVENT UPDATES

Stay tuned to your city event page on our website. We are busy working BTS and where necessary ,implementing additional transport opportunities for patrons.

Our website will be regularly updated as new information becomes available.

Please ensure you have [signed up at our website](#) in order to receive our regular event updates and are also following us on [Facebook](#) (be sure to check the event discussion pages) and [Instagram](#) so you don't miss any valuable event information.

See you all in April!