

## **PORRT FAIRY FOLK MUSIC FESTIVAL • Q & A**

### **WHERE ARE WE?**

#### **Where is Port Fairy?**

Port Fairy is in southwest Victoria; about three and a half hours drive from Melbourne. Port Fairy is on the Princes Highway and is 20 minutes from Warrnambool, the closest regional centre.

### **WHEN ARE WE?**

#### **When are the next festivals?**

The 40th festival will be on **11 – 14 March, 2016**

The 41st festival will be on **10 – 13 March, 2017**

The 42nd festival will be on **09 – 12 March, 2018**

The 43rd festival will be on **08 – 11 March, 2019**

The 44th festival will be on **07- 10 March, 2020**

#### **When will future festivals be held?**

The Festival is always on the **Victorian Labour Day Weekend**, which concludes with the Labour Day holiday on the second Monday of March.

### **WHERE CAN WE GET TICKETS?**

#### **How do I know when tickets go on sale?**

Join the mailing list and be ahead of the game with early ticket release information and regular sale updates! Enter your email address & details in the 'subscribe here' portion of our home page. **Please note that we no longer do a hard copy mail out to previous ticket holders.**

#### **How do I buy a ticket and when do they go on sale?**

**We now have mainly ONLINE tickets sales.** Tickets are on sale from early September usually. This date may vary each year. We encourage you to book online and print your own **E-Tickets**.

**Online:** Visit our web site and follow the links. Print your own tickets with instant confirmation.

**Mail:** Download and complete ticket application voucher from this web site and mail it.

**Phone:** Phone the **Box Office** at **03 5568 2227**. Operating hours are **10.00am – 12 noon** from September. Please leave a message if no answer and we will contact you.

#### **How much are the tickets?**

See the Tickets page for the current festival as prices may change from year to year.

#### **How can I pay for my ticket?**

You can use MasterCard or Visa for online tickets.

#### **Can I buy a day ticket?**

No. All tickets are four-day passes

#### **Do tickets to the Festival sell out?**

Yes. All tickets sell out in advance each year and you are advised to purchase your ticket as early as possible.

#### **Can I purchase extra youth and children's tickets?**

Youth tickets must be purchased before the festival until sold out. Youth tickets are not available during the festival period. Children 12 years and under are free but only when accompanied by a ticket holding parent or responsible adult. Age based on the date of the last day of the festival. **Children's Tickets are issued free of charge AT the festival when you attend the Ticket Exchange**

#### **Can I buy a ticket over the phone?**

Yes, until they are sold out. The box phone number is **03 5568 2227**. Operating hours are **10.00am – 12 noon** from September. Please leave a message if no answer and we will contact you. There will be an additional **\$5.00 processing and handling fee** charged for all tickets purchased over the phone and sent in the mail.

### **I've lost/forgotten my ticket.**

If your e-ticket has been destroyed, lost or stolen BEFORE the festival starts, contact the Festival office on **03 5568 2227**. A new ticket can be issued and original will be cancelled but a small fee will apply. For Ticket and Festival Attendance Conditions, [click here](#).

### **Where do I pick up my ticket/exchange my paper ticket for a wristband?**

Bring your paper ticket to the **Ticket Exchange** at the front of the Swimming Pool in Campbell Street.

### **Ticket Exchange Centre Hours:**

The centre will open at the following times:

**Friday** 9.00am – 11.30pm

**Saturday** 9.00am – 8.00pm

After that the **Ticket Exchange** will be at **Performers Reception** – just meters away.

**Saturday** 8.00pm – 11.30pm

**Sunday** 9.00am – 6.00pm

### **My plans have changed. Will you refund my ticket?**

No refunds or exchanges are available. A PFFF Ticket Exchange facility will be available after all tickets are sold out. Details will be published on this web site.

### **I sent back my ticket order form, but I don't have my tickets yet. Where are they?**

Please allow 15 working days for your return mail. Please call the ticket office on **03 5568 2227** after that time if your tickets have not arrived.

### **Is there an early bird discount?**

Yes! Check our website or sign up for our e-news for details.

### **Are there any concessions on tickets?**

A youth ticket is available (13 to 17 year of age UNTIL **sold out**). Children 12 years and under are free.

### **Can I bring a carer to assist me?**

The Festival supports Companion Card. Please enquire with the box office on **03 5568 2227**.

### **What are the ages for youth and children's tickets?**

Youth: must be under 18 on the last day of the Festival.

Child: FREE! Child must be 12 or under on the last day of the Festival.

### **I'm experiencing difficulties with the ticketing website. What should I do?**

At times of peak traffic, you may experience difficulty in processing your transaction, or slow website performance. Please be patient and try refreshing your browser first. If you are still experiencing difficulties then it may be a good idea for you to try again later. Please contact the box office during office hours if you continue to experience difficulties. Please note however, that our ticketing site is not maintained 'in house', therefore our staff cannot provide IT support on the spot for any technical difficulties you may be having. We will endeavour to sort them out with Trybooking if we are notified of issues with their website.

### **My ticketing transaction went through twice by accident. What can I do?**

Please contact the box office during business hours and a refund of the excess transaction will be arranged.

### **Why can't I get through on the box office phone?**

To keep operating costs down, the box office is only manned part time. Please leave a message including your contact details and we will endeavour to get back to you regarding your enquiry as soon as possible.

### **Can the Program Office help me with ticketing enquiries?**

Unfortunately, no. The program office and the box office are separate offices, located 200km apart! The program office deals entirely with performers and production, and has no box office point of sale equipment. If you have a ticketing enquiry out of box office hours, please leave a message on the answering machine, or email. We will get back to you ASAP!

## **PROGRAM**

### **When is the list of artists announced?**

Tickets go on sale in early September. A series of "act releases" will begin at that time and follow periodically.

### **Who's playing this year?**

Go to 'The Festival' in the menu and 'Artists' in the submenu for a list of acts as they are announced.

### **When is the schedule of performances announced?**

The full program of events is posted on the website by the end of February.

### **Can I get my program book before the Festival?**

No. They are only available when you collect your ticket. The website contains most of the information about artists and performance times.

### **When do the concerts start and finish?**

The first workshops, sessions or concerts on **Friday begin at 5.00pm and finish at 1.00am; Saturday and Sunday, 8.30am until 1.00am; and Monday, 8.30am until 1.00pm.** These are the first show and last show times; not all stages run all of the time. Please see the program grid for further details. It is posted in February.

## **ACCOMMODATION**

### **Is there festival camping?**

Camping is not included in the ticket and the Festival does not offer ticket and camping packages. The Southcombe Caravan Park (adjacent to the festival site) offers camping only to ticket holders. You need to purchase your ticket first as they will require your ticket number.

Camping is available at many other camping grounds in Port Fairy. See the accommodation page on the website (in the Contacts menu) or contact the Port Fairy Visitor Information Centre.

### **Where can I stay?**

There are a lot of options in town, but you need to make enquiries and bookings early. For information contact the Visitor Information Centre on 03 5568 2682

### **Can I sleep in my car?**

Moyné Shire Local Laws Officers are in attendance on the festival weekend. A Camping Ban is in place, prohibiting camping in the streets and reserves of Port Fairy. This includes sleeping in vehicles unless in a designated camping area. Offenders will be liable for on-the-spot fines.

## **AT THE FESTIVAL**

### **Where is it held?**

The main music program is held in the Festival Arena (Southcombe Park), Campbell Street, Port Fairy. There are various venues around the town in churches, halls and clubs. There are three market areas; Sackville Street, Railway Place and Glaxo Green (both on Bank Street).

### **What goes on at the Festival?**

The festival program includes music: 20 international acts and approximately 80 national acts performing folk, acoustic roots, blues, jazz, world, country roots and bluegrass. There is also comedy, spoken word, a Children's Festival, street performers and a Fringe Festival, plus craft and market stalls, workshops, and one of the best exhibitions of Australian made, hand-crafted musical instruments.

### **When do the gates open?**

Gates open on **Friday at 5.00pm** and at **8.30am Saturday, Sunday and Monday.**

### **Where can I park?**

If you are staying in town, please consider walking to the Festival, or taking our **Music Shuttle Bus** that does circuits of town between 8.00am and 11.30pm for a gold coin donation. See the map for the circuit.

There is a car park on the corner of James and Campbell Streets; a fee is required and the spaces fill quickly. There is the usual parking on the streets of town, but please observe all signs, road closures, etc.

### **Can I leave the Festival Arena and come back in?**

Yes. A valid festival wristband allows you to come and go as you please all weekend. Take the time to explore, see the street performers, markets and the venues around town.

### **What should I wear?**

Weather in March is unpredictable, so pack for all seasons! Port Fairy weather can range from hot and sunny (over 30 degrees Celsius) to cold, wet and windy, as you might imagine in a seaside town. Shoes must be worn in the Festival Arena.

### **What kind of seating is in the venues?**

Main concert venues do not have seating installed, except for Stage 5 and, some limited tiered seating in Stage 3. Most have grassed surfaces and patrons usually bring the **low height beach chairs** and rugs to sit on. It is essential that everyone

respect their neighbour by arranging seating in a way that is fair to all. All of the audience should be able to see the stage and as many as possible should be able to fit into the popular concerts.

#### **Chairs:**

**LOW BEACH STYLE CHAIR AREA:** This will always be towards the front of a venue and in big venues this will be designated by white lines marked on the grass.

**LOW BEACH STYLE CHAIRS** will require a maximum **LEG/SEAT HEIGHT of 20cm** (or 8 inches) above ground level & a maximum **BACK OF CHAIR HEIGHT of 65cm** (or 24 inches) **above ground**. These LOW CHAIRS may be placed in the designated areas towards the front of venues. There may be designated "dance areas" and "aisles" in some venues.

**HIGHER STYLE CHAIR AREA:** This will always be towards the rear of a venue and in big venues this will be designated by RED lines marked on the grass. **NO Higher festival chairs will be permitted into Stage 3 from 2014. From 2014, there will be a "Chair Wall / Fence" designated where you can leave chairs (at your own risk). We suggest bring a small lock if you wish as they can be attached to the "cyclone" fencing.**

**HIGHER STYLE CHAIRS** have legs / seat higher than **20cm** (or 8 inches) above ground level and or backs higher than **65cm** (or 24 inches). They will need to be placed towards the rear of LOW CHAIRS and in areas as marked by **RED** lines if present in certain venues.

No chairs are permitted along venue sides or on aisles or obstructing exits.

**Chairs should not be left unattended in a venue in order to reserve a space. They may be removed.**

**THESE DESIGNATED AREAS** may be indicated in a number of ways including via **ENEWS, Program, TV Screens, Line Markings, MC Announcements, STAFF directions.**

**VENUE CLEARANCE:** At times a venue may need to be emptied for **SOUND CHECKS, cleaning, maintenance or emergencies.**

**Dance Areas:** Dancing is encouraged only when venue space permits, and only where it does not obstruct the view of seated patrons. Dancers, please be considerate of the seated audience and dance at the sides.

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

Pets of any kind are not allowed on the festival site with the exception of guide dogs. There are several commercial kennels close by if you need to bring your pet to town for the weekend.

#### **Can I bring my own food?**

Yes, certainly, but not alcohol. If you also bring your own crockery and cutlery, you may use our dishwashing facilities in the Festival Arena between Stage 3 and Lighthouse Café, and at the rear of Stage 5.

#### **Can I buy food at the Festival?**

The Festival Arena has an excellent range of food for you to choose from.

#### **Is there a craft market this year?**

Yes, there is a selection of craft stalls in the Festival Arena, as well as on Sackville Street, on Railway Place and Glaxo Green (both on Bank Street).

#### **Can I bring my camera?**

Yes, you may bring a camera, however, audio or video recording of concerts and workshops is not permitted.

### **ACCESS**

#### **What services are available for people with a disability?**

The Festival is a One & All accessible event and provides facilities for people with a disability. There is wheelchair access to all venues in the Festival Arena, Fiddlers Green, Railway Green and the Reardon Theatre.

Disabled persons' parking is along designated parks along Campbell St close to the entrance.

Wheelchair accessible portable toilets are located within the Shebeen and at each of the public toilet locations in the Festival Arena.

The Music Shuttle Bus is a low floor, wheelchair accessible vehicle.

Several venues will have a Hearing Loop in place. Please see the Help section in the festival program book for details, and look for signage in the venues where the loop is in place.

#### **How can I get to the Festival on public transport?**

From Melbourne, you can take a VLine train to Warrnambool and a connecting bus to Port Fairy. Please contact VLine for details.

#### **Is there an ATM on site?**

No, but there are ATMs on Sackville St at IGA supermarket, ANZ bank, NAB Bank, Commonwealth Bank, Bendigo Bank in Bank Street and at the Star of the West Hotel (corner Sackville and Bank Streets).

### **PERFORMING AT THE FESTIVAL**

#### **Can I busk?**

**Buskers are not booked by the Festival.** There is no busker's competition. There is no busking allowed in the Festival Arena.

If you wish to busk in town you will need a permit from the Moyne Shire. Buskers must obtain a permit and perform only in designated area as shown on the application form. Preferably apply & submit form in advance by 5pm of the Monday before the festival starts. To download a busking form, please [click here](#).

#### **Is there a blackboard/open stage?**

Yes. Check the program for exact details. A blackboard stage runs at the RSL Hall on Saturday and Sunday. Book your spot on the day with the Open Stage Manager.

#### **How do I apply to perform?**

Each year the Festival accepts applications via an online system on the website. Applications open 1 May and close 31 July, unless otherwise stated on the Applications page of the website.

#### **I've made an application but haven't heard anything back. What's going on?**

As indicated in the application guide, we do not undertake to routinely respond to all applications due to the limitations of our staff and volume of applications. All successful applicants will be notified by the end of October.

### **VOLUNTEERING AT THE FESTIVAL**

#### **How do I become a volunteer?**

Volunteer applications are made online. Please check under the apply tab on our website for information when applications open.

Some work is done prior to the Festival or after, but most is done over the weekend. Volunteers can be venue assistants, work in ticketing, construction, work with performers, or work on the MC and stage manager team.

#### **I would like to volunteer my MC or stage-managing skills. Who do I contact?**

If you have **MC or Stage Managing** experience, please contact the program office [pfff@portfairyyfolkfestival.com](mailto:pfff@portfairyyfolkfestival.com) instead of the main office.

#### **Do I get a free ticket for volunteering?**

Volunteers who contribute around 12-14 hours of work (depending on the job and the area) are entitled to a free ticket.

### **CRAFT STALL HOLDERS**

#### **I would like to have a craft stall at the Festival, how do I arrange that?**

Apply online at our web site. Firstly download / complete application forms and terms from our web site. Read the Terms & Conditions first. If needed, contact our Port Fairy office (03 5568 2227 [admin@portfairyyfolkfestival.org](mailto:admin@portfairyyfolkfestival.org)) with your postal or email details and ask to go on the mailing list for stall applications.

### **FOOD VENDORS**

#### **I would like to bring my food stall to the Festival, how do I arrange that?**

Apply online at our web site. Firstly download application / complete forms and terms from our web site. Read the Terms & Conditions first. Applications should include stall details (dimensions, power requirements, previous experience at festivals,

menus and photographs) and contact details. The Festival Committee decides on food vendors to attend the Festival prior to Christmas each year with all applicants notified.

#### **AUDIO& LIGHTING PRODUCTION**

##### **I would like to supply audio/lighting/staging equipment for the Festival. Who do I talk to?**

Please contact the festival Production Manager, Brian Cavagnino, [production@portfairfolkfestival.com](mailto:production@portfairfolkfestival.com)

#### **MEDIA**

##### **I am a journalist/photographer and I would like to cover the Festival. Can I get accreditation?**

At first instance , apply online at our web site. Read the policy advice. Please contact our media manager, Carolyn Logan, for details:

email: [carolynlogan@bigpond.com](mailto:carolynlogan@bigpond.com) PH: 0400 441 025.

##### **Can I get a media kit?**

Media materials are available on the festival website. Look in the News & Media menu option.