

FAQs – Pre-booking

Is it possible to extend my stay?

Your package booking includes a one night stay at your chosen hotel. Extra nights either side of the event night are bookable via our partners Sound Travel who will contact you within 7 days of placing your package booking.

Is it possible to upgrade my room?

All package bookings include a standard room (double/twin) at your chosen hotel. Room upgrades may be available along with extra nights through our partners Sound Travel who will contact you within 7 days of placing your package booking

Can I arrange an early check in or late check out?

Check in and check out times vary and are specific to the hotel that you select as a part of your package. Early check in and late check out is subject to availability and can be arranged via our partners Sound Travel.

Do the ticket + hotel packages include transportation to the venue?

Our packages do not include transportation to the venue, however all our partner hotels are within easy reach of the venue. You can view details of the travel route within your package confirmation details of which will be available to you in your Sound Travel account area.

FAQs – Post-booking

When will I receive my ticket + hotel package confirmation?

Hotel packages are provided by our travel partner, Sound Travel. Within 7 days of placing your booking with Ticketek you will be sent log in details to a customer account area where you will be able to view your hotel booking and download your package confirmation.

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How do I amend the name on my booking?

You can amend the name of the lead guest on your booking up to 15 days prior to your check in date with our travel partners Sound Travel. An amendment fee of \$25 per change will be charged. No amendments will be possible within 15 days prior to your check in date.

Do you need the names of all guests on my booking?

We only require the name of the lead guest, however if you have more than one room booked and will be checking in separately, please contact Sound Travel with your full name, email address that you used to place your booking and your Ticketek Customer ID, as well as the lead guest names for the additional room(s).

I have booked one package, how many rooms will I be allocated?

All our packages are based on two people sharing one room, each package includes two event tickets and one hotel room. If you have purchased two packages you will have 4 tickets and two hotel rooms included.

I've booked multiple packages, can I guarantee that my rooms will be allocated next to each other?

Please contact Sound Travel with your full name, the email that you used to place your booking and your Ticketek customer ID and they will do their best to accommodate your requests. Please note all requests will be subject to room availability.

I've contacted my hotel and they have no record of my booking

Our partner hotels will have access to your booking details from 14 days pre arrival. If you would like to arrange parking or any other extra directly with the hotel, please do so within 14 days of your check in date. Sound Travel cannot arrange pre-booked parking.

I need to cancel my package, can I get a refund?

Refunds are only available when an event has been [cancelled or rescheduled](#), or where required by Australian Consumer Law, for example in the case of enforced isolation due to a positive Covid test. You can view Ticketek Terms and Conditions [here](#).

Ticketek does offer customers the option to upgrade your booking to a 'Refundable Ticket' at the time of booking for an additional fee. Please [click here](#) to view full terms & conditions.

Any extra nights purchased are also non-refundable or cancellable

My package confirmation is incorrect

Please contact Sound Travel with your full name, the email that you used to place your booking and your Ticketek Customer ID and they will investigate the error for you.

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How can I download my tickets?

Your tickets can be downloaded from your Order History within your Ticketek account online. Please visit the Ticket Delivery [section of the helpdesk](#) for more information on ticket delivery.

