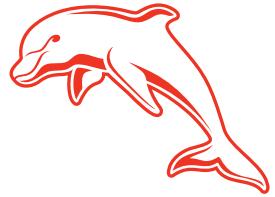


# FAQS

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## VENUE

### WHERE IS THE VENUE LOCATED?

Watch the Dolphins take on the Panthers at [TIO Stadium](#), Marrara, NT.

### IS THE VENUE ACCESSIBLE?

Yes! In the grandstand we have dedicated wheelchair bays and carer seats. Please click on the Accessible icon on the ticketing page to see available options.

Please note that seats are not provided in the general admission area, but there is a dedicated accessible viewing area suitable for wheelchairs (carers will need to bring their own seats).

### WHAT ASSISTANCE IS AVAILABLE FOR PEOPLE WITH HIDDEN DISABILITIES?

The Dolphins vs Panthers NRL Match is proud to participate this year in the Hidden Disabilities Sunflower initiative. The Hidden Disabilities Sunflower is a simple tool to help people living with disabilities that are not immediately obvious. Wearing the Hidden Disabilities Sunflower can discretely indicate to staff that the wearer may need additional help, support or time.

We invite those already participating in the initiative to wear their sunflowers to the match where our staff have completed the Hidden Disabilities Sunflower Training. For anyone wanting to join the initiative Sunflower Lanyards and wristbands are available free of charge from the Sunflower booth, located just outside of the Bonson Gates (South side) at the NRL.

Sunflower wearers or their carers can approach staff identified with a Sunflower Supporter badge who have completed the Hidden Disabilities Sunflower training if they need to seek assistance or information.

### WHAT FIRST AID AND EMERGENCY SERVICES WILL BE THERE?

NT Police and St John NT will be onsite, with first aid posts located throughout the venue.

A venue map with locations will be published closer to the game.

### CAN I SMOKE OR VAPE?

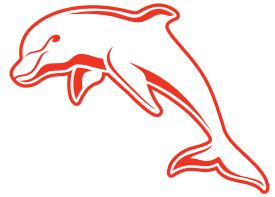
Smoking and vaping is strictly prohibited within TIO Stadium.

Designated smoking and vaping areas are available outside the Ah Mat, Bonson & Scoreboard gates. You will need your ticket to re-enter the venue.

Failure to follow these directions, may result in eviction from the venue.

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## GETTING HERE

### ARE THERE FREE BUSES?

Dedicated event buses will be running and to and from TIO Stadium from various locations: Darwin area, Casuarina, Palmerston and rural. The bus timetable will be made available closer to the event.

There is also free access to the urban network on the night of the event, when showing a valid NRL ticket.

### WHERE SHOULD TAXI'S AND UBER'S DROP ME OFF?

Designated Taxi/Uber drop off and collection will be via the Ah Mat entrance on Abala Road.

### WHERE CAN I PARK?

Limited general admission and accessible parking is available at TIO Stadium.

- Public car parking is located via Abala Road
- Designated accessible parking is located at the Bonson entrance
- Corporate and VIP parking is located in the Bonson carpark

### HOW DO I GET AROUND DARWIN?

Darwin is compact and easy to get around. Taxis, a shuttle bus and rideshare services are available from the airport, and e-scooters and e-bikes are available in the city.

### EXPLORE THE TOP END

The NT is rich with unforgettable experience. [Click here to book your top end adventure.](#)

### WHERE CAN I STAY?

There are options to suit all budgets.

Visit [tourismtopend.com.au](http://tourismtopend.com.au) or [nothernterritory.com/plan/accommodation](http://nothernterritory.com/plan/accommodation) to find the right option for you.

## PLAYER COMMUNITY ACTIVITY

### WHERE CAN I MEET THE PLAYERS?

Details will be communicated closer to the time.

### WHERE CAN I SEE THE PLAYERS TRAIN?

Details will be communicated closer to the time.

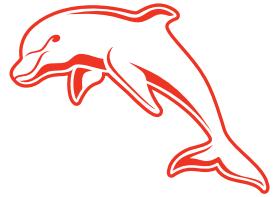
## GAME DAY SCHEDULE

### WHAT TIME IS THE GAME?

The match kicks off at 7:30PM Darwin time, with gates opening at 4:00pm.

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# TICKETING INFORMATION

## WHERE CAN I BUY A TICKET?

Tickets are available online via our authorised seller Ticketek. [Click here to visit ticketek.com.au.](http://Click here to visit ticketek.com.au.)

## WHAT ARE THE TICKET PRICES?

### General Admission Tickets

Access to general admission viewing areas and free public transport
Junior General Admission* \$10
Adult General Admission \$35
Concession General Admission \$20
Family General Admission \$20 per ticket (e.g. \$80 per family of 4)

\*Child prices are for those aged 5 - 15. Kids 4 and under are free on the knee. A family ticket consists of 2 x adults (16 and over) and 2 x juniors (5-15 years).

### Invite a Friend

In the Grandstand area, you have the ability to hold seats and "Invite a Friend". Look for the "Invite a Friend" section on the Grandstand event page and you can reserve seats for friends while you are buying your own. The system will send an invitation to your friend via email or Facebook to complete their purchase. You can reserve up to 8 seats and your friend/s will have 48 hours to complete the purchase before the seats are released for others to purchase.

## ARE KIDS FREE?

- General Admission:** Children 4 years and under are granted free entry, child tickets must be reserved at the time of adult ticket purchase. A maximum of two children per paid ticket-holding parent or guardian is permitted. Children must be supervised by their ticket-holding parent or guardian at all times during the event.
- Family tickets:** The family ticket includes 2 x adults (16 and over) and 2 x juniors (5-15 years). Children 4 and under can enter the Grandstand for free, provided they do not occupy a reserved seat. Additional children 4 and under can be reserved for free at the time of purchase for the General Admission area.
- Grandstand tickets:** Children aged four and under can enter the Grandstand for free, provided they do not occupy a reserved seat. If they need a seat, they must have a Junior Grandstand ticket.

## CAN I BUY A CONCESSION TICKET?

Yes you can! The concession General Admission price is \$20.

Companion card holders can book a Companion Card ticket when accompanying an Adult GA or Reserved Seating paying ticket holder. This is limited to one companion per ticket holder. You may be asked to show your companion card at the entry. Ticketek Accessible Ticketing Terms and Conditions apply.

## HOW DO I ACCESS MY TICKET ONCE I'VE BOUGHT IT?

You can log into your Ticketek account online or via the Ticketek app to check your order history.

### Ticket Information

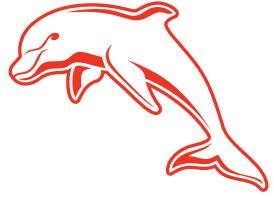
- Launch the Ticketek App and sign into the account used to purchase your tickets.
- Share any additional tickets to the other members of your group prior to arriving at the Venue, so they can download and access ahead of time on their mobile phones.
  - Tap on 'Tickets' in the Ticketek App.
  - Find the upcoming event and tap 'share' to securely share tickets via mobile number or email. Repeat for each ticket.
- Add your ticket/s to your Apple or Google wallet.

This will be the only way to guarantee you can access your tickets even if there is network congestion on the day. Remind your group to do the same!

  - Tap on 'Tickets' in the Ticketek App.
  - Find the upcoming event and tap 'Add to Wallet' to open your ticket/s & add to wallet.
- At the Venue turn your phone brightness up and have your ticket/s displayed on your phone and ready to scan at the entry.

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## WHAT COMMUNICATION WILL I RECEIVE?

By purchasing this ticket you agree to receive the opportunity to participate in a one-off survey about your experience at the Dolphin's NRL game. This does not automatically include you in any marketing and promotional database. You will be advised how your information was obtained and you can opt out of the research easily at the start of the survey.

## I WANT A REFUND ON MY TICKET. WHAT SHOULD I DO?

### Can I get a refund on my ticket?

Ticketek offers an optional Refundable Ticket Upgrade at the time of purchase. If you select this upgrade, you'll be eligible for a **100% refund** if you're unable to attend due to one of the reasons covered in the [Refundable Terms and Conditions](#). This option is only available during the initial ticket purchase and cannot be added later.

[Find out more about Refundable Ticketing](#)

If you didn't select the refundable upgrade and can no longer attend, you can list your ticket for resale on the [Ticketek Marketplace](#), a secure platform where fans can buy and sell official tickets.

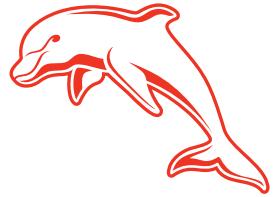
[Learn more about Ticketek Marketplace](#)

[Further ticketing information](#)

[Ticketek Terms and Conditions](#)

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## EVENT SERVICES

### WILL THERE BE AN ATM ON-SITE?

There will be 3 ATMs available. One will be on level 2, with another two located on the ground level near St Johns near the Ah Mat Gates.

### CAN I PURCHASE MERCHANDISE ON THE DAY?

Dolphin's merchandise will be available for purchase at the game.

### IS THERE A LOST AND FOUND DESK?

Lost and Found property is taken to the Champions Hub located on the concourse behind of the Grandstand.

### WHAT FOOD AND DRINKS ARE AVAILABLE?

#### Food

- Licensed food vendors will operate around the venue, offering a range of options at different price points.
- Catering stalls will be located at the Scoreboard Entry Gate, behind the Family Friendly area, behind the Grandstand and on level 2 of the Grandstand.

#### Drinks

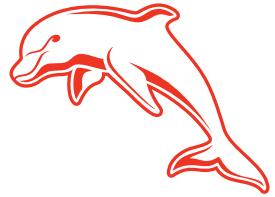
- Public Bars will be located throughout the venue.
- Public bars will only serve mid-strength alcohol in cans.
- Alcohol may only be consumed in certain areas.
- Designated water and soft drink outlets will be positioned around the venue. Family friendly dry areas are at the Bonson End of the field.

### WHO DO I ASK FOR FURTHER ASSISTANCE?

Event Champions provide a friendly, engaging, personal service to help guests. They are in addition to security and crowd control staff. Event Champions also operate an information desk.

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## WHAT ITEMS CAN I BRING?

### Can I bring my camera?

Cameras (including digital cameras), audio and video recorders may be brought into the Venue only at the discretion of the organiser. Photographs taken within a Venue may be used only for private non-commercial purposes. For the avoidance of doubt, commercial purposes include licensing, merchandising, memorabilia, or marketing.

### Can I bring rugs, camp chairs etc?

Yes, you can bring camp chairs and rugs to sit on. Those with camp chairs will be requested to locate themselves above the line on the upper areas of the grass banks.

## WHAT ITEMS ARE PROHIBITED?

- Alcoholic beverages, illicit drugs, cigarette liquids
- Oleoresin Capsicum (OC) spray (pepper spray)
- Glass, cans, ceramic and breakable containers
- Illegal substances, including controlled, dangerous or illicit drugs
- Beach umbrellas or shade structures
- Perfumes, aftershaves or deodorants (no aerosols permitted)
- Flares or fireworks
- Laser pointers or distress signals
- Prohibited or controlled weapons, or firearms or dangerous goods and substances Projectile items, including balls, frisbees, rackets or similar objects
- Vehicles including any golf buggy, bicycles, skateboards, roller skates or blades, or scooters and any ancillary items such as helmets of any form Clothing or signage bearing any racist, indecent or obscene language or images or depicting any sort of political cause or affiliation Recording devices (for commercial purposes) and tripods
- Drones or any remote-controlled devices or unmanned aerial vehicles
- Public address system, electronic equipment, broadcast equipment
- Selfie sticks
- Flag poles of more than 1 metre in length / banners or flags larger than 1m x 2m
- Eskies and bags of larger dimensions than 35cm in height, 20cm in width and 30cm in length (i.e. too large to be stored under a seat), including motorized eskies
- Masks or full-face coverings (unless for medical or religious purposes);
- Animals other than animals recognised as assistance animals under the Disability Discrimination Act 1992 (Cth)
- Musical instruments and noise makers, including drums, whistles, air horns, loud hailers, bugles or other amplification without the prior consent of NTMEC;
- Barbeques including, but not limited to, kettle barbeques, grills, smokers or portable barbeques
- Other items that may cause injury, public nuisance or safety concerns.
- Please refer to [Terms and Conditions](#) for full and detailed information