

General Information

WHAT ARE THE OPENING HOURS OF VAN GOGH ALIVE?

Van Gogh Alive the experience is open seven days a week. Session times vary according to time and date. Please check the schedule on the day you wish to attend.

Monday and Tuesday: 11am - 7pm

Wednesday: 11am - 8pm

Thursday and Friday: 11am - 10pm

Saturday: 10am - 10pm

Sunday: 10am - 8pm

Last entry will be scheduled 1 hour prior to closing time.

Hours may vary during holiday weeks.

DO I NEED A TICKET?

Yes, ticket bookings are essential. To ensure a comfortable and safe visit for all visitors, access to the experience is by timed entry. Tickets are mobile only. Once inside, you can enjoy *Van Gogh Alive* at your leisure keeping mindful of COVID-aware considerations.

WHEN SHOULD I ARRIVE?

You should plan to arrive about 15 minutes prior to the time printed on your ticket. Please arrive within the entry times displayed on your ticket. Due to the popularity of the experience we may not be able to accommodate you if you arrive later than your ticket session.

HOW MUCH TIME DO I NEED TO SEE THE EXPERIENCE?

Individual visit times will vary, but most visitors can anticipate spending 60 - 90 minutes. The main feature of the exhibition lasts 45 minutes.

IS IT SUITABLE FOR CHILDREN?

Yes. There is no minimum age to visit the experience. Children under 4 years old are admitted free of charge when accompanied by an adult. We have youth prices for children ages 5-17.

CAN I ACCESS WITH A STROLLER OR WHEELCHAIR?

Yes, the venue is suitable for strollers and is wheelchair accessible. Please contact the venue on 02 9921 5333 if you have specific questions on accessibility.

CAN I TAKE PHOTOS AND VIDEOS?

Yes, you are more than welcome to take photos and videos inside the experience. Please be considerate of other visitors when taking photos. When posting images and comments on social media, please use the hashtag **#vangoghalivesydney** so more people can see the exhibition through your eyes. Please be advised that flash photography is not permitted inside the SENSORY4™ gallery.

ARE FOOD AND DRINK AVAILABLE INSIDE THE EXPERIENCE?

AM I ALLOWED TO BRING MY OWN?

Yes, there are opportunities to buy food and drink before and after the experience. No outside food or beverage will be allowed inside the venue.

CAN I BRING IN BAGS? WHAT ARE THE PROHIBITED ITEMS?

No cloakroom will be provided so all bags and items must be carried with you inside the exhibition. We therefore recommend bringing small, easy to carry bags.

WHERE IS THE EXPERIENCE LOCATED?

The experience is held at The Royal Hall of Industries, Entertainment Quarter, 1 Driver Avenue, Moore Park, NSW 2021.

What is Van Gogh Alive?

IS VAN GOGH ALIVE AN EXPERIENCE OF VAN GOGH'S ACTUAL PAINTINGS?

Van Gogh Alive is not an art exhibition in the traditional sense. It is an immersive multimedia art experience which combines high definition projections of Van Gogh's paintings with digital surround sound. Imagery and animations are projected at a scale that offers visitors the ability to see the details of the artists work like never before. More than 3,000 images transform each surface. However, there is no physical work by Vincent Van Gogh on display.

WHAT IS THE BEST WAY TO SEE THE EXPERIENCE?

We encourage you to move around freely to view the experience from different perspectives, always mindful of other visitors in the venue.

WHAT IS SENSORY4™?

Developed by Grande Exhibitions, SENSORY4™ is a unique technological system that combines multi-channel motion graphics, cinema quality surround sound and up to forty high-definition projectors to provide one of the most exciting multi-screen environments in the world.

Ticketing

WHAT ARE THE TICKET PRICES?

Prices may vary depending on the time and date selected. Tickets start at:

\$30 for Adults

\$85 Family Four pack

\$22 for youth ages 13-17

\$15 for children ages 5-12

FREE for children under 4 years old when accompanied by an Adult

Special pricing is available for seniors, students and groups of 8+

ARE THERE STUDENT/SENIOR/CHILD OR GROUP DISCOUNTS OFFERED?

Yes, we have a special discount price for seniors, child, youth, and groups of 8+. Children under 4 years of age are FREE when accompanied by an Adult.

CAN I BUY TICKETS ONSITE?

Yes, there is a box office on site. However, advanced booking is recommended as sessions are expected to sell out.

CAN MY TICKETS BE EXCHANGED, MODIFIED OR REFUNDED?

All bookings are considered confirmed and final at the time they are made. Should any show date be impacted by COVID-19, tickets may be fully refunded or exchanged.

Check your order history within your Ticketek account to confirm your order. For general ticket enquiries contact Ticketek on 13 28 49 or through the website here: <https://help.ticketek.com.au/>

IS MY TICKET VALID FOR ANOTHER DAY?

Tickets are purchased for a specific time slot and will not be valid for entry on another day or time. This is required so we can ensure a limited number of visitors within the venue, and to offer you the most memorable and safe experience. We cannot guarantee access to the experience outside the hours indicated on your ticket.

COVID-aware

THE EXHIBITION SPACE IN THE ROYAL HALL OF INDUSTRIES: provides a safe, contact-free environment. The experience is designed to be a personal journey of exploration, allowing visitors to self-distance. Our top priority is to ensure the safety of our visitors and staff.

This includes:

- Timed entry with separate entry and exits to the venue space.
- Limiting ticket availability within each session time slot ensures the mandated ratio of 1 person per 4 square metres is kept.
- Creating a non-touch environment and providing hand sanitiser stations throughout the exhibition.
- Offering card transactions only at the box office, café and gift shop. No cash transactions.
- Additional cleaning of the venue in high-traffic areas.
- No cloakroom is provided, all bags and items must be carried with you inside the exhibition.

Thank you for your understanding and support in helping to keep everyone safe.

VAN GOGH ALIVE IS FOLLOWING GOVERNMENT REGULATIONS FOR PUBLIC HEALTH SAFETY:

Please refer to <https://www.nsw.gov.au/covid-19/industry-guidelines/museums-and-galleries> for the latest advice. We will continue to review and update this situation.

PHYSICAL DISTANCING:

Van Gogh Alive is following all government regulations in regards to physical distancing. Current regulations are enforcing a 4 square metre per visitor capacity rule. The Royal Hall of Industries venue allows for plenty of space to practice social distancing. As the event is ticketed, the organisers are able to control the number of people who can visit at any time. There will be floor markings and signage to help visitors maintain safe distances.

HYGIENE AND CLEANING:

Hand sanitising stations are present and good hand hygiene practices are encouraged for all visitors.

Frequent cleaning is undertaken and deep cleaning will be scheduled in the event of any COVID-positive instances.

There are no touch points inside the exhibition so visitors do not have to touch anything touched by another guest, except possibly bathrooms where it is possible to immediately wash your hands.

TEMPERATURE CHECKS AND MASKS:

Masks will be required by all guests ages 12+ prior to entry and throughout the experience.

If you have forgotten your mask at home, a disposable mask will be available for purchase. Visitors will have their temperatures checked on arrival. Guests with a temperature reading of 37.5 degrees celsius or above will be asked to wait for 10 minutes and re-checked. Should their temperature read above 37.5 on the second check, they will not be permitted entry.

WILL MY TICKET BE RESCHEDULED OR REFUNDED IF COVID REGULATIONS CHANGE?

Should any session/s be impacted by COVID-19, tickets may be fully refunded or exchanged.

CONTACT TRACING - WILL MY DETAILS BE RECORDED?

For all tickets purchased, contact information will be kept for a period of 28 days from check-in. Additionally, all guests will be required to check in with a QR code upon arrival.