

# ROAM RUTHERGLEN

## Winery Walkabout

# Event FAQs

**“I don’t want a weekend pass, as I’m only coming on Sunday. What ticket to do I purchase because I don’t want to pay extra? “**

Festival Lover & Wine Lover tickets include access to both Festival days.

The best news – the Festival Lover entry ticket, is the same price as your Sunday entry ticket was in back in 2022 (no price rises here). No extra cost to you, but an opportunity to see more of the region, explore more wineries and experience the whole festival program.

**“I’m on a Regional Shuttle Bus, which winery am I going to start my day at?”**

The simple answer is you are going to start your day quickly, rather than first going to the Showgrounds as like previous years! But it is a shotgun start, so check out our [Festival App](#) for your most **likely** of starting points.

Wherever you start your day, it’ll be super easy to then jump straight on our hop on and hop off Festival Shuttle Bus service, you’ll be at your next winery in no time.

**“I’m only on a shuttle bus, as I’m staying in Rutherglen. Where do I get the shuttle bus from in the morning?”**

No worries at all, you will collect your glass and shuttle bus wristband from De Bortoli Rutherglen Estate. You will find us at the Information & Festival Currency Top Up Hub. Shuttle buses will pick you up and have you on the hop on, hop off bus loop in no time.

**“I’m only on the shuttle bus because I’m staying in Wahgunyah. Where do I get the shuttle bus from in the morning?”**

We recommend you start your day with Cofield Wines, collect your shuttle bus wristband and the shuttles bus will be around in no time to get you on to the hop on and hop off service.

**“I never selected my wristband to be posted to me, how do I receive my wristband now?”**

Great news, you didn't have to. This year we have worked with our ticketing partner and postage is included in the handling and booking fee. You will start to receive your wristbands from May 1st to the address attached to your order.

**“I've ordered my pre-ordered wristband through a friend; how can I preload my Festival Currency before arriving at the event?”**

All tickets will have a booking reference number for you. The ticket your friend sends you will look like this:



Head to the link provided in your ticket confirmation and purchase your Festival Currency, by adding the barcode number (circled above) into the custom field.

All you need to do, is grab your wristband from your friend when you see them and you are completely ready to go on the day, with all your Festival Currency loaded on before you get there.

**“What happens if I get to the festival and my wristband doesn't have the currency I pre-purchased?”**

If you have put your reference number into the custom field when purchasing Festival Currency, it will be ready to go.

We do recommend keeping the ticket you get after your purchase on your phone, as a reference. We will also have our Festival Currency team on the ground who are the experts with this stuff and can fix any issues you may have. To top up or for any Festival Currency concerns, visit our team at one of the following wineries:

- Pfeiffer Wines
- Cofield Wines
- Stanton & Killeen
- De Bortoli Rutherglen Estate

**There is someone Under 18 in our group. Are they able to attend and what ticket to do they purchase?**

All patrons under the age of 18 must be accompanied by a legal guardian or parent. All children will need to present at the entry gate with their legal guardian to collect their entry wristband. Please gain your ticket, by adding Child Entry pass to your ticket purchases.

Festival management, winery staff, event staff, security and police will check IDs of any patrons suspected of being under the age of 18 and consuming alcohol.