



Premier's Gala Concerts - FAQs

ABOUT THE PREMIER'S GALA CONCERT SERIES

Q: What is the Premier's Gala Concert Series?

A: The Premier's Gala Concert Series are held every year, usually in March and December, at the Sydney Entertainment Centre, Darling Harbour. The concerts take place over two days, with three concerts attracting around 10,000 people per concert.

The concerts enable the State Government, on behalf of the people of NSW, to acknowledge the contribution older people make to families, workplaces and the general community.

Q: When will the next Premier's Concert for individuals be held?

A: The 2008 Premier's Christmas Gala Concerts for individuals will be held at 10.30am and 2.30pm on Wednesday 10 December 2008. There are two concerts for individuals held each concert Series.

Q: How long does the concert go for?

A: The concert is approximately 1 hr and 45 minutes long. They start at 10.30am and 2.30pm and finish at approximately 12.15pm and 4.15pm respectively with an interval of around fifteen to twenty minutes.

Q: What is the theme and who is performing?

A: Pack up all your cares and join us as we hit the highway on our very own fun filled family Christmas road trip. Fasten your seat belts as we embark on a voyage in the old Holden and experience the joys and calamities of the family Christmas holiday as the kids continue to ask **Are we there yet?**

Artists: David Harris, Juan Jackson, Ben Lewis, Fiona O'Loughlin, Melinda Schneider and Ursula Yovich

Please visit www.nswseniorsweek.com.au in late October to get an update on what artists are performing or call Seniors Information Service on 13 12 44.

For more information contact: Melissa Driscoll
Phone: 8270 2465
Email: melissa.driscoll@dadhc.nsw.gov.au



TICKETING and SEATING

Q: When are the Premier's Christmas Gala Concerts?

A: The concert for **individuals** is on Wednesday 10 December at 10.30am & 2.30pm.
The concert for **groups** is on Tuesday 9 December at 11am.

Q: How do I get tickets to the Premier's Gala Concerts?

A: The Premier's Gala Concerts for individuals are ticketed through Ticketmaster.
Tickets to the Groups concert are ticketed through Event Alliance International.

Q: How do I get tickets for my group through Event Alliance International?

A: Contact the Groups Registration office on 9963 9970. Ask for a group registration form, complete the form and return it to the Groups Registration Office.

Q: How can I book tickets to the concert for individuals?

A: All tickets to the Premier's Christmas Gala Concerts for individuals will be available from 9am on Monday 27 October. Tickets are not able to be reserved prior to this date. Tickets are FREE but are strictly limited to a maximum of four (4) tickets per person. There is no booking fee. Tickets are allocated on a next best available system.

Tickets can be booked online, in person by visiting any of the 27 Ticketmaster outlets or by phone. If booking by phone, please be patient and expect lengthy delays.

Online: www.ticketmaster.com.au

In person: visit any of the 27 Ticketmaster outlets.

By Phone: 1300 855 501. If booking by phone be patient and expect lengthy delays.

For information about the Premier's Christmas Gala Concert for Groups
Ph: 02 9963 9970

Q: Can I register for the Ticketmaster mailing list?

A: DADHC does not conduct any mailing to individuals about ticketing so therefore, no as there is no mailing.

Q: Where are the Ticketmaster outlets?

A: <http://www.ticketmaster.com.au/h/tcentres/nsw.html>

Visit any of the Ticketmaster outlets listed below from October 27 2008 to book your tickets. (Maximum of 4 tickets per person.) No booking fee is charged.

NSW TICKETMASTER OUTLETS

SYDNEY AND SUBURBS

Broadway

UTS Student Union, Level 3
Lower Level Tower Building

Darling Harbour Sydney

Entertainment Centre
35 Harbour Street

Epping

The Epping Club
45-47 Rawson Street

Glenmore Park

Glenmore Park Town Centre,
Shop 2, The Terrace Drive

Haymarket

Capitol Theatre
13 Campbell Street

Mosman

Spit Music
589 Military Road

North Sydney

Walker St Newsagency
Shop 2 54 Walker Street

Pymont

Star City, Lyric Theatre Foyer
80 Pymont Street

Revesby

Revesby Workers Club
2b Brett Street

Surry Hills

Spank Records
395 Bourke Street

St Ives

Village Concierge Desk
St Ives Shopping Centre
Mona Vale Road

Sydney

Martin Place
Shop 2C, Channel 7 Complex
52 Martin Place

Sydney

State Theatre
49 Market Street

REGIONAL NSW

Albury

Balls N Bumpers
474 Dean Street

Bowral

Discmania
Shop 2
347 Bong Bong Street

Byron Bay

Byron Community and
Cultural Centre
69 Jonson Street

Cessnock

TravelWorld
105 Vincent Street

Glendale

Travelworld, Shop 66
Stockland Road

Camden

Macarthur Travel
Shop 8, Capitol Arcade

New Lambton

Newcastle Knights
Energy Australia Stadium
Turton Road

Newcastle

Travelworld, Shop 44A/168
Hunter Street Mall

Lismore

Books Plus
55 Woodlark Street

Nowra

Shoalnet
Shop 3/50, Berry Street

Port Macquarie

Port Macquarie Visitors
Centre
Cnr Gordon & Gore Street

The Entrance

Majestic cinema
The Entrance Road

Wamberal

Wamberal Newsagency
774 The Entrance Road

Wollongong

Regent House
199 Keira Street

Q: Is there a Ticketmaster Call Centre?

A: Yes for the individual's concert. There are 100 Ticketmaster operators taking bookings. There is also an optional 296 Integrated Voice Response (IVR) system available to take bookings if the caller is happy to book through the virtual operators (Recorded) if not they need to opt out.

Patrons need to be patient and expect lengthy delays if they book their tickets by phone.

Q: Can I register my group through Ticketmaster?

A: No, to register a new group and to be on the groups concert database, call the Premier's Gala Concert Groups Registration Office on (02) 9963 9970. Ticket application forms will be mailed to registered groups in September 2008.

Q: Is there a limit to the number of tickets I can book?

A: Yes. Seniors can book up to four (4) tickets to the concert for individuals. If more than the limited number of tickets is booked by the same person the additional tickets will automatically be cancelled.

Q: How many tickets can I book for my group?

A: Metropolitan groups can book up to 20 tickets.
Regional groups can book up to 40 tickets.

Q: How are tickets allocated?

A: Tickets are allocated on a next best seats available system. Unfortunately the demand for tickets far outweighs the amount of tickets available therefore specific seat requests cannot be made.

Q: What does it cost?

A: Concerts are free for attendees.

Q: Is there a Booking Fee?

A: No booking fee is charged.

Q: Can I reserve my tickets now?

A: No, unfortunately, you are unable to get tickets until they become available on Monday 27 October 2008 from 9am.

Q: Can I go on a waiting list for tickets?

A: Only after the tickets become available on Monday 27 October 2008 from 9am and if the concerts are fully booked, will there be a waiting list. Patrons can't book tickets as well as go on the waiting list.

Q: Do I need a Seniors Card to book tickets?

A: No, as long as you are a senior living in NSW.
A senior is someone who is 60 years or older. Aboriginal and Torres Strait Islander people and people with a lifelong disability is classified as a senior if they are 50 years or older.

Q: I forgot my Ticketmaster online USER ACCOUNT details, what do I do?

A: Visit www.ticketmaster.com.au go to the sign in page and follow the prompts [Forgot Password?](#) or contact Ticketmaster on 136 100 or 1300 883 622.

Your password and logon details will be emailed to you.

Q: How do I cancel / return my tickets?

A: Tickets to the individual's concerts can easily be returned by calling 1300 855 501 OR post unwanted tickets to:

Premier's Gala Concert Booking Office C/- Ticketmaster GPO Box 2702 SYDNEY NSW 2001.
To return tickets for tickets to the groups concert Ph: 9963 9970

Q: What seating is available at the Sydney Entertainment Centre?

A: There are four main seating areas in the Entertainment Centre: the wheelchair area (approx 90 seats), floor area (approx 1,000 seats), circle area (approx 2,000 seats) and the gallery area (approx 6,200 seats).

Q: How many wheelchair seats can I apply for?

A: You can apply for up to four (4) tickets in the wheelchair section, which is made up of two (2) wheel chair positions plus two (2) seats for a friend or carer to accompany the people in the wheelchair positions.

NOTE: There are a limited number of positions for people with wheelchairs within the Sydney Entertainment Centre. These positions are reserved and allocated only to people who arrive in a wheelchair and will remain in their wheelchair throughout the performance. These positions are not available for more mobile patrons.

Q: I don't use a wheelchair but I have limited mobility. Are there seats available on the ground floor?

A: Tickets are allocated on a next best available system. If you are booking seats for yourself or a person with mobility requirements all care will be taken to allocate tickets on the floor area of the venue.

Q: Can I bring my carer with me?

A: Yes you can, however each carer requires a ticket and tickets for carers must come from your total ticket allocation of four tickets.

Q: Are there lifts to the circle and gallery seating areas of the Sydney Entertainment Centre?

A: Yes there are lifts at each end of the foyer to the top of the circle & bottom of the gallery sections. Lifts are located outside doors 1 & 5.

Q: I would like to get extra tickets for my family and friends - can I get them on the day of the concert?

A: Unfortunately this is not possible, each person is allocated the maximum number of tickets available to them (4) and concerts are always oversubscribed. Only ticket holders who obtained tickets prior to the concert will be allowed entry.

Q: I am seated in the circle/gallery section – are there many stairs?

A: There are stairs to all seats in the circle and gallery (upper) sections of the Sydney Entertainment Centre. Lifts are available for patron use at each end of the foyer, located near Doors 1 and 5.

Once you have your tickets/seat numbers you can see exactly how many stairs there are to each row in the gallery (upper) section as per the below table.

NB: There are 6 stairs from the lift to the first row of the gallery (upper) section.

Row A	Lower section of the gallery	2 stairs
Row B	Lower section of the gallery	4 stairs
Row C	Lower section of the gallery	6 stairs
Row D	Lower section of the gallery	8 stairs
Row E	Lower section of the gallery	10 stairs
Row F	Lower section of the gallery	12 stairs
Row G	Lower section of the gallery	14 stairs
Row H	Middle section of the gallery	16 stairs
Row I	Middle section of the gallery	18 stairs
Row J	Middle section of the gallery	20 stairs
Row K	Middle section of the gallery	22 stairs
Row L	Middle section of the gallery	24 stairs
Row M	Middle section of the gallery	26 stairs
Row N	Middle section of the gallery	28 stairs
Row Q	Middle section of the gallery	30 stairs
Row R	Rear section of the gallery	32 stairs
Row S	Rear section of the gallery	34 stairs
Row T	Rear section of the gallery	36 stairs
Row U	Rear section of the gallery	38 stairs
Row V	Rear section of the gallery	40 stairs
Row W	Rear section of the gallery	42 stairs
Row X	Rear section of the gallery	44 stairs

OTHER QUESTIONS

Q: How come there are always empty seats on concert days?

A: The concerts are always fully booked however due to the age of the audience and last minute illnesses some seats are inevitably left unoccupied when patrons aren't well enough to attend on the day.

Q: Why are there are young people in the audience?

A: Younger people may attend the concert as a carer, the performers are also given tickets for their families. Additionally some grandparents who have children to look after are also given special consideration to attend the concerts.

Q: Why is the Sydney Entertainment Centre used for the Premier's Gala Concerts?

A: The Sydney Entertainment Centre is considered the only venue in Sydney city accessible by the most number of seniors possible. The organisers of the event are aware of the issues regarding the number of stairs involved in getting to some seats in the venue, particularly for an event for seniors, but have identified this venue as the best available option given the huge popularity of the event.

NB: We request that if you are allocated seats that may not be accessible by you or your family or friends, that you return the tickets at your earliest convenience so that they can be re-allocated to patrons on the waiting list. Call 1300 855 501 for information on returning unwanted tickets.

TRAVELLING TO THE CONCERTS

The Sydney Entertainment Centre is in the heart of the CBD and is walking distance from a range of different transport services.

BUSES - take any bus along George Street, disembark at Cinema City (if travelling north) or World Square (if travelling south), and turn into Hay Street.

Approx walking time to venue: 8 -10 minutes. Ph: 131 500

LIGHT RAIL - disembark at Haymarket light rail station directly adjacent the Sydney Entertainment Centre. Sydney Light Rail runs every 5 -10 minutes.

Approx walking time to venue: 2-3 minutes. PH: 8584 5288

MONORAIL - disembark at Haymarket monorail station directly adjacent the Entertainment Centre. Sydney Monorail runs every 3 -5 minutes.

Approx walking time to venue: 2-3 minutes. Ph: 9285 5600

RAILWAY STATIONS - ❶ disembark at Central Station and either walk north along George Street and left into Hay Street or take the Sydney Light Rail to Haymarket Station.

❷ Alternatively disembark at Town Hall Railway Station and walk down George Street and right into Goulburn Street. *Approx walking time to venue: 10 -12 minutes*

PH: 131 500.

TAXI - a taxi rank is located directly in front of the Sydney Entertainment Centre on Harbour Street. Ph: 133 300

PARKING STATIONS - there are around 10,000 spaces within a 10 -12 minute walk to the Entertainment Centre. The closest parking stations are:

Wilson Entertainment Car park - Located on Darling Drive directly behind the Centre providing spaces for over 1900 cars. Tel: 9264 1624

Exhibition Centre Car park – is located on Darling Drive providing spaces for 750 cars. Tel: 9282 5000

Carlton Crest Car Parking Station – is located on Thomas Street, Haymarket, next door to the Carlton Crest Hotel, providing spaces for 330 cars.