

SNOW TIME

IN THE GARDEN

GENERAL EVENT INFORMATION

1. What are the opening hours and dates of Snow Time?

Snow Time is from the 29th June till the 21st July 2019, Gardens open from 9am to 6pm each day. Snow Time activities are from 9.30am to 6pm each day. Please check the website for a list of events and activities.

2. Can I leave Snow Time and come back?

Yes - Pass outs are allowed, you will need to leave and return the same day the ticket is dated. See Garden Entry, your tickets will be stamped and retain your ticket.

3. Can we walk through the full gardens before we see Snow Time?

Yes, if you visit during the day (prior to 5pm) this is possible. After 5pm the Gardens will be closed but the Snow Time activities will continue until 6pm. After 5pm due to loss of light, there will only be one way out of the Gardens.

4. Do you have to pay for the activities once inside the Gardens?

Activities such as Ice Skating, Snow Cave, Ice Toboggan, Snow Play Zone, Face Painting and Roaming Entertainment are all included within the entry ticket price.

The garden rides are all user pay. These include Superslide, Ferris Wheel, Carousel, Swing Chair and Inflatable Fun Zones. Unlimited rides wristbands and single use ride tokens can be purchased from the ticket booth in the Event area. These all have height restrictions so please see the rides page further details.

5. Is the gardens train available for tours?

Unfortunately the train will not operate during Snow Time.

6. What new attractions are there this year?

NEW for 2019 we will have our very own Snow Cave. The walk-through snow cave will be filled with Arctic creatures and will feature falling snow several times a day.

7. Can you pre-book sessions for the ice rink?

Skating session tickets must be reserved on the day at the ice-skating ticket booth. Please note that session times operate on a first in, first served basis with a maximum capacity for each session. This is a free activity.

8. Do you have to bring your own ice skates?

Hunter Valley Gardens provide ice skates for a range of sizes. If you have your own skates you may also bring them. Children under the age of 6 years must wear helmets. We provide helmets, however you may bring your own helmet to ensure you get a correct fit on your child.

9. What happens to lost property?

Lost property can be collected from Garden Entry or call 4998 4000

10. Is HVG accessible to everyone?

Hunter Valley Gardens is located on a 25 hectare site. The garden paths are approximately 8km and contain loose granite pathways which can be navigated by wheelchairs. Please wear sensible footwear and take all necessary precautions to prevent injury to yourself.

11. Parking

For visitors there is free parking available and limited disabled parking, displaying of a disability parking permit is required.

12. Guide dogs

Registered guide dogs and companion dogs are allowed into the Gardens with their owners. Documentation for these animals is required upon entry.

13. Am I able to hire a wheelchair?

No, we do not hire out wheelchairs.

14. Is HVG accessible to prams and strollers?

Paths and ramps are wide enough to accommodate pedestrians, wheelchairs and strollers.

15. Do you accept the Companion Card for HVG?

Yes. The Companion Card is a credit-card sized photo ID card issued to people with a disability who require lifelong attendant care.

Registered companions must present their photo ID Companion Card when purchasing tickets at Garden Entry.

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CONDITIONS OF ENTRY

1. Can I take my family pet, bike, skateboard, drone, rollerblades or scooter inside Hunter Valley Gardens?

In the interest of the public, all of the above are not permitted.

2. Can I bring alcohol into Hunter Valley Gardens?

No, however the Garden Terrace Café and selected vendors in the event area have alcoholic beverages for sale.

3. Can I buy food and drinks at Hunter Valley Gardens?

Yes, our Garden Terrace Café will be open during the day. There

are a range of food and drink available for sale, including quick and easy food options.

There are also a variety of food stalls in the event area that will be open for the duration of Snow Time in the Gardens.

4. Can I bring my own food into Hunter Valley Gardens?

No, but food is available in the Garden Terrace Café restaurant located at the entry to the gardens. There are also many food vendors selling meals, snacks, drinks, ice-creams and tea and coffee available to purchase in the event area.

TICKETING

1. What happens if it rains?

Snow Time is an outdoor event and is subject to changing weather conditions. The event will continue in the case of rain and will only be cancelled if the weather conditions are considered dangerous by Event Management. Patrons accept that weather they might consider unsatisfactory may occur and acknowledge that tickets will not be exchanged unless the event is cancelled by Event Management. Some outdoor performances may be altered, postponed or cancelled due to inclement weather. No refunds will be issued. This decision will be made by Event Management in the interest of public and performer safety and does not entitle the ticket holder to a refund or exchange. Ponchos will be available for purchase at HV Gifts and Crystals; however we strongly recommend you bring your own wet weather gear. The use of umbrellas is accepted. In the unlikely occurrence that the event is cancelled, information will be posted on the Hunter Valley Gardens' Facebook page. Hunter Valley Gardens will take all reasonable efforts to notify of a cancellation ASAP, however due to the unpredictability of a change in weather conditions, cancellations may be at short notice.

2. Where can I buy tickets to Snow Time?

Tickets can be purchased onsite at Garden Entry during Snow Time and online at www.hvg.com.au. Visitors are strongly advised to purchase in advance to avoid queues.

3. Which method of payment is accepted?

Hunter Valley Gardens accepts cash, MasterCard, Visa, Diners and American Express.

4. What is HVG's Event refund policy?

There is no refund or exchange on any ticket purchased as advised in terms and conditions of entry. However, tickets can be used on any one day of the event.

5. Why can I not pick the date I want to attend when I purchase my ticket online?

Any ticket purchased for the Snow Time in the Garden event is valid for any one day during the event period.

ENTRY PRICES

Adult 16yrs +	\$34.00
Children 4 - 15yrs	\$25.00
Children 3yrs & under	Free
Family 2 adults & 1 child	\$85.00
Family 2 adults & 2 children	\$105.00
Extra Child with Family Pass	\$22.00
Seniors card shown on arrival	\$27.00

RIDES PASSES

Restrictions apply, see hvg.com.au for details.

Unlimited Rides Wristbands includes all rides	\$15.00
Tokens per person per ride	\$6.00

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RIDE WRISTBANDS

1. How much is a wristband?

A wristband is \$15.00 per person.

2. Can we share a wristband?

Wristbands are per person only.

3. What does it include?

The wristband entitles the user to unlimited access (height dependant) to all the rides; Superslide, Swing Chair, Ferris Wheel, Carousel and Inflatable Zones.

HEIGHT RESTRICTIONS

Note: Heights are checked at each individual ride.

1. Are there any physical restrictions on using the rides?

Our rides are subject to safety requirements that a user must meet to participate. Key height restrictions are listed below, but other conditions can be found on the safety requirements signage at each of the rides.

Swing Chair: a minimum height of 110cm is required. Children between 110cm-120cm must ride with an adult, 120cm and above may ride alone.

Ferris Wheel: children below 120cm must ride with an adult.

Superslide: a minimum height of 110cm is required. Children between 110cm-120cm must ride with an adult, 120cm and above may ride alone.

Carousel: this ride is for children only. Children below 105cm must ride with an adult (adult must stand next to child).

2. If I am below 110cm is it worth me getting a wristband?

Yes, we have many options for younger kids including Carousel, Ferris Wheel and Inflatable Fun Zones. Some rides must be accompanied by an adult.

3. How tall do I need to be to ride everything alone?

To be able to access all rides alone you must be 120cm or taller.

4. How tall do I have to be to play on the Inflatable Fun Zones?

Height restrictions don't apply. If you are between 0 - 15 years you will be able to access the Inflatable Fun Zone applicable for your age group.

RIDE TOKENS

1. How much is a token?

One single use token is \$6.00.

2. What can I use the token on?

The token can be used for one adult or one child for one single ride on the Ferris Wheel, Swing Chair, Carousel and Inflatable Zones. One token will get you 2 slides on the Superslide.

3. Is one token all I need for the Ferris Wheel for my family?

Tokens are per person, not per Gondola.

4. Do I need to purchase an additional token to ride with my child?

Most rides require a token or pass per person. However, for the Superslide parents may ride with children that are between 110cm and 120cm for the one token. Also, a parent may stand with a child on the carousel for no additional cost.

RIDES OPENING HOURS

1. Are the rides open during the day?

Yes, the rides are available to use from 10.00am until 6.00pm.

2. Do our rides ever close?

Yes, our rides close at 6.00pm. Also, due to adverse weather events and maintenance we occasionally close our rides for the safety of our patrons.

PAYMENT EXCEPTIONS

1. What if I have a baby, do they have to pay?

Babies 18 months and below are permitted to ride with adults on the Ferris Wheel for free. They must have a token or wristband for the Carousel and Inflatable Zones.

2. Do carers with companion cards have to pay to ride?

No, carers who present a companion card are able to ride for free, their client or child is required to pay for a wristband or token. The same height restrictions apply with tokens and wristbands.

RIDES CLOSURE

Safety is of the utmost importance to us. Due to weather and maintenance we may temporarily close the rides at times for customer safety, however we do endeavor to have them open again as soon as possible.