



Frequently Asked Questions:

Do I need to bring my own food/drinks?

Yes! Please bring your own merry feast (including water)! There will be **no food vendors** on site this year due to Covid-19 restrictions.

What do I need at check in?

Please be ready with your tickets (in your name), your ID+ for those over 18 years, and the Check-In Canberra app which can be downloaded [here](#). When you arrive, you'll be asked to check in through the app (or on paper for those without), produce your tickets and ID, and declare your wellness. Once these things have been checked off, you will be escorted to your spot.

Can I bring alcohol?

Yes, you can bring your own alcohol to be consumed responsibly. No alcohol, food or drinks will be sold at the venue.

Will there be food vendors this year?

No, please bring your own food and drink.

Can I bring a chair or picnic blanket?

Yes. Please bring your own picnic blankets and/or folding chairs. The seating area will be divided vertically down the centre with chairs on one side and blankets on the other so that views are not impeded by chairs for those without.

Can I bring my pet?

No. This event is not suitable for pets.

Is smoking permitted at this event?

We ask that people not smoke within or near the event fenceline, due to the proximity of children and other members of the public. If you must smoke, you will need to obtain a pass-out. Please note this is a Covid-safe event, so we are asking that people remain seated in their area as much as possible.

Does my child/infant need a ticket?

Yes. All attendees require their own ticket, no matter their age.

What charity is being supported this year?

This year, Carols by Candlelight is pleased to support Hands Across Canberra. We urge everyone to donate generously when purchasing your tickets.

Are you taking donations to the charity on the night?

Unfortunately, due to Covid restrictions, we cannot collect money on the night. There is a donation link on the ticket platform, so please donate when you purchase, or direct to the charity partner, Hands Across Canberra. Any extra funds we obtain through sponsorship and ticket sales will also be directed to the charity partner.

Why are tickets for sale this year, when it's previously been a free event?

Due to Covid-19, we made the difficult decision to charge a fee for entry to carols this year, due to the increased cost of infrastructure, cleaning, and security. We were also required to keep the audience at only 2000 attendees. In a normal year, our infrastructure is paid for through the generosity of our sponsors, but this year, the costs have outstripped our budget. As part of your ticket, you will be issued a bottle of water, a song sheet and candle, and a book mark. Any excess funds raised will be passed onto the charity partner.

What time does the gate open?

5pm. Please do not attend earlier.

What time does the concert start?

7:30pm. Please allow time to be processed through the gates.

Is there disabled access at the venue?

The venue is a grassed area. There is no paving. Disabled access toilets are located outside of the fenceline in Commonwealth Park. Please obtain a pass-out in order to re-enter.

What happens if someone in my family/group does not have a phone to check-in with?

You can check in multiple people from the same device. Alternatively, there will be paper check in available if needed.

What do I get with my ticket price?

Your ticket price includes a bottle of water, a song sheet, candle and bookmark, which will be given out as a show-bag upon entry for all ticket holders. Please take the time to read about our generous sponsors on these items!

Can I sit anywhere this year?

This year, due to social distancing requirements, we are filling the venue from front to back. All groups must have 1.5m between them. Please follow the instructions of our seating teams.

I want to sit with my friends/family. How do I do this?

Make sure you arrive together and enter through the gate at the same time.

What time does the concert finish?

The concert will finish at approximately 9:20pm. As this is a Covid-safe event, we ask that you maintain social distancing as you exit the venue. You are welcome to take your time with leaving to avoid the crowds. Please remember to maintain social distancing as you head to the car-parks too, especially when crossing Commonwealth Ave.

Who is performing?

Carols By Candlelight is hosted by the Woden Valley Youth Choir, with musical guests Canberra City Band, Lucy Sugerman, Dana Hassall, Martin Everett, Samantha Sly and Joanna Prochina.

Where is the closest car park?

Stage 88 is an easy walk from parking options in the Parliamentary Triangle, London Circuit, NewActon, the Canberra Centre, CIT Reid or the National Convention Centre. The Regatta Point car park is reserved for people with limited mobility, and for drop-off only.

What happens if it rains?

The show will still go on!

Can I get a passout?

Pass-outs will be provided for those who need to exit the venue. You will need a valid pass-out to re-enter. Pass-outs will be provided at the Exit Gates, and you must re-enter through the Entry Gates and show your pass-out to be re-entered into the venue. Please note that as a Covid-safe event, so we are asking that people remain seated in their area as much as possible, so please try and bring everything you will need with you into the concert.

Do I get my money back if the concert is cancelled?

In the unlikely event that the organisers cancel the show, you will get your money back, minus any processing fees.

Is the event COVID Safe?

Yes! The organisers have worked very hard to make this a Covid-safe event with extensive messaging about social distancing, hand hygiene stations, limited crowd numbers, and requests to stay seated as much as possible throughout the event. All attendees must also confirm their wellness on arrival, as per their ticket terms and conditions. Masks are also available for those who request them. All Covid Marshals have also undergone infection control training. The event has been approved by ACT Health.

I missed out on a ticket. Can I still watch the carols?

Yes! This year's event will be livestreamed on the ABC Canberra Facebook page <https://www.facebook.com/abccanberra>, via ABC Radio 666AM, and also ABC Listen.

Where is the event and how do I get there?

Carols by Candlelight is held at Stage 88 at Commonwealth Park for directions see [here](#). You can get to the event via public transport from the Civic or Woden Interchanges.

What's the best way to get updates about the event?

Follow the Canberra Carols by Candlelight Facebook page <https://www.facebook.com/CanberraCarols>

Can I access an electronic copy of the carols sheet so we can start practising now?

Absolutely, please see [here](#) to access the 2020 Carols Sheet.

What else should I bring?

Please bring appropriate clothing for the weather conditions (hats, sunscreen, raincoats, warm clothing), rugs and chairs, torches; in addition to enough food and snacks to sustain you for the duration of the event. Don't forget to bring your Christmas cheer, too!