



OPERA IN THE PINNACLES 6.00PM | 1 MAY 2021

FREQUENTLY ASKED QUESTIONS (FAQs)

WHEN IS IT?

6.00pm Saturday 1 May 2021

WHAT TIME CAN I ARRIVE?

The performance area will be open from 4.30pm (the park is open all day).

WHERE IS IT?

The Pinnacles, Nambung National Park, Cervantes

DO I NEED A TICKET?

Yes. This is a paid ticketed event.

- You need to pre-book your ticket as there is a limited capacity.
- All patrons need to present tickets at the entry gate upon arrival.
- Please bring a hard copy or save to your digital device (internet access is intermittent).

HOW MUCH IS IT?

Adult	\$39
Child (16 or under)	\$19
Family of 4 (2 Adult + 2 Child)	\$99

DO I NEED TO PAY TO ENTER THE NATIONAL PARK?

The National Park Entry Fee is included in your ticket price.

WHERE CAN I PARK?

Parking on site is limited and must be pre-booked. When you book your tickets, you can choose to 'add on' a parking bay (maximum 2 bays per transaction).

- You will be issued a parking bay ticket alongside your event ticket.
- You must present this on entry to the park.

Alternatively, you may choose to carpool or to be dropped off and picked up.

GETTING THERE

How do I get there?

The Pinnacles Desert is located in Nambung National Park, approximately 2.5 hours' drive from Perth CBD.

Are there shuttle bus services available?

Yes, there are shuttle bus services departing Perth, Cervantes and Jurien Bay. Bookings are essential and must be **made in advance before Friday 30 April** by emailing bookings@buswest.com.au

- **Return trip from Perth to the Pinnacles Desert Discovery Centre** - \$30 per person
 - 2.30pm Departure outside Perth Concert Hall, Terrace Road, Perth
- **Return trip from Cervantes to the Pinnacles Desert Discovery Centre** - \$5 per person
 - 4.45pm Departure from Cervantes Visitor Centre, Cadiz Street, Cervantes
- **Return trip from Jurien Bay to the Pinnacles Desert Discovery Centre** - \$5 per person
 - 4.30pm Departure from Turquoise Coast Visitor Centre, Bashford Street, Jurien Bay

STREET ADDRESS

West Australian Opera
Level 3, His Majesty's Theatre
825 Hay Street, Perth WA 6000

POSTAL ADDRESS

Po Box 7052, Cloisters Square
Perth WA 6850
ABN 45 432 889 655

CONTACT US

PH: 08 9278 8999
Email: administration@waopera.asn.au
www.waopera.asn.au



Wesfarmers Arts
Principal Partner



Can I park at Cervantes or Jurien Bay and take the shuttle bus from there?

Yes. Shuttle buses will depart from and return to Cervantes Visitor Centre (Cervantes) and Turquoise Coast Visitor Centre (Jurien Bay).

What can I bring on the shuttle bus?

There will be room on the buses to bring your picnic hampers and chairs.

Can I be dropped off?

Yes, there will be a passenger drop point at the Pinnacles Desert Discovery Centre.

CAN YOU TELL ME ABOUT THE EVENT?

Is there a program online?

Yes, programs will be available at www.waopera.asn.au closer to the event date.
In keeping with the *no waste policy* there are no printed programs.

Which singers are performing?

Details will be available at www.waopera.asn.au

What time does the performance start?

The performance starts at 6.00pm.

Will there be an interval?

Yes, there is one 30-minute interval.

What is the running time?

The running time is two hours inclusive of one 30-minute interval.

6.00pm	Performance commences
6.45pm	Interval (30 minutes)
7.15pm	Performance resumes
7.55pm	Performance concludes

Is this event family friendly?

Yes, everyone is welcome to attend, there are no age restrictions and families are welcome.

What happens if it rains or is windy?

We will try our best to persevere in rain or wind provided it is safe to do so.
If it is not, the concert may be cancelled (and cannot be rescheduled).
Please check the weather forecast before you leave for the concert.
If we are able to continue with the performance, please note that the quality of the sound may be affected.

Can I bring a picnic?

Yes. You are encouraged to bring a picnic inclusive of prepared food, drinks and water.
BBQs, open flames and candles are NOT permitted.
All items and rubbish brought into the park must be taken out with you.

What do I wear?

We suggest informal, casual, comfortable clothing and walking shoes.
Please bring a warm jacket and/or wet weather clothing such as a raincoat.
You are welcome to bring lap blankets.

What else do I bring?

You're welcome to bring a torch or **use the torch app on your mobile phone.**
We will be working within the natural landscape and beauty of The Pinnacles.
Lighting within this iconic landscape is limited.

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Will I have to walk far?

The performance location requires you to walk from the car park to the performance site. This walk will take ten minutes. Some of this may be on uneven terrain. Please contact education@waopera.asn.au if you require information regarding ability access.

Will this event be livestreamed?

Yes, the concert will be livestreamed and more information will be available at www.waopera.asn.au

Who can I contact for more information on the event?

Further details will be available at www.waopera.asn.au

You can also contact us directly [here](#) or you can check out WAO's [Facebook](#) and [Instagram](#) pages.

IS THERE SEATING FOR ME?

This event is taking place with COVID restrictions in place. This includes social distancing measures which require a revision of seating plans to keep audiences safe.

- Your tickets will state which block you have been allocated to sit in.
- There will be a **Blanket/Low Chair** seating block and a **High Chair** Seating block.
- Seating is NOT provided in either location. You must bring your seating with you.
- Within your allocated block, the seating is General Admission, meaning you can sit in anywhere in this designated block. Social distancing must be observed.
- Blocks will be demarcated with signage and front of house staff can assist you to find your area.

Where can I sit?

When you book tickets you will be allocated to a block. You can arrive any time from 4.30pm to choose where you would like to sit within your block.

Can I move between the different blocks?

No, you must sit in the block which has been allocated to you and that is stated on your tickets.

ONSITE FACILITIES

Can I buy food onsite?

The Pinnacles Desert Discovery Centre will be open prior to the performance only.

A small selection of drinks, ice-creams and snacks are available for purchase.

You can pre-book a picnic hamper directly from the Lobster Shack [HERE](#)

Will there be first aid onsite?

Yes, St John's Ambulance will be onsite.

What should I do if I have lost a child/friend/family member?

Should you become separated from your child/friend/family member, please alert Front of House staff in the area.

What should I do if I have lost property?

Please alert Front of House staff in the area. After the event, please email administration@waopera.asn.au and we will let you know if anything has been handed in or found.

COVID19 SAFETY

What happens if COVID conditions change? (e.g. increased cases locally)

- West Australian Opera is working with partners and authorities to deliver this event.
- We will continue to monitor the situation and will continue to comply with government restrictions and advice.
- We acknowledge this is a fluctuating environment.
- We will continue to update you should conditions change.

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- All ticket holders will be contacted should any changes occur. There is no need to call or email the box office.

What COVID19 measures are in place?

Please ensure that you comply with 'standard safety measures' including maintaining your own social distancing, using hand sanitiser and staying home if you are unwell.

- The completion of a COVID19 safety plan.
- SafeWA App in use and scanning or manual contact register mandatory for entry.
- Blocks will only accommodate a socially distanced number of patrons.
- Trained Front of House staff who have completed COVID19 Infection Training.
- A dedicated COVID19 Safe Marshal who will manage congestion, oversee presentation staff and liaise with any patrons who are unwell.
- Ongoing frequent deep cleaning regimes on common areas including bathrooms/toilets.
- Hand sanitiser stations provided.

For further information visit WA State Government COVID19 webpage [HERE](#)

What happens if I am unwell?

- Please do not attend this event if you are unwell.
- Please contact bookings@waopera.asn.au to cancel your tickets if you cannot attend.

*Opera in the Pinnacles is proudly supported by WAO Principal Partner **Wesfarmers Arts**, the **Minderoo Foundation**, **Department of Local Government, Sport and Cultural Industries**, the **Department of Primary Industries and Regional Development** and the **Shire of Dandaragan**.*

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