



2020 PACIFIC FAIR MAGIC MILLIONS POLO - FAQ'S

GENERAL

When does the event start and finish?

Gates open from 11:30am, with the polo matches and entertainment taking place between 11.30am – 5.30pm. The event concludes at 6pm.

The ticketing office will be open for ticket sales and collection from 10:45am.

Where is the event located?

Pacific Fair Magic Millions Polo is located at Doug Jennings Park, Seaworld Drive, Main Beach.

Is there a dress code?

There is no formal dress code but our stylist recommends; "For the ladies flowing dresses and wedges or sandals (heels are best left at home) and a summer hat or statement accessory can be an excellent way to finish off an outfit. For the gents a tailored shirt matched with dress shorts or chinos, together with loafers or boat shoes achieves a polished yet casual look for the day. Sunglasses are a must-have addition on the sunny Gold Coast!"

Any offensive or hateful clothing will not be permitted at the event.

Do you provide pass-outs?

There are strictly **no pass-outs** permitted at Pacific Fair Magic Millions Polo so please ensure you bring in everything you need for the day.

Are my children able to attend?

Pacific Fair Magic Millions Polo is an all ages event. Children under 18 years of age must be accompanied by a parent and or adult guardian.

What medical facilities are available?

There will be medical facilities available on site. Their tent will be located behind the main stage on the General Admission side of the field (western side).

What kind of wheelchair access will be available?

The event grounds are wheelchair accessible however, please keep in mind that Pacific Fair Magic Millions Polo is located in a public park so the terrain can be uneven. There will be an accessible bathroom located on both sides of the field.

Can I bring my own furniture?

General Admission ticket holders are welcome to bring in a fold-out chair or picnic rug if they wish, however, the event does provide scattered seating (shaded and not-shaded) within the precinct and is available on a first come first serve basis. All other ticket holders are unable to bring any furniture with them.

For a full list of what is and isn't allowed at the event please visit the event [Terms and Conditions](#).

Can I bring my own food and drinks?

For Granddad Jack's Craft Distillery Enclosure and General Admission ticket holders; food and beverages can be purchased from our great range of gourmet food outlets and bars on the day. Please note that for General Admission Holders you are able to pack a picnic and bring this with you however you are unable to bring your own beverages (hard or soft) into the event with the exception of sealed bottled water.

For the VIP Marquee, Polo Club and Pacific Fair Pavilion pass holders; your ticket includes a premium menu offering and flowing beverages all day.

Will there be EFTPOS facilities?

The 2020 Pacific Fair Magic Millions Polo is a **CASHLESS** event. This means that in order to purchase food and drinks on the day, you will need to have a debit/credit card that you can either tap and go or use a chip to insert for payment. Please note: there are no ATM facilities on site.

Is there shade available?

The event provides a large number of furniture under umbrellas with an additional Tipi shade structure installed for the 2020 event. Whilst we have increased the number of shade structures in 2020, we cannot guarantee that everyone in the GA area will have access to shade so please pack sunscreen, wear a hat and sunglasses and be prepared.

What other activities are there on site?

The 2020 Pacific Fair Magic Millions Polo event will see the addition of the Kids Club; a FREE activity area consisting of pony rides, face painting, petting zoo and the Gold Coast SUNS Inflatable Kids Zone.

Triple M will be broadcasting LIVE from the event with on-air interviews with Polo players throughout the day. Sit back, relax and enjoy the chill out zone, free games and photo wall.

The cast of Australian Outback Spectacular will be stepping out of their central heartland home at Oxenford and into the Outback Arena at Doug Jennings Park for an exclusive show designed specifically for Magic Millions Polo. Guests will experience an array of the most popular scenes which will be brought to life by the talented Stockmen and Women of the Australian Outback Spectacular.

Singer-songwriter and Polo favourite Mick Lindsay is back in 2020 to perform live in the General Admission area with a FREE concert.

TICKETING

Where do I collect my tickets?

For those who have not already received their **Pacific Fair Pavilion** and **Granddad Jack's Enclosure** tickets, purchasers will be able to collect their passes from the Ticket Collection office at the Main Entrance from 10:45am. Please ensure you bring adequate identification.

General Admission ticket holders will receive an electronic ticket on completion of purchase. You simply need to have the e-ticket displayed on your phone and once at the Main Entrance make your way into the venue via security.

Can I purchase tickets at the gate?

YES! Pacific Fair Pavilion, Granddad Jack's Enclosure and General Admission tickets are all available at the gate however it is advised to buy online to avoid the queue!

I am no longer able to attend, can I refund my tickets?

Unfortunately ticket refunds are not available. However, you are welcome to notify the Magic Millions Polo office if you wish to gift the ticket to a family member or friend.

GETTING THERE

Is there a bus to the event?

There is a free shuttle bus services running between The Star Gold Coast and Doug Jennings Park on Sunday between 10.30am – 12.00pm and 4.30pm -7.00pm.

Can a driver drop me off at the event?

If you have a driver dropping you off/picking you up from the event, they will need to drop you off at the Ride Share Pick Up/Drop Off area located on the Western side of Doug Jennings Park (see map at bottom of page).

Please allow extra time to arrive at the polo as the roads to Doug Jennings Park can get very congested.

Ferry Service

The Gold Coast recently welcomed a ferry service – HOPO. A Magic Millions bus will meet patrons at the SEAWORLD stop on Sunday morning (10.49am and 11.59am arrivals). Please review the [timetable](#) for ticketing information. This would be the perfect option if travelling from Surfers Paradise. We will also arrange transfer to the ferry terminal at the end of the day.

Can I drive myself to the polo?

Free parking is available, adjacent to Doug Jennings Park in The Spit carpark on Sea World Drive. We suggest carpooling as parking will be limited. **There is no public parking available within the confines of Doug Jennings Park.**

Please allow extra time to arrive at the polo as the roads to Doug Jennings Park can get very congested.

Please contact the Magic Millions Polo Office on info@magicmillions.com.au if you have any other questions.

