



2027 PACIFIC FAIR MAGIC MILLIONS POLO & SHOWJUMPING

FAQs

GENERAL INFORMATION

When does the event start and finish*?

General Admission gates open from **8.00am**, with Showjumping commencing from 8.15am.

Pacific Fair Polo Club and The Lawn open from 11:00am; however, guests are welcome to arrive earlier and access the General Admission area to enjoy the Showjumping competition before the marquees open.

Pacific Fair Fashions on the Field registration opens from 11.00am, with winners announced at approx. 2.30pm.

The Showjumping competition includes three classes. The Junior competition, the Queensland Off-The-Track Cup Final, and the Senior Teams competition. The Junior Class commences at 8.15am, with the Off-The-Track Cup Final from 10.15am, followed by the Senior Teams commencing at approx. 12 noon.

Polo games will take place between 2.45pm – 5.00pm with the day's activities concluding at 5.30pm.

Ticketek booths will be operating at both entrances, with ticket sales available from 8am.

Where is the event located?

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

Is there a dress code?

While there is no formal dress code, 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?

Yes. Pass-outs are permitted at Pacific Fair Magic Millions Polo & Showjumping, however you must ensure you scan your ticket at the gate as you exit to re-enter. Failure to do so will result in you not being able to re-enter the grounds.

Are my children able to attend?

Pacific Fair Magic Millions Polo & Showjumping is a family friendly event. Children under 18 years of age must be accompanied by a parent and/or adult guardian.

What medical facilities are available?

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

Is there wheelchair/accessibility access available?

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

The Ferry from Broadwater Parklands is also wheelchair accessible.

Can I bring my own furniture?

General Admission ticket holders are welcome to bring a fold-out chair or picnic rug if they wish, however, the event does provide scattered seating (shaded and non-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.

Small handheld personal umbrellas are permitted to be brought into the grounds to assist with sun protection and shelter.

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

Can I bring my own food and drinks?

For General Admission ticket holders, food and beverages can be purchased from cashless food truck outlets and bars on the day. You are also welcome to bring your own picnic. Please note, however, that outside beverages, both hard and soft, are not permitted into the event. The only exception is sealed bottled water.

Small, blunt cheese and butter knives will be permitted through the gates and accepted by security. However, sharp knives and any glassware will be confiscated.

General Admission and The Lawn patrons also have the option to elevate their event experience by purchasing a gourmet hamper to enjoy on the day. The hampers are designed for two guests to share and are available to pre-order only as an add-on during your ticket checkout process. Your hamper will be freshly prepared and ready for collection at the event.

For all corporate marquee ticket holders, your ticket includes a food and beverage package offering.

Is there be EFTPOS facilities?

The event is **CASHLESS**. This means you will need to bring a debit or credit card with you to purchase food and drinks on the day. Payments can be made by tapping your card or inserting the chip.

Please note: there are no ATM facilities on site.

Is there shade available?

The event provides some seating and furniture under umbrellas, including a large shade structure in the General Admission area. However, we cannot guarantee that everyone will have access to shade, so please come prepared with sunscreen, a wide-brimmed hat and sunglasses.

Small personal handheld umbrellas are permitted into the event to provide additional shade and shelter. We recommend arriving early to give yourself the best chance of securing a spot under the shade.

What other activities are there on site?

The 2027 Pacific Fair Magic Millions Polo & Showjumping includes a Kids Club; a FREE activity area consisting of pony rides, face painting, petting zoo, juggling acts and a magician.

TICKETING

General Admission, Pacific Fair Polo Club and The Lawn ticket holders will receive an electronic ticket upon completion of their purchase online through Ticketek.

On event day, you will first proceed through a security check at the entrance gate. Once through security, simply have your EzyTicket displayed on your phone or bring a printed copy to be scanned for entry. You will then receive your event entry wristband.

Can I purchase tickets at the gate?

YES! General Admission tickets, Pacific Fair Polo Club and The Lawn tickets will be available to purchase at the gate, provided they have not sold out prior to event day. We strongly recommend purchasing your tickets online in advance to avoid missing out and to avoid queues on the day!

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

Unfortunately, ticket refunds are not available through Ticketek. You are welcome to gift your ticket to a family member or friend.

ENTRY GATES

Are there separate GA and Corporate Marquee entry gates?

YES! There are two entry points on the day: the Northern Entry Gate and the Southern Entry Gate.

General Admission patrons are strongly encouraged to use the Northern Entry Gate. If you are arriving by courtesy bus, simply hop off at the first stop.

Corporate Marquee guests and patrons arriving by **ferry** should use the Southern Entry Gate. The ferry stop is just a short walk to the entry gate. If you're a Corporate Marquee guest arriving by courtesy bus, your drop-off point is the second stop.

GETTING THERE

Is there a courtesy bus to the event?

YES! A courtesy coach shuttle service will loop all day from The Star Gold Coast via the Surfers Paradise Transit/Bus Terminal (Beach Road) to Doug Jennings Park for patrons to use at their convenience. The drop-off point at Doug Jennings Park is a short walk to the event entrance gates.

The shuttle service commences at 7.30am from The Star Gold Coast and will loop until the last service departs Doug Jennings Park at 6.00pm.

Please refer to the **Entry Gates** information above for details on which entry point to use when arriving by courtesy bus, helping to ensure smooth patron movement on the day.

Ferry Service

To assist with guest transport on the day, a dedicated ferry service will operate between Broadwater Parklands (Southport Pier, Pontoon 6) and Doug Jennings Park.

Ferry tickets can be purchased in advance via Ticketek. Alternatively, tickets can be purchased on the day at the Pier, however it is recommended you purchase in advance to assist with the movement of guests and vessels during the busy morning period. Ticket prices are Adults \$10 return, Children \$2 return (18 and under).

The ferry is also wheelchair accessible.

Can a driver drop me off at the event?

There is a drop-off zone at the Pacific Fair Magic Millions Polo & Showjumping for ease of traffic movement and to avoid traffic congestion on Seaworld Drive.

Please allow extra time to arrive as the roads to Doug Jennings Park from Main Beach can get very congested with holiday and event traffic.

Can I drive myself?

There is no public parking available within the confines of Doug Jennings Park.

Very limited free parking is available adjacent to Doug Jennings Park in The Spit carpark on Seaworld Drive.

We strongly recommend taking advantage of the courtesy coaches running from The Star Gold Coast and Surfers Paradise Transit/Bus Terminal. Alternatively, consider arranging private transfer, using public transport or carpooling.

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

**times & activities are subject to change.*

Keep an eye on the [Magic Millions Polo & Showjumping](https://www.magicmillions.com.au) website for further event details as they become available.

If you have any further questions, email the Magic Millions Polo & Showjumping Office on events@magicmillions.com.au

