

Cheers to 10 years of Wine & Wildlife!

Wine & Wildlife 2021 - Frequently Asked Questions



Q: What time will I need to be there to start sipping?

A: *Wine & Wildlife tastings* kick off at 10.30am each day, however Healesville Sanctuary is open from 9am and we recommend getting in early to enjoy the Sanctuary before the event begins!

Q: Will I need to print my ticket or can I show it on my phone?

A: You can print your ticket or display it on your phone, but your ticket must be produced on entry. Zoos Victoria Members will also need to show their membership cards.

Q. Why are there only a limited number of *Wine & Wildlife* tickets available?

A: Healesville Sanctuary has visitor COVIDSafe capacity limits as directed by the Victorian Government. As we expect this event to sell-out, we encourage all visitors who wish to attend this event to book their tickets online as soon as possible. If the day you want to attend *Wine & Wildlife* is showing as sold out online then no additional tickets are available and will not be available at the gate. Please do not arrive at Healesville Sanctuary without a pre-booked zoo ticket for everyone, including babies. Please note: online tickets are valid for the day of entry only. This is specified at time of purchase.

Q: What happens if I miss out on an online ticket?

A: Firstly, we recommend getting in early and securing your ticket to *Wine & Wildlife*. Some days of *Wine & Wildlife* are more popular than others, so if you've missed out on your preferred day, try an alternate day. If the day you want to attend the zoo is showing as sold out online then no additional tickets are available and will not be available at the gate. Please do not arrive at the zoo without a pre-booked zoo ticket for everyone, including babies. If you do not have a pre-purchased ticket *we cannot guarantee entry* to Healesville Sanctuary.

Q: What if I'm a member and would like to visit Healesville Sanctuary without attending *Wine & Wildlife*?

A: We welcome our Zoo Members to come along to Healesville Sanctuary to enjoy this special weekend and celebrate what we love about the Yarra Valley. *Wine & Wildlife* is an annual event that we have been holding for the past 10 years and it contributes significantly to our work at the Australian Wildlife Health Centre, rescuing and rehabilitating injured Australian native wildlife. As a Zoos Victoria member, tickets to *Wine & Wildlife* are only \$5 for adults and free of charge for children under 16 yo.

Q: Can I bring my own alcohol?

A: *Wine & Wildlife* is a fully licensed event – visitors are **not** permitted to bring their own alcohol. Alcoholic beverages will be available for tasting and for purchase inside the Sanctuary. Your *Wine & Wildlife* ticket includes all tastings throughout the day.

Q: If it is forecast to rain, will the event be cancelled?

A: Healesville Sanctuary is an outdoor all-weather venue and in the event of rain, *Wine & Wildlife* will proceed. NO RAINCHECKS. We encourage our visitors to dress for the weather, pop your gumboots and a warm coat on and embrace the season! However in the event of an emergency ticket holders will be contacted via email and kept up to date on the Zoos Victoria website and social media pages.

Q: What's the best way to get to *Wine & Wildlife*?

A: Healesville Sanctuary is located on Badger Creek Road, Healesville. Take the Eastern Freeway out of Melbourne, then drive east along Maroondah Highway through Ringwood and Lilydale to Healesville. Turn right into Badger Creek Road, just past the township centre. From there, road signs will guide you to Healesville Sanctuary.

PUBLIC TRANSPORT First, catch a train to Lilydale station. Buses will then take you to Healesville Sanctuary.

Train to Lilydale - Catch a train from the Melbourne city centre to Lilydale, travelling on the Lilydale line.

Bus to Healesville - From Lilydale station, you need to catch bus 685 to Healesville. Then a connecting bus (686 towards Badger Creek) will take you to Healesville Sanctuary.

Q. Will cash be accepted at *Wine & Wildlife*?

A: Advice from the Victorian Government is that cash can still be accepted as a form of payment, but it is recommended that all businesses use contactless payments whenever possible. We are asking visitors to support us as we follow COVIDSafe guidelines and limit cash transactions. All vendors at *Wine & Wildlife* will have cashless options so we ask visitors to please try and use a credit or debit card wherever possible. Please note that there are no cash withdrawal facilities onsite.

Q. Why do I need a picnic glass?

A: The *Wine & Wildlife* reusable picnic glass included in your ticket will act as your 'ticket to tasting'. By allocating each *Wine & Wildlife* ticket holder a single reusable glass for *Wine & Wildlife* we are significantly reducing the waste generated by this event.

Q: Can I bring my own glass for tastings?

A: Your own glassware is not permitted as it does not meet our sustainability and liquor licence standards. Each year we work hard to make *Wine & Wildlife* more sustainable. Our *Wine & Wildlife* picnic wine glasses are 100% reusable and recyclable and align with outdoor event liquor licensing requirements. Your glass is also included in your ticket purchase. Stay tuned for more sustainability improvements for future events.

Q: Are visitors allowed to bring food and drink in to the venue?

You are permitted to bring your own food to the event. However there will be a delicious range of food options available for purchase throughout the Sanctuary prepared by Sanctuary Harvest. Visitors can also bring with them non-alcoholic drinks however they are NOT permitted to bring their own alcoholic beverages into the Sanctuary.

Liquor Licensing laws state that only patrons 18 and over may be served alcohol and proof of ID may be requested upon entry and throughout the event so please ensure you have this with you. Persons under 15 years of age must be accompanied by their parent, guardian or a legal adult and they must also have a ticket.

Q: What if I want to attend *Wine & Wildlife* but not drink any alcohol? Will I need to buy a full priced ticket, including a glass?

A: Everyone attending *Wine & Wildlife* will need to purchase a *Wine & Wildlife* ticket. All *Wine & Wildlife* tickets for those aged 16+ include a souvenir *Wine & Wildlife* picnic glass which is yours to keep. There will be plenty of things to enjoy including live music and lots of other activities and entertainment!

Q: My child is under 18, will they need a ticket if they are not drinking alcohol?

A: Yes, each individual will need to purchase a ticket, regardless of their age. However please note: persons under 15 years of age must be accompanied by their parent, guardian or a legal adult and they must also have a ticket. Based on directions from the Victorian Government in relation to COVIDSafe capacity limits, we have to limit the number of tickets sold for the event – and this also includes children.

SPECIFIC TO 16-17 year old concessions: Everyone attending *Wine & Wildlife* will need to purchase a *Wine & Wildlife* ticket. All tickets for those 16 years and older include entry to Healesville Sanctuary and a souvenir *Wine & Wildlife* picnic glass which is yours to keep. There's plenty more to enjoy at *Wine & Wildlife* including, live music and lots of other entertainment!

Q: Can I swap the date of my ticket?

A: Yes, you can swap the dates of your online ticket purchase by calling the Zoos Victoria Customer Engagement Team on 1300 966 784. Day swaps will be subject to availability as event attendance is limited this year.