

# FREQUENTLY ASKED QUESTIONS



## What has changed?

The Sydney Royal Easter Show carnival is excited to move away from the traditional paper coupons for carnival rides and games to the easy-to-use Carnival Fun Pass. Once the Pass is loaded with credits you simply Tap & Ride and Tap & Play across the carnival, just like your NSW Opal card.

## What are the benefits?

Spend more time playing and less times in queues, in fact you don't even need to line up if loading or topping up credits from the Carnival Fun Pass App. No more wet and soggy coupons and no more counting coupons. Enjoy faster access to rides and games along with some handy features within the App.

## How can I get my hands on a Carnival Fun Pass?

A Carnival Fun Pass can be ordered when you purchase your Show Tickets from Ticketmaster. It will be posted out to you so you can load credits onto it by following four simple steps. You can take advantage of our early bird carnival ticket offer too with discounts up to 27% so be quick as it ends 7 April 2022. Loading credits in advance allows you to go straight to the carnival and start riding and playing as soon as you get to the Show.

Two Carnival Fun Pass packages are available during the early bird period

- 140 credits \$113 (save \$41)
- 115 credits \$100 (save \$26.50)

Merchant Fee of 1.15% +10 cents apply to all e-commerce transaction.

If you didn't pre order a Carnival Fun Pass don't worry, you can attend a Carnival Fun Pass booth or kiosk across any carnival precinct and purchase a package. You can also download and purchase in advance via the Carnival Fun Pass app.

## How much is a Carnival Fun Pass?

You can request one free Carnival Fun Pass when you purchase your Show Ticket from Ticketmaster and use it for the whole family. If you arrive onsite without a Carnival Fun Pass they are free when purchasing a package (30 credits or more). If you just want to purchase single credits or want to split credits across multiple passes, each pass is \$4.00.

Credit packages at the Show cost

- Single credit \$1.10
- 30 credits \$33 – Includes free Carnival Fun Pass
- 60 credits \$60 (Save \$6) – Includes free Carnival Fun Pass
- 85 credits \$80 (Save \$13.50) – Includes free Carnival Fun Pass

All carnival rides require 3 or more credits. Carnival Fun Pass costs \$4 when purchased with single coupons.

Merchant Fee of 1.15% +10 cents apply to all onsite EFTPOS transactions onsite.

### Can multi people use the same Carnival Fun Pass?

Yes, your Carnival Fun Pass can be used by multiple people and the whole family at the same time – just tap and ride or tap and play.

### Can I load credits by cash?

You can load or top up your Carnival Fun Pass with cash at any of the fourteen Carnival Fun Pass booths (34 windows) or deposit cash at any of the three Carnival Fun Pass kiosk stations (10 kiosks) located in the major carnival precincts.

### Can I use Service NSW Discovery or Parents vouchers

Yes – Discovery and Parents vouchers are accept, one per transaction via the Carnival Fun Pass App.

### Can I load credits by EFTPOS?

Of course, you can do this via the Carnival Fun Pass App, at a booth or kiosk.

### What is a digital wallet?

A digital wallet is created when you download the Carnival Fun Pass app and enter your details. When you purchase credits, your wallet is where they are stored.

### What if I run out of credits?

You can top up via the Carnival Fun Pass app from the convenience of your smart phone or return to a Carnival Fun Pass booth or Carnival Fun Pass kiosk.

### What happens with unused credits?

You can apply for a refund after the Show from 20 April 2022 and have 30 days to do so. You could gift your pass to a friend or donate unused credit to the Royal Agricultural Society Foundation and help us build stronger regional communities through our Scholarship and Grants programs. To request a refund or donate unused credits jump onto [eastershow.com.au/carnivalfunpass](http://eastershow.com.au/carnivalfunpass) from 20 April 2022

### Can I use the Carnival Fun Pass at rides and games?

Yes, all rides and games at the Sydney Royal Easter Show accept the Carnival Fun Pass.

### What if I lose my Carnival Fun Pass?

If you haven't created a digital wallet via the Carnival Fun Pass App, go straight to Customer Service on Showground Road. As long as we can identify you, we can issue you a new card and cancel the old one. If you are inclined to lose things, please record your Carnival Fun Pass number or take a photo.

### Where is my credit stored?

Credit is stored inside your digital wallet which sits in the cloud. When your Carnival Fun Pass is scanned your digital wallet is accessed and credits deducted.

### Are my credits secured?

Yes, credits are secured tighter than a white knuckled ride on The Beast via a Truust platform by Marketpay. The secure cloud computing environment will keep your credit safe.

### How do I check my credit balance?

You can do this via the Carnival Fun Pass App. Scanning at carnival rides will provide a balance or use one of the balance checking stations.

Can I keep my Carnival Fun Pass and use it next year?

Yes, you can reuse your Carnival Fun Pass in 2023. Any unused credits must be refunded or donated within 30 days.

Do I have to close my digital wallet after the Show?

No, your digital wallet will be deleted securely.

What if I don't want a digital wallet, can I still go on rides and play games at the Show?

Yes, you just need to attend a Carnival Fun Pass booth and credits will be loaded on when you select and pay for a package.

Can I split credits between two Carnival Fun Passes?

Yes, you need to do this via the Carnival Fun Pass App and purchase an additional pass from a booth for \$4.

I ordered my Carnival Fun Pass through Ticketmaster, now what?

Your Carnival Fun Pass will be posted to you, ready for you to pre-load and get ready for fun and games.

My Carnival Fun Pass didn't arrive in time, can I still access the early bird deal?

Yes – 1. Download the Carnival Fun Pass App and activate your new digital wallet. 2. Select and pay for your credit package. 3. When you arrive at the Show you will find Carnival Fun Pass crew in either carnival precinct. 4. Scan your new pass from the app and you're ready to tap & ride and tap & play.

I'm still confused and have questions; can I speak to a human?

Yes, you can call the Customer Call Centre on 02 9704 1000 from 7 March 2022 and we will be happy to answer your questions. Alternatively email us at [callcentre@eastershow.com.au](mailto:callcentre@eastershow.com.au)