

Frequently Asked Questions

Ticket Information

What are the ticket prices?

Tickets are \$10 per table, each table seats up to six people. You must specify how many people will be joining your table at the time of booking.

Ticket includes entry and fully redeemable food voucher (\$10 in value) which can be used at any of the food and beverage vendors. Please note this must be used on the night and cannot be redeemed for cash.

How many people is a ticket for?

The number of patrons is limited to up to six per table. Each adult patron will need to provide their contact details for contact tracing purposes by checking in using the Victorian Government QR code application on arrival.

What if I don't have six people for my table?

You can book a table from anywhere between one to six people. If you book less than six people, you will be not be seated with patrons from another group in line with COVID19 safe measures.

Can I reserve more than one table?

Yes, up to two tables can be purchased per registration.

How do I purchase a ticket?

Tickets can be purchased online, make your way to www.knox.vic.gov.au/harmony to purchase your tickets now.

If you need assistance in purchasing your tickets over the phone, please call Knox Arts & Events Team on 9298 8310.

Can I purchase a ticket at the gate?

No. In line with current Victoria COVID-19 restrictions and contact tracing requirements, patrons must pre-purchase a ticket.

I have COVID-19 symptoms and am under isolation. How can I obtain a refund?

Please call Knox Arts & Events Team on 9298 8310 to receive a full refund on your ticket.

What will happen if Melbourne returns to lockdown?

The event will either be rescheduled or cancelled and patrons given the option to receive a full refund on their ticket.

Is the event wheelchair accessible?

Yes, the tables are accessible to wheelchairs and accessibility parking is available on arrival.

Location Information

What is the address of the Harmony at Sunset concert?

Harmony at Sunset is located at the Ferntree Gully Arts Centre lawns. Please enter via the below entrance and follow the directions of parking attendants.

[1010 Burwood Highway, Ferntree Gully 3156.](#)

COVID-19-Safe Information

Do I have to wear a face mask?

Face masks are required for adults when unable to maintain 1.5m social distance unless you have a medical exemption. Please ensure you have a mask on you at all times and wear a mask when visiting the toilets or ordering food & beverages.

What COVID-19 Safe measures will be in place?

This event is in compliance with the current Victorian Government's COVID-19 restrictions. Physical distancing and COVID-19 safe behaviours will be monitored. Patrons will be required to adhere to COVID-19 conditions including but not limited to;

- providing contact tracing details,
- maintaining social distancing,
- wearing face masks and minimising movement outside your table
- not attending the event if experiencing symptoms or under isolation

Event Information

What time should I arrive?

Gates open at 5:30pm for the pre-concert entertainment before the official opening of the event at 6pm. We recommend you arrive early to enjoy the entertainment and food & beverage options.

What time will the event finish?

The event will finish approximately 8.00pm.

What address do I give to be dropped-off at Harmony at Sunset?

Harmony at Sunset is located at the Ferntree Gully Arts Centre lawns.

Please use the entrance on Burwood Highway located at 1010 Burwood Highway, Ferntree Gully 3156.

Is the event suitable for kids?

Yes, the event is family friendly and suitable to all ages.

Are we able to bring food?

There will be food and beverage options available for purchase, including your \$10 redeemable voucher. You are able to bring your own food and beverage to consume, noting this event is alcohol free.

Will there be vegan / vegetarian / gluten free options?

Yes, our food and beverage vendors will have vegan, vegetarian and gluten-free options.

Can I refill my reusable water bottle?

No, the use of refillable water bottles is not permitted in line with COVID-19 safe measures. To help us reduce our environmental impact, please bring sufficient water for yourself to the event. If you run out, visit the friendly team at the Event Info Hub where free bottled water is available.

Are we able to bring alcohol?

No, the event is alcohol free with no alcohol permitted or available for purchase. Non-alcoholic beverages will be available for purchase.

Can I bring my pet?

No, this event does not permit animals. Assistance animals are welcome.

What happens if in the event of poor weather?

The event will continue if it is safe to do so. If extreme weather is forecast the event will be cancelled, tickets will be refunded and attendees will be notified via the Facebook Event page.

Is there a smoking area at the event?

No. Harmony at Sunset is a smoke-free site.

Who can I contact for more information?

Please call Knox Arts & Events Team on 9298 8310 or events@knox.vic.gov.au