

# General Entry FAQs

## 1. Can I cancel my booking and get a refund?

Unfortunately, all tickets are strictly non-refundable and non-transferable. We are not able to do a change of date or session once booking is confirmed.

## 2. Do I need to get separate tickets for activities at the event?

General Entry tickets are for admission to GastroBeats, and give you access to Culinary Masters, the F&B and retail vendors at Local Streets, bars and live performances.

If you would like to enter Jumptopia, please purchase Jumptopia tickets, which come with General Entry.

## 3. Can I change the date of my tickets?

We're not able to change dates or sessions once the booking is confirmed.

## 4. Do I need to print out the ticket for entry?

You can show your e-voucher on your mobile device for entry. Print less, waste less.

## 5. When is the event and what are the opening hours?

GastroBeats is banging 3 - 26 June, 4.00pm - 10.30pm, daily, rain or shine.

## 6. Can I purchase tickets on site?

Yes! You may also purchase tickets on site, but we would recommend purchasing them online beforehand. Remember, all Visa cards get 10% off ticketing.

## 7. I have already booked my tickets but have not received a confirmation email. What should I do?

Please make sure to check your spam folder. If you are still unable to locate your confirmation, please contact Klook. The team will gladly resend a confirmation to the e-mail address that you supplied at checkout.

## 8. I forgot to key in the Visa promocode to enjoy the discount. Can I cancel my booking and purchase again?

All purchases are final and no cancellations can be made.

## 9. What payment type is accepted at the event?

We are a cashless event. PayLah and all credit and debit cards are accepted, but Visa is preferred. Visa cards get 10% off festival spend.

## 10. Where can I find the performances line up?

The line up will be updated on this link: <https://www.gastrobeats.com/beats>

### **11. Can I get my tickets refunded due to wet weather?**

GastroBeats will take place rain or shine, and we are open from 4.00pm -1030pm, so come when the rain stops!

### **12. Will there be discounted tickets if I wish to attend the event for more than one day?**

You get a great deal with your Visa card. Apply promo code < GBVISA10 > and check out with your Visa Card to enjoy 10% off ticket prices and all other spend within GastroBeats.

### **13. Where can we see the list of participating F&B and retail stalls at Local Streets?**

You can find the full list here: <https://www.gastrobeats.com/local-streets>

### **14. Are strollers/prams allowed at the event?**

Yes, strollers and prams are allowed!

### **15. What should we prepare for the visit to GastroBeats?**

Do remember to bring along your debit/credit cards/cashless payment methods as no cash payment will be accepted. Also, as this is an outdoor event, do dress lightly and bring along your umbrellas/raincoats/ponchos and whatever is needed for a whole day of fun with your family!

### **16. Are there any Covid-19 restrictions?**

GastroBeats prioritizes the safety of our guests and partners, and we have in place the necessary and appropriate safe management measures in accordance with the prevailing Safe Management Measures required. All visitors aged 13 and above must be fully vaccinated or have recently recovered from COVID-19 before they can enter the event venue.

For fully vaccinated individuals, please have your TraceTogether app or token available to verify your vaccination status at the venue.

Individuals who are medically ineligible for vaccination must provide a doctor-certified memo alongside their government-issued photo IDs.

### **17. Do I need to put on my mask at the event?**

According to the latest Safe Management Measures, mask wearing in outdoor settings are optional.