

GARDEN BEATS 2020: FAQs



GENERAL

When is Garden Beats 2020?

The festival will take place on Saturday, 29th February 2020.
Festival gates are open from 1PM till 10:30PM!

Where is Garden Beats 2020?

This year, the festival will be held at Fort Canning Park, and the entrance will be at Fort Gate. The closest drop-off point is 'Fort Canning Park (East) Battlebox'. Walk past the Battlebox museum and you'll see our entry points!

Can I download the Garden Beats 2020 map?

Download our map [here](#) or download [the WOOF app](#) to help you navigate our Garden, communicate with other festival-goers and plan your time-table!

How do I get there?

By MRT:

The closest MRT stations are Fort Canning Station (Exit B), Clarke Quay Station (Exit E) or Dhoby Ghaut Station (Exit B).

By CAR:

Please note that there will be no parking at the venue.

By TAXI/GRAB:

Taking a Grab or taxi is also an option! Do put your drop-off point as 'Fort Canning Park (East) Battlebox', walk past the Battlebox museum and enter our Garden!

We strongly recommend taking public transport, walking or cycling to festival grounds! Alternatively, if you do decide to take a car, we recommend sharing rides to reduce the environmental impact!

What is the minimum age to attend the event?

Ticket holders must be 16 years or older as of the date of the event. We will be checking IDs! Please note that alcohol will not be served to anyone under the age of 18.

Is this a pet-friendly festival?

No, sadly, pets are not allowed on the festival grounds.

Can I bring my children to the festival?

No, anyone under the age of 16 will not be permitted to attend.

Can I bring my camera?

Professional photography and filming are not allowed by attendees unless they are with media and/or authorised prior to the event. However, click and point cameras and mobile phones are allowed.

TICKETS

Do I have to pre-register my ticket?

Yes, you do – otherwise you will not be allowed through the festival gates! Head to [the pre-registration website](#) and pre-register now; it only takes two minutes! It's super easy and quick, and helps you save time at the gate!

Remember to pre-register before you head to the festival, as the ticket will have to be under the name of the ticket-holder, and the pre-registered details may be cross-checked with your ID.

Can I transfer my ticket to someone else?

Yes, but do make sure that the ticket is pre-registered under the name of the person attending the festival. The person attending will need to [pre-register here](#).

Are tickets refundable?

Tickets are non-refundable. Tickets can be transferable, as long as pre-registration has been accurately set up to the appropriate party's name.

It is important to know who you are buying your tickets from! Do purchase your tickets only from our official trusted source, [Ticketmelon](#), to avoid disappointment and frauds.

Are tickets sold at the door?

There will be a limited amount of tickets at the door, sold at a first-come-first-serve basis. Please purchase your tickets early to avoid disappointment; we cannot guarantee that tickets will be available.

AT THE FESTIVAL

Can I bring my own food?

No outside food or beverages are permitted. Any food or drinks will be confiscated before entering festival grounds.

Can I bring my own drinks?

No, you are not allowed to bring your own drinks. Alcoholic and non-alcoholic beverages will be available for purchase at the event. Any outside drinks will be confiscated and/or disposed of by security at the entrance.

What should I bring?

- Pre-registered e-ticket
- Valid photo ID (we will request for a valid photo ID upon entry)
- Reusable water bottle/your own cup! (No Single-Use Plastic!)
- Sunscreen and shades
- Appropriate footwear
- Cash/Credit Card
- Mosquito repellent
- Reusable bottle/cup
- An open mind and free spirit!



Will there be an emergency station at the festival?

Yes, there will be an ambulance on site in case of any medical emergency, as well as a First Aid tent on ground.

What items are forbidden at the festival?

- Outside drinks
- Drugs and illegal substances
- Umbrellas
- Weapons, fireworks, flares, flammable objects, and any other dangerous objects
- Single-Use Plastics

Please be kind to the environment. Cigarette ends or any kind of waste should be thrown in the bins.

What happens if it rains?

Let's keep on dancing! Garden Beats is a rain or shine event. Leave your umbrellas at home as they won't be allowed into the festival.

Can I leave the festival and come back at a later point?

Re-entry to the festival is only permitted with your activated wristband. Garden Beats reserves the right to refuse entry to, or to remove any ticket holder for disorderly conduct.

Are there lockers to store my personal belongings?

There are no lockers available at the event. Please be responsible for your personal belongings.

BYOC - BRING YOUR OWN CUP!

Why do I have to bring my own cup?

949.3 million kg of plastic waste is generated every year in Singapore, and to reduce this number, Garden Beats implements a Single-Use Plastic Ban. So bring your own cup, or rent one from us!

How do I rent a cup?

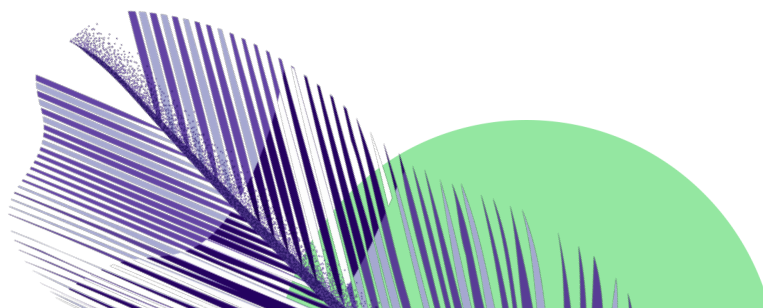
You'll be able to rent a cup at any RFID locations on grounds upon entering the festival. The rental fee for each cup is \$4, with a required security deposit of \$8. Upon returning the cup, your security deposit of \$8 will be returned to your RFID credits. RFID credits can be claimed within 2 weeks after the festival through a link sent to your email.

Where do I return my cup?

You can return your cups at any RFID stations or the Muuse tent at the exit of the festival!

How do I get my rental cup security deposit back?

Upon returning the cup, you will receive the security deposit of \$8 back to your RFID credits. RFID credits can be claimed within 2 weeks after the festival through your email.



RFID

Will there be an ATM on festival grounds? Can I pay with my Credit Card?

There will be no ATM machines at the venue or around the venue. For your convenience, we would strongly recommend that you bring your cash and card. We are going cashless with RFID payment method, which is exchangeable for food and drinks throughout the grounds. Cash and Credit Cards (Visa and MasterCard ONLY) can be used for RFID Top Up. Minimum top up for Credit Cards will be 30 SGD.

How do I refund my RFID credits after the festival?

You can claim your RFID balance within 2 weeks after the festival. 100% of unclaimed refunds will be donated to the registered charity [Garden City Fund](#). Their public outreach programmes include Orchid Conservation Fund, Plant a Coral Initiative, Support Our Conservation Efforts, Give to the Garden Programme, and Plant a Tree Programme.

CONTACTS

Can I get a press pass?

Please contact syazwani.soenar@sunshine-nation.com for any press-related enquiries.

What happens if I lose my belongings?

There will be an Information Desk at the festival where you can check for your misplaced belongings or return anything that you find! Alternatively, after the festival, you can email contact@gardenbeats.com for any further enquiries.

