

## **EVENT FAQs**

### **General**

**1. What provisions if any, are you making for wheelchair bound patrons?**

Wheelchair accessible platforms will be erected at Empress Place, providing spectators with views of Turns 11 and 12. The platform is easily accessible from Raffles Place via Gate 5.

From the platform, wheelchair bound patrons can also access many of the Circuit Park's key attractions within Zone 4 such as the F&B outlets, F1 Village and entertainment at the Esplanade Park, the F&B outlets along Connaught Drive, the main performance stage at the Padang and the F&B offerings at the Esplanade Theatres by the Bay.

Toilet facilities are also available at several locations. Should you require assistance, please call +65 6738 6738 prior to 24 September 2010 or approach any of our ushers at the circuit park.

**2. Is there a dress code?**

There is no dress code for general spectators. However, spectators are recommended to wear light clothing and comfortable footwear. If you plan to arrive earlier (3-5pm), you should put on some sun block, and a pair of sunglasses.

**3. Am I allowed to re-enter the Circuit Park?**

You may re-enter the Circuit Park from the gates specified on your tickets. Please ensure that your tickets are scanned before exiting the Circuit Park in order to gain unimpeded re-entry.

**4. What is the minimum age for spectators?**

SGP strongly advises that children under the age of seven (7) should not attend the FORMULA 1 SINGAPORE GRAND PRIX for safety and operational reasons.

Children below the age of seven (7) will only be admitted if the parent/guardian signs a letter of undertaking to indemnify SGPPL from any liability arising from their decision to bring children under the age of seven (7) into the Circuit Park. This letter can be obtained [here](#) or at our ticketing counters at the Circuit Park.

**5. Does my child need a ticket?**

All persons including children will need a ticket to be admitted into the Circuit Park.

**6. Is smoking allowed in the premises?**

Smoking is ONLY allowed at the designated smoking areas.

**7. Is photo taking allowed inside or during the race?**

Only photos intended for personal (amateur) use are allowed. Images (including sound and video) cannot be used for professional, commercial or personal gain without the explicit consent of FOM and/or FOA. The Promoter reserves the right to remove any photographic or video equipment at any time.

**8. What sort of merchandise is available for purchase?**

Merchandise will be displayed online at [www.singaporegp.sg](http://www.singaporegp.sg) once they are made available. Purchases can be made at the merchandising booths within the Circuit Park. Major credit cards (including Amex), cash and NETS are acceptable for this purpose.

**9. What are the exact locations of entry gates?**

Please see the [map](#) on our website for locations of the gates indicated on your ticket.

**10. How can spectators enter the circuit park?**

As a street circuit, there will inevitably be a high volume of traffic around the Circuit Park. It is highly recommended that you use public transport. Plan your route to the gate nearest your grandstand carefully, whether you are travelling by MRT (Singapore's subway system), shuttle bus, or taxi. The recommended gate is stated on the back of your ticket. Please allow plenty of time to get to and from the Marina Bay Street Circuit.

Once inside the circuit park, there will be maps displaying the location of your grandstand. However, information booths are located within the vicinity of every gate where you could obtain a copy of the circuit park map. For exact details on buses and MRT trains to the circuit park please refer to "Getting to the Grandstands" on our website.

**11. Can I bring my own food & drinks into the Circuit Park?**

For security reasons, food and drinks cannot be brought into the Circuit Park. However Singapore GP allows one 500ml bottle of drinking water (in a clear container) per ticketholder. There are many F&B outlets located throughout the park to meet all your needs.

**12. What types of food are available and who are the vendors in the various zones?**

A wide choice of food consisting of international and local fare is available in various zones. Besides an extensive array of food from some of Singapore's most renowned restaurants and caterers, there are plenty of food stalls serving a wide variety of international cuisines once you are in the Circuit Park, including *halal* and vegetarian.

Please note that payment is by cash at most F&B outlets in the Circuit Park. There are several automated teller machines located all over the Circuit Park, which are indicated on the map.

**13. Will there be Mega screens to watch all the racing action?**

Mega screens will be placed at strategic areas throughout the Circuit Park.

**14. Are there any items that are prohibited within the Circuit Park?**

Due to tight security and safety concerns necessary for such an event, the following items are prohibited within the Circuit Park:

Animals (except service animals e.g. seeing eye dogs & police dogs), any item that could be used as a weapon, bicycles, scooters, skateboards and rollerblades/skates, cans, chairs/stools, food coolers & hampers, fireworks, Frisbees and helium balloons, glass (including bottles), outside food and drink, large flags, musical instruments and/or amplification equipment, prams and strollers,

unauthorised advertising material or flyers, laser pointers, distress signals, whistles or loud hailers, dangerous goods and any other item prohibited by legislation.

The items listed above are not exhaustive and a list of all prohibited items will be placed at the entrance to the Circuit Park and/or areas designated by SGPPL.

#### 15. Will there be security screening?

For reasons of security and safety, SGPPL reserves the right, and will exercise its discretion to refuse suitcases, bags and/or other objects from being brought in to the Circuit Park (or into any area under the control of SGPPL) whether before, during or after the Race; and to inspect any bag or other item which any person wishes to bring in to or remove from the Circuit Park, whether before, during or after the Race.

Spectators are advised to avoid bringing large bags. Due to detailed security screening, the fewer things you carry, the faster your clearance process will be.

#### 16. Are there any rules to adhere to in the grandstands?

To ensure that everyone has a great time at the race, there are several rules grandstand spectators need to follow.

- No smoking is allowed in the grandstands. Instead, there are several designated smoking areas within the Circuit Park.
- Spectators are not allowed to stand on the seats or in the aisles during the race. Should you wish to stretch your legs, you are free to roam the Circuit Park\* and enjoy the entertainment and F&B offerings available. (\*See the back of your ticket or click [here](#) to find out which Zones you can access with your ticket)
- Collapsible strollers are allowed but may not be used in the Grandstands or on the bleachers. Any photographic equipment (such as tripods and monopods) for personal non-commercial is not allowed in the grandstands.
- Please do not open your umbrella whilst seated as these would obstruct the view of the spectators in the seats behind you.

Ushers and security staff will be stationed at the grandstands to ensure that these rules are adhered to in order for everyone to have an enjoyable experience. We seek your kind co-operation to abide by their instructions.

### **Ticketing Enquiries**

#### 1. Can I just buy a single day pass? When can I do so?

Only three-day season tickets are currently available for sale. Please call the Ticketing Hotline +65 6738 6738 or visit this website for regular ticket updates.

#### 2. What is included in the ticket price published on the website?

All ticket prices are inclusive of the prevailing rate of Goods & Services Tax but exclude the delivery

or collection charges. Additional charges are listed below:

Ticket Collection (per transaction)                      \$3.00  
This includes collection at selected SingPost Offices, SISTIC Box Office and ticketing counters at the Circuit Park.

Local Courier Service (per transaction)                      \$10.00

International Courier Service                                      refer to [Speedpost Rate Sheet](#)

**3. My tickets were purchased online. What if I cannot collect my tickets personally?**

You may appoint someone else to collect on your behalf. Please present a [Letter of Authorisation Form](#) when collecting the tickets.

**4. I found another website selling 2010 FORMULA 1 SINGTEL SINGAPORE GRAND PRIX tickets – is it authentic?**

Consumers should exercise due diligence when purchasing their tickets by ensuring they are buying from an authorised agent. A list of authorised agents is available [here](#). Never buy tickets from a website or company that is not listed.

**5. I saw a lower price on another website. Are the tickets valid?**

Tickets sold by Singapore GP and their authorised resellers are never discounted. If you see lower prices advertised, these tickets are likely to be from unauthorised resellers and may also be fraudulent tickets. Any tickets that are found to be obtained from unauthorised sources shall be immediately made void. For a full listing of authorised sales channels, please click [here](#).

**6. Are the tickets transferable?**

Three-day tickets are transferable on different race days. Three different people may use the three-day ticket on three separate days. However tickets cannot be used by more than one person on the same day.

**7. May I choose seats from the seating plans within a grandstand? If not, why?**

You may choose your preferred grandstand and block but not the individual seats within that grandstand. The computerised ticketing system allocates seats on a best available basis at the time of purchase. This means that when you buy the tickets, you will get the best seats available at that point of time.

**8. When is the latest that I will receive my tickets?**

You will receive a notification from SISTIC in August on ticket collection. This notification will specifically state the deadlines for collection. If you are not able to collect by the dates stated, please call our SGP Ticketing Hotline +65 6738 6738 to make alternative arrangements.

**9. Will you be offering concession tickets for youths and seniors?**

As in 2009, instead of limiting the availability of concessionary tickets to a small group of people,

we have offered lower prices in all categories during the early bird phase from 1 March to 30 April 2010.

**10. Will I be able to see the race clearly, without any obstruction, with my walkabout tickets?**

Spectators in the walkabout areas can in some cases get closer to the cars than the spectators in grandstand seats, as walkabout spectators are standing about 3 or 4 metres away from the edge of the track.

The concrete and triple guardrail that makes up the lower portion of the barrier is only a metre tall. The rest of the protection consists of a steel wire mesh fence that you can see through clearly.

To ensure that spectators get a great view of the race, there will be a number of bleachers located along some of the prime trackside viewing locations around the walkabout areas. However we cannot guarantee completely unobstructed views from all locations due to the nature of a street circuit.

**11. Where can I buy tickets?**

Sales Channels include the official Singapore GP website, SISTIC outlets & selected SingPost Offices as well as our ticketing booking hotline: +65 6738 6738.

Please check this website regularly for information on ticket availability.

**12. Is there a limit to how many tickets I can purchase?**

Each person can buy up to 10 grandstand tickets and 4 Walkabout tickets per transaction. This is to ensure that the race is available to as wide an audience as possible.

**13. What if there is heavy rain during the race? Will I get a refund?**

In the event of inclement weather on any or all of the days of the race, the event organiser shall have the sole and absolute discretion to delay the race for that day, and if necessary, to cancel the race. The race may resume on the same day after such delay. Refunds will not be offered due to cancellation that is for reasons beyond the event organiser's control.

**14. Are the Grandstands covered?**

All Grandstands are non-weatherproof and open to the elements. Patrons are advised to bring suitable clothing for protection from the weather.

Singapore GP ponchos (that are bundled with earplugs) are available for sale at the merchandising booths for only SGD 2. Profits from the sale will be donated to charity.

**15. I did not receive my tickets within the dates specified in the email confirmation. What should I do?**

If you did not receive your tickets on the designated dates, please call the SGP Ticketing Hotline +65 6738 6738.

**16. I have lost/misplaced my tickets. How can I get a replacement?**

Customers are advised to keep a record of the unique ticket serial numbers found at the bottom of the barcode on each ticket.

If you have lost/misplaced your ticket(s), you can either write to [tickets@singaporegp.sg](mailto:tickets@singaporegp.sg) or speak to our staff at the Ticket Box Office located at the gates of the Marina Bay Street Circuit. There will be a replacement fee of SGD 20 per ticket payable before tickets are re-issued.

In order for us to process the replacement ticket(s), you will need to furnish us with the following:

- the unique ticket serial numbers of each ticket **or**
- ticket confirmation email **or**
- a police report# **or**
- specific grandstand and seat number (for grandstand tickets only) or walkabout category (Premier / Zone 4, Friday / Saturday / Sunday / Season ticket)

# Tickets will only be replaced if you are able to show proof of ownership. Failing that, you must report the loss of your ticket at any Singapore Police Post and provide us with a copy of the police report.

If you did not purchase the tickets personally, you will need to submit this [form](#) with the details and the endorsement of the person who made the purchase on your behalf in order for us to trace the order.

#### **17. Are tickets sold by external parties valid?**

Only Singapore GP's authorised agents are permitted to resell tickets to the 2010 FORMULA 1 SINGTEL SINGAPORE GRAND PRIX. For a list of authorised agents, click [here](#).

Anyone found reselling tickets online or outside of the Circuit Park will have their tickets voided.