



EVENT FAQs

General

1. What provisions are you making for patrons with limited mobility?

Wheelchair accessible platforms will be erected at two locations within the Marina Bay Street Circuit, namely, Empress Place at Zone 4, and Marina Pit at Zone 1.

From the platform, wheelchair bound patrons can also access many of the Circuit Park's key attractions within close proximity to the platform such as F&B outlets, the F1 Village and entertainment offerings at a number of performance stages around the Circuit Park.

Toilet facilities are also available at several locations. Should you require assistance, please call +65 6738 6738 prior to 21 September 2012 or approach any of our ushers at the Circuit Park.

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 for all grandstands and walkabout tickets, except for Pit Grandstand. Fans who want to enjoy the thrilling race action at the pit straight but are unable to attend on Friday and Saturday can now choose to get the single-day Sunday Pit Grandstand ticket.

Single-day Zone 4 walkabout tickets will only be available upon the release of regular priced tickets on 1 May 2012.

Please call the Ticketing Hotline +65 6738 6738 or visit this website for regular ticket updates.

2. What is the Combination Package?

Available for the first time, the new specially customised Combination Packages will enable fans to experience different parts of the street circuit over each of the three days. Patrons can choose from various **Turn 1, Padang** and **Bay Grandstand** combinations. Those who would like to experience the best of the racing action as well as the entertainment programme at the main Padang stage can opt for the Zone 4 Walkabout Combination that combines the **Pit Grandstand** and **Zone 4 Walkabout** tickets.

Check out the variety of Combination Packages [here](#).

3. 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)	SGD3.00
This includes collection at selected SingPost Offices, SISTIC Box Offices and ticketing counters at the Circuit Park.	
Local Courier Service (per transaction)	SGD10.00
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 or collect it from our onsite ticket collection centre during the event week. Please present a [Letter of Authorisation](#) form when collecting the tickets if you are collecting on behalf of someone else.

4. I found another website selling 2012 FORMULA 1 SINGTEL SINGAPORE GRAND PRIX tickets – is it authentic?

Consumers should only purchase tickets from an authorised agent or directly from Singapore GP. A list of authorised agents is available [here](#).

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

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

6. Are the tickets transferable?

Each pass in a three-day ticket may be used by a different patron. However, please note that tickets are non-transferable on the day or during the day of presentation.

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

9. Where can I collect tickets onsite during event week?

The location of the Ticket Collection Centre is currently not confirmed. You will receive an email notification from SISTIC informing you of the location once your ticket is available. To collect your ticket, you will need to bring to bring along:

- a photo identification ie drivers license, passport etc
- a printed copy of the email confirmation
- a completed letter of authorisation if another person is collecting on your behalf.

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 it is possible for walkabout spectators to stand about 3 or 4 metres away from the edge of the track at certain locations.

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 for the benefit of walkabout patrons. 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 (Singapore) and the ticket 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 12 Grandstand tickets and 6 Walkabout tickets per transaction.

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 open to the elements. Patrons are advised to bring suitable clothing for protection from the weather.

Ponchos (that are bundled with earplugs) are available for sale at the merchandising booths within the circuit park for only SGD 2.00. 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 by the specified date, please call the Singapore GP Ticketing Hotline at +65 6738 6738.

17. Are tickets sold by external parties valid?

Only Singapore GP's authorised agents are permitted to sell tickets to the 2012 FORMULA 1 SINGTEL SINGAPORE GRAND PRIX. For a list of authorised agents, click [here](#).

Unauthorised resellers found selling tickets online or outside of the Circuit Park will have their tickets voided.