

***Lightfall* at Royal Botanic Gardens Cranbourne**

Frequently Asked Questions

What is the *Lightfall* experience?

Visitors stroll through an illuminated landscape and see the award-winning botanic gardens come to life under a vast autumn night sky. Along the way, they'll encounter large-scale light sculptures and an immersive soundscape.

The trail begins at the Visitor Centre. Ticket times are staggered so groups can comfortably stroll the trail with family and friends.

Dates & Opening Hours

Open Monday to Sunday, Sun 6 April to Sun 20 April.

Admission and parking tickets for this event must be purchased in advance. There is no box office for ticket sales at the venue.

Tickets for this event are timed in 15-minute increments from 6:00pm onwards on each event date. **Last entry to the event will be at 8.40pm, which is 10 minutes after the final session. If you arrive after 8.40pm entry will not be permitted.**

All customers must exit the car park no later than 10pm (final timed session is 8.30pm).

Each event days, Royal Botanic Gardens Cranbourne will close as usual at 5.00pm. The car park will re-open to *Lightfall* ticket holders from 5.45pm with entry to *Lightfall* commencing from 6:00pm onwards.

To ensure that only ticket holders for *Lightfall* have entry to the evening event, daytime visitors must vacate the Gardens and car park by 5.00pm.

Entrance

The entrance to *Lightfall* is via the West Entrance of Royal Botanic Gardens Cranbourne on Ballarto Road. There is no other entrance to the event. The East Entrance near South Gippsland Highway will be closed.

If you are using a navigation system, please ensure you enter the correct entry gate – [Royal Botanic Gardens Cranbourne – West Entrance](#).

You can also search for Donnelly's Garden Supplies, which is at the roundabout on the corner of Ballarto Road and Cranbourne-Frankston Road. The West Entrance is located at the end of Ballarto Road, off Cranbourne-Frankston Road.

Parking tickets must be booked when purchasing your admission ticket. There is no alternative parking for this event. Please ensure that you have purchased parking if you intend to travel by car. You will not be able to park your car if you have not pre-purchased parking.

There is no street parking near the West Entrance to Cranbourne Gardens. This includes Ballarto Road, Laurie Cleary Lane, and Cranbourne-Frankston Road. The East Entrance, and all other roads within Royal Botanic Gardens Cranbourne, will be closed. Council will actively patrol the area and issue infringements where appropriate.

Prices

Peak Admission Tickets	
General Admission - Adult	\$26
General Admission - Child (4-12 years)	\$18
General Admission - Family*	\$88
General Admission - Concessions	\$23
Anytime Pass**	\$35

Off-Peak Admission Tickets (Mondays and Sundays)	
General Admission – Adult	\$22
General Admission – Child (4-12 years)	\$15
General Admission – Family*	\$72
General Admission - Concessions	\$20
Anytime Pass**	\$32

Parking (venue and park and ride)	\$10
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Purchase Early

Tickets purchased after midnight for the same day incur a surcharge of \$3 per person. (Tickets can only be purchased online and not at the venue.)

For this event, service and handling fees may apply on all purchases.

***Family ticket price conditions**

A family ticket admits 2 adults and 2 children. Children must be aged 12 years and under to be eligible for the family ticket. Children aged 3 years and under are free of charge.

If you are purchasing for a different mix of adults and children, it is best to purchase the number of each ticket required rather than the Family Ticket Price.

****Anytime Pass ticket price conditions**

An Anytime Pass permits access to the event on a chosen date, any time between the first advertised session (6.00pm) and 10 minutes after the last advertised session (8.30pm).

Tickets are only valid on the date for which they are purchased. There are no child or family discounts on Anytime Pass tickets. Customers with an Anytime Pass may still be required to queue when they choose to enter.

Anytime Pass

Anytime Pass tickets permit entry at any time between the first advertised session (6.00pm) and 10 minutes after the last advertised session (8.30pm) on a chosen date.

Tickets are only valid on the date for which they are purchased. There are no child or family discounts on Anytime Pass tickets. Customers with an Anytime Pass may still be required to queue when they choose to enter.

Anytime Pass holders will still need to purchase a parking ticket with admission.

Find Anytime Pass tickets [here](#).

Group Bookings

Groups of 20+ are eligible for a discount of 10% on *Lightfall* tickets. If you wish to buy more than 20 tickets for a group, please contact Ticketek [here](#).

If you wish to bring a private charter bus for a group, there is parking available on site, however bus parking must be booked in advance of your arrival. Please contact us on lightfall@rbg.vic.gov.au to arrange a booking.

Ticket Information

Do I have to book in advance?

You must book in advance online. Each timed session has a limited capacity, and we expect this event to sell out.

Tickets purchased on the day will incur an additional fee of \$3 per person.

Where is the Ticket Help Desk located?

A ticket help desk will be available at the entrance to the trail if you have any issues with your tickets.

If I book the wrong date, can I transfer my ticket to another date?

Unfortunately, this is not possible. It is important to make sure that you choose the right date and time slot when you buy tickets, as we are not able to offer exchanges or refunds after tickets have been purchased.

If I am delayed and miss my session, can I join a later session?

Please try and arrive 10 minutes prior to your session. If you are late, we will do our best to accommodate you in the next available session on the same night. Please note the last entry is 8.40pm, which is 10 minutes after the final session. If you arrive after 8.40pm, entry will not be permitted.

Parking

Do I need to buy a car parking ticket in advance to park at *Lightfall*?

Yes. A parking ticket MUST be purchased in advance along with your event ticket(s) online. An additional service fee will apply if car parking is booked separately to your event ticket(s). Make sure you select the parking session that corresponds to your *Lightfall* session time.

There is no alternative parking for this event. Please ensure that you have purchased parking if you intend to travel by car. You will not be able to park your car if you have not pre-purchased parking.

There is no street parking near the West Entrance to Cranbourne Gardens. This includes Ballarto Road, Laurie Cleary Lane, and Cranbourne-Frankston Road. The East Entrance, and all other roads within Royal Botanic Gardens Cranbourne, will be closed. Council will actively patrol the area and issue infringements where appropriate.

Is there a dedicated drop-off & pick-up area at *Lightfall*?

There is a strict 1 minute drop off / pick up zone on site. This is located at the onsite carpark. Stewards will direct cars, taxis and rideshare services to this zone. No standing or parking is permitted in this zone.

Is there accessible parking available at *Lightfall*?

Accessible parking is available for people with a valid disability parking permit. You must still purchase parking.

This is located near the entrance and exit to the event. There is a designated drop off/pick up area near both the entrance and exit, for patrons who cannot walk to their car.

Please purchase Accessible Parking when making your booking.

Does each ticket holder need to book a car park space?

No, but you will need to book a parking space per car that your party intends to travel in. Car parking must be purchased in advance.

There is no alternative parking for this event. Please ensure that you have purchased parking if you intend to travel by car. You will not be able to park your car if you have not pre-purchased parking.

When should I arrive?

We recommend you arrive 15 minutes prior to your session time to allow enough time to park and enter the event.

Why can I only book Park and Ride for my chosen time-slot?

If on-site car parking is not available and only Park & Ride is available, this is because on-site car parking has sold out. Please see “Park and Ride” for more information.

Park & Ride

Where is the Park and Ride car park located?

Park and Ride parking is at Southside Racing (Cranbourne Turf Club), located at 50 Grant Street, Cranbourne. When you arrive at this location, you will be directed to park and will then travel by bus the short distance to the *Lightfall* entrance.

What should I do if I have a Park and Ride ticket?

When you arrive at Park and Ride, you will be directed to park your car.

Please then proceed to the bus waiting area to catch a bus to the *Lightfall* entrance.

The bus journey is approximately 10 minutes. At the end of the event, buses will pick you up at the exit in Cranbourne Gardens and take you back to Park and Ride. There will be clear signs directing you where to go and traffic management staff to assist.

What time should I arrive at Park & Ride?

We would advise arriving at the Park & Ride venue 30 minutes prior to your ticketed session time to allow sufficient time for your parking and transfer. Buses do round trips between the event and the Park and Ride car park.

How far is the Park & Ride from *Lightfall*?

The Park & Ride is approximately a 10 minute bus journey to *Lightfall*.

Is there space for prams or wheelchairs on the Park and Ride buses?

There will be a mix of coaches and low rider buses (such as the PTV public bus). Low rider buses are accessible and have space for prams and wheelchairs. There will be a steward present who can assist if required.

Getting There

The entrance to *Lightfall* is via the **West Entrance** of Royal Botanic Gardens Cranbourne. There is no other entrance to the event. The East Entrance near South Gippsland Highway will be closed.

If you are using a navigation system, please ensure you enter the correct entry gate – [Royal Botanic Gardens Cranbourne – West Entrance](#). The West Entrance is located on Ballarto Road West, off Cranbourne-Frankston Road.

If you have booked Park and Ride, please arrive at Southside Racing (Cranbourne Turf Club), located at 50 Grant Street, Cranbourne. You will be directed to park and will then be bussed the short distance to the *Lightfall* entrance.

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The most direct way to travel to Cranbourne Gardens is by car.

Parking is available for \$10.00 and must be pre-purchased before attending the event.

There is no alternative parking for this event. Please ensure that you have purchased parking if you intend to travel by car. You will not be able to park your car if you have not pre-purchased parking.

There is no street parking near the West Entrance to Cranbourne Gardens. This includes Ballarto Road, Laurie Cleary Lane, and Cranbourne-Frankston Road. The East Entrance, and all other roads within Royal Botanic Gardens Cranbourne, will be closed. Council will actively patrol the area and issue infringements where appropriate.

If you have booked onsite parking the entrance is via the West Entrance of Royal Botanic Gardens Cranbourne. The East Entrance will be closed.

The speed limit on Ballarto Road as you enter/exit the event will be significantly reduced for this event. Please follow the temporary speed limit signs and be mindful of any animals that might be looking to cross the road as you are driving.

If you have booked park and ride you should arrive at Southside Racing (Cranbourne Turf Club), located at 50 Grant Street, Cranbourne. You will be directed to park and will then be bussed the short distance to the *Lightfall* entrance.

TAXI / RIDESHARE / DROP-OFF

There is a 1 minute drop off / pick up zone on site at Royal Botanic Gardens Cranbourne. No parking is permitted in this zone.

Entry is via the [West Entrance of Royal Botanic Gardens Cranbourne on Ballarto Road](#).

PUBLIC TRANSPORT

The closest train station to the Gardens is Cranbourne Station, which is the last station on the Cranbourne line. The station is 6km from Cranbourne Gardens.

Taxi / rideshare can be taken from the train station to the Gardens. There is a designated 1 minute drop off / pick up zone on site at Royal Botanic Gardens Cranbourne. Entry is via the West Entrance of Royal Botanic Gardens Cranbourne on Ballarto Road.

Be sure to plan your journey with [Public Transport Victoria](#) as road works may affect your journey.

CYCLING

There are bike racks located both in the car park and next to the Visitor Centre.

Accessibility

Is there Accessible Parking available at *Lightfall*?

Accessible Parking is available for people with a valid disability parking permit. You must still purchase parking.

This is located near the entrance, and exit, to the event. There is a designated drop off/pick up area near both the entrance and exit, for patrons who cannot walk to their car.

Please purchase Accessible Parking when making your booking.

What happens if there is no available Accessible Parking, or if I do not have a valid permit?

There is a designated drop off area near both the entrance and exit for patrons who cannot walk to their car. There will be seating at both the entrance and exit.

Do you accept Companion Cards?

Yes, holders of a government issued companion card can access a free ticket for their companion. Proof of eligibility will be required upon entry.

Please book these tickets using the booking process.

Are the pathways wheelchair accessible?

The *Lightfall* route is entirely on paths. There are some paths whose gradients are steep and slightly uneven, and audience members may benefit from assistance. The main pathways have widths of over 1.8 metres. Access to the main entrance of *Lightfall* is via a gentle sloped pathway which is 90 metres long, 5 metres wide and a 1:22 gradient from the carpark. Royal Botanic Gardens Cranbourne has a limited number of manual wheelchairs that can be borrowed free of charge. Wheelchairs will be available to book closer to the event date.

If the weather conditions prohibit the event from being fully accessible, for those needing mobility devices (wheelchairs, walkers, etc.), consideration will be made on a case-by-case basis to allow for tickets to be transferred to alternate dates. If you have particular access requirements, please call (03) 5990 2200 for further enquiries.

Is there white strobe lighting or flashing lighting effects?

Some lighting sequences will include flashing, flickering and patterned effects, however there will be no strobe lighting.

Will smoke or haze effects be used?

Smoke and haze effects may be used in some areas of the trail.

Accessible Tickets for Relaxed Sessions

Relaxed sessions are for anyone who would benefit from experiencing the event in a more relaxed environment. This can include, but is not limited to, people with autism, sensory sensitivities, Tourette's syndrome, learning disabilities or dementia, as well as people living with mobility challenges, anxiety or people who have experienced trauma.

A relaxed session will take place on:

Wednesday 16 April at 5.45pm

In the relaxed session:

- The capacity of the event has been considerably reduced.
- You can leave the route at any time by requesting assistance from a steward, and can be guided to a designated quiet area. You are welcome to bring in, and use, stimming devices.
- Pre-show resources, such as a Visual Story, are also available to help you prepare for your visit.

Please note:

- There will be bright, flashing, flickering and patterned effects but no strobe lighting. Some lighting features will include lasers.
- There is an accompanying soundscape although no surprising or loud noises.

If you are interested in attending and would like to receive more information, please email lightfall@rbg.vic.gov.au, with the subject line 'Lightfall Relaxed Sessions'. You can also book via Ticketek's Accessible Booking Form.

Frequently Asked Questions

How should I dress for this event?

Lightfall is an outdoor event, so please come prepared for the elements by wearing appropriate clothing and footwear for the weather. Umbrellas are allowed on the trail, but we ask that you are courteous of other patrons when using them.

What happens if it's raining?

Lightfall is an outdoor event and will go ahead in the event of rain or wind, so please check the weather forecast and dress appropriately. You will not be able to refund or exchange your tickets if you choose not to attend due to inclement weather.

If the weather presents a hazard and a risk to safety, the decision to cancel the event will be made on the day of the event. You will be notified via email of any cancellation and the re-booking process which will include the ability to book on another day or a refund if this is not possible. Please check our website and social media pages for updates during the event season.

How long is the trail?

The trail is approximately 1km around the Australian Garden at Royal Botanic Gardens Cranbourne.

How much time should we allow for this event?

As a general rule, you should allow about 45 – 60 minutes to ensure you have enough time to enjoy the full experience.

Should I arrive in advance of my visit time?

Onsite Parking:

We recommend you arrive 15 minutes prior to your session time to allow enough time to park and enter the event.

Park and Ride:

We recommend you arrive 30 minutes prior to your session time to allow enough time to park, catch the bus, and enter the event.

Other travel:

It's best not to arrive more than 15 minutes before the session time printed on your ticket. Your session time is a 15-minute window from the time printed on your ticket.

There is no alternative parking for this event. Please ensure that you have purchased parking if you intend to travel by car. You will not be able to park your car if you have not pre-purchased parking.

Last entry to the event will be at 8.40pm, which is 10 minutes after the final session. If you arrive after 8.40pm entry will not be permitted. The event will close 60 minutes after the final advertised timeslot.

Will there be a cloak room?

No cloaking facilities will be supplied, so please travel lightly. Please do not leave valuables in your car.

Will there be food and drinks available?

Yes, there will be a range of food on offer along the trail.

More information on this offer will be available nearer the time.

Can I bring food and drink?

No alcoholic drinks can be brought into the event; however, food and beverages will be available for sale on the route.

This is a promenade event, so please do not bring eskies or picnics.

Can I bring a chair?

The experience is designed to be walked through, so no chairs are allowed.

Are there toilets along the trail?

Yes, there are a number of areas along the trail that have toilets for visitors.

Can I take pictures?

Absolutely and we would love you to share them! Be sure to tag #Lightfall #RoyalBotanicGardensVic and #SonyMusicAustralia. For safety reasons no tripods or monopods will be allowed.

Can I bring my drone?

Drones are not permitted.

Will I be walking on grass?

The entire route can be enjoyed mostly from hard-surfaced pathways. You will not be walking on grass.

Can I explore other parts of the Gardens during *Lightfall*?

No, you must remain on the designated *Lightfall* trail. Whilst you enjoy *Lightfall* please stay on the paths unless the stewards advise you otherwise. For your safety and to protect the Gardens, please do not walk in the garden beds or on the lawns.

Will the lights affect the animals?

As a Botanic Garden and home to many Australian plants, animals and threatened species, we work closely with our team and independent ecologist experts. A Fauna Assessment has been undertaken by an external ecologist for *Lightfall*. The recommendations from this report have been incorporated into the planning of the event to minimise any negative impact on fauna. The route is walked and checked on a regular basis with RBGV horticultural and ecological staff. This is an ongoing process over the development and delivery of the event.

How can I help reduce impact to animals at *Lightfall*?

Royal Botanic Gardens Cranbourne is home to many native Australian animals, including a population of the endangered Southern Brown Bandicoot.

Please be mindful of bandicoots and other animals and take note of the reduced speed limit as you enter and exit the event. Be on the lookout for any animals in the carpark and check under your car before exiting the venue.

If you see a bandicoot during your time at *Lightfall*, please do not touch or feed it.

Are strollers allowed?

Yes, strollers are allowed. Bikes, scooters and balance bikes are not permitted on the trail.

Are bikes and scooters allowed?

Lightfall is a walking event - vehicles (whether foot propelled or motorised) are not permitted on the trail. This includes but is not limited to bikes, scooters, skateboards, hoverboards, balance bikes and roller skates. Wheelchairs and recognised mobility aids are allowed.

Can I bring my pet?

No pets are allowed. Assistance animals are permitted.