

Frequently Asked Questions

Lightscape at Royal Botanic Gardens Melbourne 2025

What is the Lightscape experience?

Visitors to Lightscape make their way along a winding trail through Royal Botanic Gardens Melbourne's landscape, awash in artistic lighting design. Along the way, they'll encounter large lighting sculptures, colourful lighting effects and an accompanying soundscape.

The trail begins at Observatory Gate and ends at Oak Lawn Gate (off Birdwood Ave, opposite the Shrine of Remembrance). Ticket times are staggered so groups can comfortably stroll the trail with family and friends.

Dates and Operating Hours

Open Wednesday to Sunday, 20 June to 10 August, plus Monday 7 July, Tuesday 8 July, Monday 14 July and Tuesday 15 July during Victorian school holidays.

Tickets for this event are timed in 15-minute increments from 5.15pm, 5:30pm or 5.45pm onwards depending on the chosen event date and sunset times.

Last entry onto the trail will be 10 minutes after the final advertised timeslot. For example, if the last advertised time-slot is 8.00pm then last entry onto the trail will be at 8.10pm, no further entry will be allowed after this time.

The event will close 90 minutes after the final advertised timeslot.

Each event day, Royal Botanic Gardens Melbourne will close at 3.00pm and open to *Lightscape* audiences from 5.15pm, 5:30pm or 5.45pm onwards depending on the chosen event date.

To ensure that only ticket holders for *Lightscape* have entry to the evening event, daytime visitors must vacate the Gardens at 3.00pm.

Entrance

The entrance for Lightscape is via Observatory Gate, near the Visitor Centre, Birdwood Avenue, opposite the Shrine of Remembrance.

This is the only entrance.

The trail is designed to be travelled in one direction.

Prices

Off-Peak Admission Tickets (Weds/Thurs & Mon/Tues in school holidays)*	
General Admission – Adult	\$36
General Admission – Child (4-12 years)	\$28
General Admission – Family**	\$120
Concessions***	\$32
Flexi ticket****	\$50

Regular Admission Tickets (Fri/Sun & Weds/Thurs in school holidays)*	
General Admission - Adult	\$40
General Admission - Child (4-12 years)	\$32
General Admission - Family**	\$136
Concessions***	\$36
Flexi ticket****	\$55

Peak Admission Tickets (Sat)*	
General Admission - Adult	\$44
General Admission - Child (4-12 years)	\$36
General Admission - Family**	\$152
Concession***	\$40
Flexi ticket****	\$60

Super Flexi Tickets*****	\$85
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***Purchase Early**

Tickets purchased after midnight for the same day (online and at the box office) will incur an surcharge of \$4 per person.

GST and Service Charges

All prices shown are inclusive of GST. An additional service charge may be imposed by the ticketing provider.

****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.

*****Concession ticket price conditions**

Concession price tickets are available only to people who have a valid:

- Australian full time secondary or tertiary student card (including people under 16 years)
- Australian Government Issued: Pension Card
- Australian Government Issued: Carer Card
- Australian Government Issued: Health Care Card

Concession price tickets are NOT available to holders of:

- Seniors Card
- International student card

Concession ticket holders will be required to present the relevant concession documentation at the point of scanning / entry and if purchasing in person.

******Flexi ticket conditions**

A Flexi ticket permits access to the trail on a chosen date, any time between the first advertised time-slot and last entry (10 minutes after the last advertised time-slot).

Tickets are only valid for the date for which they are purchased.

There are no child or concession discounts on Flexi tickets. Customers with an Flexi ticket may still be required to queue when they choose to enter.

Find Flexi tickets [here](#).

*******Super Flexi ticket conditions**

A Super Flexi ticket permits attendance once on any date at any session time during the Lightscape season.

Super Flexi tickets are valid for use during the 2025 season, 20 June to 10 August (Wednesday to Sunday, plus Monday 7 July, Tuesday 8 July, Monday 14 July and Tuesday 15 July), at any time between the first advertised time-slot and last entry (10 minutes after the last advertised time-slot).

There are no child or concession discounts on Super Flexi Pass tickets. Customers with a Super Flexi Pass may still be required to queue when they choose to attend.

Find Super Flexi tickets [here](#).

Ticket Information

Do I have to book in advance?

We recommend booking in advance online. Each timed entry has a limited capacity, and we expect this event to sell out. Tickets will be on sale at the venue when not sold out on event nights only.

Tickets purchased after midnight for the same day (online and at the box office) will incur surcharge of \$4 per person.

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 timeslot, can I join a later slot?

Yes. We will accommodate you in the next available timeslot on the same night. Please talk to the staff at the gate when you arrive. During peak times, if you miss your timeslot you may be asked to wait before you enter.

Group Bookings

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

Getting There

The entrance to Lightscape is via Observatory Gate near the Visitor Centre, Birdwood Avenue, opposite the Shrine of Remembrance.

A box office will be available at the entrance if you need to pick up tickets at the event, or if you have any queries on the day.

CAR

Limited street parking is available on Birdwood Avenue. We recommend you take public transport or ride-share, as parking will be at a premium on the event nights, so please allow plenty of time to find a park and walk to the event entrance.

Street parking is only permitted in marked parking bays. Please ensure you adhere to parking restrictions. No parking is permitted in parklands or on grassed areas (including in Kings Domain South Parklands). Council officers are actively patrolling the area and will issue penalties for vehicles that are parked incorrectly.

Paid off-street parking is available in the area, including at:

- Ace Parking – 2 Bowen Crescent, Melbourne (15 min walk)
 - Open 5:00 AM – 10:00 PM
- Arts Centre Melbourne – 4 Sturt Street, Southbank (15-20 min walk)
 - Open 24 hours
- Wilson Parking – 436 St Kilda Road, Melbourne (20 min walk)
 - Open 24 hours

PUBLIC TRANSPORT

Tram: The closest stops to Royal Botanic Gardens Melbourne are:

- The Shrine of Remembrance stop on St Kilda Road, and
- Anzac Station on St Kilda Road

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

CYCLING

There will be bike parking on site, however, we expect it to be at a premium.

Lightscape is a walking trail. Vehicles (whether food propelled or motorised) are not permitted on trail. This includes, but is not limited to, bikes, scooters, skateboards, hoverboards, balance bikes and roller skates.

Wheelchairs and recognised mobility aids are allowed.

Accessibility

Is *Lightscape* wheelchair accessible?

The trail is designed so that it can be navigated on paths. There are some paths whose gradients are steep and audience members may benefit from assistance. Royal Botanic Gardens Melbourne has a limited number of manual wheelchairs that can be loaned, free of charge. Wheelchairs will be available to book closer to the event date.

If the weather conditions prohibit the trail 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) 9252 2300 for further enquiries.

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.

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.

Relaxed sessions are scheduled for:

- Wednesday 9 July at 5.15pm
- Wednesday 23 July at 5.30pm

In a relaxed session:

- The capacity of the event has been considerably reduced.
- You can leave the route at any time and request assistance to 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 may 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 and a link to book please email lightscape@rbg.vic.gov.au with the subject line 'Lightscape Relaxed Sessions'. You can also book via Ticketek's Accessible Booking Form.

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. There are dynamic flashes of white light and fast colour changes. Some lighting features may include lasers.

Will smoke or haze effects be used?

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

Real fire is also used in some area of the trail.

How do I get more information about accessibility at *Lightscape*?

If you have particular access requirements or would like more information about access at Lightscape please call (03) 9252 2300 or email lightscape@rbg.vic.gov.au.

FAQ's

How should I dress for this event?

This is an outdoor event, so please come prepared for the elements by wearing appropriate footwear and dressing warmly. Umbrellas are allowed in most areas of the trail, but we ask that you follow signage and the directions of staff by putting them down when requested and are courteous of other patrons when using them.

Is *Lightscape* an all-weather event? What happens if it's raining?

Lightscape is an outdoor event and will go ahead in the event of rain or wind, so 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 Gardens' 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.

How long is the trail?

The trail is approximately 2.1 kms around Royal Botanic Gardens Melbourne.

How much time should we allow for this event?

That depends on your pace and how often you stop. However, as a general rule, you should allow about 90 minutes to ensure you have enough time to enjoy the full experience.

Should I arrive in advance of my visit time?

You can grab something to eat and drink before you enter, if you wish. Otherwise, it's best not to arrive more than 15 minutes before the entrance time printed on your ticket. Your entry time is a 15-minute window from the time printed on your ticket.

Last entry onto the trail will be allowed 10 minutes after the final advertised timeslot. For example, if the last advertised time-slot is 8.00pm then last entry onto the trail will be at 8.10pm, no further entry will be allowed after this time.

The event will close 90 minutes after the final advertised timeslot.

Will there be a cloak room?

No cloaking facilities will be supplied, so please travel light.

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.

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

Food and beverages will be available for sale at the Welcome Hub located at the entry and along the trail. Food and drinks purchased at the Welcome Hub can be brought into Lightscape.

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 toilets along the trail for visitors.

Can I take pictures?

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

Will I be walking on grass?

No, most of the trail can be enjoyed from hard-surfaced paths.

Can I explore other parts of the Gardens during Lightscape?

No, only the Lightscape trail itself is open to evening visitors. For your safety and to protect the Gardens please stay on the paths and do not walk in the garden beds or on the lawns.

Will the lights affect the animals?

A Fauna Assessment Report has been undertaken by an external ecologist for Lightscape. The recommendations from this report have been incorporated into the planning of the event to minimise any impact on fauna.

Are strollers allowed?

Yes, strollers are allowed.

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

Are bikes and scooters allowed?

Lightscape is a walking trail, vehicles (whether foot propelled or motorised) are not permitted on trail. This includes but is not limited to bikes, scooters, skateboards, hoverboards, balance bikes and roller skates.

Wheelchairs and recognised mobility aids are allowed.

Are pets allowed?

No pets allowed, except for service animals.

Is there white strobe lighting or flashing lighting effects?

Some lighting sequences will include flashing, flickering and pattered effects, however there will be no strobe lighting. Some lighting features may include lasers.

Will smoke or haze effects be used?

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

Real fire will be used in one area of the trail.

Where can I park my car when visiting Lightscape?

Limited street parking is available on Birdwood Avenue and around the Gardens. Parking will be at a premium on the event nights, so please allow plenty time to find a park and walk to the event entrance.

Street parking is only permitted in marked parking bays. Please ensure you adhere to parking restrictions. No parking is permitted in parklands or on grassed areas (including in Kings Domain South Parklands). Council officers are actively patrolling the area and will issue penalties for vehicles that are parked incorrectly.

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