



## Frequently Asked Questions

### ***Q. Where can I park?***

Parking is easy – right next to Rochford Concert Lounge. See the Rochford Concert Lounge Parking Access map for directions.

### ***Q. Are there disabled parking and facilities?***

Yes, with ramp access into the venue. Please note that for disabled parking you must display the appropriate tag on your vehicle.

### ***Q. How do I get there if I don't want to drive?***

If you're a local or staying in the Yarra Valley, we have partnered with [Wombat Tours & Transfers](#) to help you get to and from the Rochford Concert Lounge.

Bookings are essential. Phone: 1300 945 396 during office hours for details.

Links to Transfer Pickup Locations are available on each concert page.

### ***Q. Are Taxis available?***

There are very few taxis available in the Yarra Valley. Please call Yarra Valley Taxis for information on 5962 4722. Alternatively, you may arrange your own Uber ride to and from Rochford Concert Lounge.

### ***Q. Can I bring the kids?***

Yes, however check with the specific concert details as parental discretion and guidance is recommended on whether the particular entertainment is suitable for your children. Children under the age of 16 may enter free with a parent or guardian and must be supervised at all times.

### ***Q. What can't I bring?***

Strictly NO BYO alcohol or soft drinks or food. Rochford Concert Lounge is a fully licensed event. NO drugs or controlled substances.

Rochford Wines will not take any responsibility for lost, damaged or stolen property.

### ***Q. Will I be sat at a table? How does seating work?***

Tables closest to the stage are allocated on a preferred basis to ticket holders who are also dining. Dinner bookings can be made at time of ticket purchase. Tables are allocated by best available at time of booking. Non-diners are not guaranteed a table, but there are plenty of bar stools available.

### ***Q. Can I buy food at the show?***

Yes, the Rochford Concert Lounge is held within 400 Gradi Yarra Valley and the full menu will be available for you to order from until the show starts. A limited menu will run for a short time after that. 400 Gradi Yarra Valley specialises in wood-fired pizzas and authentic Neapolitan cuisine.

### ***Q. What drinks are available?***

Wine, beer (Heavy & Light), assorted spirits, water and soft drinks are available at all shows. Please be aware the Rochford Wines adheres to Responsible Service of Alcohol guidelines.

***Q. Is there any accommodation?***

There is plenty of accommodation in the Yarra Valley although none on site at Rochford Wines. For accommodation information please visit [www.visitarravalley.com.au](http://www.visitarravalley.com.au) or phone: 03 8739 8000 and they will find you something to suit you and your price range.

***Q. Are refunds available?***

No. Once the ticket sale is processed the purchase is final. Refunds will only be offered to patrons if the entire show is cancelled or postponed before an event takes place. Please refer to Terms & Conditions.

***Q. Will the program times or artists be likely to change?***

Occasionally changes occur that are out of our control. Scheduled performance times and artist line-ups are subject to change. No refund will be offered in these circumstances. Please refer to Terms & Conditions.