

# FESTIVAL OF LIGHTS



**JOBURG  
THEATRE**



## FAQS

### 1. HOW MUCH ARE THE TICKETS?

ADULTS R150 | KIDS R75 (3 – 12 YEARS OLD) | PENSIONERS R90

### 2. HOW DO I BUY TICKETS?

ONLINE: [WWW.JOBURGTHEATRE.COM](http://WWW.JOBURGTHEATRE.COM) | TELEPHONE: 0861 670670 | SELECTED PICK N PAY OUTLETS  
JOBURG CITY THEATRES BOX OFFICE (JOBURG THEATRE; SOWETO THEATRE AND ROODEPOORT  
THEATRE) | JOBURG ZOO WEBTICKETS BOX OFFICE

### 3. IS THERE A GROUP DISCOUNT?

10% DISCOUNT FOR GROUP BOOKINGS, DISCOUNTED FROM 10 TICKETS AND MORE.

### 4. DO YOU OFFER REFUNDS?

ALL TICKETS ARE NON-REFUNDABLE HOWEVER, WE WILL SWAP OUT TICKETS FOR ANOTHER DATE  
SHOULD THE EVENT BE CANCELLED BECAUSE OF UNFAVORABLE WEATHER CONDITIONS.

### 5. WHAT HAPPENS IF THE EVENT IS CANCELLED OR POSTPONED?

WE WILL COMMUNICATE THE PROCEDURE TO RESCHEDULE YOUR TICKETS TO ANOTHER  
PERFORMANCE. COMMUNICATION WILL BE VIA SMS & EMAIL.

### 6. CAN I USE MY ZOO COMPLIMENTARY TICKET?

NO, ZOO COMPLIMENTARY TICKETS ARE NOT VALID FOR THIS EVENT.

### 7. ARE TICKETS AVAILABLE AT THE GATE?

YES, TICKETS CAN BE PURCHASED AT THE GATE THROUGH WEBTICKETS.

## GENERAL EVENT INFORMATION

### 1. WILL ANIMAL EXHIBITS BE OPEN? – YES.

ANIMAL ENCLOSURE WITHIN THE WALKWAY OF THE FESTIVAL.

### 2. ARE THE LIGHTS SAFE FOR THE ANIMALS? – YES. WE WILL BE USING LED LIGHTS FOR THE FESTIVAL.

### 3. WILL WE BE ALLOWED TO WALK AROUND THE ZOO?

NO, THE EVENT IS RESTRICTED TO THE FESTIVAL DESIGNATED WALKWAYS.

### 4. ARE THERE FESTIVAL OF LIGHTS SOUVENIRS AVAILABLE?

YES, WE WILL HAVE ART & CRAFT STORES OPEN THROUGHOUT THE FESTIVAL.

### 5. WILL THE ZOO FERRY BE OPERATIONAL?

NO, THE FERRY WILL NOT BE OPERATIONAL DUE TO THE COVID19 REGULATIONS.

### 6. CAN I BRING A STROLLER? – STROLLERS ARE ALLOWED.

### 7. WILL THERE BE FOOD STALLS AVAILABLE?

YES FOOD STALLS ARE OPEN, AS WELL AS AN ARTS & CRAFT MARKET.

### 8. WHICH GATES/ENTRANCES ARE OPEN FOR THE FESTIVAL OF LIGHTS?

THE ENTRANCE ON UPPER PARK DRIVE.

### 9. CAN I STAY FOR THE FESTIVAL OF LIGHTS IF I COME DURING THE DAY?

NO, GATES OPEN FOR THE FESTIVAL AT 18H30. DAYTIME ZOO TICKETS ARE NOT VALID FOR THE FESTIVAL OF LIGHTS.

### 10. CAN I BRING MY OWN FOOD TO THE FESTIVAL?

YES, YOU ARE ALLOWED A PICNIC BASKET/FOOD. NO ALCOHOL IS PERMITTED.

### 11. IS THE FESTIVAL OF LIGHTS WHEELCHAIR FRIENDLY?

YES, THE ZOO IS WHEELCHAIR FRIENDLY.

### 12. SAFETY – PARKING – JMPD AND LOCAL LAW ENFORCEMENT

### 13. LOAD SHEDDING – A BACKUP GENERATOR IS AVAILABLE AND PARTNERED WITH CITY PARKS