

# FREQUENTLY ASKED QUESTIONS



## What are Carnival Fun Pass credits

Carnival Fun Pass credits are the only way to pay and play throughout the carnival areas at this year's Sydney Royal Easter Show. You can purchase credits by downloading the NEW Easter Show Fun Pass App or we can load a Carnival Fun Pass card for you at the Show. It works just like an Opal card, and you can tap to ride or tap to play across all rides and games at the Show. In 2024, you have the option of simply scanning your phone at rides and games using a dynamic QR code within the App. There is no requirement to collect a Carnival Fun Pass card.

## What are the benefits?

Spend more time playing and less times in queues, in fact you don't even need to line up if loading or topping up credits from the Easter Show Fun Pass App. No more wet and soggy coupons and no more counting coupons. Enjoy faster access to rides and games along with some handy features within the App.

## Can I still pre purchase credits and what's available?

Carnival Fun Pass credit package are available

- 130 credits \$123.00 (save \$33)
- 90 credits \$93.00 (save \$15)
- 60 credits \$68.00 (save \$4)
- 30 credits \$36.00
- Single credits \$1.20

Service Fee of 1.5% apply to all e-commerce transaction

Service Fee of 1.5% + 30 cents apply to all onsite transactions

## What happens with unused credits?

Load credits with confidence knowing that you can refund the value of unused credits after the Show and have **30 days (3 April 2024 – 2 May 2024)** to do so before credits and value expire.

Refunds can only be processed via the Easter Show Fun Pass App, a processing fee of \$2.50 will apply.

Following your application, your request will be processed and released to your nominated account within 12 business days. At the end of the refund period the credits expire, they do not carry over to the next Show.

## How can I get my hands on a Carnival Fun Pass?

Carnival Fun Pass will be distributed exclusively at the Sydney Royal Easter Show this year. Pick yours up from one of our friendly staff on entry or at a booth.

### Can multiple people use the same Carnival Fun Pass?

Yes, your Carnival Fun Pass can be used by multiple people and the whole family at the same time – just tap and ride or tap and play. Up to 5 cards can be managed in the Easter Show Fun Pass App at once.

### Can I load credits by cash?

You can load your Carnival Fun Pass card with cash at any of the thirteen Carnival Fun Pass booths (32 windows) or deposit cash at any of the three Carnival Fun Pass kiosk stations (7 kiosks) located in the major carnival precincts.

### Can I load credits by Credit Cards & EFTPOS?

Of course, you can do this via the Carnival Fun Pass App, at a booth or kiosk.

### What is a digital wallet?

A digital wallet is established when you download the Easter Show Fun Pass app and create an account. When you purchase credits, your digital wallet is where they are stored.

### What if I run out of credits?

You can top up via the Easter Show Fun Pass app from the convenience of your smart phone or return to a Carnival Fun Pass booth or Carnival Fun Pass kiosk.

### Can I use the Carnival Fun Pass at rides and games?

Yes, all rides and games at the Sydney Royal Easter Show accept the Carnival Fun Pass credits.

### What if I lose my Carnival Fun Pass?

If you created a digital wallet using the Easter Show Fun Pass App you need to pick up a new Carnival Fun Pass from a staff member or Carnival Fun Pass booth. You will need to scan the new pass and transfer remaining credits.

If you only purchased the Carnival Fun Pass card at the Show and did not link it to the Carnival Fun Pass App on your phone, then the credits are unfortunately lost with the card.

### Where are my credits stored?

Credits are stored inside your digital wallet which sits in the cloud. When your Carnival Fun Pass or Easter Show Fun Pass App is scanned your digital wallet is accessed and credits deducted.

### Are my credits secured?

Yes, credits are secured tighter than a white knuckled ride on the Warrior.

Merchant Warrior is the processing platform used to securely transfer funds, their privacy policy can be found at [merchantwarrior.com](https://merchantwarrior.com).

### How do I check my credit balance?

You can do this on your phone via the Easter Show Fun Pass App or, you can scan your card at carnival rides to provide a balance.

### Can I keep my Carnival Fun Pass and use it next year?

Yes, you can reuse the same physical Carnival Fun Pass card in 2025 but the credits do not stay on the card from the previous year. Unused credits expire on 3<sup>rd</sup> May 2024. If you have unused credits and seeking a refund, you need to make a refund application via the Easter Show Fun Pass App. You

have **30 days (3 April – 2 May 2024)** to make a refund application after which time the credits and value will expire. A processing fee of \$2.50 applies.

[If I forget to process my refund, can I still get a refund after 3<sup>rd</sup> May 2024?](#)

No, if you do not process a refund within 30 days after the Show ends, the credits on your card will expire. The credits do not carry over to the following year.

[Do I have to close my digital wallet after the Show?](#)

No, your digital wallet will be deleted securely.

[What if I don't want a digital wallet, can I still go on rides and play games at the Show?](#)

Yes, you just need to attend a Carnival Fun Pass booth and credits will be loaded on when you select and pay for a package. You will need to create a digital wallet via the Easter Show Fun Pass App if you wish to refund the value of unused credits.

[Can I split credits between two Carnival Fun Passes?](#)

Yes, you can do this via the Easter Show Fun Pass App.

[I have downloaded the Easter Show Carnival Fun Pass App, do I still need a Carnival Fun Pass card or can I use my mobile phone?](#)

You can choose to use the App for scanning at rides and games or link a physical Carnival Fun Pass card.

[Can I use cash on carnival games?](#)

No, physical cash cannot be used. Carnival games accept Carnival Fun Pass credits, or you can pay by credit card payments or by EFTPOS.

[I'm still confused and have questions; can I speak to a human?](#)

Yes, you can call the Customer Call Centre on 02 9704 1000 from 19 February 2024 and we will be happy to answer your questions. Alternatively email us at [callcentre@eastershow.com.au](mailto:callcentre@eastershow.com.au)