

FREQUENTLY ASKED QUESTIONS



What is a Carnival Fun Pass

A Carnival Fun Pass is the only way to pay and play at this year's Sydney Royal Easter Show. It's a RFID card that allows you to tap and play at rides and games, just like an Opal card. You can load credits onto a Carnival Fun Pass by downloading our NEW Easter Show Fun Pass App and purchasing credits. If you don't want to use the app, just visit a booth in any carnival precinct when you arrive at the Show, and we'll load it for you.

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.

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 I still pre purchase credits and what's available?

One Carnival Fun Pass credit package is available during the early bird period which commences 9 February and finishes 5 April.

- 130 credits \$120 (save \$36)

Service Fee of 1.25% +10 cents apply to all e-commerce transaction.

How much is a Carnival Fun Pass and what packages are available during the Show period?

A Carnival Fun Pass is provided free for all packages purchased, additional passes are \$4 each. The following credit packages are available from 6 April via the Carnival Fun Pass App and will be on sale at the Show

- Single credit \$1.20
- 30 credits \$35 – (Save \$1)
- 60 credits \$65 (Save \$7)
- 90 credits \$90 (Save \$18.00)

All carnival rides require 4 or more credits.

Service Fee of 1.25% +12 cents apply to all onsite EFTPOS transactions.

Service Fee of 1.25% +10 cents apply to all e-commerce 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 (18 April – 17 May)** 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.

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 or top up your Carnival Fun Pass with cash at any of the fourteen Carnival Fun Pass booths (34 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.

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 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 Beast.

Merchant Warrior is the processing platform used to securely transfer funds, their privacy policy can be found at 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 or use one of the balance checking stations.

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

Yes, you can reuse the same physical Carnival Fun Pass card in 2024 but the credits do not stay on the card from the previous year. Unused credits expire on 18th May 2023. 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 (18 April – 17 May)** 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 17th May 2023?

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 must use a physical Carnival Fun Pass card to 'tap' to ride or play, you cannot use your phone.

Can I use cash on carnival games?

No, cash money cannot be used. The carnival games accept credits on your carnival fun pass, or you can pay directly on 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 6 March 2023 and we will be happy to answer your questions. Alternatively email us at callcentre@eastershow.com.au