

Frequently Asked Questions

Q. What CAN I bring to concerts at Rochford Wines?

A deckchair, waterproof picnic rug or anything comfortable. Keep in mind that if the weather has been wet during the week a waterproof floor cover may keep you more comfortable, as the lawn may still be damp. We do advise that you bring sealed plastic bottled water only (maximum 1 x 1.5L bottle per person) sunscreen and a hat! A small picnic

Q. What can I NOT bring?

Strictly NO BYO alcohol or soft drink. This is a licensed event. NO drugs or controlled substances. No umbrellas - even if it's raining. Ponchos are fine and will also be available to purchase on the day. No glass, metal cutlery, tables, beanbags, tents or sun shelters or aerosols. Any refused items will need to be returned to your car as Rochford Wines will take no responsibility for them and does not have lockers at the ticket gates where you can leave them. No professional cameras, video or recording equipment, selfie or Go Pro stick. We can't judge in advance if your camera will be deemed professional. It's up to security staff on the day and debate will not be entered into. Cameras with powerful zoom lenses or multiple lenses in a carry case are not allowed.

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

Q. Can I bring the kids?

Yes, children are welcome at most of our concerts – check with the specific concert details on our website. Parental discretion and guidance is recommended on whether the particular entertainment is suitable for your children. For many of our concerts, children under the age of 12 may enter free of charge in the General Admission area only – again, check specific ticket details. Children 12 and over will be charged full price. NOTE: Garden Bar ticket holders will need to purchase tickets for their children – regardless of age.

Children must be supervised at all times as Rochford Wines will not take responsibility for them.

Q. Where can I park?

We have approximately 20 acres of parking area available. The CFA or local volunteer group look after the traffic management. Gold coin donations to these volunteers is greatly appreciated. Please do not park on the highway or side streets, as this will be policed on the day/night and fines will be issued.

Q. Can I get public transport to the concert?

At every show we work in conjunction with local tour companies to provide transport to and from the concert as well as shuttles running from the CBD.

Details on bus routes are available on the particular concert page.

Q. Are Taxis available?

There are very few local taxis available in the Yarra Valley. Please call Yarra Valley Taxis for information on 5962 4722 or arrange your own Uber ride to and from the concert.

We have now established a Taxi Zone for concerts with 13 Cabs ph.132 227.

The Taxi/Uber Zone for events is in the drop off and pick-up area of the car park.

Q. Is there any accommodation?

Yes, there is plenty of accommodation in the Yarra Valley.

For accommodation information please visit www.visitarravalley.com.au or call Ph. 03 8739 8000 and they will find you something to suit you and your price range.

There is no accommodation on site at Rochford Wines.

Q. How does the day work?

Once your car is parked make your way to the gates - your bags will be searched and any prohibited items removed for you to take back to the car/bus.

If you hold:

Concert & Dining Tickets - make your way through the gates and to the far side of the main building where you will be directed to your table in the restaurant. Your name will be on a list at the entrance and you will receive wristbands.

Garden Bar Tickets - make your way through the gates and to the near side of the main building where you will be directed to the "Garden Bar" Area. Your name will be on a list at the entrance and you will receive wristbands.

Reserved Seating - make your way through the gates and make your way to the Main Stage area. Signage and ushers will direct you to your seat. You will swap your tickets for wristbands at the entrance to the reserved seating area.

General Admission Tickets - make your way through the gates and find a good spot anywhere on the lawn. Set yourself up and enjoy the day!

After the concert make your way back to the car and follow the parking attendant's instructions.

Please be prepared for delays in traffic to and from the concert venue.

Remember that Hill Road becomes one-way at the end of the event.

Q. What if it rains?

As concert events at Rochford Wines are held throughout the great Aussie Summer we have certainly reduced the possibility of being rained out. However, if it rains the show will still go on. We suggest you bring wet weather clothes and footwear (remember no umbrellas). If an event does not go ahead due to dangerous weather conditions, the promoter will endeavour to reschedule the show. If this is not possible patrons receive a refund. Please note that the refund consists of the ticket price only.

Booking Fees and credit cards fees are non refundable.

In the event of inclement weather please check our website and the promoter's website for updates before you come to the event.

Q. Can I buy food at the concert?

Yes, every event will provide plenty of food for all tastes and budgets. You can purchase meals, snacks, desserts and tea and coffee as well as ice creams.

Q. What beverages are available?

Wine, Beer (Heavy & Light), Cider, Bourbon & Cola, Vodka Lemon & Lime, Water and Soft Drinks are available at all events.

Please be aware the Rochford Wines adheres to Responsible Service of Alcohol guidelines

Q. Do I have to bring my own chair?

Yes, in the General Admission area you need to bring a picnic rug or chair to sit on. Keep in mind that if the weather has been wet during the week a waterproof floor cover may keep you more comfortable, as the lawn may still be damp. For concerts featuring Reserved seating, a chair is allocated and numbered to correspond to your ticket(s).

Q. Can I buy wine on the day to take home?

No, wine is on sale only for consumption at the event - although you can place an order with the staff to be delivered at a later date, free of charge for multiple bottles of 12.

Q. Are there disabled parking and facilities?

Yes, these areas are clearly marked. Just look out for the signs to disabled parking upon arrival. Please note that for disabled parking you must display the appropriate tag on your vehicle.

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 due to extreme weather conditions or postponed before an event takes place.

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.

Q. Are Eftpos facilities available?

Yes, limited cash out facilities are available at the Rochford Wines Merchandise Tent. A fee of \$3 is charged per cash out transaction. If you are purchasing tickets at the gate (subject to availability) these purchases can only be made with cash.

Q. Can I bring my pet?

Animals are NOT permitted in the venue, including the car parking area. Only Guide Dogs are permitted.

Q. Can I get dropped off?

Yes, there is a drop off and pick-up area. The CFA parking volunteers will direct you. Your driver will be given a map as traffic conditions change on the return. This drop off area is also for Taxis, buses and Ubers.

Limousines will be directed to Gate 3 for drop off and pick-up area.

Concerts at Rochford Wines are easy... Just bring your family and friends, grab a bottle of the vineyards finest, spread out your picnic blanket and simply relax and enjoy the music!

