



## FREQUENTLY ASKED QUESTIONS

### General

**1. Will I be able to see the race clearly, without any obstruction, with my walkabout tickets?**

Spectators in the walkabout areas can in some areas get closer to the cars than the spectators in grandstand seats, as it is possible for walkabout spectators to stand about 3 or 4 metres away from the edge of the track at certain locations.

The concrete and triple guardrail that makes up the lower portion of the barrier is only a metre tall. The rest of the protection consists of a steel wire mesh fence that you can see through clearly.

To ensure that spectators get a great view of the race, there will be a number of bleachers located along some of the prime trackside viewing locations for the benefit of walkabout patrons. However we cannot guarantee completely unobstructed views from all locations due to the nature of a street circuit.

**2. How can I find out the line-up of track activities and entertainment for the 2016 FORMULA 1 SINGAPORE AIRLINES SINGAPORE GRAND PRIX?**

You can subscribe to our [e-newsletter](#), or follow us on our social media pages ([Facebook](#) and [Twitter](#)) to be kept updated on the latest news related to the FORMULA 1 SINGAPORE GRAND PRIX.

**3. What is the race weekend schedule?**

The programme for the race weekend will only be firmed up closer to the race month. Patrons are advised to visit the official Singapore GP website for the most up-to-date schedule over the race weekend, download the official Singapore GP app on Google Play or App Store, and follow us on our social media pages ([Facebook](#) and [Twitter](#)) to be kept updated on the latest news related to the FORMULA 1 SINGAPORE GRAND PRIX.

### Ticketing

**1. Is there a limit to how many tickets I can purchase?**

Each person can buy up to 12 Grandstand or Combination Package tickets and 4 Walkabout tickets per transaction.

For group or corporate bookings above this limit, please email [corporatetickets@singaporegp.sg](mailto:corporatetickets@singaporegp.sg) or call +65 6731 4987.

## **2. Where can I buy tickets?**

Tickets can be purchased from the official Singapore GP website, [www.singaporegp.sg](http://www.singaporegp.sg), SISTIC outlets (Singapore only), the ticket booking hotline (+65 6738 6738) and at authorised ticket resellers. For a list of authorised ticket resellers, please click [here](#).

## **3. Are there any discounts for tickets?**

Group Booking Specials are available for the Pit, Connaught, Esplanade Waterfront, Padang Stamford, and Bay Grandstands.

Fans can enjoy fantastic savings when they purchase four or more tickets in a single transaction under the Group Booking Specials. To enjoy even greater savings, fans can purchase eight or more tickets in one single booking to save up to 20% off a single early-bird ticket.

## **4. What is included in the ticket price published on the website?**

All ticket prices are inclusive of the prevailing rate of Goods & Services Tax but exclude the delivery or collection charges. Additional charges are listed below:

Ticket Collection at SingPost, SISTIC Box Offices and ticketing counters at the Circuit Park      SGD 5.00 per transaction

Local Courier Service      SGD 10.00 per transaction

International Courier Service      Click [here](#) for rates

## **5. Are the tickets transferable?**

Each pass in a three-day ticket may be used by a different patron. However, please note that tickets are non-transferable on the day or during the day of presentation.

## **6. Can I choose seats from the seating plans within a grandstand?**

You may choose your preferred grandstand and block but not the individual seats within that grandstand. The computerised ticketing system allocates seats on a best available basis at the time of purchase. This means that when you buy the tickets, you will get the best seats available at that point of time. For assistance, you can call our customer service officers at +65 6738 6738.

## **7. Do I need to buy a separate ticket for the concerts at the Padang Stage?**

All 2016 FORMULA 1 SINGAPORE AIRLINES SINGAPORE GRAND PRIX ticketholders will be able to catch the headlining concerts at the Padang Stage in Zone 4, as long as your ticket corresponds to the date of the concert. For example, you must hold a Friday race ticket to enable you to catch the concerts taking place on Friday. A separate ticket is not required.

## **8. Can I change my ticket?**

Only ticket upgrades are permissible. Please contact us at [tickets@singaporegp.sg](mailto:tickets@singaporegp.sg) or call the Ticketing Hotline at +65 6738 6738 for more information.

**9. When is the latest that I will receive my tickets?**

If you have bought your tickets through the Singapore GP website or through SISTIC, and opted to collect your tickets personally, you will receive an email on ticket collection details in August 2016.

If you have opted to have your tickets couriered to you, you can expect to receive them at the address provided by you in August 2016.

If you are not able to collect by the dates stated, or wish to amend the method of ticket collection, please call the Singapore GP Ticketing Hotline at +65 6738 6738 to make alternative arrangements.

**10. I did not receive my tickets within the dates specified in the email confirmation. What should I do?**

If you did not receive your tickets by the specified date, please call the Singapore GP Ticketing Hotline at +65 6738 6738.

**11. Where can I collect tickets onsite during event week?**

The location, collection dates and opening hours of the Circuit Park Ticket Collection Centre will be published before August 2016. You will receive an email notification once tickets are ready for collection. To collect your tickets, please bring along:

1. Clear print-out of email confirmation
2. Any photo-identification card that bears the ticket purchaser's name such as NRIC card, Passport or Driver's License.
3. Credit card used for the purchase

**12. What if I cannot collect my tickets personally?**

You may appoint a representative to collect the tickets on your behalf or collect it from our onsite Ticket Collection Centre during the event week.

Your representative is required to present all of the following documents:

1. [Letter of Authorization](#) (duly completed and signed)
2. Clear print out of email confirmation
3. Clear photocopy of your photo identification card such as NRIC card, Passport or Driver's License
4. Clear photocopy of the credit card used for the purchase (front and back)
5. Clear photocopy of representative's photo identification card such as NRIC card, Passport or Driver's License
6. Representative's original photo identification

**13. What if there is heavy rain during the race? Will I get a refund?**

In the event of inclement weather on any or all of the race days, the Event Organiser shall have the sole and absolute discretion to delay the race for that day, and if necessary, to cancel the race. The race may resume on the same day after such delay. Refunds will not be offered due to cancellation that is for reasons beyond the Event Organiser's control (please refer to Clause 2.3.1 of the [Conditions of Sale & Entry](#)).

**14. I saw a lower price on another website. Are the tickets valid?**

Official 2016 FORMULA 1 SINGAPORE AIRLINES SINGAPORE GRAND PRIX tickets can only be sold via the Singapore GP website and Singapore GP's authorised sellers. If you see lower prices advertised elsewhere, these tickets are likely to be from unauthorised resellers, or may potentially be fraudulent tickets. Any ticket found to be obtained from an unauthorised source shall be immediately made void. For a full listing of authorised sales channels, please click [here](#).

**15. Are tickets sold by external parties or other websites valid?**

Only Singapore GP's authorised ticket resellers are permitted to sell 2016 FORMULA 1 SINGAPORE AIRLINES SINGAPORE GRAND PRIX tickets. For a list of authorised ticket resellers, click [here](#).

Tickets sold by unauthorised resellers online or outside of the Circuit Park will be void.

## **Provisions for patrons with limited mobility**

**1. What provisions are there for persons with limited mobility?**

Wheelchair Accessible Platforms for the 2016 FORMULA 1 SINGAPORE AIRLINES SINGAPORE GRAND PRIX are not available at this time.

Meeting the needs of patrons with disabilities is a priority for Singapore GP Pte Ltd. Please check [www.singaporegp.sg](http://www.singaporegp.sg) for updates or contact us at [tickets@singaporegp.sg](mailto:tickets@singaporegp.sg) or +65 6738 6738 for enquiries.

Much of the Circuit Park is accessible to patrons in wheelchairs or with limited mobility. We recommend that you familiarise yourself with the limitations on access and movement due to the complex geography of this street circuit.

- There are numerous wheelchair accessible restrooms within the Circuit Park. Please refer to the Circuit Park Map for exact locations. Some restrooms are temporary (portaloo), others are located within our stakeholder's premises (eg. within the Esplanade Theatres on the Bay). Wheelchair Accessible Platforms have a dedicated restroom next to the platform.
- In addition, patrons with mobility issues can access the wheelchair-accessible platform at the Padang in Zone 4 to catch the nightly concerts at the Padang Stage, on a first come, first serve basis.

Each customer on a wheelchair can have up to two companions on the Wheelchair Accessible Platform, who each have to purchase the same ticket for entry. These companions will be provided with seats beside the wheelchair slots on the wheelchair-accessible platforms.

Please note that whilst many areas within the Circuit Park are accessible, in many instances, the condition of several walkways as well as the Circuit Park's gates, barriers, overpasses and underpasses restrict access to various parts of the terrain on wheelchair. For more information on wheelchair access and facilities, please read our [Event Guide](#).

**2. I am visually impaired. Can I enter the Circuit Park with my Guide Dog?**

Visually impaired patrons are welcome to enter with Guide Dogs, but please inform us in advance via [tickets@singaporegp.sg](mailto:tickets@singaporegp.sg) so that we can make provision at the gates to facilitate access.

Meeting the needs of patrons with disabilities is a priority for Singapore GP Pte Ltd, please contact us at [tickets@singaporegp.sg](mailto:tickets@singaporegp.sg) or +65 6738 6738 if you require any further clarification.