

LUNA PARK UPDATE AND FAQs

March 25, 2020



Dear Luna Park Friends,

As you may already be aware, in line with the Federal and State Governments response to COVID-19, mandating the closure of Amusement Parks, Luna Park Sydney has ceased operations temporarily and is currently closed to the public.

This has been devastating news for our team, community and the entire Amusement Park and Events industry.

The health of our team and community is vital and must be our priority. The Park closure, although heartbreaking, is consistent with the closure of other venues and postponement of events across the country in order to prevent further outbreak of this destructive virus.

Luna Park Sydney will be back, bigger and brighter than ever. Behind the scenes, we are doing everything we can to get our business in the best possible position to reopen doors as soon as possible.

We would like to take this opportunity to thank our team, customers and supporters during this challenging time. Many of you have reached out to show your support and our team are grateful to know that you are there with us at this difficult point in time.

To be kept up to date on when Luna Park is scheduled to re-open, please connect to our social media pages and look for updates on lunaparksydney.com.

Thanks, and we will see you soon for some fun and magic.

The Luna Park Sydney Team

IMPORTANT PARK AND TICKET INFORMATION - FAQs

Q. I am an Annual Passholder, Multi Visit Passholder, Unlimited Rides Passholder or a Gift Card Holder will I be given a refund or credit for the time of closure?

A. Given the mandate to cease operations from the Federal and State Governments, all Passholders whose passes were valid during the closure period, we will be honouring the validity period lost due to the closure and applying this to the pass when we re-open. i.e. If I had two weeks validity on my Annual Pass at park closure, the two weeks will be added to my pass when the park re-opens. This will come into effect upon the reopening of the park. This includes redeemed and unredeemed tickets.

Q. When will Luna Park re-open?

A. Due to the current environment, we are unable to provide a re-opening date. We look forward to welcoming guests back to Luna Park, upon advice from the Federal and State Governments.

Q. Are Luna Parks function and event spaces closed?

A. All function and event spaces are affected and are currently closed. All guests with a confirmed booking, that may be impacted, will be contacted in relation to your booking to discuss alternate arrangements if required. Our team is still accepting event, wedding and Big Top bookings for future dates. Please contact our team on +612 9033 7540 or sales@lunaparksydney.com to discuss any future event booking. Further information can be found at lunaparkvenues.com.

Q. Has there been any cases of Coronavirus (COVID-19) at Luna Park?

A. Luna Park has not been notified of any confirmed cases of the Coronavirus (COVID-19) at our properties. We will continue to monitor and follow advice from Government Health Authorities.

Q. What additional health and safety measures have you implemented since the outbreak of Coronavirus (COVID-19)?

A. Luna Park Sydney has taken the threat posed by COVID-19 seriously and as such has continued to follow strict protocol in the workplace to maintain the safety and wellbeing of guests and team members. Luna Park has followed the Department of Health guidelines in relation to employees who have travelled or have had possible contact with a person diagnosed with COVID-19 by ensuring appropriate self-isolation to prevent transmission to others within the workplace or community. Increased cleaning regimes, availability of hand sanitiser, communication via signage, social distancing measures and temperature screening of workers have been implemented. In addition, as a response to the Government directives to limit the spread of COVID-19, Luna Park Sydney Amusement Park has temporarily closed while functions and events have been postponed or modified to meet the requirements for social distancing.

Q. Are the Ticket Box and Merchandise shop closed?

A. Unfortunately, the Ticket Box and Merchandise shop are closed until further notice.