



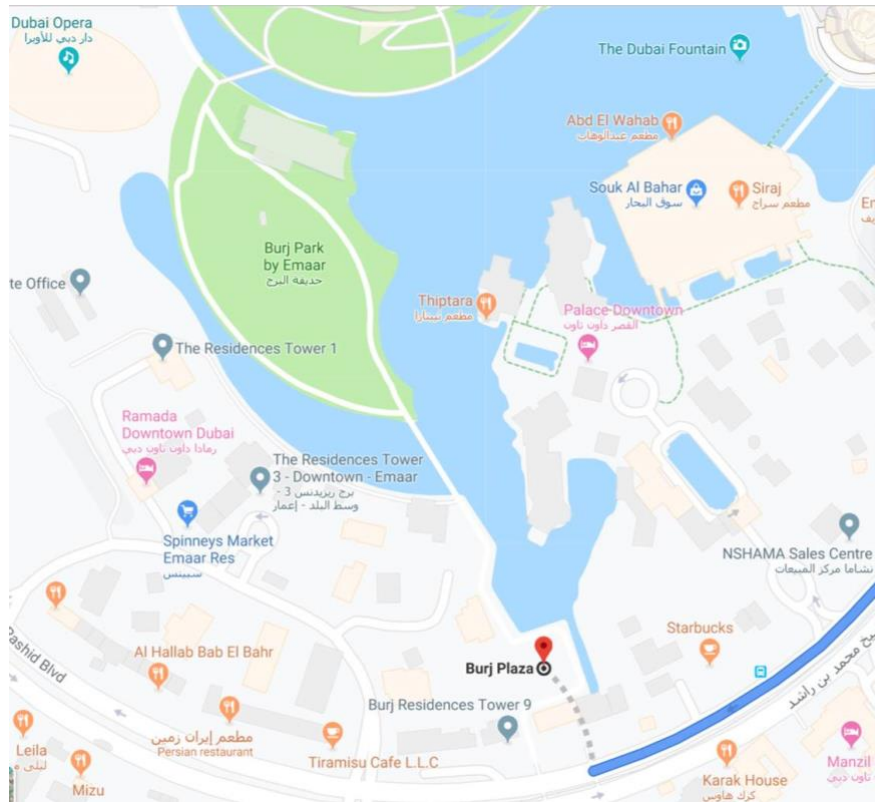
## BURJ PARK, DOWNTOWN DUBAI - EVENT FAQ

### WHEN IS THE EVENT TAKING PLACE?

On Sunday, 20 October 2019. Doors open at 5pm when festivities begin, culminating in a live countdown moment at exactly 20:20hrs, to mark exactly '1 Year To Go' before Expo 2020. The event ends at 10pm.

### WHERE IS THE MAIN ENTRANCE?

The main entrance is via Burj Plaza (location [map](#) below).





## WHEN'S THE LATEST TIME I CAN GAIN ENTRY WITH A TICKET?

All ticketholders must arrive before 7pm to guarantee entry. Don't miss out on the fun!

## WHAT IS HAPPENING AT EACH OF THE FESTIVALS?

Whichever festival you attend, you can expect live music, performers, artists and plenty of fun for the whole family.

## WHO WILL BE PERFORMING IN DUBAI?

Our live centerpiece event features some of the best-known performers in the world, as well as the hottest rising talent from across the region.

- Mariah Carey
- Hussain Al Jassmi
- Khalid Al Ameri
- Aisha Al Mazmi
- DJ Bliss
- Abri & The Funk Radius
- Khalifa
- Dina Stars
- Beatbox Ray
- Kdun Albaz
- Nagham Debal
- Arte Nida
- Majid Alyousef
- Dina Saadi
- Rami Afifi
- Hatty Pedder
- Afra Atiq
- Sharan Anil

## HOW CAN I GET TO THE BURJ PARK, DOWNTOWN DUBAI VENUE?

We recommend that you arrive early to beat the Downtown Dubai traffic as doors open at 5pm. Here are the best ways to reach the venue:

### BY METRO

Take the Metro to the Burj Khalifa/Dubai Mall stop. From there, you can either take Feeder Bus # F13 to The Palace Hotel. The bus runs every regularly and journey time is 12 minutes. Then it's just a 4-minute walk to the Burj Plaza venue entrance.

### BY TAXI

Take an RTA Taxi to the Burj Plaza drop-off and use promo code #EXPO2020 to get a 25% discount on your ride! AED 25 max discount applies per ride.

You can also take a Careem or Uber to a drop-off area close to the Burj Plaza

### BY CAR

There are also a number of parking spaces throughout the Downtown area where you can park and then walk over to Burj Park, Downtown Dubai.

- MBR Blvd Parking – 4,000 spaces between P1, P2 & P3
- Souq Al Bahar – 475 spaces across levels 1 & 2 Souq Al Bahar Parking
- Dubai Mall – 9th & 10th Floor – 1,000 spaces total



## WHAT ARE THE TERMS AND CONDITIONS RELATED TO FILMING AND PHOTOGRAPHY?

Our terms and conditions of the event specify the below:

Unauthorized professional photography or filming equipment is strictly prohibited. You agree that all images, videos and audio recordings taken by you whilst at the Event and the Site shall be used solely for personal and non-commercial purposes, unless the prior written consent is obtained from Expo 2020 Dubai.

You understand that film and photographic cameras may be present at the Event. By entering the Site and the Event and/or booking Tickets, you agree and consent (either on your own behalf or on behalf of your child) that worldwide perpetual use may be made in any and all media, free of charge, of your voice, image and likeness captured whilst present at or about the Event and the Site for any purpose, including, without limitation, by means of live or recorded video display, broadcast, transmission or other dissemination or recording, photographs or any other current and/or future media technologies and for either commercial or non-commercial purposes including, without limitation, in promotional and marketing materials relating to Expo 2020 Dubai.

## HOW MANY PEOPLE ARE EXPECTED TO ATTEND?

We are expecting to welcome 7,500 guests.

## TICKETS

### WHAT HAPPENS IF I ARRIVE LATE?

All ticketholders are free to arrive from 5pm when doors open until 7pm. After this time entry isn't guaranteed, so we recommend planning to arrive early.

### DO I NEED TO PRINT MY TICKETS OR CAN I JUST SHOW IT ON MY SMARTPHONE?

To help us make the event as sustainable as possible, we recommend using your smartphone to show your tickets.

### I CAN NO LONGER ATTEND. CAN I GIVE MY TICKETS TO SOMEONE ELSE?

Unfortunately, tickets to the Burj Park, Downtown Dubai event are not transferable.

### WHAT IF I FORGET MY PHONE? CAN I STILL ENTER THE VENUE?

Yes, you can. You will need to have acceptable ID with you, like your Emirates ID, and present it to security for verification.

### CAN THE QR CODE ON THE TICKET BE USED OR SCANNED MORE THAN ONCE?

No. It can only be scanned and used once.

### DO I NEED TO BE A UAE RESIDENT TO ATTEND?

No, but you will need to register for a ticket.





## VENUE

### IS THE EVENT SEATED?

No – all festivals are standing room only.

### CAN I LEAVE THE EVENT AND RETURN?

Sorry – all tickets are single entry only. But once the event has started, you won't want to leave anyway!

### WILL THERE BE SECURITY CHECKS?

We will be conducting bag searches and security checks at the entrance, as well as checking tickets. So your patience is much appreciated. To avoid delays, we recommend leaving your bag at home.

### CAN I BRING MY PET(S) TO THE EVENT?

Sorry, guide dogs are the only animals allowed at the event.

### IF I COME WITH A BABY STROLLER, IS THERE A PLACE TO STORE IT?

Yes, there will be a storage site close to the arch and fountain within the venue.

### CAN I BRING MY OWN FOOD AND DRINKS?

Sorry, no food or beverages are allowed into the venue, including water. But rest assured, there will be plenty of mouthwatering food and drinks to choose from at the event – including water on tap.

### WILL ALCOHOL BE SERVED?

This event is an alcohol-free zone.

### WILL THERE BE VEGETARIAN AND VEGAN FOOD AVAILABLE?

Yes, there will be plenty of different cuisines to choose from, including vegetarian and vegan options.

### WILL FOOD TRUCKS BE EQUIPPED WITH CREDIT CARD MACHINES?

Yes. Nevertheless, we always recommend that you bring cash with you to make your payment faster for low value purchases.

### WILL WATER BE PROVIDED?

Yes, absolutely. Free eco-friendly water bottles and filtered tap water will be available.

Expo 2020 is fully committed to sustainability and we're aiming to deliver a first of its kind plastic-free event in the UAE. In respect of this commitment, no plastic bottle will be available for sale



## ACCESSIBILITY

### IS THERE ACCESS FOR PEOPLE OF DETERMINATION?

Absolutely. There will be dedicated access, toilets and viewing platforms within each venue for People of Determination to enjoy the festivities.

### IS THE VENUE WHEELCHAIR-ACCESSIBLE?

Yes. Please note that most of our event activations are positioned on the grass area of the park, and have been positioned so as to facilitate easy access for guests with special needs.

### I'M A PERSON WITH SPECIAL NEEDS. IS THERE A NUMBER I CAN CALL TO GAIN MORE SPECIFIC ACCESSIBILITY INFORMATION?

Yes, if you have any questions about accessibility please call 800 EXPO (3976)

### CAN PEOPLE OF DETERMINATION ACCESS THE VENUE VIA THE DUBAI OPERA?

In addition to the Burj Plaza Entrance, a dedicated accessibility lane will be available at the entrance of Dubai Opera. We will have dedicated staff available to make your experience as smooth as possible to enter and guide you

### CAN I BRING MY GUIDE DOG TO THE EVENT?

Yes.

## WHAT IS THIS EVENT ALL ABOUT?

On Sunday, 20 October 2019, we are celebrating the important milestone of 1 Year to Go to the opening of Expo 2020 Dubai. We are hosting seven special events across the UAE, each featuring live performances from widely respected artists and performers. Everything will culminate in one spectacular live national moment at exactly 20:20hrs.

## ANY OTHER QUESTIONS?

Please contact 800 EXPO (3976) for further details.