

## FAQs – Skywhales Canberra Flights

### How can I experience the skywhales in person?

There are two ways to experience *Skywhales: Every heart sings* in Canberra:

1. Register for the free ticketed event in a designated fenced area at John Dunmore Lang Place, Parkes, located off King Edward Terrace between the National Portrait Gallery and Questacon. Registrations to *Skywhales: Every heart sings* are essential.
2. You can also see the skywhale family from a number of vantage points near the event site, around the Parliamentary Triangle and Lake Burley Griffin. Please ensure physical distancing at all times.

### Can I experience the skywhales if I am not in Canberra?

Yes. If you are not in Canberra, you can experience *Skywhales: Every heart sings* by following the National Gallery's Twitter and Instagram on the morning of each flight.

You will also have the chance to see the skywhale family when they float across the skies of Australia as part a National Gallery Touring Exhibition. Sign up to the National Gallery's e-news for updates on the *Skywhales: Every heart sings* national tour throughout 2021–22. This tour is made possible by our National Touring Partner, The Naomi Milgrom Foundation.

### Can anyone attend *Skywhales: Every heart sings*?

*Skywhales: Every heart sings* is a family friendly event. Numbers are strictly limited due to COVID-19. If you are travelling to Canberra to view the skywhale family, please ensure you follow [ACT public health directions](#). If you do not feel well, have been in contact with a confirmed or suspected case, or visited an identified COVID-19 hotspot, please do not attend the event.

### When do the skywhales fly in Canberra?

The last dawn event is scheduled on Saturday 3 April 2021 (Easter Weekend), weather permitting. Should the event not occur on Saturday 3 April, the rescheduled event day is Sunday 10 April 2021.

### How long do the *Skywhales: Every heart sings* events run?

The expected duration of each event is 90 minutes. However, they are weather dependent so timing may vary.

### Will the skywhales events be COVID-19 safe?

A number of measures have been put into place to ensure these events are COVID-19 safe:

- *Skywhales: Every heart sings* will take place within a designated fenced area
- Only ticket holders will be permitted to enter the event site
- To ensure a safe experience for all ticket holders, there are two entry/exit points (Gate A and Gate B).

- Ticket holders will be required to use the Check In CBR app prior to the event or as they enter the site, and show the green tick on the Check In CBR app to an Event Marshall upon entry.
- Hand sanitiser will be available throughout the site.

Please ensure physical distancing at all times. Event Marshalls will be on site to ensure physical distancing.

## **Can I sit with friends and family?**

Yes, you can sit with your friends and family. Please be considerate to other guests at the event and ensure your group is physical distancing at all times.

## **What time should I arrive for the events?**

If you are a registered ticket holder you will receive an email prior to the launch date advising you if the event will go ahead. If the event is cleared to go ahead, *Skywhale: Every heart sings* will commence at 6am (gates will open from 5.30am). Please ensure you arrive with significant time for entry, but no earlier than 5.15am.

## **Where do I find parking and what are the fees?**

For Gate A ticket holders, free parking is available at the National Gallery of Australia underground carpark and John Gorton building.

For Gate B ticket holders, free parking is available at the National Library of Australia, Questacon and the Treasury Building.

## **Can I bring my pet to the events?**

Pets are not permitted at the event within the designated fenced boundary. Companion animals are welcome.

## **Is smoking permitted at the events?**

No. The *Skywhales: Every heart sings* event is a non-smoking event.

## **Will there be accessible toilets?**

Yes.

## **How can I book for the *Skywhales: Every heart sings* events?**

Tickets for the first *Skywhales: Every heart sings* event will be released on the National Gallery website. We advise you to book tickets online in advance to avoid disappointment. Follow our social channels and subscribe to our eNews to stay up-to-date on ticket release timings.

### **How many tickets can I book?**

You can book up to 5 free tickets in one transaction. Please book tickets for children and infants who are attending.

### **What if my booking changes?**

If the number of adults and children in your booking changes, but your total number of booked tickets remains the same, your whole group will still be admitted into the ticketed area.

### **What happens if I can't attend?**

If you are unable to attend, please pass your ticket to a friend or family member so they can attend.

### **What I can bring into the site?**

You are encouraged to bring torches, blankets, chairs, thermos and a picnic blanket to the event site.

### **Will catering be available on site?**

Yes, we will have coffee and catering on site within the designated fenced area.

### **Does the National Gallery provide accessibility assistance?**

The venue is a grassed area. There is no paving. There are gutter ramps at both entry points to the event site. For further information on accessibility, phone: (02) 6240 6411 or email [information@nga.gov.au](mailto:information@nga.gov.au).

### **Is photography permitted?**

Yes, in fact we encourage you to share your experience. Feel free to tag #NationalGalleryAus and #Skywhales. We ask you to be considerate of other visitors. No flash, tripods or selfie sticks permitted.

### **Where can I follow the skywhales live online?**

Follow #WhereAreTheSkywhales live on Twitter and online:  
[knowmyname.nga.gov.au/events/skywales](http://knowmyname.nga.gov.au/events/skywales)