

FAQ

Is Lights in the Heights– Walk-Through a City of Lights exactly the same as the Lights in the Heights of 2019 or 2020?

In short, no! Due to 2020's COVID-19 complexities we moved our entire event into a carwash-esque Drive-Thru moment. Lights in the Heights in 2013-2019 was an entirely indoor Christmas lights event featuring multiple rooms and experiences that grew in size with each year. Lights in the Heights 2021 pulls the best bits from last year's drive-thru 2020 and the 2013-2019 original and is a sparkly new version all of its own. Still with the charismatic volunteers you have come to love, still with Santa, still with plenty of opportunities for photos and still with the spectacle of lights, sparkles, festivity, music and colour you have come to expect, 2021 is a whole new Lights in the Heights experience.

Are tickets free?

Yes, completely. There is no hidden cost (there's no parking fee either!)

How do I reserve my tickets?

Go to: <https://www.lightsintheheightsperth.com.au/>

Select your day (6 options): Thursday 9 Dec – Tuesday 14 Dec

Select your time slot and you're done!

How many can I reserve?

You can reserve up to **8 tickets** per time slot per registration.

Do I need to reserve a ticket for each person wishing to attend?

Yes, one ticket represents one person, for example if you are a family of 5 (including a toddler and a baby) you need to reserve 5 tickets.

What do I do with my ticket?

Either print it off or save it on your device and bring them with you. Your ticket will need to be shown on entry. We suggest arriving 10 minutes prior to your allotted time for this process

Can I reserve a ticket for just one time slot but stay as long as I like?

Unfortunately, no. The purpose of the ticket registration is to stagger and manage the crowds over the 2.5 hour time allocation. The experience will take around 20 minutes and this accounts for good people flow, crowd management and carpark operations.

I'm sure I remember coming before and I didn't need a ticket, why do I need one now?

Lights in the Heights began in 2013 and each year we have seen around a 20% increase in our crowds. Due to safety considerations, capacity with our building, fire regulations, parking restrictions and consideration for our neighbours, and now COVID protocols we need to spread the number of people out over the event's duration, so that everyone attending can have a safe and comfortable experience.

Will tickets 'sell out'?

Yes, each time slot has a maximum number of 900 registrations available and once full you can no longer reserve a ticket for that time slot. We regularly sell out the entire event in around 7 days.

Are there peak days?

Yes. For the past years our busiest nights have been the last 3 of our season as well as weekends. This year we predict our peak days will be Friday 10th Dec, Saturday 11th Dec, Sunday 12th Dec and Tuesday 14th Dec, so if you wish to avoid the largest crowds we suggest you avoid those.

What if I can't get a ticket for any of my preferred days, can I just turn up?

If you have missed out on tickets, you are welcome to try message our Facebook page or email us at lightsintheheights@c3hh.com.au and try your luck as sometimes we have tickets returned, but we cannot guarantee you a ticket.

What if we can no longer make our registered time?

Please notify us via our Facebook page or email us at lightsintheheights@c3hh.com.au and we will add them back in the ticket pool. Unfortunately, the tickets aren't transferable; you can try your luck registering for a different time or day, but this is subject to availability.

Is there a Sensory Session available?

Yes, as per tradition we provide a closed Sensory Session with reduced noise, lights and crowds and we have our extra special volunteers on roster. Please Facebook DM or email lightsintheheights@c3hh.com.au our friendly team to reserve your place.

The weather is set to be awful (really hot, really wet) does that mean you will cancel?

Nope! Our event is in a fully air-conditioned, large indoor facility so we operate rain, hail or shine!

I can see you offer day sessions; how does that work with a lights event?

We are indoors!

Do you have a Covid-19 Safety Plan?

Yes, we sure do! We are adhering to all Western Australian Government standards. We have sanitiser available, cleaning protocols in place and we ask you please scan in with Safe W.A. on arrival, as per government requirements.

Do I need to be Vaccinated?

At this stage, no. As per Government requirements on 2 November 2021, persons attending an event do not require vaccination. If the government changes any regulations prior to Lights in The Heights 2021, we will abide by their instruction and notify patrons accordingly.

Is this event run by volunteers?

You betcha! Around 100 of them. Make sure you give them smile – they love that.

Why do you guys do this?

We love Christmas and you, our beautiful Perth community.