

Frequently asked questions

When is Expo 2020 Dubai?

A duration of six months, from 1 October, 2021 to 31 March, 2022. Open seven days a week, from 10:00am to 12:00am on Saturday to Wednesday and 10:00am to 2:00am on Thursday and Friday.

The Australian Pavilion is open from 10:00am to 11:00pm on Saturday to Wednesday and 10:00am to 1:00am on Thursday and Friday.

Where is Expo 2020 Dubai and what methods of transport can I take to get there?

The Expo 2020 site is in the Dubai South district. It is close to Al Maktoum International Airport and there are a variety of ways to enter and depart from Expo 2020 Dubai - Train, Car, Taxi or Bus. The site even has its own Metro Station. The choice is yours!

We provide event attendees with information on how to find the Australian Pavilion if travelling by passenger vehicle (car, taxi, Uber or Careem). For more information, please click [here](#). For all other transport options, we encourage attendees to refer to the Expo 2020 Dubai website [Plan Your Visit](#)

Where is the Australian Pavilion located and how can I get there when invited to an event?

The Australian Pavilion is located in the Mobility district adjacent to the main gate. A 'Getting to Expo 2020 by Passenger Vehicle' information will accompany your invitation.

Do I need to be vaccinated or have a PCR test to enter the Expo 2020 Dubai site?

Upon entry to the Expo 2020 Dubai site, visitors aged 18 and over will be required to show proof of a COVID-19 vaccination recognised by their national government or a negative PCR test taken within the previous 72 hours. You are not required to show this information upon arrival at the Australian Pavilion.

What COVID-19 health and safety measures are in place?

To ensure an enjoyable and safe environment for all visitors, the Expo 2020 Dubai organisers have implemented stringent health and safety measures across the event site. A mask must be constantly worn except when consuming food or beverages.

For more information, please click [here](#)

Is there an age limit to attend events at the Australian Pavilion?

Typically, events are restricted to adults aged 21 years and above. On occasion, we do cater for family friendly events.

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Which items are not allowed at Expo?

The following items, including those that Expo determines at their discretion, are restricted from being transported in or near the Expo 2020 Pavilions Premiere site, such as:

- (i) Professional filming equipment, professional photography equipment with lenses larger than 30 cm
- (ii) Food and beverage items (except infant food and beverage, special dietary items)
- (iii) Any device with a laser beam/laser pointers or strobe lights
- (iv) Animals (except service and assistance animals, e.g., guide dogs)
- (v) Devices producing excessive noise (e.g., vuvuzelas, drums, whistles, horns) that may affect comfort and safety
- (vi) Rigid poles and sticks (except walking sticks required for mobility reasons)
- (vii) Signage and banners
- (viii) Religious, political, provocative, or obscene messaging on clothing
- (ix) Items too large to be electronically screened
- (x) Any items intended for use in ambush marketing attempts
- (xi) Any items bearing the Expo 2020 logo, trade name and/or any kind of trademarks that are suspected to be counterfeit
- (xii) Drones and unmanned aerial vehicles.

Expo 2020 reserves the right to amend this list at its sole and absolute discretion.

What are the ticket options and prices at Expo?

There is complimentary entry during Expo 2020 for persons under 18 years, tertiary and higher education students, seniors 60 years and above, and people of determination (plus one companion at half price). All other visitors must be in a possession of a paid ticket to gain entry.

During the online event registration process, invited guests can nominate if they are need of a ticket or have their own ticket. If are ticket is required, an email along with 'Getting to Expo 2020 by Passenger Vehicle' will be sent to you two days prior to event.

If I have a day pass issued by the Australian Pavilion, am I free to explore the rest of the Expo site before or after the event?

Yes.

Is the day pass transferable?

The day pass is allocated solely to the invited guest and is non-transferable.

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Can I use my pass for multiple days?

Tickets issued by the Australia Pavilion are valid for one day only on the day of event. If you would like further information on purchasing a season pass, please visit the Expo 2020 Dubai website [here](#).

What should I wear while visiting Expo 2020 Dubai?

The UAE's sunny climate means that lightweight clothing is suitable to wear throughout the year. However, slightly warmer attire such as a jumper may be needed during winter or in a place with powerful air conditioning (for example, a cinema or hotel lobby). When out in public, dress codes are generally relaxed, but respecting the local culture is still a good idea. Excessively tight or revealing clothing is inadvisable, especially in family-friendly environments such as Expo 2020.

I have been invited to an event at the Australian Pavilion, is there a dress code?

The dress code will be stated on the event invitation. Depending on the type of event, the dress code can range from smart casual, business attire, national dress, cocktail, or even formal!

Are there food and beverages at the Australian Pavilion?

All events held on Level 2 of the Australian Pavilion are catered, ranging from a stand-up morning tea menu to a sit down 3 course dinner. Additionally, when you show your event name badge you will receive a 25% discount off small bites, coffee and drinks at The Local Bar, The Local Grill and Melbourne Lane Cafe located on the Ground Level – Forecourt.

I have been invited to an event at the Australian Pavilion, do you accommodate for dietary requirements?

Yes, we accommodate for vegetarian/vegan/gluten intolerance/lactose intolerance/kosher. All food is Halal certified, with the exclusion of kosher meals.

You will be asked to note any of these dietary requirements during the online event registration process as well as the option to nominate any other allergies. Our staff will also reconfirm this with you on the night of the event and will have alternate options available for all pre-notified requirements.

Can I bring my own food or beverage to the Australian Pavilion?

As per Expo 2020 guidelines, you are restricted from bringing your own food and beverages to the site. However, there are some allowances made for infant food and beverage and special dietary items. Please notify our team during the event registration process prior to attending the event if you have special dietary requirements.

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What on-site services do you have available at the Australian Pavilion?

The Australian Pavilion has restrooms, including an accessible restroom, located on Level 2 for our VIP events guests. Additionally, we have standard restrooms available for the general public located on the Ground level - Forecourt.

A lift to Level 2 is available for our VIP guests as well as private areas should you wish to make or receive a phone call.

The Australian Pavilion does not offer prayers rooms, ATMs, changing rooms/facilities or nursing rooms; however, these services are available around the expo site. The closest to the Pavilion is the Visitor Centre 6, located six pavilions down between the Serbian and Turkmenistan Pavilions.

What if I left something behind from an event?

Personal belongings left behind from a VIP event will be kept at the VIP Reception area on the Ground Level for safekeeping. Please contact the Australian Pavilion Helpline for assistance.