

FREQUENTLY ASKED QUESTIONS



What are Easter Show Fun Pass credits?

Easter Show Fun Pass Credits ('FPC') are the only way to pay and play throughout the carnival areas at the 2025 Sydney Royal Easter Show ('SRES' or 'Show'). You can purchase FPC by downloading the NEW Easter Show Fun Pass App ('App') or we can load a physical Fun Pass card for you at the Show. It works just like an Opal card, and you can tap to ride or tap to play across all rides and games at the Show. In 2025, you have the option of simply scanning your phone at rides and games using a dynamic QR code within the App. There is no requirement to collect a physical Fun Pass card.

Can I still pre purchase credits and what's available?

Carnival Fun Pass credit package are available for pre-purchase on the App, sold as follows:

- 130 credits \$123.00 (save \$33)
- 90 credits \$93.00 (save \$15)
- 60 credits \$68.00 (save \$4)
- 30 credits \$36.00
- Single credits \$1.20

Service Fee of 1.5% apply to all e-commerce transactions.

Service Fee of 1.5% + 30 cents apply to all onsite transactions.

What happens with unused credits?

Load credits with confidence knowing that you can refund the value of unused FPC after the Show and have **30 days (23 April 2025 – 22 May 2025)** to do so before credits and value expire. Refunds can only be processed via the Easter Show Fun Pass App, and a processing fee of \$2.50 will apply.

Following your application, your request will be processed and released to your nominated account within 12 business days. At the end of the refund period they expire. They do not carry over to the next Show, or any future shows

How can I get my hands on a Fun Pass?

Fun Passes will be distributed exclusively at the Sydney Royal Easter Show this year. Pick yours up from one of our friendly staff on entry or at a booth.

Can multiple people use the same Fun Pass?

Yes, your Fun Pass can be used by multiple people and the whole family at the same time – just tap and ride or tap and play. Up to 5 cards can be managed in the Easter Show Fun Pass App at once.

Can I load credits by cash?

Yes. You can load your Fun Pass card with cash at any of the thirteen (11) booths (28 windows) at the SRES. We also have three Fun Pass kiosk stations (7 kiosks) located in the major carnival precincts at the SRES.

Can I load credits by Credit Cards & EFTPOS?

Yes. You can do this via the Carnival Fun Pass App, at a booth or kiosk at the SRES.



What is a digital wallet?

A digital wallet is established when you download the Easter Show Fun Pass app and create an account. When you purchase credits, your digital wallet is where the FPC are stored.

What if I run out of credits?

You can top up via the Easter Show Fun Pass app from the convenience of your smart phone or return to a booth or kiosk at the SRES.

Can I use the Fun Pass at rides and games?

Yes, all rides and games at the 2025 Sydney Royal Easter Show accept Fun Pass credits.

What if I lose my Fun Pass?

If you created a digital wallet using the Easter Show Fun Pass App you need to pick up a new Fun Pass from a staff member or booth. A \$4 replacement fee may apply. You will need to scan the new pass and transfer remaining credits.

If you only purchased the Fun Pass card at the Show and did not link it to the Easter Show Fun Pass App on your phone, then the credits are unfortunately lost with the card. The RAS is not responsible for the replacement of the Fun Pass Card or remaining credits.

Where are my credits stored?

Credits are stored inside your digital wallet which sits in the cloud. When your Fun Pass or Easter Show Fun Pass App is scanned your digital wallet is accessed and credits deducted.

Are my credits secured?

Yes, credits are secured tighter than a white knuckled ride on the XXL Sky Flyer.

Merchant Warrior is the processing platform used to securely store and transfer funds. For more information, their privacy policy can be found at merchantwarrior.com.

How do I check my credit balance?

You can do this on your phone via the Easter Show Fun Pass App or, you can scan your card at carnival rides to provide a balance.

Can I keep my Fun Pass and use it next year?

Yes, you can reuse the same physical Fun Pass card in 2026 however the FPC do not stay on the card from the previous year. Unused credits expire on 22 May 2025. If you have unused credits and seeking a refund, you need to make a refund application via the Easter Show Fun Pass App. You have **30 days (23 April – 22 May 2025)** to make a refund application after which time the credits and value will expire. A processing fee of \$2.50 applies.

If I forget to process my refund, can I still get a refund after 22 May 2025?

No. If you do not process a refund within 30 days after the Show ends, the FPC on your card will expire. The FPC do not carry over to the following year, or any future shows.

Do I have to close my digital wallet after the Show?

No, your digital wallet will be deleted securely.



What if I don't want a digital wallet?, Can I still go on rides and play games at the Show?

Yes. You will need to attend a Fun Pass booth at the SRES and FPC will be loaded on when you select and pay for a package. You will need to create a digital wallet via the Easter Show Fun Pass App if you wish to refund the value of unused FPC.

Can I split credits between two Fun Passes?

Yes, you can do this via the Easter Show Fun Pass App.

I have downloaded the Easter Show Carnival Fun Pass App. Do I still need a Fun Pass card or can I use my mobile phone?

You can choose to use the App for scanning at rides and games or link a physical Fun Pass card to your account.

Can I use cash on carnival games?

No, physical cash cannot be used. Carnival games accept FPC, or you can pay by credit card or by EFTPOS. However, you can use physical cash to purchase a Fun Pass Card from a staff member or booth at the SRES.

Can the FPC on my digital Fun Pass be transferred to a physical Fun Pass at the SRES?

Yes, just scan the QR code on the back of a physical Fun Pass to link your account

What if my phone battery dies and/or my app becomes inaccessible? What happens to my Fun Pass and FPC?

Please attend a charging station or our Customer Service Centre to resolve.

I'm still confused and have questions; can I speak to a human?

Yes, you can call the Customer Call Centre on 02 9704 1000 from 1 March 2025 and we will be happy to answer your questions. Alternatively email us at callcentre@eastershow.com.au