

Arnott's Virginia Bakery Tours FAQ's

What can I expect by attending the event?

Guests attending the Arnott's Virginia Bakery Tours can expect a range of other activities to get involved with on the day. These include:

- Arnott's Mobile Bikkie Bakery
- Arnott's Merchandise Stall
- Chocolate Wheel
- Face Painting for the kids
- Free photo opportunity in our 1925 Albion truck
- Food & Beverages available for purchase though Sodexo onsite catering
- & more....

Follow us on Facebook or Instagram for updates on what we have planned for the day, or, visit the dedicated event page on www.arnottsfoundation.org.au to stay up-to-date as well.

All guests attending will also receive a take home goody bag.

What time does the Virginia Bakery Tours event start?

The event commences at 9am and finishes at 3pm on Saturday 2nd November 2019.

Can I purchase tickets on the day?

Tickets will remain on sale until sold out.

If the tour tickets have not sold out prior to the event, then they can be purchased on the day, either online or at the gate.

To avoid disappointment, we strongly recommend to pre-purchase your tickets as once sold out, there will be no further release of tickets for sale.

Can children attend?

Yes, however for safety reasons the minimum age is 5 years old.

Where can I find the event Terms & Conditions?

These can be found here on our website event page which is (insert link)

During the tour, where will my personal belongings be kept?

We recommend leaving your valuables at home, however there will be a secure cloak room available where you will be required to store your personal belongings before starting the Bakery Tour. These include, car keys, phones, jewellery, rings apart from plain wedding bands etc.

What biscuits will I see being made during the tour?

There will be 4 lines running on the day, including Shapes, Cracker, Sweet biscuit and Multipack.

What can't I bring to the event?

Inappropriate clothing and uniforms, bare feet, pets, food, drinks, weapons or illicit drugs.

Is parking available at the venue?

Yes, there is plenty of space available for parking. There is no need to pre-book and parking is for free.

Will there be ATMs?

No, ATMs are not available at the venue, however there will be EFTPOS facilities available.

We suggest you bring plenty of cash to get you through the day, just in case!

What happens if it rains?

The Virginia Bakery Tours event is an all-weather event. It will be held rain, hail or shine.

The event will be held within the Arnott's Virginia Factory, which is fully enclosed and under cover. There are also other undercover areas within the grounds. In the event of rain, any planned portable activities for outdoor areas will be moved to an undercover area.

How can I refund a Ticket?

Our Ticketing Terms and Conditions stipulate no refunds.

Is there disabled access available?

Please contact us prior to booking tickets so we can discuss your needs.

Do I need to print my ticket for entry on the day?

Yes, you can print your barcoded ticket. Please ensure that the barcode has printed correctly, otherwise we might be unable to scan your ticket correctly at entry.

Alternatively, you can present your barcoded ticket with your smartphone which will be scanned at entry.

If I'm late, can I move my booking to another time on the day?

It is highly unlikely we will be able to reschedule bookings on the day. It is therefore imperative that you allow plenty of time on the day to make sure you are not late.

Need further help?

If you have been unable to find what you need in the Frequently Asked Questions section, and need further help, please email us at arnottsfactorytours@arnotts.com.