

fever

FAQs

THE EXPERIENCE

What can I expect from Steve McCurry. ICONS?

Experience the best photos from Steve McCurry, an award winning and well renowned photographer that has traveled the world to capture moments across cultures and traditions.

Where is the experience located?

The event will take place at Pier 2/3 Walsh Bay, located at 13A Hickson Rd, Dawes Point NSW 2000.

Does the experience take place in an indoor or outdoor venue?

The exhibition will be held in an indoor venue.

How long does the experience last?

The visit will take around 60 minutes.

Is there air conditioning?

There is heating to suit the cooler months of the exhibition's run.

Is there an audio guide?

Yes, there will be a QR code guests can scan to lead them to the audio guide. The audio will be in english spoken by Steve McCurry himself, discussing 42 of the images throughout the exhibition. We recommend you bring a smartphone and compatible headphones to enjoy this feature.

Is the experience accessible for deaf people?

Yes.

What accessibility options do we have for someone visually impaired?

It will be difficult to enjoy the photo exhibition but there are audio files for people to scan a QR code and listen to.

Will there be strobe lights?

No.

Will food and beverage be available on site for purchase?

Yes, there is a pop up restaurant onsite near the exhibition which will be open from Thursday 20th April.

Can I take photos or record the exhibition?

Yes, you may but flash is not permitted.

Is there seating available around the exhibition?

Yes, there will be seating throughout the exhibition.

Will restrooms be available on site?

Yes.

Will there be merchandise for sale?

Yes, there will be a merch store onsite displaying books, postcards, posters and more.

ACCESS

Do I need to wear a mask?

As per current NSW government guidelines, masks will not be required inside the exhibition.

Do I need to arrive at the start of my scheduled session?

It is recommended that you arrive 5-10 minutes before the session time stated on your ticket.

What happens if I arrive late?

Depending on the capacity at that time, you may need to wait until the next available slot.

Can I bring animals?

No.

Are service dogs allowed?

Yes.

Is there an age requirement?

There is no age requirement. Children under the age of 12 may enter the experience but they must be accompanied by adults. Children under the age of 10 may enter the experience for free.

Is there parking available?

There is no parking available onsite, however there is metered street parking and a carpark walking distance to the exhibition.

What are the prohibited items at the experience?

Photography, alcohol, anything which may disturb the other patrons.

Is the venue wheelchair/pram accessible?

Yes.

Are wheelchairs available to rent?

No.

TICKETS**Can I purchase a ticket at the event?**

Yes you will be able to purchase tickets at the box office, however, we recommend purchasing in advance on our platform in order to guarantee availability during that time.

Where can I get tickets?

- On the Fever App, available on Google Play and Apple Store
- On the [Fever website](#)

Are refunds allowed? What is the exchange policy?

Tickets are non-refundable. Under special circumstances, you can contact our user support team who will process your request. Make sure to include your ticket order number.

Is there a Student and Senior (60+) discount?

Yes, you can purchase discounted Student & Senior tickets on the fever website or app and will need to provide proof of documentation upon entry to the exhibition.

Do I need to print my ticket?

No, your contactless tickets will be validated directly in the Fever App.

Can I transfer my tickets to another person?

Yes, you can transfer your tickets to anyone for free. It is as easy as clicking "Transfer Tickets" on your ticket on the Fever App. Please [contact us](#) for additional help. Make sure to include your ticket order number.

Can I reschedule my tickets to another date/time, or upgrade/downgrade my ticket?

Under special circumstances, we may be able to help reschedule or exchange your ticket for another date, time or ticket type that has not already sold out. Please [contact us](#) for more information. Make sure to include your ticket order number.

What are the official sellers for this experience?

Official tickets for **Steve McCurry. ICONS** can only be purchased on [Fever](#). Tickets are not available on any other website or ticketing platform.

Can I make a Group Booking?

If you would like to book for a group, please view [here](#) to find out more.

I can't find my ticket. What can I do?

You can find your ticket with the QR code in the Fever app, within the Tickets section. If you don't have it installed, you can download it from the Apple Store or Google Play. Remember to log in using the same account that you used when buying the tickets. If you still cannot find your ticket, please [contact us](#).

Can I pay cash for tickets at the event?

This is a cash free experience. Fever only accepts card payment.