

SOUND COLLECTIVE - FAQs

TICKETING

How much are tickets?

Ticket Prices:

1st Release \$169.90

2nd Release \$189.90

3rd Release \$209.90

VIP \$269.90

Do I have to be 18+ to attend?

Sound Collective is a strictly 18+ event with valid photo ID required.

Please head to the 'Conditions of Entry' tab to see what forms of identification are permissible.

What does the VIP ticket include?

Event Ticket with Exclusive Front-of-Stage Access

Enjoy entry to a dedicated, spacious area directly in front of the main stage, offering a more exclusive experience away from the General Admission crowd.

VIP Express Entry

Enter the event through a dedicated VIP/Premium check-in lane, allowing you to bypass the standard entry queues.

Private Amenities

Enjoy access to dedicated VIP facilities, including a less crowded private bar, food options, and toilets.

When do tickets go on sale & where can I buy?

The Sound Collective Presale starts Thursday 17 September 2026 at 9am, local time.

General Release tickets will be on sale from Friday 18 September 2026 at 9am, local time.

Tickets for the event can be purchased via our official ticketing partner Megatix [HERE](#)

SIGN UP FOR THE CHANCE TO WIN!

Register for presale access to win the ultimate Sound Collective prize pack!

2 x VIP tickets
2 nights' accommodation
\$250 bar spend
Side-of-stage access

[REGISTER FOR PRESALE & RESERVE YOUR TICKET HERE](#)

HOW TO ENTER:

- **Register for pre-sale:** enter your preferred email address to secure access to pre-sale. This is the only step required to enter the competition.
- **Reserve your tickets [optional]:** reserve your Sound Collective ticket and skip the stress of the pre-sale altogether. Find more details via our ticketing portal.
- **Pre-sale opens:** the Sound Collective pre-sale will open Thursday 17 September at 9am local time. Those who reserve their tickets simply need to confirm their order and it will be automatically processed.

How do I register for presale?

Sign up for the Sound Collective presale to access early release tickets before they go on sale to the general public.

You can even reserve your Sound Collective ticket now via **Megatix Reserve** and skip the stress of the pre-sale altogether!

[REGISTER FOR PRESALE HERE](#)

What is Megatix Reserve?

Megatix Reserve gives you the opportunity to request tickets before the event goes on sale. Instead of needing to be online at a specific time and racing through checkout, you can submit your ticket preferences during the reservation period and add your payment details (Credit Card or PayPal). If your reservation is successful, your payment will be processed and your tickets will be issued automatically.

Is making a reservation the same as buying a ticket?

Not immediately. Submitting a reservation is a request to purchase the tickets you have selected. Your tickets are only confirmed once your reservation has been successful, payment has been processed and you receive your ticket confirmation from Megatix.

When will I be charged?

You will only be charged if your reservation is successful. When submitting your reservation, you will be asked to provide a valid payment method so that payment can be processed automatically if tickets are allocated to you.

Will money be taken from my account when I reserve?

No. There are no charges, pre-authorisations or holds placed on your card when you submit your reservation.

Your payment details are securely saved so that, if your reservation is successful, payment can be processed automatically when tickets are allocated to you.

If your reservation is unsuccessful, you will not be charged.

How will I know if my reservation was successful?

We will contact you using the email address provided with your reservation. If successful, you will receive confirmation that your payment has been processed and your tickets have been issued.

You will also be notified if your reservation is unsuccessful, with the opportunity to update payment details and retry.

Can I cancel my reservation?

Reservations can be cancelled anytime from your My Orders on the Megatix home page.

Can I change/update my payment details?

Payment and card details can be updated anytime from your My Orders on the Megatix home page.

What happens if my payment fails?

It is important to use a valid payment method with sufficient available funds. If your reservation is successful but payment cannot be processed, you will be sent an email with the opportunity to update your payment details or retry. If subsequent attempts fail, your reservation may be cancelled and the tickets may be offered to another customer.

Where can I get help with my reservation?

If you experience a technical problem or need help with your reservation, please contact <https://megatix.com.au/support>

[REGISTER FOR PRESALE & RESERVE YOUR TICKET HERE](#)

When will I receive my ticket?

Tickets will be issued once General Release tickets have gone on sale. Once issued, you'll be able to log in to your Megatix account to locate your tickets.

Still having problems? Reach out to the Megatix support team at: <https://megatix.com.au/support>

Are Payment Plans Available?

Megatix Laybuy is available on check out and gives you the option to secure your tickets now and spread the cost over time. Customers pay an initial **deposit of \$50**, then can log into their accounts to choose how much and how often they pay, providing the balance is paid in full by **Friday the 22nd of January**.

Just remember, you won't receive your tickets until the payment plan is complete!

PayPal Pay In 4 will also be available from the presale, live on Thursday 17 September 2026.

Find more information about using PayPal in 4 [here](#).

Can I get a refund or resell my ticket?

Sound Collective is a non-refundable event.

You can safely resell your ticket via our official resale site [Tixel](#). Please note, any ticket purchased outside of Megatix or Tixel cannot be verified and may not be allowed entry.

What is the 'X Cover Ticket Insurance'?

The X Cover Ticket Insurance is an optional insurance add-on available during your ticket purchase. It is a separate product from Sound Collective, providing coverage for a range of unexpected events that might prevent you from attending the festival such as illness, injury, or certain emergencies.

While Sound Collective tickets are generally non-refundable, this insurance offers an added layer of protection. If you're unable to attend due to a covered reason, you can submit a claim through X Cover for a refund.

Note that terms, conditions and exclusions apply, so it's important to read the policy details carefully when purchasing.

GETTING THERE

We strongly recommend using public transport to get to & from the event.

Tram

Catch the G: Link Tram to either Parklands or Southport South and use Ada Bell Way crossing to arrive at the festival entry.

Bus

Catch the bus to Australia Fair and use Ada Bell Way Crossing to arrive at the festival entry.

Ferry

Catch the ferry to Southport Pier and turn left to walk through Broadwater parklands to arrive at the festival entry.

Traffic controllers will be stationed on Pedestrian Crossing at Gold Coast Hwy and Ada Bell Way and at Gold Coast Hwy and Marine Parade to manage pedestrian crossings.

Heading Home

An Uber/Ride Share pick up zone will be located in front of the Entry Marquee. Police and Security will be on hand to direct patrons toward public transport.

CONDITIONS OF ENTRY

Do I have to be 18+ to attend?

Sound Collective is a strictly 18+ event. All patrons must present a **valid ticket and photo ID** on arrival.

What kinds of ID are acceptable?

ACCEPTED:

- Valid Australian Drivers or Riders License (must have photo and date of birth)
- Valid Australian Learners Permit (Must have photo and date of birth)
- Valid Australian Passport
- Valid Foreign Government Issued Passport (Must have photo and date of birth)
- Proof of Age Card or an equivalent from another state or Territory of Australia
- Keypass (over 18) Identity card - issued by Australia Post

NOT ACCEPTED:

- School Identifications
- Expired identifications of any kind
- Birth Certificates
- DHS cards
- Photo copies of any identifications
- Fake ID's
- Valid International Drivers license

House Rules

- **Security / Bag searches:** Security staff are entitled to search, pat down or metal detect any patron upon entry. Any prohibited items will be confiscated and may not be returned. Any person not compliant will be refused entry or removed from the event without refund.
- **Passouts:** There are no pass outs (exit and re- entry) - Once you leave you cannot re-enter the event
- **Exiting the event:** Please respect our neighbours when exiting the event and make sure you follow the instructions of the police and traffic. We're here to help send you home safely!

- **Bad behaviour:** Sound Collective has a zero-tolerance approach to any bad behaviour! If you are causing other patrons or event team members to feel intimidated or uncomfortable you will be asked to leave the event without a refund or re-entry. Sound Collective will not accept violence in any form and any incident of harassment and or violence will result in immediate removal from the site.
- **Zero Tolerance Drug Policy:** The possession, sale and / or use of any illegal or illicit drugs at the event will not be tolerated anywhere inside or outside the Sound Collective venue. If you are found in possession of illegal paraphernalia before entering the event you will be denied entry without a refund.
- **Need Help?** If you need help or see someone needing help please notify security straight away.

Prohibited Items

What items are prohibited to be brought into the festival?

- **Prohibited Substances:** Illegal or illicit substances, drugs, drug paraphernalia, nitrous oxide (N2O bulbs/canisters), and unsealed or opened over-the-counter medications or eye drops.
- **Food & Drink:** External food and beverages, including alcohol, water, hampers, home-made, commercial, or packaged store-bought food
- **Containers & Glass:** Glass items (jars, bottles, containers, mirrors, perfume bottles), aluminium / metal containers, canteens, flasks, eskies, and picnic baskets. Empty plastic water bottles and approved hydration packs (e.g., Camelbaks) are permitted.
- **Weapons & Flammables:** Weapons of any kind (including pocket knives and self-defence sprays), lasers, laser pointers, fireworks, flares, sparklers, explosives, fire-twirling equipment, aerosol cans, and flammable liquids, toy guns, water guns or slingshots.
- **Animals:** No animals are permitted, except for authorised guide / accredited assistance animals - please ensure you have the appropriate identification with you as any animal without the proper identification will not be admitted into the festival. This is for both the animal's safety and yours.
- **Furniture:** Chairs of any type, beanbags, blow-up chairs, lounges, couches, tables, blankets, sleeping bags or tents / sun shelters.
- **Large Bags:** Large backpacks, bags or containers measuring over 40 x 40cm (or too large to be stored under a seat).
- **Vehicles & Tech:** Drones, remote-control devices, bicycles / electric bicycles skateboards, rollerblades, roller skates, hoverboards, scooters / electric scooters or any other personal motorised vehicles, two way walkie talkies or radios.
- **Professional photography equipment:** e.g. telephoto lenses; any lens over 5cm; any detachable lens; stands, monopods, tripods, attachment sticks (selfie sticks) or other commercial equipment or anything deemed by Festival personnel to be professional photography equipment.
- **Apparel & Items:** Clothing or accessories displaying names of motorcycle-related or declared criminal organisations. Culturally inappropriate costumes, large chains, chained wallets, spiked jewellery, or masks (except medical/religious face coverings), high vis vests, studded clothing or accessories
- **Unauthorised solicitation and materials:** including handbills, flyers, stickers, beach balls, give-aways, samples, or other promotional items
- **Miscellaneous:** Umbrellas, poles, sticks, banners, flags or signs, stuffed animals, markers, pens, spray paint, water guns, spray bottles, confetti, shredded paper, kites, sky lanterns, political signage, musical instruments, and noise-making devices (air horns, megaphones, whistles)

Additional items may be prohibited at the discretion of Festival personnel, law enforcement or security guards to be, or or potentially be, a safety hazard or annoyance to participants or guests, dangerous or offensive.

What can I bring?

What items should I bring on the day?

- Good vibes!
- A valid event ticket
- Valid photo ID
- Credit or debit card for purchases - Sound Collective is a cashless cashless site
- Sun Protection (hat, sunscreen and sunglasses) is recommended
- Empty reusable plastic water bottles (no metal or glass) - water stations are available on site
- Small bags including small handbags, bum bags, crossbody bags and purses
- Wet weather gear (waterproof jacket or poncho) If it looks like rain (umbrellas are not permitted)
- Sensible shoes & clothing in accordance with the weather forecast
- Charged mobile phone with important contact numbers and a small power bank - so you don't run out of battery during the event and can ensure you can find your friends / get home safely at the end of the night!
- Any prescription medication required (see below)

Can I bring my prescription medicine in?

Yes, you can bring required prescription medicine to Sound Collective. To make it through security and gate checks without issues, please follow these rules:

Entry Requirements for Medication:

- **Original packaging:** Keep the medicine in it's official prescribed packaging with your name and dosage details clearly visible.
- **Bring a copy of your prescription:** Carry a copy of your prescription / supporting official medical documentation (digital copies on your phone are accepted).
- **Only bring what you need:** Pack strictly the amount of medication required for the duration of the festival.
- **Medical gear and equipment:** Essential equipment like insulin, medical devices, or mobility aids are fully permitted.
- **Questions on the above?** Please reach out to us at info@soundcollectivefestival.com

GENERAL EVENT INFORMATION

Event Date & Times

Saturday, 20 February 2027

Gates to the event will open at 11am

Event starts at 11:15am

Event finishes at 10pm

Venue Details

Broadwater Parklands, Gold Coast

[Google Maps - Broadwater Parklands](#)

This event is strictly 18+. You will need to bring your ID to enter the event.

Sound Collective is a cashless event! Card payment facilities will be available at all points of purchase.

Food & Bev

There will be a range of food options available at the event, covering a variety of cuisines and dietary requirements.

The bar will be stocked with a selection of refreshing drinks such as beer, champagne, wine and spirits.

Non-alcoholic drinks will also be available for purchase at the event and Patrons are encouraged to bring an empty reusable plastic water bottle (no metal or glass) to fill up at our free water stations across the site.

Sound Collective is a cashless site. Food and beverage outlets will all have card payment facilities.

**Please note: External food and beverages are not permitted at the event.*

If you are interested in becoming a food vendor at Sound Collective 2027, please contact info@soundcollectivefestival.com with the details of your business.

Merchandise

There will be a range of official festival branded merchandise items and Artist merch available for purchase on the day.

Sound Collective is a cashless site. Merchandise outlets will all have card payment facilities.

How do I apply for the local Artist performance slot?

Reckon you or your band would be the perfect opener to kick off Sound Collective 2027? We want to hear from you!

Apply to info@soundcollectivefestival.com with your details and don't forget to share links to your music!

ACCESSIBILITY INFORMATION

Sound Collective is committed to creating a festival that is welcoming, inclusive and accessible for all music lovers.

Carers / Companion Cards

We understand that some people have a need for a full time carer.

Ticket purchasers are entitled to an additional ticket for their respective carer with a valid Companion Card (1 x carer per paid ticket holder). Please contact Megatix directly to assist with your purchase.

<https://megatix.com.au/support>

The Companion Card must be presented alongside the issued full priced ticket to gain entry to the event.

Accessible Parking & Entry to the event

Carey Park Car Park directly opposite the event site is recommended for parking or drop off / pick up; use the crossing at Ada Bell Way. Please note this is a public car park and not managed by the event.

A dedicated entry lane at the entry gate will be available to those in possession of a Disability Card or Companion Card.

Facilities on site

The site is flat and accessible for wheelchairs with PWD-compliant temporary sanitation facilities, and tracked pathways to ensure safe navigation across soft-ground areas for patrons with mobility requirements.

Medical services are available on site.

If you need assistance at the event, please find a member of staff or security and they will do their best to help you.

If you would like further information in regards to accessibility at the event, please contact info@soundcollectivefestival.com