

**FAQ: 2017-2018 Western Front Battlefield Tours;**  
**Provided by Department of Veteran Affairs: Australia 6 Feb 2017**

- **Centenary Commemoration Access Passes:**

**1. Can all nationalities apply?**

*Yes, all nationalities can apply. Three different categories are available: for Australian citizens, host country citizens and other nationalities.*

**2. Is it a ballot?**

*It is not a ballot. Access passes will be allocated on a first come, first served basis.*

**3. Is there is a closing date for the online registration?**

*Online registration will be open until all access passes are allocated. It will remain open the day of the commemoration if access passes remain available.*

**4. Is it a free access pass?**

*Yes, it is provided free of charge by the Australian Government.*

**5. Is it compulsory to bring photographic ID on the day for ID checks?**

*Yes, all visitors must come with photographic ID on the day for security checking at the site entrance: passport, national ID card or driver's licence with photo.*

**6. When will the online registration system be available to visitors?**

*Anzac Day 2017 for Villers-Bretonneux and Bullecourt online registration system is now available at <https://overseascommemorations.ticketek.com.au/>. For Belgium ( Polygon Wood) online registration system will be available early March 2017. Anzac Day 2018 online registration system will be available later during the year 2017.*

**7. Will visitors receive their pass prior to leaving Australia?**

*Yes. The access passes will be commemorative access passes only for the Centenary services. Access passes for Anzac Day 2017 will be a printable page with a bar code. In case, you have left Australia, a booth will be available at a defined location a couple of days prior to the event and on site in case a visitor has lost his/her ticket. ID documents will be required to confirm a claim.*

**8. What happens if a visitor forgets ID on the day?**

*Security checks will be very strict and ID will be required by local authorities.*

**9. Will there be a list of forbidden items on site?**

*Yes, the list will be available on the online registration system.*

- **Anzac Day 2017 – Villers-Bretonneux:**

**10. Is the park and ride free for Tour Operator coaches and visitors?**

*Yes, it is provided free of charge by the Australian Government.*

**11. Is the park and ride compulsory to small Tour Operators coaches?**

*Yes. All tour operator coaches or minivans will have to park at the park and ride location.*

**12. Will the shuttles be numbered?**

*No, the shuttles will not be numbered. They will run continuously to take all visitors to the site and back to the car park. Each visitor can get on any shuttle; all will go to the site and*

*then back to the car park. Visitors do not need to gather in Tour operator groups on site but will instead regroup at the car park on their coach.*

**13. Will the shuttle system run until the end of the town ceremony?**

*No, shuttles will bring visitors back to the car park location after the ceremony. A stop in Villers-Bretonneux will be available for all visitors wanting to attend the town ceremony. However, Tour Operators will have to organise to pick up their visitors after the town ceremony as the shuttles will not return to pick up visitors at the town ceremony.*

**14. After the ceremony, when will the shuttles start taking visitors back to the park and ride?**

*The ceremony finishes around 6.45am/7.00 am. Shuttles will start taking people around 7.15am/7.30am. There is no need to rush to the shuttles after the ceremony.*

**15. What will happen if all the access passes have been allocated prior to the day?**

*The online registration system allows us to better plan for infrastructure. As a result, if we have more visitors than capacity, we can consider other options.*

**16. Will VIP have to register online as the public?**

*No, VIP will be officially invited by the Australian Government after consultation with the local authorities.*

**17. Will there be commemorative gifts available on site?**

*Visitors will receive a visitor bag with their order of service, a pin and a pencil. Commemorative gifts will be available in town or at local museums.*

**18. Will the ANM tower be closed prior to Anzac Day?**

*Due to the infrastructure set up, the tower will be closed from the 22 to 26 April as in previous years.*

- **Centenary commemorative service – Bullecourt 2017**

**19. Will there be some changes for Bullecourt services?**

*Due to security context in France, security will be tighter. No changes to the transport and traffic system are planned. Visitors will be dropped at the entrance of the town and coaches will have to park further up on the road following local authorities' instructions.*

**20. Will a service take place in Bullecourt on May 3<sup>rd</sup>?**

*No Australian Government service will happen on that date. The Australian service will take place on the 25 April as usual. The local community will organise a commemorative day on 11 April with battlefield visits and a small ceremony around 12.00pm. There may be another local ceremony on 3 May. More information will be provided soon on our official websites.*

- **Miscellaneous France**

**21. Can you confirm maximum capacity for Anzac Day 2018 in Villers-Bretonneux?**

*Maximum capacity discussed with the local authorities has been agreed as 8,000 visitors.*

**22. Will there be a visit planned for Tour Operators of the SJMC?**

*Yes. We will inform the SJMC team of your request. (New Sir John Monash Centre)*

**23. Will a service take place in Peronne on September 2018?**

*No national service is planned for September 2018. The Centenary calendar has been approved by the Australian Government. The site size does not allow infrastructure to be set up.*

- **Commemorative ceremonies in Belgium**

**24. When are the Menin Gate Lions coming back?**

*Lions are planned to be installed in leper two weeks prior to 24 April.*

**25. Will it be possible to use the Menin road to access the car park at Bellewearde?**

*Routes are being finalised with local authorities. We will inform you in due course. Roads are very narrow and we will try to ensure a one way system as often as possible.*