

FAQ

1. Where is the JB Songkran Water & Music Festival?

Sutera Square, Johor Bahru. You may search Sutera Square on google or Waze.

2. When is the JB Songkran Water & Music Festival?

12-15 April 2024

3. When does the event start?

The Water Festival starts at 4pm and the Music Festival starts at 9pm.

4. Where can I purchase a ticket for the JB Songkran Water & Music Festival?

You may click on the "Buy Ticket" button and you will be redirected to the ticketing system to purchase a ticket.

5. Is there an age restriction to attend the festival?

The event welcomes anyone above the age of 18. You are required to purchase a ticket to join the festivals.

6. If it rains, does that mean the event is cancelled?

The event is open rain or shine. Stages, water parks and the event services may be disrupted in extreme weather situations, but this will be at the discretion of the event organiser with advice from the authorities.

7. What can I do to protect my health + safety at the events?

Be sure to:

- Stay hydrated and drink lots of water
- Wear sunscreen and a hat
- Stay close to people you know
- Follow instructions from event staff – they are here to help

8. How do I contact the festival for general inquiries?

Please send us an email to nightfair.my@gmail.com

9. Who do I contact if I have ticketing questions?

Please send us an email to nightfair.my@gmail.com

10. Will there be parking at the event?

Yes, there are plenty of open space car parks surrounding the event venue.

11. Can I buy tickets at the event?

Yes.

12. Can I leave the event and come back?

Yes.

13. Is there food at the event?

Yes, plenty of food!

14. Can those under 18 enter?

No, they cannot.

15. Are there restrooms available?

Yes, we have restrooms.

16. Are there changing rooms available?

Yes, we have changing rooms.

17. Do you sell towels?

Yes, we do.

18. Are lockers available?

Yes, we have lockers.

19. How can I purchase tickets?

You can purchase tickets at www.songkranjb.com.

20. Where can I get the latest updates?

You can follow our official Facebook, Instagram, or join our WhatsApp group.

21. Can I attend alone?

Yes, you can. We have a group where you can find teammates.

<https://www.facebook.com/groups/790465119648958>

22. Can I bring alcohol?

No, alcohol is not allowed.

23. I bought a ticket but didn't receive an email. What should I do?

Please contact our official customer service at 011-13322889. Send your registered information to the customer service number for assistance.

24. I bought a group ticket, but I only received one QR code for five tickets. You should receive five emails. Please check your spam/junk folder.

25. What items are prohibited and what can I bring?

You can refer to our prohibited rules on our website for details.

26. Can I get a refund if I can't attend after purchasing tickets?

No, refunds are not available.