

FAQs – Tasting Australia Postponement

Why has the Tasting Australia been postponed?

It is with a heavy heart that the decision was made to postpone Tasting Australia presented by RAA Travel. Following the Federal Government's announcement on Friday 13 March regarding any non-essential organised public gatherings above 500 people, we took the decision out of an abundance of caution.

The decision also followed concerns that a number of our international and national talent were assessing their ability to participate in the festival at this time, and some had already indicated they were unable to travel.

What are the new dates for Tasting Australia?

Tasting Australia will take place from Friday 9 October – Sunday 18 October 2020 in Adelaide and regions.

Will the Tasting Australia program be exactly the same?

We are doing our very best to maintain the program as it is, including keeping the events in exactly the same format. For example, the Glasshouse Kitchen presented by TheFork: with Paul Baker, Matt Moran, Troy Rhoades-Brown, Thomas Johns was originally scheduled for the first Friday, 27 March and we are planning for that Glasshouse Kitchen to be on the first Friday again, on 9 October.

As you can imagine with the change in dates, some talent or venues may not be available, and we have not yet been able to confirm every aspect of the program. We will communicate changes as we are aware of them.

Will Marco Pierre White still be coming? What about other talent?

Yes, Marco Pierre White has confirmed he will be available for the new Tasting Australia 2020 dates. His three events (Marco Pierre White: Unplugged and Personal, In the Kitchen: Your Teacher and Mangarie con Marco at Coriole Vineyard) will all remain unchanged. The new dates will be confirmed soon.

In addition to Marco Pierre White, national festival ambassadors Matt Moran and Darren Robertson have also confirmed they will be attending Tasting Australia in October. Local talent including Maggie Beer, Emma McCaskill, Karena Armstrong, Paul Baker, Adam Liston, Duncan Welgemoed and festival patron Cheong Liew have also stated they are onboard with the new dates.

How do I get my new tickets?

Once the program is confirmed, you will be reissued a new ticket automatically. We will communicate the date of reissue with ticketholders directly once this is confirmed.

What if the talent or date changes and I no longer want to attend?

If a key talent or event venue significantly changes you will have the opportunity to request a refund at that time. We will be in touch with ticketholders of these events directly and will communicate changes as we are aware of them.

If the new dates aren't suitable for a ticketholder, can they get a refund?

Ticket holders who can't attend an event on the new dates can have their ticket refunded. To request a refund, please email us at tastingaustralia@sa.gov.au or call 08 8463 4706 by 5pm Friday 3 April.

How long do ticketholders have to ask for a refund?

All ticketholders will have 14 days to apply for a refund. All refund requests need to be sent by 5pm 3 April 2020. Refunds will be processed within 10 business days of receiving the request. Once processed, it will take 3-4 business days for the refund to arrive into the ticketholders account. All refunds will need to be processed on the card which was used in the original transaction. More details have been sent to all ticketholders via email. Please view our refund policy [here](#).

Who should ticket holders contact if they haven't received the email?

Please contact Tasting Australia directly via email tastingaustralia@sa.gov.au or call 08 8463 4706.

Will you have the same vendors in Town Square?

Yes, all our Town Square vendors are staying the same for the new dates.

What if the public gathering bans are still in place in October?

We fully intend to deliver Tasting Australia in October. However, we will of course monitor the situation and will advise all ticketholders, stakeholders and talent of any further changes to Tasting Australia 2020, if and when new information comes to hand. If for some reason the event did not run, refunds would be provided to ticketholders.

What will happen to future Tasting Australia events, when will the 2021 event be held?

As you can understand, we have only now locked away our new dates for the 2020 Tasting Australia. Tasting Australia is Australia's premier eating and drinking festival and is an event that will continue to be presented each year in Adelaide and regional South Australia.

I have booked to travel from interstate / overseas. Are you going to reimburse my travel fees?

No, we won't be reimbursing travel or accommodation fees. Hopefully you have flexibility to postpone your visit to Adelaide to the revised date when Tasting Australia will run. If that is not possible, it could be an opportunity to retain your visit and enjoy all else that South Australia has to offer. Our decision relates to one major event, but there is still plenty to do and see in South Australia, including wonderful eating and drinking experiences to enjoy, safely and in our wide-open spaces. For suggestions of what you might do if you are still travelling to Adelaide in the next month, see:

[Best of South Australia guide - Australia's official best restaurant, wine, gin, beach and hotels are here](#)

[Things to do – Food and Drink in South Australia](#)

[7 hidden Adelaide Bars you need to know about](#)

Visit SouthAustralia.com for much more information on Adelaide and Regional South Australia.

Is there a general contact number for Tasting Australia?

We will be in touch directly with all ticketholders. However, for any questions, you may contact Tasting Australia at tastingaustralia@sa.gov.au or call 08 8463 4706.