

Frequently Asked Questions

What is the Samsung Electric Playground?

Electric Playground is an immersive and interactive light activation, where you can experience the best features of the all-new Galaxy S10 and unleash your inner child through a spectrum of fun-packed playful activities. Entering the playground you'll be able to photograph like a pro with the Galaxy S10 Pro-grade multi-lens camera.

What is the Galaxy Studio?

The Galaxy Studio is a showcase of cutting-edge experiences using the best features of the all-new Galaxy S10. Here you can create visually stunning motion images using your own heart rate and eye image. Plus immerse yourself in the colourful, quirky world created by Artist in Residence, George Rose, through the lens of Galaxy S10.

Where is the Samsung Electric Playground and the Galaxy Studio located?

First Fleet Park, Circular Quay and within Foundation Hall at 140 George Street, The Rocks.
Entry for both experiences is located on the south entrance of First Fleet Park, under the Cahill Expressway. Directional signage will be onsite to assist.

What are the experiences at the Electric Playground?

There are 7 experiences in Electric Playground: Infinity Slide, The Skywalk, Pillars of Light, Illuminated Reeds, LED Hopscotch (with secret Dance floor), Illuminated Hula-Hoops and Rest Zone (Friends & Family Meeting Point), and 3 experiences in Galaxy Studio: Ocular Odyssey, Field of Hearts and Artist in Residence; a unique space created by Australian Artist George Rose.

What do the experiences at the Electric Playground involve?

- Infinity Slide
 - An LED-illuminated slide standing 6.5 metres tall
 - Visitors' exit moments will be captured on a Galaxy S10 for them to share
 - Please note you MUST be over 110cm tall to ride. Additional restrictions apply
- Sky Walk
 - Climb the stairs to the elevated level of the Sky Walk to take in the impressive views of Sydney Harbour and the Electric Playground. With four vantage points you'll be able capture that special selfie moment against a spectacular backdrop.
- Hopscotch
 - An illuminated, interactive LED dance floor
 - When stepped on, tiles react with playful colours and effects
 - Guests can capture their moves at strategically placed Galaxy S10 photo stands surrounding the area
- Pillars of Light
 - An array of light poles celebrating the Galaxy S10's Wireless PowerShare functionality
 - Visitors can hold their compatible smartphones to the poles or alternatively simply touch the Galaxy S10s to enable the light to pulse and change colour
- 'Illuminated Reeds'
 - Visitors can immerse themselves into a group of smaller interactive illuminated poles to capture unique photo moments
- Illuminated Hula-Hoops
 - Guests can create patterns of colour and light using illuminated hula-hoops
- Rest Zone
 - An opportunity to sit down and rest your feet, as well as a meeting point located in the park

What are the experiences within the Galaxy Studio?

- Buddy
 - Galaxy Buddy, a digital app installed on a Galaxy S10, will self-guide eligible visitors through Galaxy Studio and let them experience all the advanced functions of the phone in a unique, visually appealing experience. Visitors must be aged over 18 years to loan a buddy device onsite to take part in the Buddy experience. Restrictions apply, and numbers limited, see Samsung staff onsite for more details
- Ocular Odyssey
 - It has been famously said that eyes are the windows to the soul. Sparkling like a beautiful starry night, they are galaxies of wonder and magic. Inspired by the Galaxy S10's TrueEye feature, take a journey through the Ocular Odyssey where you can explore your *youiverse* by unravelling your eyes' hidden cosmos. With the Galaxy S10's Live Focus feature, capture every frame of this kaleidoscopic experience as it unfolds.
- Field of Hearts
 - Every person has a unique heartbeat and when we combine two different rhythms, something special occurs. Inspired by the Galaxy S10's Wireless PowerShare feature, the Field of Hearts invites you to share your pulse with a friend to create a symphony of infinite light. During your experience, the Galaxy S10's ultra-wide lens will capture the moment
- Artist in Residence, George Rose
 - As a highlight of Galaxy Studio our Artist in Residence, George Rose will be creating an immersive art experience. Participants can try the Galaxy S10's ultra-wide angle camera to capture panoramic photos equivalent to what the naked eye observes. Her quirky lines and brilliant colours will make for the perfect insta-worthy shot.
- Design your own
 - Participants can choose a customised unique phone case for their Galaxy S8, S9 or S10. Maximum of one per person, stocks are limited and subject to availability.
- C-Bar
 - Test out the new Galaxy S10 and accessories while relaxing in a cosy lounge chair, and get a personalised consultation from a qualified Galaxy expert.

How can I capture moments from the night?

Throughout the experience you'll be able to get hands-on with Galaxy S10 and capture photos from the evening and receive them all to your own device. To capture all your moments you'll need a unique QR code. Simply sign up at the nearest station, an activity, or speak to a Samsung crew member onsite.

Do I have to pay to enter the experience?

No. This is a free event for all.

When is the experience open?

Galaxy Studio from 6pm – 10:30pm from 24 May to 15 June. The Samsung Electric Playground 6pm -10:30pm from 24 May to 15 June.

How long does the experience last for?

We recommend you allow about 45 minutes for Electric Playground and 30-40 minutes for Galaxy Studio. Queuing may be required for a number of experiences and for entry into Galaxy Studio.

Are children welcome to participate?

Yes, however we recommend that all children under the age of 13 are supervised by a parent or guardian at all times.

Can I walk through the installation with my pram?

Yes, however prams will not be permitted up the Skywalk or within Ocular Odyssey or Field of Hearts. Prams cannot be left unattended in the Samsung Electric Playground or the Galaxy Studio at any time

Will I have to queue?

We anticipate a number of experiences may be popular with visitors. As such it may be necessary to queue for these experiences. We strive to ensure the very best experience for visitors. Vivid Sydney is one of the busiest times in the city. We recommend coming earlier in the night to limit wait times. We thank visitors for their cooperation.

Can I pre-book?

Fast Track access to Galaxy Studio will be available. Please visit www.samsung.com/au/vivid to request a Fast Track Ticket. Tickets will only be valid for the event date booked. You will need confirmation of your booking upon arrival at the event. Subject to availability.

High demand is expected and capacity is limited per night and will do our best to limit wait times. Vivid Sydney is one of our biggest events of the year and we thank patrons for their cooperation.

What do I do if I have a Fast Track Ticket?

A dedicated lane for Fast Track Ticket holders will be accessible at the Main Entrance of the Samsung Electric Playground in First Fleet Park. Please look out for signs directing to 'Fast Track Ticket Holders Only'

Can I bring food and drinks into the installation?

We kindly ask visitors to refrain from eating, drinking or smoking in the Electric Playground. No food or drink is permitted within Galaxy Studio.

Can I bring my personal photography equipment into the installation?

Yes. However please be aware due to restricted capacity levels and anticipated visitor numbers, we may be required to keep visitors moving through the experiences at particularly busy periods.

Is the installation wheelchair accessible?

There is wheelchair access throughout Electric Playground and Galaxy Studio. However, please note there is no wheelchair access to the Skywalk and Infinity Slide experiences.

Is there a place to secure bags/coats?

No. All attendees will be expected to keep their coats and belongings on them at all times while attending either Electric Playground or Galaxy Studio.

Will it be busy?

Yes, we anticipate the experience will be very busy on most evenings and recommend staying within your groups. Should you be split from a member of your family or friends, please inform a Crew Member. A Meeting Point for Family & Friends will also be located in the 'Rest Zone', clearly signposted in the Electric Playground.

What time will 'The Samsung Electric Playground' and the 'Galaxy Studio' finish each night?

Lights will be turned off at 11pm and all activity at 'The Samsung Electric Playground' and the 'Galaxy Studio' installation will conclude at this time.