

## **2019 Policies**

### **Summer Concert Series at the North Carolina Museum of Art**

Where do I park? Can I bring my dog? How about picnics? What happens if it rains? For answers to these questions and others, check out the information below.

#### **Policies**

- The only authorized sales agents for the North Carolina Museum of Art are the venue Box Office, etix.com, ncartmuseum.org or eTix phone centers at (800) 514-3849. Tickets purchased from unauthorized sources may be stolen, counterfeit or invalid due to payment issues and may not be honored. Tickets purchased from outside sources are often inflated in price and are not eligible for assistance if tickets are ever lost or stolen or if the event is canceled or rescheduled. The North Carolina Museum of Art is not responsible for tickets purchased from other sources.
- The Joseph M. Bryan, Jr., Theater in the Museum Park is a nonsmoking venue. Smoking and vaping are restricted to areas outside of venue gates.

#### **Parking**

- Free parking is available on campus in lots along Blue Ridge Road and close to the main Museum buildings.
- Campus parking may not be sufficient to accommodate everyone on sold-out concert nights. Once all parking spaces on the NCMA campus are filled, security staff will allow only cars with accessible parking and taxi/ride-share drop-offs through the main NCMA entrance.
- If the entrance is closed when you arrive, please use concert parking on Reedy Creek Road across from the NCMA.
- Taxi and ride-share app drivers should make an immediate left after entering the campus and follow signage for drop-off, so riders can find the end of the line. (Please note: Taxi and ride-share app drop-off is no longer located in the circular Plaza near the entry gates.) At the end of the show, please use the Plaza outside the entry gate for all taxi and ride-share app pickups.
- After the show the lots can be congested. Please allow time to exit the grounds, and be mindful of pedestrians. Make note, there are three exits available.

#### **Accessibility**

- Handicapped visitors may be dropped off in the circular Plaza near the entry gates. There are chairs available where they may sit until the rest of their party reaches the gates through the line.
- Wheelchair-accessible restrooms are inside East Building. Portable wheelchair-accessible restrooms are also in two locations inside the gates: near the VIP tent and along the sidewalk near the stage.
- Please contact Manager of Diversity, Inclusivity, and Accessibility Robert Mlodzik at (919) 664-6743 or robert.mlodzik@ncdcr.gov with questions or to arrange in advance for assistance.

#### **Box Office**

- The Box Office is inside East Building. Many shows sell out, so we encourage you to buy tickets in advance by visiting the Box Office or ordering online.

#### **Food and Beverage**

- The NCMA offers a variety of food and beverages for purchase, including beer and wine, at all concerts. You may also bring your own picnic but may not carry in alcoholic beverages.
- All nonalcoholic beverages, including water, must be in factory-sealed containers.
- Refillable water bottles are allowed, but they must be empty when you enter the amphitheater. Water stations for refillable drink containers are located on the brick wall near the merchandise sales tent. There are also water fountains near all NCMA restrooms. You can fill them with water from our water fountains once inside the gates.
- Glass containers and other breakable objects are prohibited.
- Coolers, ice chests, picnic baskets, and plastic storage containers for transporting food and ice are allowed.

- The Museum reserves the right to inspect all containers brought onto the premises. You must be at least 21 to consume wine or beer; IDs are checked at the gate.

#### Text Group

- We can now text you with updates on the show. If there's bad weather or any other issue, we'll let you know via a text to your cell phone. (We promise not to send annoying frequent texts, just useful updates. Standard text and data rates apply, and you can stop at any time.)
- Look for instructions on how to join each concert's text group on the concert web page, in an email to ticket buyers, and posted in the concert's Facebook event the week of the concert.

#### Weather

- Weather can be unpredictable throughout the summer. The concert will go on, rain or shine, unless weather endangers the performers or the audience.
- In the event of inclement weather during the concert, an announcement will be made from the stage about taking shelter inside the Museum. Updates about the performers' return to stage or the show's cancellation will be sent to our text group and posted to the Museum's Facebook and Twitter accounts. Security will be on hand with updates as well.
- Standard-size umbrellas are allowed. No golf umbrellas, please.

#### Photography and video recording

- Each concert has its own photography and video recording guidelines. Check the specific concert web page and watch for an email with more information that will be sent to ticket buyers the week of the concert.

#### What to Bring

- Blankets and folding chairs for lawn seating.
- A picnic or money for concessions.

#### What Not to Bring

- Fido (we love pets, but they're not allowed during the show).
- Alcohol.
- Unsealed water bottles.
- Glass containers and other breakable objects.

#### Other Good Things to Know

- If you bought general admission tickets, seating on the lawn is first come, first served. Get here early to stake out your spot!
- Tell your friends—and tag us! Let your friends know you're excited about the show, and tag us on social media at @ncartmuseum, using hashtag #NCMAsummer.

*Additional questions you don't see answered here? We're always happy to help on social media, via @ncartmuseum on Twitter, Instagram, and Facebook. If you need assistance while you're at the concert, look for our volunteers in the bright green T-shirts.*