

## **2020 Policies and FAQ**

### **Summer Concerts 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.*

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

#### **New This Year**

- To better serve Museum members and fans, we doubled the number of reserved seats for each concert. Please note that all bench seating is now reserved seating, including some seats clearly marked as "limited sightline."
- No food will be for sale inside the venue. In lieu of a food tent, the Museum is hosting food trucks in the parking lot above the amphitheater. See the venue map for location. Trucks will open one hour before gates open, in the upper "P2" parking lot off Blue Ridge Road. Concert ticket holders will be able to access the trucks before entering the gates as well as during the concert with a hand stamp to return. Trucks will remain open through intermission.

#### **Weather**

- Tickets are nonrefundable with the exception of adverse weather cancellation. The concert will go on, rain or shine, unless weather endangers the performers or the audience.
- If inclement weather is in the forecast, the Museum will post weather-related updates on its website and Facebook and Twitter accounts.
- In the event of inclement weather during the concert, an announcement will be made from the stage about taking shelter inside your car. Updates about the performers' return to stage or the show's cancellation will be sent to the concert's 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 but are not to be used during the performance.

#### **Policies**

- The only authorized sales agents for the North Carolina Museum of Art are the venue box office and [ncartmuseum.org](http://ncartmuseum.org). Tickets purchased from unauthorized sources may be stolen, counterfeit, or invalid and may not be honored. 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; see the venue map for location.

#### **Food and Beverages**

- Food trucks are available outside the concert gates. See the "New This Year" section above for details.
- The NCMA offers a variety of beverages for purchase at concert, including beer, wine, hard seltzer, and nonalcoholic drinks. You must be at least 21 to consume alcohol; IDs are checked at the gate.
- You may also bring your own picnic but may not carry in alcoholic beverages.
- Nonalcoholic beverages, including water, must be in factory-sealed containers. Glass containers and other breakable objects are prohibited.
- Refillable water bottles are allowed, but they must be empty or contain only ice when you enter the amphitheater. Water fountains are available near the restrooms, so you can fill your bottles once inside the gates.
- Coolers, ice chests, picnic baskets, and plastic storage containers for transporting food and ice are allowed. Knives, wagons, and tables are prohibited.

- The Museum inspects all containers brought onto the premises.

### **Parking**

- Free parking is available on campus in lots along Blue Ridge Road and close to the main Museum buildings.
- Campus parking may not 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 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 rideshare 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. Note that there are three exits.

### **Accessibility**

- Handicapped visitors may be dropped off in the circular Plaza near the entry gates. Chairs are 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 the member and visitor services team at (919) 715-5923 or [help@ncartmuseum.org](mailto:help@ncartmuseum.org) 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.

### **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.

### **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 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**

- Pets.
- Alcohol.
- Unsealed water bottles.
- Glass containers and other breakable objects, as well as knives, wagons, and tables.

## 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.

## Venue Map

