

## **2021 Policies and FAQ**

### **Outdoor Performing Arts 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.*

***Following local ordinances, visitors are required to wear a mask inside all buildings, including restrooms and concession buildings. For the safety of everyone, we ask that all outdoor event attendees wear masks both outdoors and indoors.***

*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 [help@ncartmuseum.org](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 sight line.
- The Museum will have concessions inside the venue. No outside food or beverage will be permitted. Only factory-sealed water bottles or empty water bottles will be allowed.

#### **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.
- In the event of cancellation, tickets will be refunded if the headliner has played under 20 minutes.
- 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.
- Should lightning strike within an eight-mile radius or thunder occur, the concert will be paused for 30 minutes, and patrons will be asked to remain in their cars and await updates on when or if the concert will resume. The 30-minute wait period resets with each occurrence of thunder or lightning.
- 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.
- Some tickets could be refunded based on ongoing alignment with the governor's executive orders in response to the COVID-19 pandemic.
- The Museum inspects all bags brought onto the premises.

### **Food and Beverage**

- Concessions are available in the venue.
- The NCMA offers a variety of beverages for purchase, including beer, wine, hard seltzer, and nonalcoholic drinks. You must be at least 21 years of age to buy and consume alcohol; IDs are checked at the point of sale.
- No outside food or drink permitted with the exception of factory-sealed water bottles.
- Refillable water bottles are allowed, but they must be empty when you enter the Amphitheater. Water fountains are available near the restrooms to fill your bottles once inside the gates.
- Coolers, ice chests, picnic baskets, and plastic storage containers for transporting food and ice are not allowed. Knives, wagons, and tables are also prohibited.

### **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 permits and taxi/ride-share app 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 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. Note that there are three exits.

### **Accessibility**

- Visitors with wheelchairs or limited mobility may be dropped off in the circular Plaza near the entry gates or park in an accessible parking space. Seating is available until the rest of their party reaches the gates through the line.
- Wheelchair seating and wheelchair-accessible restrooms will be available.
- Please contact Felicia Ingram ([felicia.ingram@ncdcr.gov](mailto:felicia.ingram@ncdcr.gov)), manager of interpretation, accessibility, and diversity, with questions or to arrange assistance in advance. You may also contact the member and visitor services team at (919) 715-5923 or [help@ncartmuseum.org](mailto:help@ncartmuseum.org) with questions or to arrange in advance for assistance.

### **Tickets**

- Tickets and Membership is located inside East Building. Many shows sell out, so we encourage you to buy tickets in advance by visiting the Museum 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
- Money for concessions

### **What Not to Bring**

- Pets
- Alcohol
- Food or beverage, including unsealed water bottles
- Glass, 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 share on social media by tagging @ncartmuseum and using #NCMAsummer.