

# CONCERT INFORMATION

## How Do I Purchase Tickets?

There are three ways to purchase tickets:

Online\* - [www.dallasarboretum.org/Events/CoolThursdays](http://www.dallasarboretum.org/Events/CoolThursdays)

Phone\* - (214) 515-6518

In-Person - Avoid the processing fee by purchasing tickets in advance at the Ticket Booth during regular business hours.

\* Online and Phone orders have a \$2 processing fee (NOT shipping).

**Show Times:** Gates open at 6pm. The concert is from 7:30pm-9:30pm. The garden closes at 10pm. All vehicles must be off the property at this time.

**Sell - Outs:** Our concerts do sell out. We highly encourage you to purchase your tickets a week beforehand. A sold out notice will be posted on the website and a sign will be posted at the main entrance. Concerts may sell out anytime as guests are arriving. If this happens, only cars with pre-purchased ticket holders will be allowed admittance.

**Season Passes & Parking Passes:** Season and Parking Passes are on sale for a very limited time. Season passes act as admittance for one individual to concerts. Garden members receive discounted prices based on the criteria listed in the third section below.

Parking passes are only available with the purchase of a Cool Thursday season pass. These will go on sale at the same time as season passes (only a very limited number available).

## How will I receive my ticket?

Individual tickets purchased are NOT SHIPPED. Only season passes will be mailed out. Tickets purchased online or by phone will be received as an email confirmation. The email print-out acts as your ticket.

If you plan on arriving separately from other guests in your group, you may leave their tickets at the Will Call window.

## How many discounted tickets am I allowed to purchase with my garden membership?

Individual members are permitted to purchase up to 2 tickets at the member rate. Family, patron, and sustaining members are permitted to purchase up to 6 tickets at the discounted member rate. The same guidelines apply for season pass purchases.

## Group Tickets

Group tickets are available for groups of 20 or more and may be purchased by calling 214-515-6518.

## Ticket Refunds

All ticket sales are final. Tickets are only available to be switched-out before the concert date with another concert of equal value.

## Rain Plan

If a high percentage of rain is forecasted the decision will be made by 3pm the day of the concert to be moved inside Rosine Hall.

## Helpful Hints

Guests are allowed to bring in picnic blankets, low to the ground chairs (with legs no taller than 4 inches), coolers, food, and alcohol (including glass). There is a walk from the main entrance to the stage, so we suggest wearing walking shoes and bringing a cooler that has wheels. Wheelchairs are available upon request.

## Garden Policies

Balls, kites, frisbees, signs, balloons, pets, and open flames are not permitted on the grounds at any time. Only service animals are permitted into the grounds.

Smoking is prohibited on the concert lawn. As a respect to other guests, please smoke in a remote area, at least 100 ft. away from buildings.

## Seating

All seating is general admission lawn seating. You are welcome to bring a blanket or a low-rise chair (with legs no taller than 4 inches). Chairs with high backs or tall legs must sit to the side or back of the lawn.

## Parking

Concert gates open at 6pm and parking is free for concert evenings. If you need to drop someone off or unload your supplies, please do so by pulling into the first row of the parking lot. Please do not unload your vehicles in the traffic lane. A ramp is located to the right of the stairs by the handicap parking spaces. Parking is very limited - we appreciate carpooling!

## Special Needs

Handicap parking is available on a first-come basis. Please notify a parking attendant if you have a handicap tag and they will direct you to a priority spot.

There is a long walk from the main entrance to the concert lawn and wheelchairs are available upon request. Please notify a staff person as you walk through the ticket booth if you need extra assistance. You may also call the concert hotline if you have any questions at 214-515-6518.

## Food

Food and non-alcoholic beverages will be available for sale near the stage until at least 8pm.

## Children

Our concerts are designed to be fun for the entire family. Guests are welcome to stroll the gardens, however any children under the age of 12 not escorted by an adult will be asked to return to the concert/parents for their own safety. A police officer will be stationed by the concert stage during the concert. We encourage you to talk to your children about what to do if they get separated from you.

## Photography

Video cameras and recording devices are prohibited.

Do you have a concert question? Call 214-515-6518.