

FIFTH THIRD BANK SUMMER CONCERTS AT MEIJER GARDENS

CONCERT LINEUP ANNOUNCEMENT APRIL 12, 2018!

Enjoying a concert at Frederik Meijer Gardens & Sculpture Park is one of the most memorable entertainment experiences in the Midwest.

The Frederik Meijer Gardens Amphitheater is an intimate, 1,900-seat outdoor amphitheater garden surrounded by an internationally acclaimed sculpture collection, rolling hills and beautiful green spaces. Year after year, the outdoor concert series hosts an eclectic mix of nationally known touring acts and has become West Michigan's favorite outdoor summer concert venue.

IT'S HOW
YOU KNOW
IT'S SUMMER
IN WEST
MICHIGAN.

AN INSIDER'S GUIDE TO BUYING TICKETS AND ENJOYING THE SHOW

Before You Buy Your Concert Tickets

Because only a limited number of tickets are available to any show, some concerts may sell out quickly—sometimes in less than 10 minutes. Before buying tickets, we suggest that you do a few things to prepare:

- Make a list of preferred concert choices and have your Meijer Gardens membership number available (be sure your membership is up to date).
- If you aren't already a member, become one today—members may purchase tickets two weeks before they go on sale to the public. Memberships are nonrefundable.
- The preferred method to buy tickets is **online at StarTickets.com**. If you choose this method, you must set up an account (this is different from your Meijer Gardens membership account) with Star Tickets before you buy tickets. This should be done at least a day before tickets go on sale.

How To Buy Concert Tickets

Meijer Gardens members may purchase concert tickets before they go on sale to the public—this is one of many advantages of your membership. **You may purchase up to 8 tickets per show, per transaction.**

MEMBERS-ONLY PRESALE BEGINS APRIL 28, 2018

Members may buy tickets during the Members-Only Presale beginning at 9 am on Saturday, April 28, through Friday, May 11, 2018 at midnight. During the presale, members save \$5 per ticket—there is a handling charge of \$8 per order (not per ticket—there is no handling fee if tickets are purchased in person at Meijer Gardens).

PUBLIC TICKET SALE BEGINS MAY 12, 2018

Sales to the general public begin at 9 am on Saturday, May 12, 2018. Beginning on May 12, members save \$2 per ticket—there is a handling fee of \$3.50 per order (not per ticket—there is no handling fee if tickets are purchased in person at Meijer Gardens) and convenience fee of \$5.25 per ticket applies to all sales.

There are three methods for buying tickets:

1. Preferred Method: Online at StarTickets.com (or find the link to StarTickets on MeijerGardens.org).

- Log on to: www.startickets.com. If you have an account with Star Tickets, enter the username (email address) and password (case-sensitive). You must create an account before purchasing tickets (*this is different than your Meijer Gardens membership account*). It is wise to create your account at least a day before you plan to buy tickets.
- Enter your membership number to take advantage of member presale and pricing.
- On the concert listing page, select the concert you wish to attend, and then the ticket quantity.

Frederik Meijer Gardens & Sculpture Park

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Methods for buying tickets (cont.)

- At the bottom of the screen, click Get Best Available. Please note that all tickets are for general admission seating—seating is available on a first-come, first-served basis when gates open on day of show.
- If you wish to purchase tickets to more than one concert, select Add Another Event at the bottom of the page and repeat the process. NOTE: If tickets are not available to the second concert you select, click continue and on the next page click VIEW CART to select a different show or checkout. Once you have selected ALL shows you wish to purchase, select Continue to Check Out.
- When prompted, enter the security code as displayed.
- Review your order and select a method of delivery for each concert.
- Enter your secure payment information and billing address, and accept the Terms and Conditions of Sale. Review your entries and click Process Order.

2. By phone (toll-free) at 1-800-585-3737 at Star Tickets. Please have your Meijer Gardens member number available—a Star Tickets account is not necessary for phone orders. As listed on the previous page, handling and convenience fees apply.

3. In person at Meijer Gardens.* During normal business hours, tickets may be purchased at Meijer Gardens. There are no handling fees when purchased in person. You must have your member ID card and photo ID available to take advantage of member pricing. You may purchase tickets in person during the Member Presale on April 28 at Meijer Gardens. Doors open at 7 am—ticket sales start at 9 am. Come early and have breakfast in our beautiful Balk Café, or grab coffee and a quick bite to eat while you're in line.

*This option does not guarantee ticket availability as it will occur simultaneously with online/phone sales.

Answers to Frequently Asked Concert Questions

Q. How will the expansion affect my experience at concerts?

A. Phase One of expansion on the amphitheater will be completed before the first show on May 30th. This phase of expansion includes improvements to the stage and loading areas and an overhaul of the sponsor seating areas. Your entrance into the amphitheater, and many parts of the venue, will be different, but will continue to provide an exceptional guest experience. Phase Two of expansion will begin after the final show of 2018 and will be ready for the opening of the concert series in 2019. Phase Two includes a new, larger concessions building, additional restrooms, and other improvements.

Q. What kind of beverages can I bring into the amphitheater?

A. Guests may bring in non-alcoholic beverages in factory-sealed, non-glass containers during concerts, including unopened water bottles and other unopened beverage containers.

Empty reusable bottles may be brought in and filled at the inside water fountain. Beer, wine, specialty alcoholic drinks and non-alcoholic beverages are available at our concessions counter. Alcohol may not be brought on the premises—our liquor license permits the sale of alcohol at concerts, but does not allow any outside alcohol to be brought onto the property or taken out once purchased. All alcoholic beverages brought on site will be confiscated.

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Frequently Asked Questions (cont.)

Q. Since I can't bring my own alcohol, is it available for purchase?

A. Yes. A selection of wine, beer, hard cider and beverages are available at the concessions counter. Based on attendance, an additional remote beverage station will be located behind the Steve & Amy Van Andel Terrace West, across from the merchandise tent. This remote station will serve a limited selection of beer, wine, and bottled water and accepts both cash and credit/debit cards.

Q. Can coolers be brought into the amphitheater?

A. Small or medium-sized coolers are allowed inside the amphitheater, but we ask that guests not bring large coolers as a courtesy to other concert-goers, since they take up valuable seating space and cannot be used as chairs. All coolers are subject to security searches. Meijer Gardens reserves the right to disallow large coolers at our discretion.

Q. Is the Amphitheater barrier-free and accessible?

A. We are proud to provide an accessible facility that complies with ADA regulations. Guests with medical or mobility issues may request special consideration for seating by visiting the Box Office window. Barrier-free, accessible areas are marked in blue and located near the aisles along the left and right top sections of the amphitheater hill. Guests using accessible seating areas may be joined by a companion. Priority is given to guests in wheelchairs. If seating in low chairs will be a mobility issue, we offer a limited quantity of standard-height white plastic chairs for rent at \$10 each (see below).



Q. Are seats reserved? How do I find a seat?

A. All seating is general admission, first-come, first-served lawn seating. Low-back chairs (see definition on the next page) and/or blankets are welcomed. Guests often line up before the gate opens for better seating opportunities. Gates open one hour before show time, unless stated otherwise on ticket.

An Insider's Guide to Buying Tickets and Enjoying the Show

Frequently Asked Questions (cont.)

Q. What is the low-back chair height policy?

A. Our low-back chair policy allows all guests to enjoy views from every spot on the amphitheater hill. Low-back chairs are those measuring 12" or less from the ground to the front of the seat bottom and 32" to the top of the chair back in its highest position. Blankets can be used for seating, but please be courteous to other guests by not saving a larger-than-needed seating area. Chairs will be measured at the main gate before entry.

- You may purchase a low-rise chair at the Meijer Gardens' gift shop or amphitheater. We offer a high-quality canvas, wood and aluminum folding chair with our logo. These chairs will not need to be measured for entry.

Q. What if I can't sit in a low-back chair—are there other chair options available?

A. A limited quantity of standard-height white plastic chairs are available for rent. Rentals are \$10 each and available on a first-come, first-served basis. To rent a chair, pay at the Box Office before lining up for the show and pick up chairs at the Box Office or inside the gates near the merchandise booth. Rental chairs may only be placed in the designated seating areas—please ask an usher if you need assistance.

Q. What happens if it rains or if there is a threat of severe weather?

A. Concerts will go on, rain or shine! Bring your ponchos and/or smaller umbrellas if there's a probability of rain. Please be courteous to your neighbors by not blocking their views with large umbrellas. If there is a threat of a tornado, lightning or other severe weather (a watch or a warning), the concert may be delayed or cancelled. If a concert is underway and a lightning storm or tornado situation arises, the concert will be cancelled without refund. The decision to continue a concert after adverse weather passes will be determined on a case-by-case basis, based on consultation with appropriate weather experts and the visiting artist.

Q. Are cameras allowed?

A. Each artist has their own photography policy, which pertains to guests and media alike. Meijer Gardens helps enforce these policies by allowing only point-and-shoot cameras at most shows unless otherwise stated by the artist. Please, no cameras with detachable lenses or video recording devices and no flash photography, as it can distract guests and performers. Live streaming is not allowed.

Q. When do gates open, and when can I start lining up?

A. Show times and gate times vary—refer to your ticket or the **Concert Schedule** posted on our website. For more popular shows, many guests arrive before gates open. Placing an empty chair or "place holder" is not allowed—guests must be physically present to reserve their spots in line.

Q. What are Tuesday Evening Music Club concerts?

A. The Tuesday Evening Music Club is a special concert series featuring local and regional performers on Tuesday evenings throughout July and August. Concerts are free for members and included with admission for non-members. For lineup and dates, please visit the **Tuesday Evening Music Club** page on our website.

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Frequently Asked Questions (cont.)

Q. Is there a limit to how many tickets I can buy?

A. Yes, there is a limit of 8 tickets per show, per transaction. There is no limit to the number of transactions.

Q. Why are some tickets available online through artists' fan clubs?

A. Many artists secure a small number of the available general admission tickets and make them available to members of their fan club. These tickets are available only on the artist's official website, and only for a short period of time to promote their fan club. In addition to any fan club membership fees, tickets are offered at the full public price. Meijer Gardens members are welcome to purchase these tickets by joining the fan club, but they will not receive the Meijer Gardens member discount.

Q. Why are some tickets available online through reseller sites (StubHub, etc.)?

A. We do not support the reselling or illegal sale of tickets in any manner or circumstance, and we reserve all rights under federal, state and local laws to cancel any ticket order we believe has been placed by or on behalf of a ticket broker or ticket reseller, and, in addition, to refuse entry to anyone in possession of an illegal ticket. We cannot and will not support or endorse the purchase or selling of concert tickets through any reseller sites or any other means.

Q. Why do some online sites offer Meijer Gardens concert tickets, even before they go on sale to members?

A. We **DO NOT** allocate our tickets to any other web site or reseller—any ticket purchased from one of these sites may be voided and the ticket holder may be denied entry to the concert. To avoid the headache and risk of buying an illegal ticket, only purchase Fifth Third Bank Summer Concerts tickets from MeijerGardens.org, StarTickets.com, or through our box office.

Q. How are concert ticket prices determined?

A. Our concert ticket prices are a direct reflection of what it costs to present each concert. This is why ticket costs vary. The average member presale ticket price this season is about \$66. We are proud to bring some of the nation's finest acts to West Michigan and to provide quality entertainment at a reasonable cost—most notably due to the generosity of the Meijer family in providing this wonderful venue.

Q. If I have a specific question that hasn't been answered, who can I contact?

A. Specific questions about concerts may be directed to info@meijergardens.org or by calling the front desk at 616-957-1580.