

CONCERT LINEUP  
ANNOUNCEMENT  
APRIL 10, 2014!

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

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

The Frederik Meijer Gardens Amphitheater is an intimate, 1,900-seat outdoor 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.

To help you prepare for buying tickets and getting the best entertainment value possible, we have created this guide to help make your concert experience easy and hassle-free.

## 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 an hour. Before buying tickets, we suggest that you do a few things to prepare:

- Make a list of preferred concert choices (line-up is announced in mid-April) 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 with Star Tickets before you buy tickets—this should be done 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—membership has its advantages!

### MEMBERS-ONLY PRESALE BEGINS APRIL 26, 2014

Members may buy tickets during the Members-Only Presale beginning at 9 am on Saturday, April 26, through Friday, May 9, 2014 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 SALES BEGINS MAY 10, 2014

Sales to the general public begin at 9 am on Saturday, May 10, 2014. Beginning on May 10, members save \$2 per ticket—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.

**FIFTH THIRD BANK**  
**SUMMER CONCERTS**  
**AT MEIJER GARDENS**

Frederik Meijer Gardens & Sculpture Park

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There are three methods for buying tickets:

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

- Log on to: [www.startickets.com](http://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.
- Enter your membership number to take advantage of member pricing.
- On the concert listing page, select the concert you wish to attend, and then the ticket quantity.
- At the bottom of the screen, click Get Best Available. Please note that all tickets are for general admission seating and are available on a first come, first serve basis.
- 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. If your ticket sale is complete 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 ID 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 on site; however, a convenience fee of \$5.25 per ticket applies to purchases made on May 10, 2014 or after. You must have your member ID card available to take advantage of member pricing.

If you prefer to immerse yourself in the full concert-buying experience, please join us on April 26 at Meijer Gardens. Doors open at 7 am—ticket sales start at 9 am. Come early and have breakfast in our beautiful Taste of the Gardens Café, or grab coffee and a quick bite to eat while you're in line. The Gift Shop will have approved Meijer Gardens low-rise concert chairs available for purchase.

## Answers to Frequently Asked Concert Questions

**Q. May I bring in my own food and/or will food be available for purchase?**

**A.** Yes. You may bring in a picnic basket of food to enjoy during a concert—anything from cheese and crackers to fast food is allowed. However, no glass containers are allowed inside the Amphitheater. We offer a variety of delicious food options at our Concession Counter, just inside the gates. From bratwurst to deli sandwiches to snacks and treats, there's something to satisfy any appetite during the show. Please note that picnic baskets, bags and purses may be subject to security searches.

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

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

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## Answers to Frequently Asked Concert Questions (cont.)

or opened beverages are not allowed, but empty reusable bottles may be brought in and filled at the inside water fountain. Wine, beer 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 beer and wine at concerts, but does not allow any outside alcohol to be brought onto the property. All alcoholic beverages brought on site will be confiscated.

### **Q. If I can't bring my own alcohol is it available for purchase?**

**A.** Yes. A large selection of wine, beer and other beverages is available at the Concessions Counter. Two additional beverage stations are located behind the East and West Seating Terraces. These stations will serve a limited selection of beer and wine, as well as bottled water—and accept cash only.

### **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 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.

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

**A.** All seating is general admission, first-come, first-serve lawn seating. Low-back chairs (see definition below) and/or blankets are welcomed. Guests often line up before the gate time for better seating opportunities.

### **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 of other guests by not saving larger-than-needed amounts of grass. Chairs will be measured at the main gate before entry.

- You may also purchase a low-rise chair at the Meijer Gardens' gift shop or Amphitheater. We offer a high-quality canvas 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-sized white plastic chairs are available for rent. Rentals are \$5 each and available on a first come, first serve 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 is the Sponsored Seating area?**

**A.** The Sponsored Seating section for Series Sponsors and season ticket holders is located at the top of the Amphitheater, on the East and West Seating Terraces. Season tickets include two reserved seats to every concert, beverages, snacks and a great view of the stage. *For more information* on season ticket sponsorships, contact Katharine Kane at 616-975-3177 or [kkane@meijergardens.org](mailto:kkane@meijergardens.org).

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

## Answers to Frequently Asked Concert Questions (cont.)

### 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 high 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, lightening or other severe weather (a watch or a warning), the concert will be delayed or cancelled. If a concert is underway and a lightning storm or tornado situation arises during the concert, 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.

### 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 prohibiting all SLR cameras and video-recording devices. Point-and-shoot cameras are allowed to most shows unless stated by an artist but, please, no flash photography, as it can distract guests and performers.

### Q. Is the amphitheater barrier free and accessible?

**A.** We are proud to provide an accessible facility that complies with all ADA regulations. Guests with medical or mobility issues may request special consideration for seating by visiting the Box Office window. If seating in low chairs will be a mobility issue, we offer a limited quantity of standard-height white plastic chairs for rent at \$5. To rent a chair, make your payment at the Box Office, pick up your chair nearby and take it to one of the designated seating areas. Barrier free, accessible areas are marked in blue and located near the aisles along the left and right top sections of the Amphitheater hill.

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

**A.** Show times and gate times vary—refer to your ticket or [Concert Schedule](#) posted on our Web site. 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 with admission. For lineup and dates, please visit the [Tuesday Evening Music Club](#) page.

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

**A.** Some artists purchase 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 Web site, 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 member discount.

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## Answers to Frequently Asked Concert Questions (cont.)

**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 refuse entry to anyone in possession of an illegal ticket.

**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 ticket price this season is less than \$55, with shows starting at \$22. We are proud to bring some of the nation's finest acts to West Michigan, and to provide quality entertainment a reasonable cost.

**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](mailto:info@meijergardens.org) or by calling the front desk at (616) 957-1580.