



## 2010 Benefit Concert Information

### **Ticket Purchasing Information**

#### **Where can I purchase tickets for the Sun Valley Summer Symphony 2010 Benefit Concert?**

Tickets can be purchased online via the Sun Valley Summer Symphony website, [www.svsummersymphony.org](http://www.svsummersymphony.org) or by calling the ticket call center at 208-578-4229.

#### **How can I pay for my tickets?**

Sun Valley Summer Symphony accepts Visa, Master Card, or American Express for online and phone ticket purchases.

#### **Can I buy backstage passes through Sun Valley Summer Symphony?**

No. Backstage passes are not available.

#### **Can you buy tickets at the door?**

For the best availability, purchase tickets either online at [svsummersymphony.org](http://svsummersymphony.org) or by calling 208.578.4229. Please check [www.svsummersymphony.org](http://www.svsummersymphony.org) for updated information regarding ticket availability.

#### **How do I receive the tickets that I ordered over the phone or on the website?**

You must pick up your tickets in person. The only ticket pick-up location is the Sun Valley Recreation Office, located in the Sun Valley Resort Village across from Pete Lane's. The ticket purchaser must be the person to pick up the tickets and will be asked to show identification. The Recreation office is open daily from 8:00am to 5:00pm.

- Pavilion tickets are available beginning July 15.
- Lawn tickets are available beginning July 26.

Tickets not picked up by August 1 at 2:30pm will be available at the Sun Valley Pavilion at 3:00pm. Everyone is encouraged to pick up tickets well in advance of August 1.

#### **How do I buy tickets for a guest in a wheelchair?**

Customers MUST purchase accessible seating directly through the Sun Valley Summer Symphony office at 208.622.5607 or by emailing an inquiry to [benefit@svsummersymphony.org](mailto:benefit@svsummersymphony.org).

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### **Refunds and Exchanges**

#### **Why does Sun Valley Summer Symphony not offer refunds?**

The annual Sun Valley Summer Symphony Benefit Concert is its only fundraising event each year. Proceeds support the free concert series and year-round education programs. Please e-mail [benefit@svsummersymphony.org](mailto:benefit@svsummersymphony.org) with any questions.

#### **I have a ticket for the 2010 Benefit event, but I can't attend. May I exchange for a different year?**

There are no refunds or exchanges permitted.

#### **I am going to an outdoor concert. Do I receive a refund if it rains or is too hot?**

The concert will take place in all weather. There are no refunds, exchanges, or rain checks given to ticket holders due to inclement weather. The Pavilion is an outdoor venue and concertgoers, both inside and on the lawn, are encouraged to have warm clothes for the possibility of a cool Idaho night. Lawn Ticket Holders are encouraged to come prepared with rain gear, just in case. Umbrellas are permitted, but please no tenting structures.

#### **I lost my ticket – what do I do?**

Tickets cannot be reprinted.

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## **Seating Information**

### **What is the number of available seats in the Sun Valley Pavilion?**

The Sun Valley Pavilion interior has approximately 1,500 seats.

### **Does the Pavilion have accessible seating?**

The Pavilion has accessible seating available for sale to persons who need this service. For the most up-to-date information, call the Sun Valley Summer Symphony directly at 208.622.5607 or email [benefit@svsummersymphony.org](mailto:benefit@svsummersymphony.org)

### **Can my child sit on my lap?**

No. For tickets both inside the Pavilion and on the Lawn, every concertgoer must be issued a separate ticket.

## **Event and Venue Information**

### **Where is the concert?**

Sun Valley Pavilion, 300 Dollar Road, Sun Valley, Idaho

### **When do the doors/gates open?**

Lawn seating opens at 4:00pm.

Sun Valley Pavilion reserved seating opens at 5:00pm.

The concert begins at 6:30pm.

### **Will there be more than one show?**

No. There is only one concert on August 1, 2010 at 6:30pm.

### **I saw an advertisement that printed a date and time that is different than what is printed on my tickets. How do I know what is the correct date and time?**

Sometimes a newspaper or radio station publicizes incorrect event information. Refer to the Benefit Concert information on the Sun Valley Summer Symphony website, [svsummersymphony.org](http://svsummersymphony.org), or check your ticket for accurate information.

### **May I bring food and drinks to the concert?**

Outside food and beverage is not allowed inside the Pavilion.

Lawn ticket holders are permitted to bring outside picnics and non-alcoholic beverages. Snacks (cookies, brownies, energy bars, trail mix) and alcoholic/non-alcoholic beverages will be available for purchase at the concert from the Sun Valley Resort. Out of respect for fellow concertgoers, please do not bring picnic tables, grills, or catered picnics.

### **Why can't I bring alcohol like I do when I attend a Sun Valley Summer Symphony free concert?**

Outside alcohol is not allowed at Sun Valley Pavilion ticketed events. This policy does not apply to the other Sun Valley Summer Symphony concerts because they are admission-free.

### **May I bring my dog?**

No. For the Benefit Concert only, dogs (with the exception of service dogs), are not allowed either inside the Sun Valley Pavilion or on the Lawn.

### **Is there anywhere that our pets can hang out?**

Pets are not allowed inside the Pavilion area or on the adjacent lawn, so please leave your furry friends at home where they are safe and comfortable.

### **What about a camera or recording devices?**

Cameras and recording devices are not allowed.

### **Will I be allowed to go in and out of the Concert?**

Respect of your fellow concert goers is the priority, however, re-entry into the lawn area or Pavilion will be allowed through designated areas. Concertgoers will be given a wrist band upon entry and must wear it to re-enter the concert.

### **Should I remove my wristband?**

Not during the time of the concert. Your wristband will be required for re-entry into the concert.

### **Can we bring our own chairs or blanket?**

For Lawn ticket holders, there are no chairs or assigned seats. Lawn ticket holders choose their own location on site (first come, first served) and can bring a picnic, blanket or low backed chair. Out of respect for fellow concertgoers, we ask that people take up only the room they will need.

### **How do I enter the Lawn?**

The Lawn will be fenced-in for the Benefit Concert. Only Lawn Ticket Holders will have access to Lawn seating through designated gate entrances at the back of the lawn by the bus turn-around circle. West Lake Road will be open for pedestrians to access the lawn.

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## **Parking**

### **Permit Parking**

**Pavilion Lot:** This parking lot is directly across Dollar Road from the Sun Valley Pavilion. For this Benefit concert only, you must have a permit to park in the Pavilion lot. Pavilion ticket holders receive a Pavilion lot permit with their ticket purchase. Enter the Pavilion lot from Dollar Road.

### **Free Parking**

**Red Barn lot:** This parking lot is accessed from Sun Valley Road and is located across the street from Festival Meadows next to the Sun Valley Red Barn.

**Dollar Mountain Lodge Lot:** This parking lot is adjacent to Dollar Mountain ski lodge and accessed from Elkhorn Road. Shuttles will drop concert goers off at the Lake Parking area near the Pavilion from the Dollar Mountain Lodge Lot.

**Villager Lot:** This parking lot is located on Fairway Road behind the New Villager condominiums. Shuttles will drop concert goers off at the Lake Parking area near the Pavilion.

**Community School Lot:** This parking lot is located off Dollar Road across from Sun Valley Lake. Look for The Community School sign.

**Keep it Green!** Due to limited parking availability, concert goers are highly encouraged to car pool, walk or bicycle to the concert.

**Bike Corral:** special parking for bicycles is close to the Pavilion lawn, right behind the Sun Valley Lodge on Baldy View Loop.

### **Handicap Parking**

Limited handicap parking is available in the Ice Rink parking lot off Dollar Road. Handicap parking is available on a first-come first-served basis. The vehicle must display a handicap placard. As spaces are limited, please consider using the Main Pavilion entrance drop-off if your group includes a non-handicapped driver who is able to park and walk from one of the other parking lots.

Please arrive early for best parking options. There will be no concert parking at the Sun Valley Lodge, Sun Valley Inn, Moritz or city streets.