

## **FESTIVAL FAQS**

### **WHAT TIME DO GATES OPEN DAILY?**

Gates are scheduled to open at 3:00PM, however, this is subject to change.

### **TICKETS/RE-ENTRY**

Festival tickets must be scanned prior to entry. Please come prepared to the festival with your festival ticket in hand.

All guests and their bags are subject to a security search prior to entry. You have a right to decline the search, however in doing so know that you will be refused entry to the festival. Please familiarize yourself with our bag policy and what you're allowed to bring in before you visit the festival gates. Prohibited items will be confiscated by event staff.

Re-entry into the festival is not permitted. Once you have entered the venue, you will not be allowed to leave and come back in. Please plan accordingly.

### **ABOUT REFUNDS OR EXCHANGES**

1. It's raining. Is the show still on?

This event is held rain or shine. OUTDOOR EVENT, BUYER ASSUMES ALL RISK ASSOCIATED WITH INCLEMENT WEATHER. NO REFUNDS. NO EXCHANGES.

### **WILL ALCOHOL BE SOLD?**

Yes. Beer, wine and mixed drinks will be sold to those 21 or older with a valid government issued photo ID.

If you are 21+, please be advised that a government issued photo ID will be required to consume alcoholic beverages while on site.

### **ALLOWED / NOT ALLOWED ITEMS**

Please be advised that there will be elevated security measures in place for Sky Soul Festival. Please carefully check the list of prohibited items and arrive very early to allow extra time for screening. All entrances will have metal detectors; please plan accordingly.

\*\*\* We do not provide on-site storage for prohibited items. \*\*\*

#### **What is allowed in?**

Cellphones & small portable chargers  
Sunscreen (non-aerosol)  
Binoculars  
Towels and light blankets  
Small, point-and-shoot digital camera  
Hats and sunglasses  
Earplugs  
Strollers subject to be searched

We strongly encourage you to not bring bags of any sort. If you must bring a bag, please abide by our bag policy below:



**What is not allowed in?**

- No large bags, backpacks, or duffle bags – see bag policy in allowed items
- No coolers or picnic baskets
- No outside food or beverages
- No metal containers (ex. Yetis or hydro flasks)
- No glass containers
- No video cameras or go pros
- No audio recording devices
- No laptops or tablets
- No professional cameras or cameras with removable lenses
- No lasers or laser pointers
- No drones
- No inflatable lounge air sofas
- No balloons or beach balls
- No confetti or glow sticks
- No aerosol cans
- No whistles or air horns
- No fireworks or explosives
- No musical instruments of any kind
- No camelbaks or other refillable hydration packs
- No weapons of any kind
- No drugs or drug paraphernalia pets (with exception of service animals)
- No unauthorized vending and/or advertising
- No walkie talkies/two way radios

**WHAT AGES ARE ALLOWED?**

All attendees are required to purchase a full price ticket, regardless of age. We strongly encourage parents to bring hearing protection for their children.

**WILL RE-ENTRY BE ALLOWED AT THE FESTIVAL?**

There is NO re-entry into festival. Once you have entered the venue, you will not be allowed to leave and come back in. Please plan accordingly.

**WHERE CAN I GO TO PICK UP LOST ITEMS AFTER THE EVENT IS OVER?**

Please contact [skysoulmusicfest@gmail.com](mailto:skysoulmusicfest@gmail.com)

**WILL THERE BE HANDICAP SEATING?**

Yes. An ADA area has been designated

## **CAN I BRING A PRESCRIPTION MEDICATION OR MEDICALLY NECESSARY FOOD ITEMS INTO THE FESTIVAL?**

Outside food and drink are not allowed inside the festival, but if you have a special medical dietary restriction, enough food for the one person for the day will be allowed. Fans are allowed to bring their medically necessary materials and medications into the festival, provided that all medicine has a prescription label with the fan's name. Medicines needing to be inhaled, vaporized, or smoked are prohibited unless in a prescribed inhaler. Please note: Drugs of any kind (incl. cannabis, cannabis products) are prohibited.

Staff at the entry gates will verify the contents of any medically necessary materials. Out of concern for the festival staff who handle the trash, please dispose of your medical waste and syringes in the proper disposal, which is located at the medical tent. Please do not dispose of these items in other trash bins at the festival. Please direct any further questions to [\\_skysoulmusicfest@gmail.com](mailto:_skysoulmusicfest@gmail.com).