

Sunken Garden Theater

FREQUENTLY ASKED QUESTIONS

Please answer as fully as possible. This FAQ will be placed on the Sunken Garden Theater website.

UNDER NO CIRCUMSTANCES ARE CITY OF SAN ANTONIO FACILITIES OR PERSONNEL, OR THEIR RESPECTIVE PHONE NUMBERS OR EMAIL ADDRESSES' ETC, TO BE GIVEN OUT IN ANY FORM AS POINT OF CONTACT FOR FURTHER INFORMATION.

Event Name: BobFest Reggae Festival
Event Dates: Nov. 14 & 15
Event Times: 2-10 p.m.

Who can I call if I have a question about the event?

Rae Drady 210-213-9438

Does the event have a website?

www.BobFestTour.com

Where can I buy tickets?

Through the link on the website, or at Extremetix.com

How much are tickets?

\$15 pre-sale or \$20 at the door

Is there a service charge? If so, will I have to pay the service charge if I buy the tickets day of show?

Yes, its \$1.50, and will still be charged on any credit card transactions at the gate, but not for cash purchases.

Is there an age limit or restriction? Do children need a ticket? What ages and up need a ticket?

This is an All Ages show. Children 12 and under are free. People 13 years old or older need a ticket.

Is there a way I can pay by phone?

Yes, call Rae Drady at 210-213-9438. No telephone sales after 10 p.m. on Friday, Nov. 13, however.

What do I need to pick up my tickets?

Ticket or scanable code on smart phone

What time does Will Call open?

All Gates are at 2 p.m.

What time will you open the box office for walk up sales?

2 p.m.

For day of show sales, do you take credit cards at the box office, or is it cash only?

We take credit cards, but there is a \$1.50 service fee

Can you tell me what time each act/event will go on, approximately?

The line-up is subject to change and is posted on the festival website

Is the event rain or shine?

Yes, unless there is an official announcement that it is postponed

What time do the gates open?

2 p.m.

What time is the event over?

10 p.m.

What kind of food will you be selling?

Many different International kinds

Will there be alcohol for sale?

Yes

Do the vendors take cash, or will I have to buy food/drink tickets?

Drinks will require tickets, food is for sale for cash

If someone else has paid for the tickets with a credit card, will they have to pick up the tickets for me?

Not as long as you have the code

Is there a way I can check my bag or camera and pick it up after the show?

Yes

What am I not allowed to bring?

No coolers or outside food or drink. No dogs.

Can I bring my pets?

No

Am I allowed to come back in if I leave?

As long as we are not at maximum capacity, if we are you will have to wait for someone else to leave before re-entering

Is their smoking allowed?

Per city code, smoking is allowed in designated areas only. There is no smoking in any of the restrooms, dressing rooms, or facilities.

Are there handicap/wheelchair seating or restrooms?

Yes, there are spaces marked for wheelchair only in the causeway between the upper and lower audience areas. There is an ADA compliant restroom on the audience left side of the house. There are also (at least) 2 handicap designated port-o-lets on site.

Are you on the bus route?

Yes, Sunken Garden Theatre is on the No. 7 bus route. See <http://viainfo.net/> for more information.

Do you have bike racks outside?

Yes, there are fixed bike racks in front of the theater entrance. Neither the City nor the licensee is responsible for lost or stolen items.

I want to be a vendor, who do I call?

Don at 713-898-2719 or Rae at 210-213-9438 or sign up through www.EWMediaGroup.com with the application online