



**Casting Crowns Drive-In Concert**  
**A Night Under The Stars**  
**Friday, April 2nd - Rippavilla Estate, Spring Hill**  
**Benefitting**  
**The Well Outreach Food Pantry**

**FREQUENTLY ASKED QUESTIONS**

**WILL THE ARTISTS BE THERE OR IS THIS A SIMULCAST EVENT?**

Casting Crowns will be performing LIVE and IN PERSON for you at the Drive-In!

**HOW DO I PURCHASE A TICKET?**

Tickets are available online at: [springhillwell.org](http://springhillwell.org) or [www.itickets.com/events/451432](http://www.itickets.com/events/451432)

**WHAT TIME SHOULD I ARRIVE?**

Gates will open at 5pm / event at 7pm. If you arrive early, please make sure to observe all traffic laws. Please be courteous and respectful to the surrounding communities and to those who live there at all times

PLEASE NOTE - Access to restrooms will not be available prior to gates opening.

### **WILL TICKETS BE SOLD AT THE GATE?**

Due to the overwhelming response we expect all tickets to be sold in advance so get yours early.

### **WHAT IF I CAN'T USE MY TICKET?**

All sales are final, no refunds will be available. You are free to give your ticket to someone else to donate to The Well to give to a well client.

### **CAN I USE MY TICKET FROM A POSTPONED SHOW FOR THE DRIVE-IN THEATER TOUR?**

No. tickets are only valid for the event for which they were purchased. There is no way to transfer tickets from one show to another.

### **ARE KIDS ALLOWED?**

Yes! The Drive-In Theater Tour was designed to accommodate families, kids are allowed and welcome. Kids, regardless of age are counted toward the maximum car capacity of 6 people.

### **DO KIDS GET IN FREE?**

No, each person regardless of age is counted towards the maximum car capacity of 6 people.

### **CAN WE COME AND GO FROM THE EVENT?**

Not during the event. Once you're parked in your space, barring an emergency, exit will not be allowed until the show has ended. If you have an emergency, please notify an event official immediately. If the emergency warrants, please call 911 first

### **IF WE ARE LATE, CAN WE STILL ATTEND THE SHOW?**

Due to the nature of the drive-in venue, and out of respect for the Artist all cars must be in their assigned spots by 6:45pm. Guests arriving between 6:45 and up to 7:15 will be taken to overflow parking. Where guests will be allowed to take their chairs and walk to their assigned spot. After 7:15pm no cars will be admitted.

## **CAN I PURCHASE 2 TICKETS AND BRING MORE THAN 6 PEOPLE IN ONE VEHICLE?**

Unfortunately, no. While you're more than welcome to purchase multiple tickets, the limit of 6 people per vehicle is due to social distancing measures, and must be adhered to strictly to ensure fan safety.

## **ARE PARKING SPACES ASSIGNED?**

Yes. Upon arrival, attendants will direct you to your space for parking.

## **WHAT KIND OF VEHICLES ARE PERMITTED?**

Personal vehicles that fit into a standard parking space are allowed. Oversized vehicles are not allowed permitted i.e. large/customized vans, RVs, trailers, etc. Please note if your personal vehicle is lifted, or modified above factory height and may block the view of others, you may be required to park in another designated spot. This decision is at the sole discretion of the organizer, and must be complied with. Failure to comply may result in removal from the event without refund.

## **ARE MOTORCYCLES WELCOME?**

Motorcycles are welcome but they are considered 1 vehicle. Tickets are sold by the vehicle. Due to social distancing it would be 1 motorcycle per parking area.

## **CAN MY TRUCK BE BACKED INTO MY SPACE, USING THE BED FOR SEATING? (TAILGATING?)**

No, all vehicles must be forward-facing by Fire Marshall law in case of an emergency evacuation.

## **CAN I BRING A LAWN CHAIR TO SIT IN?**

Yes! Lawn chairs and blankets are welcomed. Please stay within your assigned parking area, and continue to maintain all social distancing requirements. Please use common courtesy as we want everyone to enjoy the show.

## **HOW DO I LISTEN TO THE EVENT?**

This will be a LIVE concert with professional sound equipment, you should have no trouble hearing the show. For added coverage an FM broadcast will also be available.

## **ARE THERE ANY ADDITIONAL ITEMS OR ACTIVITIES NOT PERMITTED?**

YES. Fireworks, laser pointers, drones, tents/tarps, weapons or flags and accessories that may block the vision of fans behind you **WILL NOT BE PERMITTED**. Selling, promoting, or advertising any third-party companies or products will not be permitted. **DISORDERLY CONDUCT OR FAILURE TO COMPLY WITH SOCIAL DISTANCING GUIDELINES WILL NOT BE TOLERATED OR PERMITTED. FAILURE TO ADHERE TO GUIDELINES MAY RESULT IN IMMEDIATE REMOVAL WITHOUT REFUND.**

## **CAN I BRING MY OWN FOOD OR WILL CONCESSIONS BE AVAILABLE?**

No outside concessions or coolers may not be brought in regardless of standard theater policy. At this event food and beverage must be exclusively purchased at the concession area. There will be a variety of food trucks on-site, offering a wide selection of food and snacks.

## **WILL MERCHANDISE BE AVAILABLE FOR PURCHASE?**

Yes, Casting Crowns merchandise will be available at the event.

## **WHAT HAPPENS IF IT RAINS?**

This is a rain or shine event. Fan safety is always our first priority, so in the event of inclement weather we will consult with local officials to make the safest decision for our fans.

## **WHAT IF I NEED ASSISTANCE DURING EVENT?**

There will be medical personnel and an ambulance on site. If you have an emergency, please call 911 first then notify the nearest event staff member.

## **IS SMOKING ALLOWED?**

No, to ensure the most enjoyable experience for all fans, smoking will not be permitted.

### **ARE PETS ALLOWED?**

Service animals are permitted , but pets are not allowed.

### **WILL RESTROOMS BE AVAILABLE?**

Yes, there will be restrooms, ADA restrooms, plus hand washing stations on-site.

### **WHAT ABOUT A COVID CANCELLATION?**

The show will take great measures for social distanced safety and will only be cancelled in the event of local or state laws. If this occurs, ticket price (excluding administration and processing) will be refunded to the ticket holder within 5 business days.

**Benefiting**



[springhillwell.org](http://springhillwell.org)