

## FAQ's on ticketing Site

*The following are FAQs that will be on the ticketing site and also on a confirmation email that will go out to all ticket holders 2 days prior to the service where they have a ticket...*

### **Q: What is Experience Christmas at Bayside?**

**A: Experience Christmas at Bayside this year with your family and friends. This year's Christmas Services are sure to inspire and fill you with hope with world class music, relevant teaching, and fun that will create memories for years to come. We will be hosting Justin Flom, a world renowned magician who connects with real people through his live shows around the world. He brings a unique presence to the stage with comedy and a touch of magic.**

### **Q: How long is the service?**

**A: Approximately 75 minutes.**

### **Q: Is there assigned seating?**

**A: You can choose from 2 ticketing options. Reserved seating and General Admission. Reserved seating tickets are \$5 each and guarantee you an assigned seat. General Admission seats are first come, first serve.**

### **Q: When are tickets available?**

**A: Tickets will be available online Monday, November 28<sup>th</sup> until they are sold out.**

### **Q: Where can I purchase Tickets?**

**A: Tickets can be found online at [www.baysideonline.com](http://www.baysideonline.com) or at any of the Bayside Granite Bay Weekend Services.**

### **Q: Is there assigned seating?**

**A: Yes, you can purchase an assigned seat for \$5 and all proceeds go to Bayside Christmas Cause's.**

### **Q: Where do I park?**

**A: You can either park on campus at Bayside or ride the Bayside Shuttle. The Bayside is located at Olmypus and East Roseville Parkway.**

### **Bayside Shuttle Times:**

**Friday 16<sup>th</sup>: No Shuttle**                      **Wednesday 21<sup>st</sup> 4pm to 11:30pm**

**Sunday 17<sup>th</sup> 4pm to 11:30pm**              **Friday 23<sup>rd</sup> 1pm to 11:30pm**

**Tuesday 20<sup>th</sup> 4pm to 11:30pm**              **Saturday 24<sup>th</sup> 9am to 1:30am**

### **Q: Will there be a Will Call?**

**A: Ticket solutions is located at all Bayside Campus's during weekend services and at the Granite Bay campus during the Special Christmas Services.**

**Q: Which services have ASL (American Sign Language)**

**A: Friday, December 16<sup>th</sup>, 2016 at 7:00pm. A section is reserved for those needing ASL and their families.**

**Q: What time should I arrive?**

**A: We suggest you arrive 1 hour prior to your service starting time.**

**Q: What time do the doors open?**

**A: The doors will open 30-45 minutes prior to the service start time**

**Q: Where do I go if I reserved an ADA ticket?**

**A: Once you enter the campus please look for and follow signs for the ADA entrance, located in the East Lobby. Each person with an ADA ticket may have one person accompany them. Due to space we ask the rest of the party wait in their appropriate line.**

**Q: Do I have to print my tickets?**

**A: To make the lines move more efficiently we would appreciate it you print your tickets. Mobile tickets will also be accepted.**

**Q: Does my child need a seat?**

**A: Any child who is 3 and older will need their own seat.**

**Q: Will there be services on Christmas Day?**

**A: Yes, Bayside Granite Bay will be having 1 Christmas Day service at 10:30am.**

**Q: What is Jingle Jam?**

**A: A family friendly Christmas service by the Thrive Kids Team. Come and see the Christmas story told in a way that will appeal to everyone in your family from 2 to 102!**

**Q: *What if I cannot afford the \$5 donation?***

**A: If you cannot afford the \$5 donation please visit the ticket solutions kiosk during any of the Bayside weekend services. You are also welcome to claim a General Admission ticket at no cost.**

**Q: Will Bayside have weekend services on December 17<sup>th</sup> and 18<sup>th</sup>?**

**A: Yes, we are open weekends! Bayside services will continue the 17<sup>th</sup> and 18<sup>th</sup>. The 7pm service on December 18<sup>th</sup> will be replaced with the Christmas Eve Service!**

**Q: Will we be having regular services as well?**

**A: On the Weekend of Dec 17<sup>th</sup>-18<sup>th</sup>, We will have regular weekend services Saturday at 4:15pm, Sunday at 8:15, 9:45, and 11:30am. There will be no Saturday 6pm service or 7:00pm on Sunday night.**

**There will be no regular services at Granite Bay on December 24<sup>th</sup> as we are having five (5) Christmas Eve Services that day.**

**On Christmas day, we are having one service at the Granite Bay campus at 10:30am. Children are encouraged to come in their Christmas PJs and bring their favorite toy!**

**Please check for services times on Christmas day at the other Campuses.**