



FREQUENTLY ASKED QUESTIONS

MOVIE OR CONCERT IN YOUR CAR!

Q: CAN I PURCHASE A TICKET AT THE EVENT?

A: No - tickets are only available online before the event.

Q: ONCE I REGISTER ONLINE, HOW ARE MY TICKETS RECEIVED?

A: They will be available through the Ticketmaster app.

Q: HOW DO I SHOW MY TICKET WHEN ARRIVING TO THE EVENT?

A: Ticket will be scanned by holding the ticket against your rolled-up window or staff will see your name on the ticket through the glass and cross check it with our spreadsheet. If this is not possible and your window needs to be rolled down to tell staff your name, you must wear a mask. Thanks in advance for your cooperation.

Q: DOES EVERYONE IN MY CAR NEED A TICKET?

A: No, you will only need one ticket per car. The number of passengers in your vehicle must not exceed the number of safety belts/seats. It is recommended that you only share a vehicle with members of your same household.

Q: WHERE IS THE EVENT?

A: The event will be held at The Lakes, 2200 East Thousand Oaks Blvd

Q: WHERE SHOULD WE ENTER?

A: Entrance is off South Conejo School Road

Q: WHAT TIME SHOULD I ARRIVE?

A: The parking lot will open at 6:00pm, 60 minutes prior to show time. We suggest planning your arrival around 45-60 minutes prior to show time.

Q: RULES FOR PARKING

A: Please follow the direction of event staff and drive slowly. For everyone's safety, it is important that you stay in the space you are designated throughout the event. Parking spaces between vehicles must remain clear. You may not move your car to another space once it is parked.

Q: ARE PARKING SPACES ASSIGNED?

A: No - All tickets are General Admission and will **NOT** be assigned prior to arrival. Vehicles will be placed on a first-come, first-served basis to a parking space.

Q: WE HAVE A LARGE GROUP COMING. CAN WE RESERVE SPACES IN ADVANCE?

A: Sorry, we cannot reserve parking spaces or accommodate grouping cars together.

Q: WHAT IF I AM RUNNING LATE?

A: Parking lot will close 15 minutes after the show begins. NO one will be allowed in after that. No refunds will be granted.

Q: WHAT IF SOMEONE IN MY PARTY HAS TO COME LATE? CAN THEY WALK IN?

A: NO, all guests must arrive in a ticketed vehicle. No walk-ins.

Q: CAN I LEAVE AND COME BACK?

A: In and out privileges are not permitted.

Q: IF I NEED TO LEAVE BEFORE THE SHOW IS OVER DUE TO AN EMERGENCY, WILL I BE ABLE TO EXIT THE PARKING LOT?

A: We ask that everyone stay in their parking space until the end of the show. In case of an emergency you may exit. Please flag down an event staff member and they will help you exit.

Q: WHAT IF I DON'T USE MY TICKET?

A: All sales are final and there will be no refunds issued.

Q: WILL RESTROOMS BE AVAILABLE?

A: Yes. The following guidelines must be observed:

- All guests exiting their vehicle **MUST** wear a Mask or face covering.
- No more than two guests per vehicle can leave to use the restroom at the same time.
- Once out of the vehicle guests must maintain 6 ft. social distancing.
- Porta potties, and hand washing stations will be located throughout the venue to prevent gatherings or clusters.
- Porta potties will be monitored by event staff to ensure surfaces are disinfected between each use.

Q: CAN WE BRING OUR OWN FOOD AND DRINKS?

A: Yes. Alcohol is not permitted. Please bring all your trash home with you as there will not be trash cans on site.

Q: IS SMOKING ALLOWED?

A: No. To be considerate of all attendees we do not allow smoking at this event. Thank you for your understanding.

Q: DO I NEED TO STAY INSIDE MY VEHICLE?

Yes. We ask that all attendees stay inside their vehicle. You may view the show from the bed of your truck but may not sit so high as to obstruct the view of others. Hatches may be open but must not exceed roof height. If hatch is spring loaded please tie it down so it doesn't obstruct the view of others. Please use common courtesy so everyone can enjoy the show.

***If a medical condition exists that prevents a guest from wearing a face-covering, then they must remain inside their vehicle at ALL times. No exceptions.**

Q: CAN WE SIT IN A TRUCK BED?

A: Yes. All attendees must wear face masks/coverings.

Q: WHAT KINDS OF VEHICLES ARE PERMITTED?

A: Vehicles and trucks must fit in a single, standard parking space. Oversize vehicles such as RVs and trailers are not permitted. **LIFTED VEHICLES** must park in designated area. Event staff will direct lifted vehicles to designated area.

Q: CAN I LEAVE MY CAR RUNNING?

A: No.

Q: HOW LONG WILL THE SHOW

LAST? Approximately 70-90 minutes

THE FOLLOWING ITEMS AND ACTIVITIES ARE PROHIBITED AT THIS EVENT:

- Advertising, selling or promoting any third-party product (including, but not limited to, food and beverage items)
- Disorderly conduct
- Fireworks
- Generators
- Grills or fryers
- Laser pointers
- Littering
- Noisemakers
- Tents, stand umbrellas and tarps
- Use of drones
- Weapons

Please note that failure to follow these guidelines may result in ejection from the event