

## *Frequently asked questions:*

**Q: Does my shuttle pass include a ticket to the event?**

A: No it does not, but it does provide you with safe, reliable round-trip transportation. Please purchase event tickets separately ONLY from the event organizer to ensure authenticity.

**Q: When/how do I receive my shuttle ticket?**

A: At point of sales you will receive a e-ticket you can provide at check in, feel free to print hard copy to present. In the event neither of these options is available you are able to present your ID to check in, as long as it is matching the information provided in the purchasing process.

**Q: Is there a minimum age to purchase a shuttle pass?**

A: Nope! People of all ages can purchase and ride the shuttle. All guests riding the shuttle are required to purchase a pass regardless of age.

**Q: Is parking included or available at the shuttle stops?**

A: Parking is not included unless otherwise stated. Most programs are designed to have pickup locations walking distance from either free or paid parking spots.

**Q: Can I bring alcoholic beverages on the shuttle?**

A: Each event is different, but typically alcohol is not permitted on the shuttles to and from the event. Please feel free to email [info@shuttletix.com](mailto:info@shuttletix.com) about event specific questions with the event name in the subject line of the email.

**Q: Can I leave items on the shuttle during the show?**

A: No, please make sure everything you bring on the bus, comes off the bus with you. ShuttlesTix is not responsible for lost/stolen items.

**Q: What if I need to pick up my tickets at the box office?**

A: You do not need an actual event ticket to ride the shuttle. You will be able to visit the box office/will call on arrival.

**Q: Where do I get dropped off?**

A: All drop locations will be within reasonable walking distance to the event entrance.

**Q: How do I find my bus after the event?**

A: Unless otherwise stated, where you are dropped off is where you will be picked up at the end of the event.

**Q: Is there a bathroom on the bus?**

A: Vehicle type varies by event. If it is not listed on the event details page, please email [info@shuttletix.com](mailto:info@shuttletix.com) with the event name in the Subject Line asking.

**Q: When will the shuttles depart after the concert is over?**

A: Unless otherwise stated, buses will leave either when full, or no later than 45 minutes post conclusion of final act.

**Q: Is there a lost and found for any items lost on the shuttle?**

A: If you have lost an item on the shuttle please reach out [info@shuttlestix.com](mailto:info@shuttlestix.com). We do our best to make sure lost items are returned to their rightful owner, but are not responsible for any misplaced or stolen items.

**Q: Do you offer wheelchair accessible shuttles?**

A: If you require wheelchair accessibility, please reach out to our Guest Services team at least 2 weeks prior to the event date via email at [info@shuttlestix.com](mailto:info@shuttlestix.com) with the event name followed by “ADA Request” listed in the subject line.

**Q: I purchased a shuttle pass but can no longer attend. Can my friend or family member pick-up the pass on my behalf?**

A: Yep! In order to accommodate this, the original purchaser must provide the new rider with a copy of their photo ID along with a copy of the shuttle receipt. The new rider will present those items to our check-in staff and be able to board the shuttle without any issues. Please note, however, all informational emails and correspondence will still go to the original purchaser and it is up to them to relay the information to the new guest that is riding.

**Q: Do your shuttles ever sell out?**

A: Yes, it is possible that buses may sell out. We advise you to purchase as soon as you know you’re going to the show. If seats are still available, our online sales turn off once our first check-in opens on the day of the show

**Q: What if I change my mind and don’t want to use my shuttle pass?**

A: All of our shuttle passes are non-refundable. That said, we are reasonable people. In the event of an emergency please email [info@shuttlestix.com](mailto:info@shuttlestix.com) to discuss alternative solutions.

**Q: You didn’t answer my question! What gives?**

A: Feel free to hit us up at [info@shuttlestix.com](mailto:info@shuttlestix.com) and we will do our best to get back to you promptly.