



**2013 Policies and Procedures  
AT&T Center  
Sunday, May 26<sup>th</sup>, 2013  
San Antonio, TX**

**Ticket Information**

- All tickets have access to the main festival grounds including the Chill Out area.
- Wristbands are required for access to the VIP area.
- Box office opens at 10AM day of show. There are box offices located at the Southeast corner of the building and one at the bridge entrance from Lots 6 & 7
- No refunds or exchanges.
- All tickets are General Admission
- Tickets to be picked up at will call require a matching id

**Parking Information**

- Parking lots open at 10:00AM at the AT&T Center
- General parking is \$15 for the day
- VIP parking is located in Lot 3 and is included in the ticket purchase. VIP patrons must bring their parking pass with them or they will be required to pay.

**General Information**

- Gates open at 12:00pm
- The festival is rain or shine
  - Inclement weather such as lightning, thunder, tornado, or strong thunderstorm warnings may cause delays and/or cancellations
- Line up/set times are subject to change
- For the safety of patrons, staff, and bands everyone and everything is subject to search on entry and at any time while on the AT&T Center Grounds
- Show will conclude around 12:00 midnight

**Approved Items**

- Binoculars
- Digital cameras with attached lenses smaller than 3"
- Cell phones

- Sunscreen in a plastic container
- Blankets, limited to one per person
- Draw string bags and purses
- Medical supplies
  - If you have a medical condition that requires this, explain what you have at the main entrance. You will be directed to First Aid where your supplies can be kept or administered.

### **Prohibited Items**

- No Instruments
- No spiked accessories (dog collars, wristbands, etc.)
- No weapons or firearms of any kind **(even with a valid concealed carry permit)**
- No colors, no patches
- No chains, chain wallets
- No umbrellas
- No hula hoops
- No back packs or duffle bags
- No camelbaks or bota bags
- No drugs and/or drug paraphernalia
- No video cameras and/or audio recording devices
- No glass containers
- No outside food/beverage
- No powdered substances
- No folding chairs/lawn chairs
- No coolers
- No pets with the exception of service animals

**All prohibited items will be confiscated at point of entry into the festival site!**

### **Re-entry**

The Bud Light River City Rockfest has a no re-entry policy. Guests may not exit and re-enter using the same ticket. If there is a medical emergency, please visit Guest Services or First Aid.

### **Crowd Surfing**

Crowd surfing is dangerous and is discouraged. For your safety and for the safety of others, please do not crowd surf.

### **Throwing Items**

Throwing items of any kind is dangerous and discouraged. For the safety of others, please do not throw items of any kind. This can be grounds for immediate ejection.

### **Accessible Seating**

Wheelchair-accessible and companion areas will be available throughout the grounds. Please see guest services for assistance.

### **Alcohol**

Guests must comply with all AT&T Center alcohol policies. Guests must be 21 years of age or older with a valid I.D. to purchase or consume alcoholic beverages on the AT&T Center Grounds. Guests are not permitted to carry alcoholic beverages in or out of the festival grounds.

### **VIP**

VIP areas can be entered only with the proper passes. VIP patrons should park in Lot 3 and enter the festival on the south side of the grounds at the marked VIP entrance. If you purchase a VIP pass online, please make sure it is from a trusted source. If you purchase a backstage pass IT IS FAKE. There are NO backstage passes. They do not exist in any form, so if you purchase one, it is guaranteed as fake.

### **Credit Cards/Cash**

Merchandise, concessions, and the box office will accept credit cards as payment. We do recommend, however, that you have an ample amount of cash on you as credit card machines are relying on wireless signals.

### **ATMs**

ATMs will be available on the festival grounds.