

# SAND MOUNTAIN PARK

## SAND MOUNTAIN AMPHITHEATER GENERAL INFORMATION & FAQ

- **Accessible Seating:** Seating is available throughout the venue. Please contact the Box Office at **256-891-8240** for information. Sand Mountain Park & Amphitheater does not sell tickets over the phone. Tickets may be purchased online at ETIX.com (depending on event) or at the Box Office.
- **Admission:** Every person who attends an event at the Sand Mountain Amphitheater must have a valid ticket to gain admission to the facility.
- **Alcohol:** There shall be no consumption of alcohol at Sand Mountain Amphitheater by minors or as otherwise prohibited by law. A valid ID is required and may be checked before all alcohol purchases regardless of age. No outside food or drink allowed.
- **Americans with Disabilities Act:** Sand Mountain Amphitheater is in compliance with all components of the Americans with Disabilities Act. Handicap parking\* is located in the parking lot near the Box Office. A state issued handicap license tag or an ADA hang tag placard must be visible to the police and the parking attendants in order to park in a handicap space. A parking pass may also be required depending on the event (those details will be communicated upon purchasing of tickets). Handicap access seating is available throughout the venue. Please contact the Box Office at **256-891-8240** for more information.
- **Animals/Pets:** No pets are allowed in Sand Mountain Park Amphitheater. The only exception to this policy is service animals.
- **ATMS:** ATM locations are being finalized and will be communicated once they are installed.
- **Bags:** Please reference our Approved Bag Policy below.
- **Blankets:** Blankets are permitted but will need to be searched along with all bags brought in the venue. Bags are to be adhered by the Approved Bag Policy.
- **Box Office:** The Sand Mountain Amphitheater Box Office is only day of show if the event is not sold.
- **Refunds:** No refunds. All sales are final.
- **Cameras:** Cameras are allowed on an event-by-event basis subject to approval of the artist/performer and/or the venue. If cameras are allowed, guests may bring in non-professional (point and shoot) style cameras with no removable lenses.
- **Cancelled or Postponed Events:** No refund request or ticket transfers will be granted.
- **Coolers & Picnic Baskets:** These are prohibited inside Sand Mountain Amphitheater.
- **Courtesy:** Sand Mountain Amphitheater is a family-friendly venue. Help us by showing fellow guests' common courtesy.
- **COVID:** To ensure the safety of all of our guests, Sand Mountain Amphitheater strictly adheres to all state and local COVID-19 guidelines at the time of the event. The COVID guidelines can change from the time you purchase a ticket to the time you attend, and the current guidelines will be communicated via email and social media. Please follow us on Facebook at <https://www.facebook.com/sandmountainpark> and join our email list to stay updated. Patrons who do not adhere to the COVID-19 guidelines that in place at that time may not be granted entry and/or are subject to removal from the venue.
- **Clear Bag Policy:** For the safety of all guests, staff, and performers, Sand Mountain Amphitheater enforces a clear bag policy. Please review the **Approved Bag Policy** to determine if your belongings adhere to the clear bag policy. Bags that do not meet our policy will need to be left at home or returned to your vehicles for storage.
- **Clothing:** Shirts and footwear must be worn at all times. Failure to comply with this policy may result in removal from the amphitheater.
- **Drop-off & Pick-up Area:** A drop-off/pick-up area is located near the main gate. Buses and Limos must use SMPA Blvd. leading to the main gate and exit to Recreation Dr. area after drop-off. Patrons needing additional information should contact the Box Office at **256-891-8240**.
- **Employment:** Click for [employment opportunities](#).
- **Folding Chairs:** Folding lawn chairs are permitted inside Sand Mountain Amphitheater in designated areas on an event-by-event basis. Lawn chairs must be brought in without the bag for entry.
- **Food and Beverage:** Outside food and beverages are NOT permitted with the exception of medical needs. Food and beverages are available for purchase throughout the facility. Cash or card will be accepted.



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- **Gates:** Gates generally open 60 minutes prior the event beginning, but this is subject to change on an event-by-event basis.
- **Inclement Weather:** Events at Sand Mountain Amphitheater are held rain or shine. During the Spring and Summer months it is not unusual for storms to come through in the afternoon and clear up for the evening. We encourage guests to please monitor the weather and dress accordingly. If there are any weather-related updates, Sand Mountain Amphitheater will make those announcements on our social media channels, website, and LED video walls on the day of the show.
- **Inspection:** For your safety and the safety of others, guests and their possessions may be subject to inspection as a condition of admittance. Guests should have their clear bags open and available for inspection upon entering the Amphitheater.
- **Intoxicated Patrons:** Patrons showing signs of intoxication may be denied admittance to Sand Mountain Amphitheater and/or removed from the venue.
- **Lost and Found:** Sand Mountain Amphitheater provides “lost and found” services at the Guest Services window at the ticketing windows. The City of Albertville and Sand Mountain Park & Amphitheater are not responsible for items lost, misplaced, or stolen at Sand Mountain Amphitheater. Items will remain in lost and found for thirty days; call the Box Office to recover lost items.
- **Lost Children:** Please seek the assistance of Sand Mountain Amphitheater personnel if your child is lost during an event. If you encounter a lost child, please escort the child to Guest Services at the ticketing windows or to Security.
- **Lost Tickets:** Sand Mountain Amphitheater is not responsible for lost or stolen tickets. Please contact the original point of purchase for details. If you purchased your tickets from ETIX, you may call 1-800-514-3849. If they were purchased through Sand Mountain Amphitheater, you may call the Box Office **256-891-8240**.
- **Media:** All media personnel should arrange ahead of time for access and should have appropriate credentials. For more information, please contact the Sand Mountain Park Director of Entertainment & Events.
- **Post-Event Procedure:** All guests are required to leave Sand Mountain Amphitheater within 30 minutes after the event has ended.
- **Poster tubes:** Poster tubes are a permitted item at the Sand Mountain Amphitheater but are subject to search upon entry to the venue.
- **Private vending:** Private vending including the selling of tickets is prohibited within the parking lots and grounds of Sand Mountain Park & Amphitheater.
- **Prohibited Items:** The following items are prohibited:
  - Aerosol cans
  - Bags that do not meet Sand Mountain Amphitheater Clear Bag Policy
  - Cameras or video cameras with removable lenses and flashes
  - Umbrellas
  - Coolers
  - Outside food or beverage or alcohol
  - Chairs in unauthorized areas
  - Gifts for the artist/performer
  - Laser pens/pointers, fireworks, flash lights
  - Noise making devices or musical instruments
  - Backpacks, strollers, or seat cushions
  - Poles, sticks, or selfie sticks
  - Skateboards, inline skates, scooters, bicycles, hover boards
  - Balls, frisbees, or balloons
  - Weapons, firearms, pepper spray, knives, pocket knives, or mace.The items will have to be returned to your car or thrown away at the front gate.
- **Large purses:** Large purses are not permitted inside Sand Mountain Amphitheater. Small clutches and wallets that adhere to the Clear Bag Policy are allowed.
- **Re-entry Policy:** Re-entry is generally prohibited. Guests who need to leave and re-enter should contact a Guest Services representative for assistance, and exceptions may be made on a case-by-case basis as determined by the Sand Mountain Amphitheater Team.



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- **Re-Sold Tickets:** Event tickets purchased from a source other than Sand Mountain Amphitheater Box Office or ETIX may not be honored for admission. The City of Albertville nor the Sand Mountain Amphitheater are not responsible for counterfeit tickets.
- **Restrooms:** Sand Mountain Amphitheater has restrooms located just inside the main entrance and at VIP concessions. Both locations offer handicap accessible facilities.
- **RV/Campers:** Sand Mountain Park & Amphitheater offers 17 RV slots for rent that include electric, water and sewer hookups. Availability can be checked by calling the Sand Mountain Park Guest Services at **256-891-8240**.
- **Searches:** All persons entering Sand Mountain Amphitheater will be subject to have their clear bag searched to ensure the security & safety of all guests.
- **Smoking/Tobacco Use:** Smoking is only allowed at designated areas. We request that all guests respect this policy and refrain from use of all tobacco products, including but not limited to smoking and chewing tobacco anywhere other than the designated area. Violation of this policy may result in expulsion from the facility.
- **Strollers:** Strollers are not permitted at the Sand Mountain Amphitheater.
- **Ticketing:** We encourage all guests to purchase tickets through ETIX or directly from Sand Mountain Amphitheater Box Office to avoid problems with counterfeit, stolen, void or invalid tickets. Anyone entering the Sand Mountain Amphitheater is required to have a valid event ticket.
- **Umbrellas:** Umbrellas are expressly prohibited at Sand Mountain Amphitheater. All events are rain or shine. Guests are encouraged to bring parkas or rain jackets if there is rain forecasted.
- **Wheelchairs:** We can assist with patrons who have special needs. They should alert a Team Member upon arrival at the front gate or call-in advance.
- **Will Call:** Will Call can usually be picked up during box office hours or on the day of show. Photo ID must be shown when picking up at Will Call. The name on the ID must match the Will Call name.

