

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. 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.
- **ALL AGES:** Sand Mountain Amphitheater is an all ages 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.
- **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.
- **Folding Chairs:** Folding lawn chairs are permitted inside Sand Mountain Amphitheater in designated areas on an event-by-event basis. One chair per person allowed.
- **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.
- **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.
- **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**.
- **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.
- **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.
- **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.



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- **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.
- **Parking:** Premium parking will be available for an additional fee. Complementary parking available in alternative locations
- **Seating Arrangements:** Seating arrangement is subject to change



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