

FREQUENTLY ASKED QUESTIONS



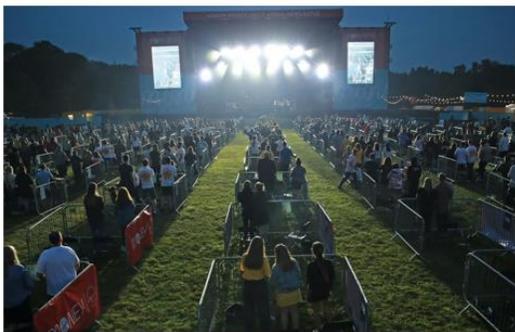
ABOUT

What is Hometown Heroes Festival?

Hometown Heroes is a socially distanced, multi-market live music festival that will take place in Lubbock, TX, N. Dallas, TX and N. Austin, TX on the weekend of September 25 – 27th. All three Festivals take place at the same time with three LIVE major artists per market and TWO other major artists from one of the other locations streamed in to make for ONE incredible billing of 5+ hours of live music that is combined live and streamed! Food and Bar services are available throughout the event, so no outside food or beverage will be allowed.

What is a “Socially Distanced Event”?

We will have 8’ x 8’ square “yards” that are positioned 6’ away from the next closest guests. Each 8’ x 8’ yard will have 4 – 6 people in it, hence why we are only selling ticket packages of 4 – 6 tickets. You will order concessions and Artist Merchandise from your phone and your order will be delivered to your yard space as guests are NOT allowed to leave their yard space unless it is for a direct visit to the restroom, an emergency, or to leave the event. If you leave your yard space, then you will be required to wear a mask throughout the time you are away.



Ticket holders will have socially distanced yards where each group of guests will have their own defined areas where each space is 8’ x 8’ and is a minimum distance of 6’ from the next yard. All guests will receive our Code of Conduct regarding the rules and regulations of COVID-19 safe practices.

TICKETING

Can I buy a ticket onsite?

All tickets are available for online purchase only.

Day-of sales may take place online, pending an event's availability. A digital ticket will be emailed to you upon completion of your purchase.

Does each attendee require a ticket?

No, only one ticket is required per vehicle that equals the number of guests [four, five or six guests] purchased on the ticket.

IMPORTANT! ALL GUESTS PER TICKET MUST ENTER TOGETHER!

Is there a limit on the amount of attendees per socially distanced space?

Yes. Each ticketed space is valid for FOUR (4) guests. Up to TWO (2) additional guests are allowed in each space upon applicable purchase, as long as the vehicle being used can safely accommodate. All guests must have a seatbelt.

Will I be able to pick my “yard” location?

Diamond, Platinum and Gold guests will be able to choose their location upon purchasing their ticket [all guests must arrive together].

Will weather or rain impact my showing?

Some weather (e.g. severe thunderstorms) will delay or cancel performances. Our team is continuously watching the weather and will decide day-of whether it is safe to hold screenings. All ticket holders will be contacted via email in the event of a cancelation. We'll also have staff on site to communicate any cancelation. Attendees will be refunded if a screening is cancelled due to severe weather conditions.

You may email Tickets@HometownHeroesLive.com with any questions.

Be Prepared.

Bring sunscreen, ponchos, bug spray, masks, hand sanitizer and anything else given the anticipated weather our outdoor circumstances anticipated for the day's event!

Diamond, Platinum and Gold [See Your City Layout] Tickets

These will have socially distanced yards where each group of guests will have their own defined areas that will function exactly as we have outlined

for the socially distanced parking areas. Each space is 8' x 8' and is a minimum distance of 6' from the next yard.

ARRIVAL/TICKET SCANNING

When do I need to arrive for the event?

Spaces to attend the Hometown Heroes Drive-In Series will open based on your specific ticket. Diamond Ring and Diamond ticket holders will be allowed access to their respective areas TWO AND A HALF (2.5) HOURS prior to the first performer, while Platinum and Gold ticket holders will be allowed access to their respective areas ONE (1) HOUR prior to the first performer.

Do I need a mask to attend the event?

Yes. Upon entering, the driver and each passenger must show that they have their own mask. Masks will be required anytime a guest leaves the vehicle or their defined space. Guests are not allowed to leave their vehicle or space for any reason other than an Emergency or a visit to the restroom, at which time guests must maintain a complete 6' distance from all guests.

How will my ticket be taken?

Ticket scanning will be contactless.

Guests must follow theater speed limits, cones and marked lanes.

May I bring my own Food, Alcohol and Beverages?

No. Absolutely no outside Food, Alcohol and other Beverages will be allowed in the Event. All cars will be inspected prior to being allowed to park.

May I bring a lawn chair or other seat?

Yes, you may bring lawn chairs or other seats for your area.

May I bring a pop-up tent to shield the sun or rain?

No, you may not bring a tent or any object with a dimension greater than 5' tall and 3' wide that would potentially block the view of another guest.

However, guests in the Diamond Ring, Diamond, Platinum and Gold areas may bring personal umbrellas or chairs with the personal shades attached.

PARKING

How do I know where to park?

Guests will be given a parking map prior to arrival so they know which entry to use [adequate signage will also be present upon entry]. Vehicles will be guided to parking spots by event staff and may be directed to certain areas of the lot based on the vehicle's size to ensure an optimal viewing experience for all guests.

Will ride share or drop off / pickup be allowed?

Yes. There will be a designated area for Drop Offs and Pickups.

Are bikes and pedestrians allowed?

Pedestrians and bicyclists will not be permitted within the perimeter of the ticketed event site.

Are pets/dogs allowed into the screenings?

Only service animals are allowed and must be kept on leash.

CONCESSIONS & SERVICES

Will there be restrooms available?

Yes. Temporary restroom facilities will be available onsite, although it is encouraged to use the restroom before arriving.

All onsite restrooms will undergo enhanced cleanings before, during and after each event. All guests are expected to practice social distancing while waiting in line for the restrooms.

How do I order Food, Drinks and Artist Merchandise during the event?

We will be using an app called Roovy to keep you contactless throughout your experience with us. You may download it now in the Apple or Google App Stores. It is a quick 1-minute setup and you'll be all set. At no time will you be allowed to leave your space to order concessions. You will order everything through the app, insert your space number, and it will be delivered directly to you. All alcohol will require a food purchase to be delivered.

If you experience an issue with your order, you can seek assistance by texting through the Roovy app.

What if I, one of my guests, or a guest near me experiences a Medical Emergency?

There will be Medical personnel onsite to assist with any and all Medical Emergencies at our defined Medical Tent area. Please make yourself aware of its location on the site map. You may text EMERGENCY and your Space Number to number provided at your event and somebody will rush to you immediately. If it is a minor medical concern, then please put on a mask and make your way to the Medical Tent for assistance.

How should I dispose of trash?

There will be receptacles onsite, although please keep trash in your vehicle when possible.

Please do not litter.

DURING THE EVENT

Can I picnic or tailgate during the event?

No. There is no picnicking on the grounds, vehicle roofs, hoods, trunks, or truck beds. All areas will have their own small, socially distanced yard to enjoy.

Can I leave my socially distanced space during the event?

All guests will have their own small, socially distanced yard to enjoy.

Masks are required any time you are outside your yard space.

When outside your area for restroom visits, please be respectful of others' space.

How does the projection work during daylight hours?

We will be using bright, high resolution LED screens, which are visible during all daylight hours.

Responsible consumption of alcohol.

A designated driver should be assigned to each group at all times. Alcohol sales will cease promptly at 9:30PM to ensure the last alcohol delivery is made by 10:00PM at the latest.

Upon exiting the premises, NO OPENED ALCOHOL by walking or driving guests will be allowed to exit the gates. This will be strictly enforced.

SAFETY AND SECURITY

How will I be made aware of safety issues?

In the event of an Emergency, all screens and sound will immediately swap to our Emergency broadcast. Each Festival is to have a Fire Watch who will immediately direct Festival through all communication channels in the event of a major Emergency.

In addition, the Roovy app will send a push notification to all guests in regard to the Emergency along with specific instructions that are to be approved for potential scenarios with Fire Marshal.

Majority of Emergency situations will result with an instruction for guests to get in their cars immediately and await further instructions and tune their FM Station to our station for the event where we will communicate directly with them in addition to watching for additional notifications on the Roovy app.

Artists will have pre-filmed videos that will play throughout the evening asking guests to be respectful to our Codes of Conduct and mindful to our socially distanced guests. We will operate with a zero-tolerance policy in regard to compliance.

What emergency staffing will be on site to assist, if needed?

During setup week, all staff will attend either a virtual or in person education discussion with the local Fire Marshall or Fire Chief, a member of the Police force, a member of Emergency Medical Services and TABC at which time each outlined representative will directly address all personnel on the best practices regarding safety and security of Hometown Heroes weekend. A minimum of TWO Emergency Drills to be completed with all personnel once Festival setup is complete and prior to any guests being admitted.

CODES OF CONDUCT

Below are our Codes of Conduct that are agreed upon FIRST at ticket purchase, SECOND at emailed details of event, and THIRD upon arrival to event along with the capture of a verbal acceptance at entry. All cars to be inspected by security at entry as well.

1. I certify that neither myself nor my guests have been in contact with an individual that has tested positive for COVID-19 in the past 15 days.
2. I understand that I am not allowed to leave my defined space for the show unless it is for an emergency or to visit the restroom, at which time I promise to adhere to maintaining the required 6' social distancing standards and I will wear a mask.
3. I will adhere to the required 6' social distancing standards and wear a mask in the restroom waiting areas.
4. No weapons or outside food & beverage are permitted.
5. I certify that the temperature of my guests and myself was checked upon entry and we were cleared of having a fever at time of entry. I also certify that to my knowledge, neither I or my guests have had a fever in the last 15 days.
6. At no time will a guest be allowed to combine or share spaces with other guests. The MAX number of people per car space is 6.
7. Hometown Heroes takes this public health crisis extremely seriously and will not tolerate disregard for our requirements pertaining to social distancing and our Codes of Conduct. Violation of ANY of these points will result in immediate removal from the event with NO REFUND.

SEE SOMETHING SAY SOMETHING! *Message us on the Roovy App or Text to EMERGENCY to the number provided at your event!*

OTHER INFORMATION

Please visit hometownheroeslive.com/covid to view COVID-19 event waivers.

Questions or concerns, please contact: Tickets@HometownHeroesLive.com

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