



GENERAL INFORMATION

- High Elevation Rock Festival is an **OUTDOOR EVENT**, no refunds or exchanges.
- Line-up and set times are subject to change
- High Elevation Rock Festival is an all ages show, however we encourage you to leave the kids at home. Should you decide to bring a child; the child will need a ticket.
- Gates will open at 3pm on Friday, September 22nd and 11am on Saturday, September 23rd.
- No scalping or resell of tickets allowed, no unauthorized sales of any kind are allowed
- ID and credit card used for purchase will be required at the time of Will Call pickup
- Everyone and everything (including vehicles) are subject to search at all entry points
- Parking attendants will verify that each patron within the vehicle has the appropriate wristband and/or ticket.
- Any alcohol purchase or consumption will require a valid picture ID and an age verification wristband. There will be wrist-banding stations with staff to assist you with the age verification and ID check
- The festival is not responsible for any lost or stolen items. Please lock up your valuables in your vehicles or leave them at home.
- Warning: Moshing and crowd surfing are strongly discouraged. Patrons assume all risk associated with such activities.
- For up-to-date event information, please visit www.higherelevationfestival.com. Event details are subject to change, so please check back with us prior to the event for the all the latest maps and information.
- Festival producers are not responsible for damage or theft to vehicles or vehicle contents. Please remove your keys and valuables and lock your vehicle when it is left unattended. Any vehicle parked overnight or illegally may be towed at the owner's expense.
- **For general inquiries or questions please call AXS Ticketing Support at 888-9-AXS-TIX.**

FESTIVAL SITE

APPROVED ITEMS

One sealed bottle of water, 24 ounce maximum.

- Binoculars
- Small digital cameras
- Cell phones
- Sunscreen in a plastic container
- Blankets, limited to one per person
- Draw string bags and small purses

PROHIBITED ITEMS

- No instruments
- No weapons or firearms of any kind
- **No colors, no patches**
- **No drones**
- No chains, chain wallets
- No umbrellas, no hula hoops
- No back packs or duffle bags
- No camel packs or bota bags
- No drugs and/or drug paraphernalia
- No video cameras and/or audio recording devices
- No glass containers
- No outside food/beverage (with exception of water bottle)
- No powdered substances
- No folding chairs / lawn chairs
- No coolers
- No pets with the exception of service animals

Frequently Asked Questions

1. **What time do doors open?**
 - a. Festival gates will open at 3pm on Friday, September 22nd and 11am on Saturday, September 23rd.
2. **Where do I park?**
 - a. Parking maps with detailed traffic route instructions will be posted on www.higherelevationfestival.com within four weeks prior to the event date. Please review these instructions prior to joining us.
3. **Are we allowed to leave and re-enter the festival site?**
 - a. There is no re-entry unless you have VIP Access.
4. **What is the price to park?**
 - a. General Admission Parking is available for purchase.
5. **Where is ADA parking located?**
 - a. Please visit www.higherelevationfestival.com for latest information on traffic and parking.
6. **Are service animals allowed within the festival grounds?**
 - a. Yes. Service animal, trained to assist an individual with a disability, are allowed.
7. **Where can I drop off my medication?**
 - a. Please drop off your medication at the first EMS tent located inside the main concert gate. The medical staff will check-in your medication and you will have access to it anytime throughout the duration of the festival.
8. **I am mobility impaired, where may I view the concert?**
 - a. There is a mobility platform located near the stages. Please refer to the festival concert map for locations.
9. **Are there ADA accessible restrooms**
 - a. Yes. ADA accessible porta potties will be available.
10. **Will there be ATM's available?**
 - a. Yes, however ATM's are powered by a 4G wireless signal which can be spotty at times, so please plan accordingly. Please reference the festival site map prior to the event for locations.
11. **Where should I go for Lost & Found?**
 - a. Please visit the information booth at the concert site for lost and found. Items lost at a hotel will be subject to hotel lost & found policy and procedure. The festival is not responsible for lost items.
12. **Am I allowed to sell food / drinks?**
 - a. You are NOT allowed to sell food or drink on the property. High Elevation Rock Festival is on private property and there is an anti-vending law in effect.