

ALMOST QUEEN

Frequently Asked Questions – “DRIVE-IN STYLE” THEATER EVENT

(all policies are subject to change without notice)

Q: WHAT SAFETY PRECAUTIONS ARE BEING TAKEN FOR THIS EVENT?

A: All CDC and State of Pennsylvania guidelines will be followed, and we are working closely with Luzerne County and Wilkes-Barre Township to ensure this event meets or exceeds all recommended standards. We will leave every other parking space empty to ensure sufficient distance between you and surrounding vehicles. We ask that all guests remain in their vehicles for the duration of the performance. In the event it is necessary for a fan to leave their vehicle, safe social distancing will be strictly enforced. Failure to follow safe social distancing, or requests of staff members for participants to follow, will cause the participant to be subject to ejection. Event staff will be wearing personal protective equipment as required by CDC guidelines. Policies are subject to change pending any changes in CDC and State guidelines.

Q: WHAT IS A DRIVE-IN EVENT?

A: This event will feature Almost Queen live on stage from the Mohegan Sun Arena at Casey Plaza parking lot presented by Geisinger. The event is designed to give fans the live show experience, while still maintaining social distancing from their vehicles.

Q: IF I DON'T PURCHASE A TICKET ONLINE, CAN I PURCHASE A TICKET AT THE EVENT?

A: No – ticket purchases made the day of the event are only available online at Ticketmaster.com. To ensure safe social distancing, tickets will not be sold in-person on site on the day of the event. Tickets will be sold in advance at the NBT Bank Box Office during designated hours of operation. Please click [here](#) to view hours.

Q: I RECEIVED MY CONFIRMATION, BUT WHERE'S MY TICKET?

A: Tickets purchased via Ticketmaster need to be accessed on your mobile device using the **Ticketmaster app**. In order to access and view your ticket please follow these steps:

- Download the Ticketmaster app via the **iOS App Store** or the **Android Google Play Store**
- Use your Ticketmaster email and password to log in and see your tickets. (This is the email and password you used to make this purchase)
- Access your tickets via the 'WALLET' tab to scan your tickets at the entrance

Q: IF I DON'T HAVE A TICKET CAN I LISTEN TO THE SHOW FROM THE SIDEWALK OR OTHER NEARBY AREA?

A: No. All surrounding areas will be inaccessible for watching or listening to the show.

Q: ARE PARKING SPACES ASSIGNED?

A: No - All tickets are General Admission and will not be assigned prior to arrival. Parking attendants will direct each driver to a parking space upon arrival. To ensure you don't miss a thing, we added large video screens on each side of the stage. For those fans looking for the most intimate experience, a limited number of VIP tickets are available in the first few rows in front of the stage.

Q: ARE THERE DESIGNATED PARKING AREAS FOR STANDARD CARS VS. SUV'S AND TRUCKS?

A: Yes – Mohegan Sun Arena's parking attendants will direct you to the appropriate parking space area once at the venue to provide the best possible view of the stage/screens for all guests in attendance. Parking spaces in each designated area are subject to availability.

Q: WE HAVE A LARGE GROUP COMING. CAN WE RESERVE SPACES IN ADVANCE?

A: Sorry, we cannot reserve parking. We suggest trying to arrive in the lot behind one another as cars will be directed to fill in rows as they arrive. Still, we cannot guarantee that you will be parked next to the other vehicles in your group. It is recommended that you only share a vehicle with household members with whom you have been sheltering in place.

Q: ARE THERE ANY SPECIAL RULES FOR PARKING?

A: Please follow the direction of parking attendants and venue staff. For everyone's safety, it is important that you stay in the space you are assigned throughout the event. Parking spaces between vehicles must remain clear.

Q: WHAT TIME SHOULD I ARRIVE?

A: The Mohegan Sun Arena parking lot will open approximately 2 hours prior to the performance start time (subject to change).

Q: CAN I UPGRADE MY TICKET?

A: A limited quantity of VIP tickets are available for online purchase. A VIP ticket will guarantee you a parking spot within the first few rows of the stage.

Q: CAN I TRANSFER MY TICKET?

A: Due to assigning vehicle types when selling tickets, the Ticketmaster transfer feature will be turned off for this event. We kindly ask that the person(s) wishing to attend the event be the contacts at the initial ticket transaction.

Q: WHERE IS THE EVENT AND WHERE SHOULD WE ENTER?

A: The event takes place in the main parking lot of Mohegan Sun Arena at Casey Plaza located at 255 Highland Park Blvd., Wilkes-Barre, PA 18702. All traffic should enter through the main entrance located off of Highland Park Blvd.

Q: HOW DO I SCAN MY TICKET?

A: Please have the ticket displayed on your mobile device prior to entering the parking lot. Your ticket will be a QPR code. We recommend adding your ticket to your mobile device's digital wallet prior to arrival. Guests with printed tickets purchased at the Box Office should show their ticket upon arrival in the lot to the parking attendant.

Q: WHERE IS THE EXIT?

A: Exiting the lot must be done at the direction of the venue parking staff depending on your positioning in the lot. Guests are encouraged to stay through the duration of the show. Guests that need to leave for an emergency will be permitted to do so and follow the direction of the event staff to exit the lot.

Q: WHAT IF I AM RUNNING LATE?

A: We encourage everyone to arrive on time to limit disturbances for others in attendance, as well as the talent on stage. Should you arrive late, our parking attendants will assist you in getting to your parking space as quickly as possible without negatively impacting the experience of other fans.

Q: WHAT IF I CAN'T USE MY TICKET?

A: All sales are final and there will be no refunds.

Q: WHAT HAPPENS IF THE LUZERNE COUNTY STAY AT HOME ORDER IS EXTENDED?

A: If the Stay at Home order causes us to postpone the event, we will reschedule for the earliest possible date. Your original ticket will be valid for that date, and details will be communicated via email and Mohegan Sun Arena's social media.

Q: DOES EVERYONE IN MY CAR NEED A TICKET?

A: No, you will only need one ticket per car. There is a 4-person maximum per car limit. It is recommended that you only share a vehicle with household members with whom you have been sheltering in place.

Q: CAN I LEAVE AND COME BACK?

A: Re-entry is not permitted.

Q: IF I NEED TO LEAVE BEFORE THE SHOW IS OVER, WILL I BE ABLE TO EXIT THE PARKING LOT?

A: Unless there is an emergency, we ask that everyone stay in their parking space until the end of the show. In the event you need to leave unexpectedly, you may exit the parking lot via the closest designated exit. If you need assistance, please ask one of our parking attendants and they will be happy to assist you.

Q: IS TAILGATING PERMITTED?

A: We welcome you to enjoy the show from inside your vehicle. Any tailgating activities that normally take place outside your vehicle in a parking lot are not permitted at this event (subject to change based on local social distancing guidelines). For the safety of all staff and guests, grilling, yard games and other traditional tailgating activities are not permitted.

Q: HOW LONG WILL THE SHOW LAST?

A: The event performance will last approximately 90 minutes (subject to change).

***Q: WHAT IS INCLUDED IN THE VIP TICKET? ***

A: The purchase of a VIP ticket guarantees you a parking spot in the first few rows in front of the stage.

Q: WILL RESTROOMS BE AVAILABLE?

A: We are asking that all fans minimize or eliminate the need to leave their car for any reason. Restrooms will be available for use near the East Gate Entrance of Mohegan Sun Arena and guests who need to use the facilities must follow social distancing restrictions and instructional signs. Guests must wear a protective mask when leaving their vehicle to utilize the restrooms area. Handicap restrooms will be available, and all restrooms will be monitored by a housekeeping attendant to ensure surfaces are cleaned frequently.

Q: WILL CONCESSIONS BE AVAILABLE?

A: Concessions availability will be determined at a later date.

Q: CAN WE BRING OUR OWN FOOD AND DRINKS?

A: Absolutely. You are welcome to bring your own food and drinks, to be consumed inside your vehicle.

Q: CAN I BRING ALCOHOL TO THE EVENT?

A: Alcohol is not permitted inside the parking lot.

Q: WILL SOMEONE BE PICKING UP TRASH?

A: While we will have staff on site to assist in housekeeping efforts, we kindly ask that you please take your trash with you and dispose of it at home to limit person-to-person contact and potential spreading of germs.

Q: CAN I BRING A CAMERA?

A: Only standard point-and-shoot cameras will be permitted. Cameras with detachable lenses, Go-Pros, or any other professional audio, video, or digital recording devices are prohibited.

Q: WHAT HAPPENS IF IT RAINS?

A: Your safety is our priority. In the event of inclement weather, event management may decide to delay the performance or make necessary arrangements to keep you, the talent and our staff safe. Important updates will be communicated through Mohegan Sun Arena's social media platforms.

Q: WHAT KINDS OF VEHICLES ARE PERMITTED?

A: Personal vehicles and trucks that fit in a single, standard parking space are welcome. Oversized vehicles such as RVs, buses, limousines, and trailers are not permitted. Also, no motorcycles or ATV's will be permitted.

Q: HOW DO I LISTEN TO THE CONCERT?

A: Mohegan Sun Arena will provide audio amplification for this event. Details will be announced closer to the event date.

Q: CAN I LEAVE MY CAR RUNNING?

A: We understand that some cars need to stay running to run the radio, A/C, or Heater. You may keep your car running if you don't have the following.

- After market muffler
- Diesel Engine
- Running / Head lights that stay on
- Unusually loud engine or fan

Q: WHAT IF MY CAR BATTERY DIES DURING THE CONCERT?

A: Unless you have a bad battery, that should not happen. But to prevent it from happening, put your car in Accessory mode if using your car radio to listen to the show. Unless you have a diesel engine or after-market muffler, you should also start your car once during the event for a few minutes to charge the battery. In the rare instance that your battery does die, please notify your nearest parking attendant and our staff will assist you in jump starting your car when the show ends.

Q: CAN I ROLL MY WINDOWS DOWN DURING THE SHOW?

A: Absolutely.

Q: DO I NEED TO TURN MY HEADLIGHTS OFF?

A: Yes, headlights should remain off throughout the event.

Q: HOW DO I TURN OFF THE DAYTIME RUNNING LIGHTS ON MY VEHICLE WHICH STAY ON WHEN I HAVE IT IN ACCESSORY MODE?

A: Every vehicle is different. Please consult the owner's manual for your vehicle before arriving at the show. In many newer vehicles, you can disable daytime running lights by using this procedure:

1. Place car in park, or manual shift to neutral
2. Turn off your engine and remove key
3. Set parking or emergency brake just enough to catch (not all the way)
4. Restart your car and the lights should stay off.

Q: CAN I LEAVE THE HATCHBACK OF MY SUV OPEN DURING THE SHOW?

A: In order to maintain safe social distancing, we ask that you please remain inside of your vehicle even with your vehicle's hatchback open. Hatchbacks should be raised no higher than the top of your vehicle (level with your roof). If your hatch opens above your roofline, this blocks the view of others. You are responsible for keeping it lowered using a rope or similar method. Hatchback lights can usually be turned off by using a pen or piece of metal to close the opened latch. To re-open the latch, just pull the lever.

Q: DO I NEED TO STAY INSIDE MY VEHICLE?

A: We ask that all attendees stay inside their vehicle unless utilizing the restrooms or obtaining any available concessions for sale. You will not be permitted to sit on the roof of your vehicle, in folding chairs on the ground, blankets on the ground, etc. You may not be sitting so high as to obstruct the view of others. Please use common courtesy so everyone can enjoy the show.

Q: WHAT IF I NEED ASSISTANCE DURING THE EVENT?

A: Our event staff and security personnel are here to help. If you have a question or concern, please notify the nearest staff member and we will be glad to assist you. If you experience an emergency situation during the event, please call 911 first and then notify the nearest staff member.

Q: CAN I SMOKE IN THE PARKING LOT SINCE IT IS OUTSIDE?

A: Please avoid smoking at this event as it may disturb others in attendance.

Q: IS THERE ANYTHING WE CAN'T BRING OR DO?

A: Yes, the following items and activities are prohibited at this event:

- Advertising, selling or promoting any third-party product (including, but not limited to, food and beverage items)
- Amplified sound systems

- Any items to be set up outside your vehicle, such as folding chairs
- Disorderly conduct
- Fireworks
- Generators
- Grills or fryers
- Kerosene lamps or open flames of any kind
- Laser pointers
- Littering
- Noisemakers
- Tents, stand umbrellas and tarps
- Use of drones
- Wagons and strollers
- Weapons

Please note that failure to follow these guidelines may result in ejection from the event.

Q: CAN I BRING MY PET TO THE SHOW?

A: Pets are not allowed at these events.

Q: WILL MERCHANDISE BE AVAILABLE FOR PURCHASE?

A: TBA

Q: WILL THERE BE AN ENCORE PERFORMANCE?

A: No, there will not be an encore performance.

Q: CAN WE SIT IN A TRUCK BED?

A: No. All attendees must be inside their vehicle, we will not allow viewing from truck beds.

For any additional questions, please email Questions@MoheganSunArenaPA.com