

# **General Information**

## **Accessible Parking**

is located in the east parking lot at Gate 20. You do not need a parking pass as long as you have a state issued handicap license tag or an ADA hang tag placard visible to the police and the parking attendants.

## **Accessible Seating**

is available throughout the venue. Please contact the box office at (205) 248-5283 for options.

## **Admission**

Every person who attends an event for which tickets are sold must have a valid ticket in order to gain admission.

## **Alcohol**

There shall be no consumption of alcohol at the Tuscaloosa Amphitheater by minors or as otherwise prohibited by law. IDs are required may be checked for all alcohol purchases regardless of age. All drinks except unopened water or soda bottles have to be discarded on exit from the building.

## **Americans With Disabilities Act (ADA)**

The City of Tuscaloosa represents and warrants that, as a place of "public accommodations," the Tuscaloosa Amphitheater is in compliance with the applicable provisions of the Americans With Disabilities Act. Disabled access parking is located in the east parking lot at Gate 20. A parking pass is not required as long as you have a state issued handicap license tag or an ADA hang tag placard visible to the police and the parking attendants. Disabled access seating is available throughout the facility. Please contact the Box Office at (205) 248-5283 for more information.

## **Animals / Pets**

With the exception of seeing-eye dogs or other service animals or animals used as part of a production, no pets are allowed in the facility. Guests requiring the assistance of service animals must show proper credentials.

## **ATMs**

Capstone Bank ATMs are located on the exterior of the restroom buildings facing each plaza.

## **Bicycle Parking**

Dedicated bicycle parking is available near the main facility entrance. The City of Tuscaloosa is not responsible for lost or stolen bicycles.

## **Blankets**

Blankets are permitted but will need to be searched along with all bags brought into the venue.

## **Box Office**

The Box Office is located at the main entrance of the facility at 2710 Jack Warner Parkway, Tuscaloosa, AL 35401. The Box Office will be open from 10:00 am until 5:00 pm Monday-Friday, and on all event days as appropriate. For more information, please call (205) 248-5292.

## **Box Suites and Select Seat Program**

The Box Suites and Select Seat Program are currently sold out. For more information and to be placed on the waiting list, see below:

### **SELECT SEAT PROGRAM**

- Fans Are **GUARANTEED** the Ability to Purchase Two Premium Tickets to Events of Their Choice Throughout the Season at Face Value. **YOU CHOOSE THE SHOWS YOU WANT TO ATTEND... NO LINES, NO WAITING!**
- Exclusive Advance Notification: Select Seat Members Will Be Notified About a New Event Before The Public Announcement. **MEMBERS ONLY PRIORITY ACCESS!**
- Select Seat Members Will Receive One Parking Pass to the Private Parking Lot Adjacent to The Amphitheater to All Events Purchased.
- Private Entrance and Exit
- Access to the Mercedes-Benz Club For Two People Prior To, During and After Events Club Features Private Cash Bar, Private Restrooms, Cash Buffett and Closed-Circuit Televisions. **LEAVE A LASTING IMPRESSION ON VALUED CLIENTS, EMPLOYEES, FAMILY AND FRIENDS!**

For more information or questions, please contact Jay Wilson at [Jay@redmountainentertainment.com](mailto:Jay@redmountainentertainment.com).

## **Capacity**

The Amphitheater capacity is approximately 7,470 reserved seats. From time to time, there will be a general admission event with standing-room only access to the lower bowl.

## **Cameras**

Cameras are allowed on an event-to-event basis subject to the approval of the artist/performer. If cameras are allowed, guests may bring in a non-professional (point-and-shoot) style camera with no removable lenses.

## **Cancelled or Postponed Events**

If an event for which tickets were sold is cancelled or rescheduled, refunds are only available through the original point of purchase. Information regarding the cancellation or postponement will be transmitted to the local media for distribution and placed on the Tuscaloosa Amphitheater website and social media sites. The Tuscaloosa Amphitheater will not contact individual ticket holders regarding cancellations or postponements. Customers who purchased tickets through TicketMaster online or over the phone should be refunded automatically within one week of event cancellation. Customers who purchased tickets through a TicketMaster outlet must return to that outlet to receive a refund. Customers who purchased tickets through the Box Office must return to the Box Office with their tickets and the original method of payment to receive a refund. If an event is postponed, tickets purchased for the original date will be honored on the new event date. In most cases, refunds will also be available at the original point of purchase up until the new event date has passed.

Ticketmaster will refund all fees except UPS and retail pickup.

## **Coolers & Picnic Baskets**

are not allowed in the venue.

## **Courtesy**

The Tuscaloosa Amphitheater is a family-friendly facility. Please do your part in promoting a family-friendly atmosphere by showing common courtesy to fellow

guests and refraining from using profanity or engaging in unsafe, illegal or offensive behavior.

## **Clothing**

Shirts and footwear must be worn at all times. Failure to comply with this policy may result in expulsion from the Amphitheater.

## **Directions**

The Tuscaloosa Amphitheater is located in downtown Tuscaloosa, Alabama, walking distance from downtown shops and restaurants and a mile from The University of Alabama campus. Easy access from I-359 and University Blvd.

### **Directions:**

Location: 2710 Jack Warner Parkway, Tuscaloosa, Alabama 35401

**From Birmingham:** Take Interstate 20/59 South. Take Exit 71B to merge onto Interstate 359 North toward Tuscaloosa. Continue onto Lurleen B Wallace Blvd North. Cross University Blvd. Turn Right at 4th Street. Take first left onto Greensboro Avenue. Turn left at Jack Warner Parkway NE. Tuscaloosa Amphitheater is on the right.

**From Northport:** Take Lurleen B Wallace Blvd South. Cross Lurleen B Wallace Bridge. Turn right at University Blvd. Turn right at 28th Avenue. Take the 2nd right onto Jack Warner Parkway. Tuscaloosa Amphitheater is on the left.

**From East Tuscaloosa / McFarland Blvd:** Take McFarland Blvd North. Take the Jack Warner Parkway exit toward Holt/Tuscaloosa/Downtown. Keep right at the fork to continue toward Jack Warner Parkway NE and merge onto Jack Warner Parkway NE. Continue on Jack Warner Parkway NE for 2.8 miles. Tuscaloosa Amphitheater is on the right.

**From University of Alabama Campus:** Take University Blvd west toward downtown. Turn right at Greensboro Avenue. Turn left at Jack Warner Parkway NE. Tuscaloosa Amphitheater is on the right.

**From Jackson:** Take Interstate 20/59 North. Take Exit 71B to merge onto Interstate 359 North toward Tuscaloosa. Continue onto Lurleen B Wallace Blvd North. Cross University Blvd. Turn Right at 4th Street. Take first left onto Greensboro Avenue. Turn left at Jack Warner Parkway NE. Tuscaloosa

Amphitheater is on the right.

## **Drop-Off & Pick-Up Area**

A drop-off / pick-up area is located near the main gate entrance on Jack Warner Parkway. Buses and Limos must use the circular driveway past the main gate. Patrons needing additional assistance from the drop off area can contact the Administrative Office in advance at (205) 248-5280 for assistance.

## **Employment**

Look here in the Spring for part-time available jobs for 2013-2014 season

TCB Security - T-Shirt Security - send resumes to [jobstcb@gmail.com](mailto:jobstcb@gmail.com).

If you are interested in submitting your information, please fill out the form on the website from the link below and someone will contact you shortly.

<http://tuscaloosaamphitheater.com/employment.php>

## **Event Information**

Event information varies per show. Please visit the Amphitheater website or call (205) 248-5280 for event information.

## **Family Restrooms**

Family restrooms are located in each restroom building.

## **Folding Chairs**

Are not permitted to be brought in to the venue.

## **Food & Beverages**

Are available throughout the venue. Outside food and beverages are **not** allowed.

## **Gates**

Gates generally open 1 hour before events begin, but this time is subject to change on an event-to-event basis as required.

## **Guest Services Window**

For your convenience, a guest services booth is located in our Box Office building next to the main gate.

## **Hotels**

**PREFERRED HOTEL** Hilton Garden Inn Tuscaloosa. 800 Hollywood Boulevard. Tuscaloosa, AL 35405. (205) 722-0360 **\*\*Call Hotel For Special Tuscaloosa Amphitheater Event Rates\*\***

## **OTHER HOTELS**

**Hotel Capstone** 320 W. Bryant Drive. Tuscaloosa, AL 35401. (205) 752-3200

**Courtyard Marriot** 4115 Courtney Drive. Tuscaloosa, AL 35405. (205) 750-8384

**Country Inn and Suites By Carlson** 4801 McFarland Boulevard. Tuscaloosa, AL, 35405. (205) 345-9999

**Comfort Suites** 3916 E McFarland Blvd. Tuscaloosa, AL 35405. (205) 553-4343

## **ID REQUIRED for all patrons who wish to purchase alcoholic beverages**

This is a City of Tuscaloosa law.

## **Inclement Weather**

Events at the Tuscaloosa Amphitheater are held rain or shine. During the spring and summer months it is not unusual for large storms to come through in the afternoon and clear up for the evening. We encourage guests to please monitor the weather and dress accordingly.

## **Inspection**

For your safety and the safety of others, guests and their possessions may be subject to inspection as condition of admittance. Guests should have their bags open and available for inspection upon entering the Amphitheater.

## **Intoxicated Patrons**

Intoxicated patrons may be denied admittance to the Amphitheater.

## **Lost and Found**

The Tuscaloosa Amphitheater provides "lost and found" services at the guest services window at the Box Office. The City of Tuscaloosa is not responsible for

items lost, misplaced or stolen at the Tuscaloosa Amphitheater. Items will remain in lost and found for thirty days; call 205-248-5280 to recover lost items.

## **Lost Children**

Please seek the assistance of venue personnel if your child is lost during an event. If you encounter a lost child, please take the child to Guest Services in our Main Box Office Building.

## **Lost Tickets**

The Tuscaloosa Amphitheater is not responsible for lost or stolen tickets. Please contact the original point of purchase for details. If you purchased your tickets from Ticketmaster, you may call 1-800-745-3000, if they were purchased through the Tuscaloosa Amphitheater you may call 205 248-5292.

## **Media**

All media personnel should arrange ahead of time through our Marketing department for access and should have appropriate credentials.

For additional information, visit <http://tuscaloosaamphitheater.com/contact.php>

Contact: 205-248-5280

## **Mercedes-Benz Club**

The Mercedes-Benz Club is available to our Box Suite holders, certain Select Seat members and corporate sponsors and offers them a place to relax before, during and after an event. It features an outside patio area with tables, chairs and umbrellas and inside seating, bar service, special menu items and restrooms.

## **Miscellaneous Prohibited Items**

Aerosol cans, cameras with removable lenses and flashes, coolers, picnic baskets, fireworks, chairs (folding or otherwise), illegal drugs, gifts for the artist/performer, laser pens and pointers, noisemaking devices, framed backpacks, musical instruments, skateboards or inline skates, outside food and beverage, video cameras or other recording devices, weapons, personal property that is a potential hazard to others and any other items deemed inappropriate or dangerous by the City of Tuscaloosa are prohibited at the Tuscaloosa Amphitheater.

## **Motorcycles**

may park at their own risk in the lots. There is not a specific parking area for motorcycles. Motorcycles cannot be parked in the front plaza and will be subject to towing if left there.

## **Parking**

The Amphitheater parking plan may be viewed on the Amphitheater website. RVs, mobile homes, trailers and other over-sized vehicles are prohibited to park at the Amphitheater unless specifically excepted by the City of Tuscaloosa. Overnight parking is prohibited; vehicles parked overnight may be subject to towing. Parking passes are required for access to the Mercedes-Benz Club parking lot.

## **Post-Event Procedure**

All guests at Amphitheater events are required to exit the facility within thirty minutes after the event concludes.

## **Private Vending**

Private vending (including selling of tickets) is prohibited within the Amphitheater parking lot and grounds.

## **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 representative or by the Amphitheater Director or her designee.

## **Re-sold Tickets**

Event tickets purchased from a source other than the Amphitheater Box Office or Ticketmaster may not be honored for admission. The City of Tuscaloosa is not responsible for counterfeit tickets.

## **Restrooms Buildings**

Are located on both sides of the venue and offer accessible and family facilities.

## **Searches**

All persons entering the venue are subject to a search for the safety of all guests.

## **Season Tickets**



We do not offer a season ticket option; however, there is a Select Seat Program available. For more information, visit:

<http://tuscaloosaamphitheater.com/contact.php>

### **Seating (Accessible)**

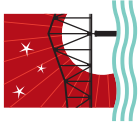
The Tuscaloosa Amphitheater a handicap accessible venue. For accessibility options, please contact the Box Office at (205) 248-5283.

### **Seating Capacity**

The venue capacity is approximately 7,470 reserved seats. From time to time, there will be a general admission event with open access to the lower bowl.

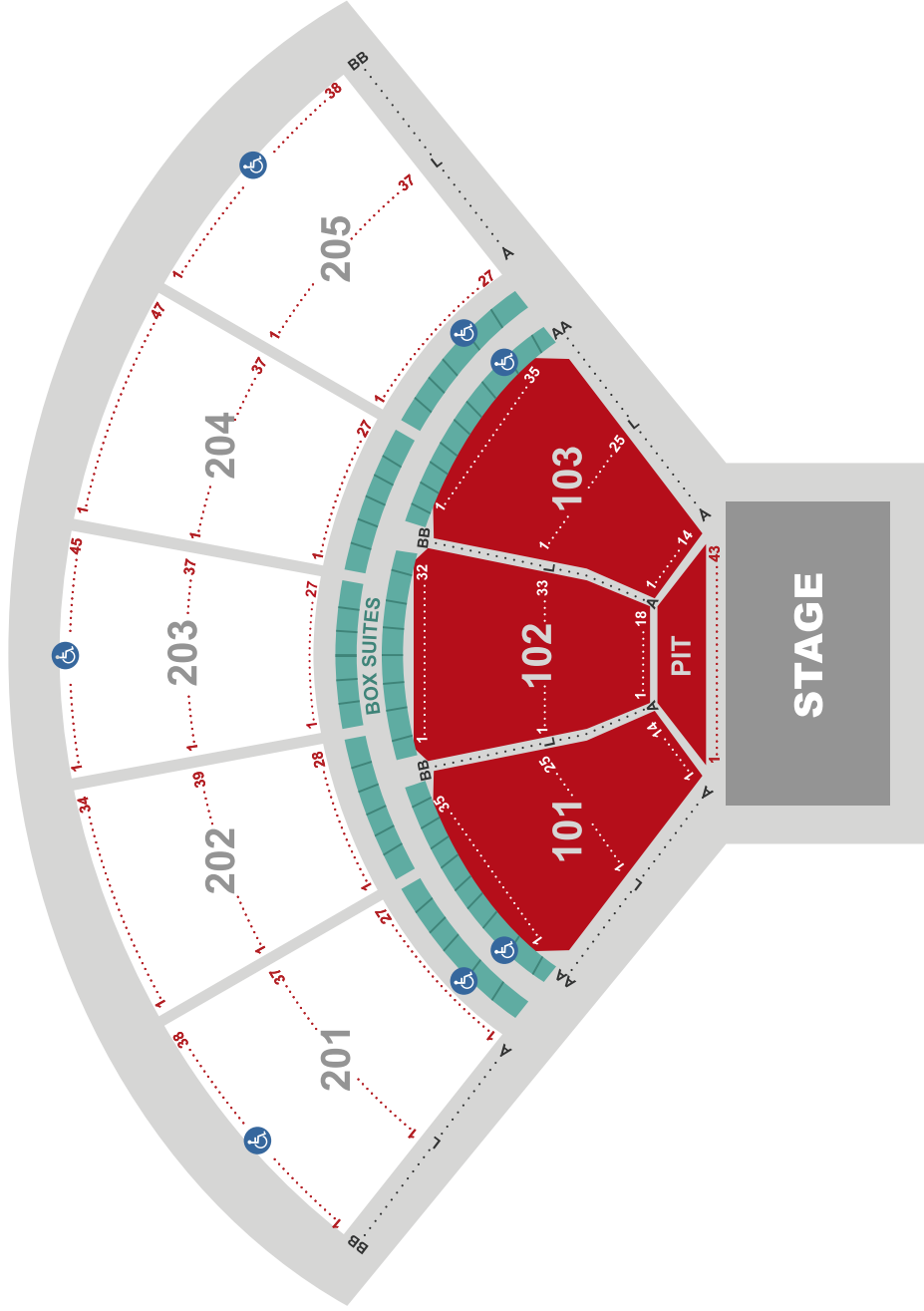
### **Seating Charts**

<http://tuscaloosaamphitheater.com/seating-chart.php>



**TUSCALOOSA**  
AMPHITHEATER

VENUE SEATING CHART



FOR MORE INFORMATION VISIT [WWW.TUSCALOOSAAMPHITHEATER.COM](http://WWW.TUSCALOOSAAMPHITHEATER.COM)

## **Smoking / Tobacco Use**

Smoking is only allowed in designated areas near Gates 7 and Gate 19. 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 permitted at the Amphitheater. However, it is recommended that strollers not be taken into the Amphitheater because they must be left at a location determined by the Amphitheater Director upon entering the facility at the guest's own risk. Strollers may not be taken to seats or stored in aisles. The City of Tuscaloosa will not monitor stored strollers and is not responsible for lost or stolen strollers.

## **Taxi Service**

Pick up and drop off is available outside the main entrance or you may visit Guest Services for assistance.

## **Ticketing**

We encourage all guests to purchase tickets through Ticketmaster and their authorized retailers or directly from our venue box office to avoid problems with counterfeit, stolen, void or invalid tickets.

## **Umbrellas**

Umbrellas are expressly prohibited at the Tuscaloosa Amphitheater. All events are rain or shine. Guests are encouraged to bring parkas or rain jackets in the event of rain.

## **Venue Rental**

To speak to city representative about available spaces please call (205) 248-5280.

## **Weather**

All events are rain or shine. Check the website or call the venue (205) 248-5280 on the day of the event for severe weather conditions that may change show time. Also you can tune in to WVTM-TV Alabama's 13 for current severe weather issues.

## **Wheelchairs**

We can assist with patrons with special needs transporting in our golf cart. They should alert a staff member upon arrival at the front gate or call in advance, (205) 248-5280.

## **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 Will Call. ID must match Will Call Name.