

# **Landers Center Drive-In Concert Series**

## **Event Information**

### **Q: WHAT IS A DRIVE-IN CONCERT?**

A: Landers Center Drive-In Concert is a concert series taking place in the parking lot located in the Southwest corner of the Landers Center near Venture Drive and Turman Drive; featuring nationally recognized recording artists. This concert series is created to offer the Live Music Experience to fans, while still maintaining social distancing. Drive-in movie meets Concert.

### **Q: WHAT SAFETY PRECAUTIONS ARE BEING TAKEN?**

A: CDC, State of Mississippi, DeSoto County Health Department and City of Southaven guidelines and requirements will be followed to ensure that every recommended standard is met or exceeded. Starting with where and how you view the show. Landers Center strongly recommends that all guests remain in their vehicles for the duration of their time at the performance. In the event it is necessary for a guest to leave their vehicle, safe social distancing will be strictly enforced. In the event safe social distancing is not adhered to by a guest Landers Center staff, wearing personal protective equipment (PPE) will strongly request said guest to follow social distancing guidelines or will be subject to ejection. This will result in the ejection of the entire car of guests not just the guest refusing to follow social distancing guidelines and requests of staff members.

**Ticket Information** – All tickets must be purchased through Ticketmaster.com or the Ticketmaster Mobile app. All tickets will be mobile delivery only. To ensure ease of entry, guests should save their mobile tickets to the wallet on their phone. Parking is first come first serve within the designated parking areas. Each ticket is for a parking space not number of occupants in the vehicle.

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

A: No - tickets are only available through Ticketmaster. To ensure safe social distancing, tickets will not be sold in-person on site.

### **Q: DOES MY TICKET PURCHASE WORK FOR ALL EVENT DAYS?**

A: No. Each show date requires a ticket specific to that event.

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

A: Tickets need to be accessed on your mobile device using the Ticketmaster App. We recommend saving tickets to your mobile wallet for easier access.

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

A: No. All areas surrounding Landers Center, including parking lots, will be inaccessible for watching or listening to the show and enforced by Landers Center Parking Staff and Southaven PD

**Q: ARE PARKING SPACES ASSIGNED?**

A: No - All spaces are first come first serve within the parking areas. The viewing area has been split into multiple sections (Gold, Red, Blue, Green). For example, Gold ticket purchasers will be allowed to park in any space within the Gold section. Parking staff will be out to assist every vehicle to arrive at their correct viewing location.

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

A: First, it is recommended that you only share a vehicle with household members with whom you have been sheltering in place. If everyone cannot fit into one vehicle then two spaces will need to be purchased to accommodate. Spaces will not be allowed to be reserved since they are first come first serve. Guests wanting to park next to each other should arrive at the same time.

**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 within the lines of a parking space.

**Q: WHAT TIME SHOULD I ARRIVE?**

A: Parking lot will open 90 minutes prior to showtime.

**Q: HOW DO I SCAN MY TICKET?**

A: Please present your ticket at the driveway entrance for contact-free scanning by holding the ticket against your **rolled-up** window. Our staff will scan your ticket through the glass. Phone brightness should be turned all the way up to help make scanning easier. Cracked phone screens are hard to scan, so please pull the ticket up on a phone with no screen damage if possible.

**Q: WHERE IS THE EXIT?**

Exits are located at the rear of the lot onto Venture Drive and to the south of the lot onto Turman Drive.

**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. This is a rain or shine event.

**Q: WHAT HAPPENS IF DESOTO COUNTY OR SOUTHAVEN MANDATE A SHELTER IN PLACE ORDER?**

A: If a shelter in place order causes the postponement of the concert, 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 Landers Center social media.

**Q: DOES EVERYONE IN MY CAR NEED A TICKET?**

A: No, you will only need one ticket per car. The number of passengers in your vehicle must not exceed the number of seats. It is recommended that you only share a vehicle with household members.

**Q: CAN I LEAVE AND COME BACK?**

A: No, 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. If you need assistance, please ask one of our parking attendants and they will be happy to assist you.

**Q: IS TAILGATING PERMITTED?**

A: While we all love a good tailgate, you are required to view the show from inside your vehicle. Any tailgating activities are not permitted at this event but feel free to tailgate at your home prior to coming to the show. For the safety of all staff and guests tailgating activities are not permitted.

**Q: HOW LONG WILL THE SHOW LAST?**

A: Opening act 15-30 minutes, and few minutes for us to change over the stage and approximately 75-90 minutes for the headliner.

**Event Details**

**Q: WILL RESTROOMS BE AVAILABLE?**

A: We are asking that all fans minimize or eliminate the need to leave their car for any reason. A limited number of restrooms will be available for use and guests who need to use the facilities must follow social distancing restrictions and instructional signs. Restroom use will be limited to one adult at a time. Small children may be accompanied by an adult. Handicap restrooms will be available, and all restrooms will be monitored by a housekeeping attendant to ensure surfaces are disinfected after each use. Each guest will be offered a disinfected wipe prior to entrance into the restroom. Sanitizing stations will be provided in each restroom area.

Please refer to the map for exact restroom location.

**Q: CAN WE BRING OUR OWN FOOD AND DRINKS?**

A: Yes, you are welcome to bring your own food and drinks, to be consumed inside your vehicle. We only ask that you properly dispose of all trash.

**Q: CAN I BRING ALCOHOL TO THE EVENT?**

A: Alcohol is permitted at the event for guests 21+. Please drink responsibly and abide by the following rules:

- Do not operate your vehicle while drinking
- Have a designated driver
- Do not bring glass bottles
- Properly dispose of any open containers in the waste cans provided prior to your exit

**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 strictly 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 the FM station you tune in to hear the show as well as through Landers Center 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 and trailers are not permitted.

**Q: HOW DO I LISTEN TO THE CONCERT?**

A: All audio will be transmitted via FM radio. When you arrive on the date of your show, the video walls will show you which station to tune into for your show. You must be in your car, tuned into the correct station to hear the performance.

**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 after 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. 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. You may also call 662-280-9120 for assistance. If you experience an emergency situation during the event, please call 911 first and then notify the nearest staff member. EMTs will be on-site to assist as well.

**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: There will not be a place for your pet to use the restroom at this event. That being said, if your pet stays inside your vehicle at all times, they are welcome to attend. Pets will not be allowed in truck beds.

**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.