

Granite State Ambassador

Great American Concerts – June 17-18, 2022

ORIENTATION DOCUMENT

CONTACTS:

Kelly: 603-851-8624 (Friday) | Emily: 603-244-0757 (Saturday) | Ashlee: 339-223-3245 (Saturday afternoon)

Festival Manager is Jeremy Garrett: 802-272-5113 if you can't reach Kelly/Emily/Ashlee for something urgent.

Medical Emergency: call 911

Location: Anheuser-Busch Brewery Grounds - 221 Daniel Webster Hwy, Merrimack

Event Sponsor: Great Events USA

Uniform: GSA uniform – shorts okay. NO bags or packs please. You will have access to your car. Only small cross-body bags or waist packs allowed. Wear sneakers.

GSA Perk: Granite State Ambassadors are invited to listen to the concerts, and will be able to purchase food.

GSA Volunteer Park: GSAs can park in the main paved lots or in the grass soccer fields.

When you arrive: check in with Kelly or Emily or Ashlee at the Ticket Box Office – located in the Fieldhouse by the general admission gate.

COVID PROTOCOLS

GSA will have PPE, masks, face shields, gloves etc available for your use.

GSA has water and snacks available for you at the ticket box office in a cooler. There are buckets with sunscreen, PPE, and snacks around the grounds for you (or at the ticket box office).

EVENT Schedule

Friday: Spin Doctors

4:00 PM: Doors Open to VIPs at Biergarten entrance

5:00 PM: Doors Open to all attendees

6:30-7:30 PM: THE GRAVEL PROJECT

8:15-9:45 PM: SPIN DOCTORS

Saturday: Great White & Slaughter

12:00 PM: Doors Open to VIPs at Biergarten entrance

1:00 PM: Doors Open to all attendees

2:30-3:15 PM: LIV N' BRILLIANT

4:00-5:15 PM: SLAUGHTER

6:00-7:30 PM: GREAT WHITE

Event Shifts:

Friday: 3:00 - 6:00, 3:00 - 7:00, 3:00 - 6:30, 3:15 - 6:15, 3:45 - 7:00, 4:30 - 8:30, 6:00 - 9:00, 6:15 - 9:00
6:15 - 10:00

Saturday: 11:00 - 2:30, 11:00 - 2:45, 11:00 - 3:00, 11:15 - 3:00, 11:45 - 4:00, 12:30 - 3:30, 2:15 - 5:15,
2:30 - 6:00, 2:45 - 6:30, 2:45 - 6:30, 2:45 - 7:00, 3:15 - 6:30, 5:00 - 8:00

Volunteer Duties:

VIP Entrance from Parking Lot – located at Biergarten entrance: scan pre-paid tickets for VIP, check IDs, give VIP and 21+ wristbands, give entrance to event space to VIPs

Box Office Windows at Softball Field entrance - Sell tickets, support any Will Call needs

Ticket Scanners / ID checks / Line Monitor manager - Scan pre-paid tickets; check IDs; give 21+ wristband. Ticketmaster tickets are digital. Please ensure the account holder has their phone available to present the tickets at the entrance. Should there be any issues, please visit our Box Office located near the front entrance.

Ushers - Help attendees find seats, answer questions

VIP Gate Monitor - Check for VIP wristband

Main Car Entrance – bottom of the hill: manage flow into paved lots. Biergarten and stables are closed. Signs inside will indicate where VIP and General Admission entrances are. Accept \$20 for parking on-site; allow rideshare (including “drop off”, Uber, Lyft, etc.) and people with VIP Parking Pass (shown as either printed document or via phone) to enter without payment. A designated Festival staff-member will collect cash periodically.

Parking Directions – South end (paved): manage flow

Parking Directions – SE and SW lot: manage flow

Parking Information

Ask guests to park as designated below – follow the parking attendants for guidance. Parking attendants are NOT checking tickets or parking passes. Parking on-site is \$20.

When the gates open, parking will begin on the cement spaces. VIP will arrive first and will have first

shot at cement spots. Direct guests to the far end of the cement lot to park. NOTE TRAFFIC PATTERN – it's one way. When the parking reaches the main gate at the bottom of the big hill (in front of Biergarten) start sending them to the fields to park. If a VIP arrives after the cement is full, they go to the field.

We have a GSA at the intersection of the cement and the road out to the fields to point them up the driveway or to the fields. Field parking attendants will just be pointing to the available lots. You don't need to put them in designated spaces, just point to the open lot. Fill one lot first, then the other.

Handicap parking will be on the cement near where you turn to head into the field. Signage will indicate this area.

Uber and ride shares can drive in to drop-off / pick-up people via the main entrance.

TICKETS

Entrance Information

There are two entrances to the event. The VIP Entrance by the Biergarten and the General Admission, at the Softball field.

Ticket holders can get in the respective admission line – we have people to scan tickets and check IDs. If someone needs to purchase a ticket or can't do the phone 'tap' send them to the box office window. Will Call is located at the box office.

ID: MUST BE BORN ON OR BEFORE JUNE 17-18, 2001.

All of our events are age 5 and up and require a ticket. Children under the age of 16 must be accompanied by an adult (21+).

VIP will receive a wristband that gives them access to the Biergarten lawn and restaurant.

NO RE-ENTRY. Per the liquor permit, Guests cannot leave the event, go to their cars and get back in the event, unless a paid Festival staff member is able to accompany them. This means no GSA or Festival volunteer may escort the guest. **NO REFUNDS.**

Outside food **MUST** be medically necessary (and they need proof).

This is an outdoor concert held in the grass field adjacent to the Budweiser Brewery. This is a rain-or-shine event.

VIP HAS ITS PERKS – VIP TICKET HOLDERS:

Anyone with a VIP Express Pass can enjoy the private VIP Biergarten Lounge on show night. The VIP Biergarten Lounge opens one hour prior to the main gates. The VIP Biergarten Lounge is an informal restaurant/bar that is open to all ages. The VIP Biergarten Lounge features air-conditioned restrooms and features an upgraded beverage menu.

IMPORTANT EVENT INFORMATION for guests

- Alcohol: No one is permitted to bring any alcoholic beverages into the venue. Guests will be required to show ID to get a 21+ wristband, and may be asked by servers to present ID again. We will not serve more than two (2) alcoholic beverages at one time to each person and we reserve the right to limit service at any time.
- No all-access passes.
- Service animals: Permitted inside the venue - only registered working animals.
- No ATM on site.
- Bag inspections: All bags are subject to search upon entry. Bag size is defined as an individual clear plastic, vinyl or PVC tote bag no larger than 12" x 6" x 12" with a single compartment (no backpacks) and/or small clutch bag (4.5" x 6.5"). Guests have the right to refuse a bag search and the venue has the right to refuse entry. If you have any items that are not allowed into the venue please return them to your vehicle.
- Signs larger than 8.5" x 11" are not permitted into the venue.
- There are no bike racks on site.
- Great American Concerts does not allow weapons on our property.
- Great American Concerts offers a wide variety of concession options through the venue.
- All main concession stands take Visa/MasterCard/Discover/American Express. Smaller stands and portable concessions may be cash only.
- Water is available for purchase.
- There is one main set of entry gates to the facility, and they are available for use for all Public Admission Tickets. The VIP Express has a separate entry gate located near the Biergarten. All guests using this gate must be VIP Express guests and have the appropriate ticket.
- Items ALLOWED to be brought in to venue:
 - ONLY small clutches, wristlets, or fanny packs no bigger than 4.5"x6.5" OR clear plastic bags NO BIGGER than 12"x12"x6" will be allowed inside
- Items NOT-ALLOWED to be brought in to venue include, but are not limited to:
 - Weapons of any kind
 - Alcohol
 - Illegal drugs/substances
 - Glass containers
 - Chairs
 - Cameras
 - Cans
 - Outside food/beverages
 - Hard sided/large coolers
 - Average sized bags/backpacks
 - Large or oversized bags/backpacks, such as luggage, duffel bags, or industrial/camping-sized back packs
 - Laser pointers
 - Selfie sticks
 - Animals (except service animals)
 - Fireworks
 - Balloons
 - Umbrellas

- Canopies
- Tents
- Lost and Found: If you lose an item while you are at an event- you can visit the Box Office to see if it has been turned in. If you want to inquire about a lost item after the event day, please email info@greateventsusa.com
- Media Relations / Press Passes: Any media inquiries need to be directed to our Local Office at info@greateventsusa.com
- Merchandise: Merchandise will be available for all concerts at our Merchandise booth. All concert merchandise is property of the artist and the venue has no responsibility related to the craftsmanship or style of any merchandise. Please make sure you check that you have the correct size and there are no defects in the shirt before you walk away from the stand. The venue cannot assist with replacing or refunding any merchandise after the event has ended. Merchandise stands accept Visa/MasterCard/American Express and cash.
- Scalping Tickets: Scalping or reselling tickets is strictly prohibited on the property of the venue.
- Security: Venue security and law enforcement are located throughout the facility to ensure a safe and secure environment. All security personnel are wearing orange vests and can assist with any questions or concerns. Please do not hesitate to contact our on-site staff if any assistance is needed.
- Security Procedures: When coming through the gates, please plan on security using hand held metal detectors and/or a physical pat down for our search procedures. All bags are subject to inspection. If you have a medical reason for not wanting to be searched via metal detectors, please visit the Box Office and they will give you an alternative to our metal detectors.
- Smoking: Smoking is NOT allowed anywhere inside the festival grounds.
- Strollers are not permitted because the venue does not have space for them to be stored.
- Taping: Audio and/or Video recording is not permitted
- Will Call: Will call tickets are available for pickup at the box office. Please make sure that you have a photo ID matching the purchasers name to pick up tickets. Any name changes need to go through Ticketmaster Customer Service- 800-653-8000. Guests are not permitted to put tickets in will call for other guests to pick up. You will need to arrange to meet your party at the facility to deliver tickets. If tickets or passes are being left for you – they will only be left at the box office. This includes meet and greet passes, backstage passes, press passes, and tickets from the tour or other promotional company. We do not get these tickets until the day of the event. If your tickets/passes are not in will call you will need to contact the person that left them for you to determine where they are. The box office cannot contact any member of the tour for you.