



#### **GENERAL INFORMATION**

- Rock on the Range is an **OUTDOOR EVENT**, no refunds or exchanges.
- Line-up and set times are subject to change.
- Rock on the Range 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 wristband.
- Doors to the general public will open at 11:00am each day. VIP doors open at 10:45 at Gate 2.
- All wristbands have access to the stadium bowl seating, Stage 2 and Stage 3.
- Field GA wristbands allow access to the floor in front of the Monster Stage.
- Stadium GA wristbands allow access anywhere except the floor in front of the Monster Stage.
  - o Enter through Gate 4 or Gate 5 with Stadium GA Wristbands.
- All wristbands are General Admission.
- No scalping or resale of wristbands 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.
- Throwing items of any kind is dangerous and discouraged by the promoters of Rock on the Range. For the safety of others, please do not throw items of any kind. This can be grounds for immediate ejection.
- Certain food/ beverage locations accept CASH only.
- Everyone and everything (including vehicles) are subject to search at all entry points.
- The only permitted bags within the Festival will be drawstring and cinch sack bags no larger than 14" x 6" x 14".
- 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.rockontherange.com](http://www.rockontherange.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 and Stadium 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.

#### **APPROVED ITEMS**

- Binoculars
- Small digital cameras
- Cell phones
- Sunscreen in a plastic container
- Blankets, limited to one per person
- Drawstring, purses and cinch sack bags

#### **PROHIBITED ITEMS**

- No instruments
- No weapons or firearms of any kind (regardless of concealed carry permit)
- No colors, no patches
- No drones (remote controlled or unmanned aircraft systems)
- No chains, chain wallets
- No umbrellas, no hula hoops
- No drugs and/or drug paraphernalia
- No cameras with detachable lenses
- No food or beverage of any kind
- No powdered substances
- No folding chairs / lawn chairs
- No coolers, No metal/glass bottles or cups
- No pets with the exception of service animals
- No bags larger than 14" x 6" x 14"
- No aerosol or pressurized containers
- No air horns
- No hover boards
- No laser pointers
- No pyrotechnics, flares, smoke bombs or incendiary devices
- No seat cushions with backs
- No video cameras
- No whistles
- Any item that can be used as a projectile or deemed as dangerous

***Note that all prohibited items will be confiscated at point of entry into the Festival site or campgrounds!***



## **Frequently Asked Questions**

**1. What time do doors open?**

- a. Doors to the general public will open at 11:00am each day. VIP doors open at 10:45 at Gate 2.

**2. Where do I park?**

- a. Parking maps with detailed traffic route instructions will be posted on [www.rockontherange.com](http://www.rockontherange.com) within four weeks prior to the event date. Please review these instructions prior to joining us.  
b. Parking lots open at 8:00am. They will close and be cleared at midnight each night.

**3. Are we allowed to leave and re-enter the Festival site?**

- a. MAPFRE Stadium has a no re-entry policy. Guests may not exit and re-enter using the same wristband. If there is a medical emergency, please visit Guest Services.

**4. Where is ADA parking located?**

- b. ADA parking is located in the VIP Lot. Please visit [www.rockontherange.com](http://www.rockontherange.com) for latest information on traffic and parking.

**4. Are service animals allowed within the Festival grounds and campgrounds?**

- a. Yes. Service animal, trained to assist an individual with a disability, are allowed.

**5. Can I bring my camera into Festival?**

- a. Cameras with detachable lenses are not permitted at Rock on the Range. Handheld cameras without detachable lenses are permitted.

**6. What amenities are included on the campground?**

- a. Full-service water, electric and shower house. Camping price also includes show-day parking in walking distance to the Festival.

**7. Where can I purchase concessions?**

- a. There are numerous locations throughout the venue to purchase food and beverages. Vegetarian and gluten-free food is available at select locations. Drinking fountains are located around the venue.

**8. Can I smoke inside the Festival?**

- a. MAPFRE Stadium is a non-smoking facility with designated smoking areas. Smoking is not permitted in the stands, hospitality areas, suites or in line for concessions, merchandise or restrooms.

**9. What are the box office hours?**

- a. The box office will be open at 9:00am each day.

**10. Will event merchandise be available for purchase?**

- a. There will be numerous locations throughout the venue to purchase band and event merchandise.

**11. 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.

**12. Where are the restrooms?**

- a. Restrooms are located in all four corners of the upper concourse and east and west sides of the lower concourse. Two family restrooms are located on the upper concourse (southwest and northeast corners) and two on the lower concourse (southwest and southeast corners). Baby changing stations are located in all restrooms. Portable restrooms will also be available throughout the Festival site.

**13. Are there ADA accessible restrooms?**

- a. All facilities are accessible to persons with disabilities.

**14. I am mobility impaired, where may I view the concert?**

- a. Wheelchair-accessible and companion seating are available throughout the stadium. Please see Guest Services for assistance.

**15. What is the alcohol policy?**

- a. Every customer's ID is checked for every alcohol purchase. No expired driver's licenses from any state will be accepted. No one under the age of 21 is allowed to purchase alcohol. We have the right to refuse sales to anyone if the picture on the ID doesn't match the person attempting to purchase. Alcohol will not be served to anyone already intoxicated. There is a 2 drink limit per transaction. We have the right to refuse the sale to anyone at any time. Purchasing alcohol is a privilege, not a right in the State of Ohio. Forms of Valid ID'S include; United States Driver's License, Military ID cards, Canadian passports, British Passports.

**16. Will there be ATM's available?**

- a. ATMs are located on the southwest and southeast lower concourse and multiple locations throughout the Festival site.

**17. Where should I go for Lost & Found?**

- a. Please visit Guest Services located near Gate 5 in the southwest end of the stadium for any items found and turned in. The Festival is not responsible for lost items.

**18. My package included a Festival Merchandise Voucher, where do I pick up my voucher?**

- a. If you purchased a [Camping Package](#) your Festival Merchandise Voucher will be available at the [Campground Check-in](#). If you purchased a [Hotel Package](#) the Festival Merchandise Voucher will be available at the [Hotel Check-in](#) during specified hotel check in hours. Festival Merchandise Voucher is valid only for Festival Merchandise. Voucher is not valid for Artist Merchandise.