



Common Ticketing Questions

HOW DO I PURCHASE TICKETS IN ADVANCE?

Tickets may be purchased in advance at <https://tickets.surfhotel.com/>.

CAN I BUY TICKETS AT THE BOX OFFICE?

If the show has not sold out you may purchase tickets at the box office; however, we do encourage patrons to purchase their tickets in advance if they are concerned the show may sell out.

WHERE DO I PICK UP MY TICKETS?

Tickets may be picked up at the box office located inside the lobby of the Surf Hotel.

DO I NEED TO PRINT MY TICKET(S)?

No! If your tickets were sent via digital delivery to your email, or you have a QR code, all you need to do is present the barcode (or QR code) on a mobile device. Please make sure the brightness is up on your screen and that we can see the entire barcode.

THE SHOW IS TONIGHT, AND I CANNOT PRINT OR FIND MY TICKETS. WHAT SHOULD I DO?

Please take your photo ID and receipt to the box office and they will be able to assist you there.

CAN I EXCHANGE/UPGRADE MY TICKETS?

All sales are final, and tickets are non-refundable and non-exchangeable after purchase. In most cases, we do allow patrons to upgrade passes based on availability.

WHAT IS YOUR REFUND POLICY?

All sales are final. No refunds unless a show is cancelled, in which case ticket buyers will be informed ASAP. Refunds are available only for cancelled or postponed events.

I PURCHASED A TICKET FROM ANOTHER WEBSITE, CAN YOU TELL ME IF IT'S VALID?

If you buy a print-at-home ticket or hard ticket from an unauthorized vendor or source, we cannot, and will not, guarantee that it is a valid ticket. The LAWN is not responsible for any counterfeit tickets and cannot provide support for any third-party purchases.

Common Venue Questions

IS THERE SEATING IN THE VENUE?

The LAWN is a standing room only venue. Only for special events that require a seated audience will there be seating available. If you are in need of a chair, these may be provided for persons with disabilities. You may bring a blanket to sit down.

CAN I BRING A CHAIR, OR CAN YOU PROVIDE ONE?

You are not allowed to bring a chair to the venue. If you need a chair due to a medical condition, please email our venue manager in advance so special accommodations may be arranged: Brian H Conway: brian@surfhotel.com

I HAVE A DISABILITY, WHAT KIND OF ACCOMMODATIONS CAN YOU MAKE FOR ME?

The LAWN can accommodate persons with disabilities. If you have a specific need, please email our venue manager in advance so they may be arranged: Brian H Conway: brian@surfhotel.com

WHAT TYPE OF PAYMENT IS ACCEPTED?

The LAWN takes cash and all major credit cards. Checks will not be accepted as payment.

IS THERE AN ATM IN OR NEAR THE VENUE?

NO, the closest ATM is located on Main Street which is about a 15 min walk.

DO I NEED AN ID TO ENTER THE VENUE?

The LAWN is an all-ages venue; however, if you are over 21 and do not have the proper identification, alcohol consumption will not be allowed. A guardian is responsible for children under the age of seventeen.

DO I NEED AN ID TO DRINK?

A valid driver's license or identification card must be provided in order to consume alcohol in the venue.

DOES THE VENUE OFFER FOOD?

Yes, food can be purchased inside the Hotel or at the food stand inside the venue (when open). The kitchen is open until 10 PM.

CAN I SMOKE IN THE VENUE?

No, smoking is not allowed in the venue.

CAN I LEAVE THE VENUE AND COME BACK?

Reentry for patrons is allowed with a valid ticket and wristband provided by the venue.

DO YOU HAVE SECURITY STAFF ON HAND AND HOW CAN THEY ASSIST ME?

If you have any questions or need assistance with a complication, please alert any of the security staff on site at the entrance.

DOES THE VENUE ALLOW PYROTECHNICS?

The LAWN does not allow the use of pyrotechnics.

IS THERE A SECURITY SCREENING FOR ENTERING THE VENUE?

For all outdoor concerts, there is a bag check to enter The LAWN. If you leave the venue and wish to re-enter, you will be subject to another security screening.

WHAT AM I NOT ALLOWED TO BRING?

Prohibited items include:

- Bota bags or wine skins
- Alcoholic beverages or illegal drugs
- Outside food and beverage
- Glass bottles or aluminum cans
- Laser pointers (will be confiscated and patron will be subject to ejection)
- Recording devices (audio, video or cameras as restricted per show)
- Any weapon or item construed as a weapon such as guns, knives, sticks, tasers, fireworks, or firearms
- Bullhorns or noise makers
- Lawn chairs
- Umbrellas
- Confetti
- Animals (except for service animals)
- Skateboards
- Chains or jewelry with spiked edges

CAN I BRING A CAMERA AND AUDIO/VIDEO RECORDING EQUIPMENT?

Ultimately, the camera and recording policy are up to the discretion of the artist performing that evening, but in most cases the house policy represents an industry standard. The LAWN standard house policy does not allow professional cameras, audio or video recording devices, or cameras with detachable lenses unless the artist performing that evening has approved proper press credentials. Point and shoot cameras that fit in a front shirt pocket are acceptable as long as they do not have a detachable lens.

DOES MY CHILD NEED A TICKET?

Ticketing requirements for children vary from show to show. Please review the requirements for each event at tickets.surfhotel.com.

CAN YOU HOLD MY BACKPACK OR COAT?

The LAWN does not provide a coat or bag check at the venue.

I'VE LOST AN ITEM AT A SHOW; WHERE CAN I TRY TO LOCATE IT IF IT'S BEEN FOUND?

We will keep found items for a short period of time and you are welcome to pick up your lost item the next time you visit the Surf Hotel. Please feel free to email guestservices@surfhotel.com in advance and notify management of your lost property.

WHAT TIME ARE DOORS?

Standard door times are at 6:00. This may not be the case for all shows. For door times please reference your ticket or the venue website. For a list of upcoming shows please refer to tickets.surfhotel.com.

WHAT TIME DOES THE SHOW START?

Standard show times usually begin an hour after doors although this may not always be the case.

HOW LATE DO YOUR SHOWS RUN UNTIL?

End times vary but generally The LAWN has a curfew of 10:00 PM.

WHAT HAPPENS IF AN EVENT IS CANCELLED OR POSTPONED?

If a show is cancelled or rescheduled ticket holders will be notified immediately via email by the Surf Hotel and tickets will be refunded or apply towards the rescheduled show.