



## **FREQUENTLY ASKED QUESTIONS**

### **IS PARKING INCLUDED?**

Yes. The designated parking area for this program is located on the north end of Balloon Fiesta Park and is accessed from Balloon Fiesta Parkway. Each Sky Box booking includes (7) parking passes. We have limited space in this parking area so if more parking passes are needed we will sell General Parking for \$20 per session.

### **WILL I RECEIVE TICKETS OR ANY MATERIALS IN THE MAIL PRIOR TO MY ARRIVAL?**

Yes, the parking passes, wristbands and driving directions will be mailed in advance of your arrival.

### **IS ADMISSION INCLUDED IN THE PRICE?**

Yes. There is no need to purchase General Admission tickets for this program.

### **WHAT ARE THE HOURS OF EACH SESSION?**

We want to be sure you do not get stuck in event traffic, so we recommend you arrive at the parking area early. Morning sessions: 4:30am – 10am - Evening sessions: 4pm – 9pm.

### **CAN I BRING ADDITIONAL GUESTS WITH ME THAT ARE NOT REGISTERED?**

No. Each Sky Box area has limited capacity that is set by the Fire Marshal, so we cannot exceed 20 guests per registration. Also, the Sky Box food order is placed in advance, so we cannot accommodate guests unless advance arrangements are made.

### **IS FOOD INCLUDED WITH THIS PROGRAM?**

Food is included with this program. Specialty Grazing Boxes have been created for this all-inclusive program. Alcoholic and non-alcoholic drinks are also included.

### **CAN I HANG MY BANNERS ON THE SKY BOX DURING MY SCHEDULED SESSION?**

Banners can be hung inside the Sky Box and on the inside fencing surrounding the patio. No banners can be hung on the outside of the Sky Box or anywhere facing Main Street or the launch field.

**ARE RESTROOMS CLOSE TO THE SKY BOX?**

Yes. Sky Box guests will have access to flushable toilets located within the Sky Box compound.

**SHOULD I BOOK THIS PROGRAM FOR THE SAME SESSION AS A BALLOON RIDE?**

No. You will not have time to take full advantage of the Sky Box amenities if you have a balloon ride booked during the same session.

**WILL I HAVE ACCESS TO SHOPPING AREAS DURING MY SKY BOX SESSION?**

Absolutely!! Sky Box is located next to Main Street where our vendors are located. It is also very close to the Artisans Tent and the Balloon Discovery Center.

**WILL THERE BE MUCH WALKING DURING MY SKY BOX SESSION?**

The Sky Box parking area is located near the Sky Box area so very little walking is required.

**WHAT SHOULD I WEAR?**

Generally, temperatures in the mornings are around 20-40°F, warming up to about 50-70°F by noon. We suggest you dress in layers. Remember to wear warm, comfortable walking shoes. You will be at a high altitude and are at risk for sunburn so be sure to wear your sunscreen. Bring appropriate eye protection, and wear hats and gloves as the mornings can be very cold.

**IS MY SKY BOX REGISTRATON REFUNDABLE?**

No. All tickets sold for the event are non-refundable.

**WHAT HAPPENS IF A SESSION IS CANCELLED?**

**Balloon Fiesta is a weather permitting event.** While October is generally ideal for hot-air ballooning, strong winds or storms may delay or cancel sessions. An "official cancellation" is not based on whether balloons fly. If balloons inflate for a static display but are not cleared to fly this is not considered a cancelled session. Once a session is officially cancelled you will be given a rain check in the form of General Admission tickets to use for any session in the current or upcoming year. If safety officials close the park due to hazardous weather, efforts will be made to reschedule your session in the Sky Box or issue a refund.