



## **FREQUENTLY ASKED QUESTION**

### **IS PARKING INCLUDED?**

Yes. The designated parking area for this program is at the Balloon Fiesta offices at 4401 Alameda Blvd NE. Our office is just outside of Balloon Fiesta Park, so you do not need a parking pass to access this lot.

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

No. Parking passes are not required for the designated parking area and your Concierge will take care of your event admission, so there is no need for you to have materials in advance. We will email you directions to the parking area a few weeks prior to the start of the event.

### **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.

### **HOW MANY GUESTS FIT ON A GOLF CART?**

For comfort and safety, we limit each cart to (4) guests.

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

No. Our Concierge are not equipped to take payments onsite. If you wish to add to your party, you must do so online prior to your arrival and not exceed the (4) per cart maximum. We will not accommodate additional guests that were not registered in advance.

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

Food is not included in this program. Coffee and water will be provided but this program does not include access to any other VIP areas. You will have access to all food vendors along Main Street.

### **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 Concierge Program if you are flying during the same session.

### **SHOULD I BOOK THE CHASERS' OR GONDOLA CLUBS DURING THE SAME SESSION?**

You can do this, but to take full advantage of each of these programs we recommend you book them for separate sessions.

### **WILL I BE ABLE TO SHOP DURING MY CONCIERGE SESSION?**

Absolutely!!

### **IS MY CONCIERGE REGISTRATON REFUNDABLE?**

No. All tickets sold for the event are non-refundable. They are transferable, but you will need to work with the Balloon Fiesta office to change the names on the registration. Balloon Fiesta does not handle any payment exchange if you sell the tickets to another party.

### **HOW MANY CONCIERGE CARTS ARE AVAILABLE PER SESSION?**

Six. Our Concierge are balloon pilots or have extensive knowledge of the event. We are very selective when choosing our Concierge based on their event knowledge, so the number of guides we have is limited. We strive to provide a full tour and not just golf cart transportation.

### **WILL THERE BE MUCH WALKING DURING MY CONCIERGE SESSION?**

Your Concierge will pick you up when you arrive at the Balloon Fiesta office, and you will have the option to stay on the cart for the entire session or stop and walk as you see fit.

### **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. You will be on a golf cart which can be windy, so it may be extra cold.

### **WHAT HAPPENS IF A SESSION IS CANCELED?**

**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 canceled session. Once a session is officially canceled 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.