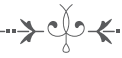


BILTMORE CONCERT GUIDELINES & POLICIES



TICKETS

- Concert tickets must be picked up at the Reception & Ticketing Sales Center by 7 p.m.
- Tickets are available while supplies last. They may sell quickly through Biltmore and authorized artist fan clubs.
- All sales are final; no refunds or exchanges. Additional tickets/discounts may become available later, but no exchanges or refunds are permitted if better seats open up at a later date.
- Tickets are for the concert only and do not include daytime estate admission, *Chibuly Nights at Biltmore*, or admission to Biltmore House. Gardens officially close at 7 p.m. on all concert nights.
- Resale of concert tickets is strictly prohibited.

REFUNDS

- Concert tickets are non-refundable and may only be used at the concert for which they were purchased.
- If the concert occurs but the ticket is not used, no refunds are issued.
- If the performer or Biltmore cancels the concert, tickets are void and refunds will be automatically distributed approximately 6–8 weeks from the time of cancellation. The most current information on concerts will be posted online at biltmore.com.
- In the event a concert is canceled, we will attempt to notify ticket holders at the phone number provided when tickets were purchased. **To change your contact information, please call 800-411-3812 or email guestsupport@biltmore.com.**

***PLEASE NOTE:** the content of each show is owned and dictated by the performer and not by Biltmore; therefore, no refunds will be issued based on show content or artist expression.*

ESTATE & CONCERT ARRIVAL

- Concerts tickets permit estate entry at 4:30 p.m. but may be upgraded to include daytime estate admission for the day of or the day following the concert.
- Concerts begin at 7:30 p.m. Please allow 45 minutes' travel time from entrance to concert area.
- Shuttles are available between Biltmore House and Parking Lots. *Note: Guests may choose between Park & Walk (Lots A & B; 5-10 minute walk to Biltmore House) or Park & Ride (Lot C; shuttle takes you to and from Biltmore House).*
- Please keep your concert ticket with you at all times.
- Guests with concert tickets will be issued a wristband to access the event.
- Guests must be 21 or older and present valid identification to purchase wine or beer inside the concert venue.
- Concerts are held rain or shine.

CONCERT SAFETY

- Guests may bring personal items into the concert venue in clear, one-gallon freezer-style bags or similar sized bags/clutches. Larger bags will not be stored and must be returned to the guest's vehicle before a guest can enter the venue. All bags are subject to being searched.
- No umbrellas are allowed in the concert seating area. If severe weather occurs, you will be guided to safe shelter.
- Smoking and smokeless tobacco products, including e-cigarettes, are not permitted inside the concert venue.
- Firearms (open or concealed carry) are not permitted on Biltmore property.

CONCERT SEATING

- General Admission seating is on a first-come, first-served basis beginning at approximately 6:15 p.m.
- Guests must sit in the seats for which they purchased tickets. Only guests with Reserved Seating tickets will be allowed in the Reserved Seating section.
- Accessible seating for scooters and wheelchairs is available on the Library Terrace. Scooters and wheelchairs are not permitted on South Terrace due to safety concerns.

FOOD & BEVERAGE

- Dining reservations are available. For information and reservations, call 866-336-1255.
- No outside food, beverages, or coolers are allowed in the concert seating area, Biltmore House Front Lawn area, Stable Courtyard, or Antler Hill Village.
- Picnics with outside food and beverage are permitted in other locations on the grounds. Please visit any Guest Services location for picnic spot recommendations.
- Tailgating, including the use of tents, grills, multiple camping chairs, tables, and large coolers, is not permitted in Biltmore parking lots or on the grounds.
- No outside alcohol is permitted on Biltmore property; failure to observe this policy could result in removal from the estate.

IMPORTANT REMINDERS

- Concerts are not recommended for children 9 and under.
- No recording, filming, photography, or taping of concerts is allowed.
- Guests shall comply with instructions given by Biltmore personnel. Guests who do not follow guidelines, become intoxicated, or engage in disruptive conduct may be asked to leave the property and will not receive a refund.
- Other restrictions may apply.