



## Summerfest 2019 General Information and Services

Below is the general information for Summerfest 2019 and the services available during the festival:

### GENERAL INFORMATION

#### **FESTIVAL HOURS**

12:00 p.m. - 12:00 a.m., daily

#### **BOX OFFICE HOURS**

##### **Before Summerfest**

10:00 a.m. - 6:00 p.m., Monday - Friday

10:00 a.m. - 1:00 p.m., Saturdays through Summerfest

##### **During Summerfest**

10:00 a.m. - 10:00 p.m., daily

#### **Exit and Re-entry Policy**

Wristbands to leave and re-enter the festival are available daily at all gate areas from 12:00 - 6:30 p.m. Re-entry wristbands will be valid for a single, same day re-entry until 7:00 p.m. No re-entry wristbands will be issued after 6:30 p.m., and there are no re-entries after 7:00 p.m. No wristbands for re-entry will be issued on Sunday, July 7.

#### **Notice on Counterfeit Tickets**

Summerfest strongly urges all patrons to avoid purchasing tickets from unauthorized sources. Tickets should only be purchased at Summerfest ticket windows, Summerfest.com, or Ticketmaster. Counterfeit tickets and tickets purchased from unauthorized sources will not be honored.

### TICKETING INFORMATION

#### **AMERICAN FAMILY INSURANCE AMPHITHEATER**

All reserved tickets for American Family Insurance Amphitheater concerts during Summerfest include admission to the festival.

#### **BMO HARRIS PAVILION WITH MILLER LITE**

Summerfest offers a seating option at the BMO Harris Pavilion with Miller Lite for all headlining performances. This policy offers Summerfest fans the choice of FREE general admission seats or reserved seats available for purchase at Ticketmaster.com or in person at the Summerfest Box Office.

## **BMO HARRIS CUSTOMER GATE**

Skip the line! Show you're a BMO Harris Bank customer to get quick access at the BMO Customer Gate located south of the Amphitheater Box Office. Open 12:00 p.m. - 8:00 p.m. daily.

## **MILLER LITE OASIS LEVEL UP DECK**

Watch your favorite artists on the Level Up Deck. Your ticket for Level Up includes admission to Summerfest, two (2) complimentary beverages, and access to a private bar and restrooms. Visit [Summerfest.com/level-up](http://Summerfest.com/level-up) for more information.

## **SECURITY POLICIES**

Please keep the following security policies in mind as you plan your visit to Summerfest:

- All visitors and employees should be prepared to comply with metal detection and other security screening requirements before entering the Summerfest grounds.
- **No bags larger than 9"x10"x12" or backpacks of ANY size will be permitted on the grounds, and they, along with any other prohibited items, will not be checked at guest services. All bags that adhere to the bag policy will be searched upon entering.**
- There will be designated screening lanes at each gate for guests who do not have a bag.
- A patron may not enter or remain on the grounds while concealing or openly carrying any knife or firearm. Failure to comply with this notice will result in immediate ejection from the festival.

Visit [Summerfest.com](http://Summerfest.com) for a complete list of prohibited items and information.

## **SERVICES**

### **ACCESSIBILITY**

**Access for People with Disabilities:** For complete information about accessibility on the grounds, a brochure is available at all Information Booths at Henry Maier Festival Park, the Summerfest Box Office, the NSCIA Respite Pavilion, or on [Summerfest.com](http://Summerfest.com).

**Facility Access:** Accessible picnic tables, drinking fountains, and restrooms are located throughout the grounds and in the American Family Insurance Amphitheater. Accessible seating is also available for purchase at the American Family Insurance Amphitheater. Accessible viewing locations at the ground stages are available on a first-come, first-served basis.

**Accessible Parking:** Spaces are available in Lot H. Vehicles must have appropriate plates or permits to park in accessible spaces. All parking is on a first-come, first-served basis.

**National Spinal Cord Injury Association (NSCIA) Respite Pavilion:** Located south of the Miller Lite Oasis, this facility is specifically designed for the comfort of our patrons who have a disability or a unique need. The pavilion includes a fully accessible shower and restroom facilities, air-conditioned rest area, and an outdoor observation deck.

**Summerfest Courtesy Vest Program:** Program volunteers will be stationed at the Mid Gate and throughout the festival grounds to provide staff volunteer support and to promote the programs and services available to people with disabilities.

**Summerfest Schedule:** An audio version of the Summerfest brochure and daily schedule can be accessed online at <https://www.ablenow.org/services/283-2/>. In addition, audio versions are available on site at any of the Information Booths and at the NSCIA Respite Pavilion.

## FESTIVAL SERVICES

**ATMs:** Patrons can make withdrawals by using their bank or credit cards at ATMs on the festival site. The following cards will be accepted at the ATMs: Pulse, Mastercard, Cirrus, Visa, Plus, American Express, and Discover. See the map for locations. **Patrons using BMO Harris Bank® credit or debit cards will receive FREE ATM transactions throughout the festival season.**

**Check-In Service:** Available for a fee at the North, Mid, and South Gates (within the grounds only).

**Designated Driver Program:** In partnership with Miller Brewing Co., we invite our fans to take the pledge to be a designated driver during the festival. Sign up at the Summerfest Mid Gate Information Booth. You must be 21 years of age and have a valid ID. Designated Drivers will receive a complimentary Summerfest admission ticket.

**Drinking Fountains:** Located at all restroom locations and in the Northwestern Mutual Children's Playzone.

**Emergency Medical Service:** On-site service available.

**Fire Department:** The City of Milwaukee Fire Department provides personnel and equipment for Fire Protection.

**First Aid sponsored by Aurora Health Care:** Available South of the Mid Gate between the Miller Lite Oasis and Harley-Davidson™ Roadhouse. Summerfest Security Personnel are also available to contact emergency services to assist you, if necessary.

**Hotel/Lodging:** Visit the Accommodations tab at Summerfest.com to view the Official Summerfest Hotel Partners.

**Information Centers:** Located near all gates.

**Lost and Found:** Located south of the Harley-Davidson™ Roadhouse. Sponsored by JVC Kenwood and Ten2 Communications.

**Lost Children's Area presented by Aurora Health Care:** There is a designated Lost Children's area near the Mid Gate for children who become separated from their parent(s)/guardian(s). When this happens, children are brought to a secure area and checked in by a member of the Summerfest staff while parent(s)/guardian(s) are located. To make reuniting seamless, children's identification wristbands are available at several areas throughout the grounds (including all gates) for parents to pair their emergency contact information with each child.

**Mother's Nursing Areas presented by Aurora Health Care:** These areas (open 12:00 - 8:00 p.m.) provide a private and convenient space for new moms to utilize as needed. Two (2)

locations are available for use, located within the Children's Area and near the South Gate next to the Kohl's Captivation Station.

**Police:** The City of Milwaukee Police Department provides police services.

**Restrooms:** Restroom areas are conveniently located throughout the grounds.

**Strollers and Wheelchairs:** Limited rentals available at the North, Mid, and South Gates (with proper identification).

**Summerfest Guest Services:** Guest services staff is available to answer your questions. Located at 200 N. Harbor Drive during the festival.

**The Cooling Station presented by Aurora Health Care:** An air-conditioned space for festival goers to escape the outdoor elements, get some water and grab some sunscreen.

**WiFi provided by SilverIP:** Two (2) WiFi hot spots will be located on the grounds. See the map for locations.