



Commonly Asked Event Questions

When your fans call into HomeTown's Support Team, we want to be able to provide them with the best information possible. By filling out the following questions, our Support Team will be able provide them with answers to these commonly asked questions.

What is your age requirement for a ticket? Do you offer child tickets or free tickets for children under a certain age?:

Do senior citizens need a ticket for your event?

Yes/No Dropdown)

- If yes, is there a senior citizen discount?

Do you offer military discounts?

Yes/No Dropdown)

- If yes, explain how it can be accessed.

Do you have ADA seating?

Yes/No Dropdown)

- If yes, explain how it can be accessed.

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Commonly Asked Event Questions (continued)

Are pets allowed?

Yes/No Dropdown)

- If yes, which venue types or spaces are they allowed.

What items can guests bring to the event? (i.e. chairs, stadium seats, coolers, food/drinks, costumes, etc.)?

What items are prohibited at the event?

Do you allow re-entry?

Yes/No Dropdown)

Are ticket exchanges of equal value allowed?

Yes/No Dropdown)

- What is your policy for ticket exchanges?

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Commonly Asked Event Questions (continued)

What is your refund policy?

What is your refund policy in the case of a cancelled event?

Who is the contact at your school, organization, or business for further event questions/refund inquiries?