



## FREQUENTLY ASKED QUESTIONS

### **Where are the Mammel Courtyard Concerts?**

They're in Mammel Courtyard, an outdoor venue tucked in the heart of the Holland Performing Arts Center located at 1200 Douglas Street.

### **Where do I park?**

Parking is available in the surface lot at 12th and Dodge and the Omaha 13th and Dodge Street garage starting two hours before shows. Meters run 9 a.m. to 9 p.m. Monday through Saturday.

Keep in mind, metered street parking on the south side of Douglas Street across from the Holland is closed during the Gene Leahy Mall redevelopment project. Meters will also be removed on Douglas from 10<sup>th</sup> to 14<sup>th</sup> Street and on Farnam from 13<sup>th</sup> to 14<sup>th</sup> streets. The 13<sup>th</sup> Street Bridge between Farnam and Douglas is closed until 2020.

We recommend planning in extra time to find a spot.

### **Where is the entrance to Mammel Courtyard?**

You have two options. You can enter the front doors of the Holland Center on Douglas Street or the side doors on 12<sup>th</sup> Street under our arrival plaza.

### **Where is the Box Office and Will Call?**

Procrastinators and last-minute adventurers, we see you. You can buy tickets the night of the show at our Ticket Omaha Box Office located inside the Holland Center lobby up until 30 minutes after the headliner starts. If you planned ahead – high-five – you can pick up your tickets at Will Call, also located at the Box Office. Keep in mind, you can also save some time by printing your tickets at home. Just select this option at check out.

### **What methods of payment do you accept?**

Ticket Omaha accepts cash, MasterCard, Visa, American Express and Discover. There are First National Bank ATMs in the lobby. We do not accept checks on the day of the performance. You guys, it's 2019.

**Can someone else pick up my tickets?**

Sure! Just call us ahead of the show at 402.345.0606 and have us list the tickets under a different name. The Box Office is open Monday through Friday, 10:00 AM until 5:00 PM. Whoever is picking the tickets up will need to show ID.

**What if my ticket is lost or stolen?**

Oh no! Tickets purchased through Ticket Omaha that have been lost or stolen may be reprinted and held at Will Call upon request. You may also pick up during normal business hours at the box office located inside the Holland Center at 1200 Douglas Street. Be sure to bring your credit card or a valid ID with you as proof of purchase.

**What are the rules for entering?**

- Do not carry a large bag, purse, or backpack
- Leave your leftovers and drinks at home
- Weapons...just don't.
- Avoid umbrellas and other large items that block your friends' view
- Illegal stuff...again just don't.
- Just avoid bringing things you know you shouldn't, and you'll have fun!

**Is the venue accessible?**

Yes, we work hard to meet ADA standards. Our event staff is always happy to assist you, so do not hesitate to ask. [Click here](#) for more information regarding our accessibility resources.

**Can I leave and come back?**

Where you going? All the fun is in here. Yes, we allow reentry. However, you're going to have to say hello to our security officers and staff again to check your bag.

**Can I bring a blanket or chairs?**

Yes, of course. Kick back. Chill out! Chairs are welcome, but only a limited number will be allowed into the venue. Arrive early to snag your spot.

**Can I bring my camera?**

Leave your professional cameras and recording devices at home. Don't you all have smartphones now? They have pretty awesome cameras these days. Feel free to snap a million selfies and grams.

**Can I bring in snacks or drinks?**

Nope. Leave your snacks in the car. Only food and drinks from our bars is permitted. Our snacks are the bomb dot com.

**I forgot my fun money! Where's the ATM?**

We got cash flow. The ATM is located in the Holland Center's ground floor lobby by the Ticket Omaha Box Office. Cha-ching!

**Can I smoke in the courtyard?**

No smoking or vaping in the venue. But we have found a nice designated area for you outside of the venue that you can enjoy. Keep in mind, you'll have to follow our reentry policy if you step out to smoke.

**Can I bring a frisbee? How about a hover board...**

Really? Since you asked, here's a list of some prohibited items. This list is not exhaustive. Use your noggins.

- Large purses, bags, backpacks or fanny-packs will not be allowed inside
- Outside food or drink (20 oz. or smaller empty, clear plastic bottles will be allowed for water)
- Frisbees or beach balls
- Large umbrellas
- Laser pointers
- Noise-making devices of any kind (i.e. bells, whistles, horns, etc.)
- Fireworks
- Drones, anywhere
- Hover boards
- Illegal drugs and alcohol
- Weapons of any kind, including lawfully concealed firearms
- Commercial signs or banners
- Any item deemed to challenge public safety

**What if it rains?**

These concerts are rain or shine events.