

# GENERAL CONCERT INFORMATION & RULES AND REGULATIONS

At Maryhill Winery Amphitheater we are first and foremost interested in the safety of our guests. The following rules & regulations are enforced to ensure a safe & fun environment can be enjoyed by all of our guests.

**ALL TICKETS ARE NON-REFUNDABLE**  
**THIS IS AN OUTDOOR VENUE, ALL CONCERTS ARE WIND, RAIN OR SHINE**

Wine Gardens and Food Concessions are **CASH ONLY**. ATM LOCATED IN TASTING ROOM AT PARKING LEVEL

Visa, MasterCard and Discover accepted in Tasting Room.

Food Vendors on site for your picnicking pleasure.

**NO VENUE RE-ENTRY ALLOWED.**

## **GATE RESTRICTIONS**

For your safety, a security & alcohol check is conducted prior to entering the venue. Coolers & all bags will be subject to search for alcohol & any illegal items. Washington State law does not allow beer, spirits or Wine (including Maryhill Wine) through the gate. Those items will be confiscated.

**ALL BEVERAGES** must be in their original factory sealed container or you will not be allowed to bring them thru the gate.

Maryhill Wines will be available for purchase during the show. 6 featured wines in the CASH ONLY Wine Gardens, all Maryhill Wines available in the Tasting Room.

There is no beer sold at concerts, we are not licensed to sell beer.

## **NO OVERNIGHT PARKING OR CAMPING**

Overnight RV/camping is not allowed by anyone, anywhere on the Maryhill grounds or at the Maryhill Museum overflow parking lot. All cars left two hours after the concert will be towed.

Smoking is allowed in designated areas only.

No VIDEO or AUDIO equipment of any kind is allowed.

Cameras with NON-DETACHABLE lenses ARE allowed unless otherwise specified by the artist.

No pets on grounds or left in cars (guide dogs OK in Amphitheater)

Barbeques, candles (Smoking allowed in designated smoking areas only)

## **Regarding Children**

Children 4 and under are allowed in the general admission seating area for free if accompanied by a supervising adult.

All children (including infants) must have their own ticket to access the Reserved seating section.

## **Items OK to bring into Maryhill Winery Amphitheater**

Picnic baskets, Food items, Coolers 32 quarts or smaller. Larger coolers will NOT be allowed in.

Non-alcoholic beverages in FACTORY SEALED (unopened) original containers only.

Low height sand/beach chairs and blankets are allowed in the general Admission grass area. If you bring high back, regular height chairs you will need to sit at the very back or very far sides where you won't block anyone's view behind you.

**(If you have Reserved tickets you do NOT need to bring your own chair, there will be house provided seating for the Reserved section).**

## **Items NOT OK to bring in Maryhill Winery Amphitheater**

Lounge-style chairs (where your feet go out in front of you)

Fireworks

Alcohol (of any kind including pre-purchased Maryhill Wine is not allowed through the gates)

No VIDEO or AUDIO equipment of any kind is allowed.

Cameras with NON-DETACHABLE lenses ARE allowed unless otherwise specified by the artist.

Pets on grounds or locked in cars (guide dogs OK in Amphitheater)

Barbeques

Candles

Smoking allowed in designated smoking areas only.

## **PERSON WITH DISABILITY ACCESS**

**If you have an ADA permit on your car**, when you arrive to park please show the parking attendant your ADA permit. You will then be directed to park in a designated area and then be shuttled down and escorted to the ADA section which is located at the back row of the Reserved section.

An ADA patron is allowed ONE companion to ride the shuttle and sit in the ADA section with them. Those two people would need to have already purchased 2 General admission or Reserved tickets to show the shuttle driver.

Any additional person would need to enter the venue through the regular public gate and.... if the 3rd person would want to sit with you, they would need to purchase a reserved seat and then hopefully (sorry, there is no guarantee) there would be room to sit next to you and your allowed companion on the ADA row. There is no way to predict how many ADA attendees there will be and so we cannot guarantee that there would be enough seating to allow for more than one person to accompany or sit next to the ADA attendee even if they have purchased Reserve seating.

**If you do NOT have an ADA permit** for your car but are temporarily disabled, if it is not obvious (cast, visible injury) you will need to bring a Doctor's notification of temporary disability and/or mobility to show to the parking attendant to have access to ADA parking.

**WINE CLUB WINE DISCOUNT** - Wine Club bottle discounts are available in the TASTING ROOM ONLY

**WINE BOTTLE PRICES:** Due to the high cost of producing and paying for these concerts, wine bottle prices are increased during a concert. We also donate a portion of the wine bottle sales to Heifer International; a charitable organization with a mission to end world hunger.

<http://www.heifer.org/ourwork/our-work>

Washington Liquor Control and Beverage enforcement officers will be present at all shows.

**PLEASE DESIGNATE A DRIVER - PLEASE DO NOT DRINK AND DRIVE!**

**Maryhill Winery & Amphitheater reserves the right to refuse service to anyone, anytime, for any reason.**

## **Maryhill Concert FAQs**

- NOTE: While there are valid resellers of tickets besides Maryhill Winery and Ticketfly, Maryhill winery does not work directly with anyone except Ticketfly. If you purchase a ticket from anyone other than Maryhill Winery or Ticketfly be sure to carefully check out the details of the transaction. Maryhill Winery is often unaware of any details of these "VIP" tickets or "Meet and Greet" tickets sold by other agencies. Please contact the reseller directly if you have any questions regarding those type of tickets.

- **NOTE: We highly recommend shoes that you'll be comfortable walking in both gravel and grass. Heels are not recommended.**
- **What time do the gates open?**
  - 1 AND ½ hour before showtime (Please note, Tasting Room and grounds closed Sunday show 3pm, Saturday shows, 4pm.
- **What kind of chairs can we bring or do we have to sit on a blanket?**
  - A "sand" chair that is low to the ground is preferred.
  - High back chairs are allowed in the back rows or far side areas, no lounge style chairs please.
- **Will there be food available?**
  - Yes, there will be food vendors selling a variety of food during the concert.
- **Can we bring our own food?**
  - Yes, but we also have food vendors providing a variety of choices.
- **Do you serve any alcohol besides wine?**
  - No, we are not licensed to serve anything besides the wine we produce.
- **Can we bring our own alcohol?**
  - No, if there is other alcohol on premises besides our own we might lose our license.
- **Can we bring in non-alcoholic beverages?**
  - Yes, if it is in a sealed container.
- **What time should we arrive to get the best seat?**
  - If you have reserved seats it doesn't matter. If you have general admission seats then it is up to you to decide how long you are willing to wait and how important it is to be towards the front of the amphitheater. The line often starts forming an hour before the gates open. The acoustics are excellent. You will be able to hear very well everywhere!
  - If it is necessary for you to park in the Maryhill Museum parking area then you will be bussed to the winery. It is about 3/4 of a mile away. Please allow extra time to park and make the bus ride. We hire multiple busses for this and usually the wait isn't too long.
- **Can we return to our car if we have forgotten something or would like to grab a jacket?**
  - Unfortunately not. Once you leave we cannot allow re-entry into the venue. Please take in whatever you will need to be comfortable. There are no exceptions.
- **How do you fit all of the cars in? Where does everyone park?**
  - We not only use the lot you may have used if you have visited, but we also have a continuation of our parking lot the goes on to the East. In addition we utilize the Maryhill Museum's grounds for parking and run multiple busses to bring our guests the ¾ of a mile back to the Winery.
  - If it is necessary for you to park in the Maryhill Museum parking area then you will be bussed to the winery. Please allow extra time to park and make the bus ride. We hire multiple busses for this and usually the wait isn't too long.
- **Does Maryhill Winery provide any shuttle buses to any of the lodging partners so we don't have to drive?**
  - Unfortunately we don't. There isn't a practical way for us to arrange for several thousand guests to shuttle in vastly different directions. We wish we could provide such a service.
- **The website says to contact you about parking for people with disabilities. Why?**
  - When you arrive please show the parking attendant at the entrance of the parking lot that you have a person with disabilities window hanger. You will be directed as to where to park. If necessary you will be transported via our van to the proper entrance.
- **If I am a person with disabilities and have need of the Maryhill van for transportation can my group ride with me?**
  - You may have one person join you to help you to your seat. The rest of your group will need to go to the main line and sit in their designated seating area.
- **I bought General Admission Tickets and yet it appears I have a seat number. Does the General Admission area have assigned seats?**
  - No, it is merely a way for Ticketfly to track their tickets.
- **Can I buy tickets at the door?**
  - In most cases you can but it is always better to get your tickets in advance.

- **Do we have to be 21 to see a show?**
  - All ages are welcome.
- **Does my toddler need a ticket?**
  - In the General Admission area, Children 4 and under do not need a ticket when accompanied by an adult.
  - In all other areas all concertgoers must have a ticket.
- **May we camp overnight on the grounds?**
  - There isn't a place for overnight camping and our insurance does not cover an overnight visitor stay.
- **Where is the closest place to stay?**
  - For RV or Tent camping
    - Maryhill State Park 509-773-5007
    - Peach Beach 509-773-4698
  - For a hotel stay Biggs Junction, Oregon is physically the closest place and is East of the winery about 6 miles.
    - The Dalles, Oregon is about 20 miles to the West.
    - Please see our lodging page for up to date information about the lodging options nearby.
- **Is the winery open for tasting during the concert?**
  - No, because no one would be able to enjoy the experience with so many guests in the tasting room all at once.
- **Why are the bottle prices higher during a concert?**
  - \$2.00 of every bottle sale goes to Heifer International.
  - Costs of doing business are much higher during a concert and the revenue from ticket sales goes mostly to the artist.
  - Security, flaggers and extra crew members need to be hired.
- **How far is it to the winery from Portland? Seattle? The Tri-Cities? Walla Walla? Spokane?**
  - From downtown Portland via Interstate 84 and crossing into Washington in The Dalles, Oregon it is 105 miles.
  - From Downtown Seattle via Interstate 90 and the town of Yakima it is 224 miles.
    - Via Interstate 5 and the town of Portland it is 270 miles.
  - From the Tri-Cities via Interstate 82 and then Hwy 14 it is 111 miles
    - Via I82 to I84 it is 122 miles From Walla Walla via Hwy 12 and then hwy 14 it is 140 miles.
  - From Spokane via Interstate 90/US 395 to I82 and Hwy 14 it is 246 miles.
- **TICKETFLY Customer Support**
- Ticket Sales: 877.987.6487
- Questions about events or orders?  
Email: [customersupport@ticketfly.com](mailto:customersupport@ticketfly.com)  
Phone: 877.4.FLY.TIX (435.9849)  
Online Support : [www.support.ticketfly.com](http://www.support.ticketfly.com)  
Customer Service Hours  
Monday – Saturday: 7AM-6PM PST  
Sunday: 10AM-6PM PST