

2023 COUNTRY FEST FAQ

Q: Who can I contact if I have questions about Festival, 4-Day or Pit Passes?

A: You can go online to thecountryfest.com or submit a support ticket at <https://support.tixr.com/support/home>

Q: When is The Country Fest 2023?

A: June 14-17, 2023

Q: Where can I purchase my camping package?

A: At thecountryfest.com/tickets

Q: I have questions about my purchase. Who should I contact for help?

A: Please submit a support ticket at <https://support.tixr.com/support/home>

Q: I want to come camping during the Country Fest, but I have no intentions of attending the concerts. Can I simply purchase a campsite?

A: Due to high demand during The Country Fest, we do not sell camping separate of concert tickets. We apologize for the inconvenience. Please let us know if you would like to make a camping reservation for another time.

Q: When will I receive my Deluxe Camping tickets in the mail?

A: You will receive your wristbands upon your arrival to the park with your scannable QR code and purchaser's photo ID. Please be sure to enter at the Deluxe Camping Entrance for the event which is the gate located closest to interstate 21 on Hwy. 93.

Q: Where is the Deluxe Camping Entrance located?

A: It is the gate located closest to interstate 21 on Hwy. 93. The address is 5556 Manchester Ave NW N.Lawrence, OH 44666

Q: Am I allowed to bring a cooler into the festival?

A: No, you are not allowed to bring coolers into the festival. Once inside the gate there will be food, beer/cocktails and other beverages available.

Q: What's the deal with golf carts this year?

A: Golf Carts will not be permitted in the concert, venue, or water park area. **All campers are prohibited from bringing their own golf carts.** Golf carts will not be permitted past the spillway bridge or the pines crossover gate. Seasonal campers and Deluxe Campers who have rented a golf cart can park their golf carts at the 93 Gate or the Spillway for convenience—first come, first serve.

Q: Do you reserve golf carts at Clay's Park?

A: We do! There is limited access. We also have limited inventory, so please make sure you purchase this add-on at the time of checkout.

Q: I want to arrive earlier than Thursday. Can I do that?

A: Absolutely! For Deluxe Early Camping the cost is:

Wednesday: \$75 per person (must book for minimum of 2)

Tues/Wed: \$100 per person (must book for minimum of 2)

Mon-Wed: \$125 per person (must book for minimum of 2)

Q: I already purchased my package and I need to add on another person/add on early camping. How do I go about doing this?

A: Presale add-ons end on May 29. We are still finalizing our process for additional campers add-ons, however, you can head to thecountryfest.com/tickets to purchase early camping. All other add-ons will be sold at a higher rate when purchased at the gate. At the gate tickets are subject to availability.

Q: What if I have to cancel? Will you refund me?

A: There are no refunds or exchanges for any purchase.

Q: Is my camping package transferable?

A: If you must change the name on your camping package, please submit a support request at <https://support.tixr.com/support/home>

Q: I purchased a festival camping package, and now I want to stay on a Deluxe Water and Electric site instead. Can I upgrade?

A: We do not offer upgrades at this time. If you feel you made a mistake and need assistance, please submit a support ticket at <https://support.tixr.com/support/home>

Q: I want to camp with my friend Sandy Smith who is also purchasing a Deluxe Campsite. Do we have to arrive at the same time?

A: Deluxe campsite assignments are made prior to the event based on camping units and requests. You do not have to arrive together in order to camp together. Be sure to make any site or location requests at the time of booking. You can do this at checkout or we will happily take your request for you over the phone. However, we can never guarantee a specific site or placement.

Q: I want to bring my kids. Is there a cost for that?

A: For this event, children aged 5 and under are free. Age 6 and up is full price.