

4TH ANNUAL
IN CONCERT WITH
HOPE

SATURDAY, JULY 23, 2022

MONTALVO ARTS CENTER

In Concert With Hope Schedule:

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| 5pm – 7pm | Park at West Valley, Lot 1, check-in, ride free shuttle to Montalvo |
| 5:30pm – 6:45pm | Reception & check-in (for those not checked in at WV). Food and beverages are available for purchase from Adam's Grub Truck, Cousins Maine Lobster, and Hongry Kong. The no host bar includes alcoholic and non-alcoholic drinks. |
| 6:50pm | Show starts in the Garden Theatre Mindi Abair Fund-A-Need/paddle raise Intermission: food trucks and no host bar available for purchase Tower of Power |
| 10pm | End of show – shuttles back to West Valley parking lot 1 |

Tickets

Q: I purchased tickets to **In Concert With Hope** online – will I receive e-tickets, or will my tickets be mailed to the address I provided?

A: *You are added to our ticket database at the time of purchase and therefore do not need a physical or digital copy of a ticket. All you need to do is check-in at the registration table to verify your ticket purchase.*

To view or update your tickets after purchasing, log-in & click the profile icon on the top-right corner, and click MyTickets. The Ticket Manager window shows your tickets.

Q: I didn't get an email after I purchased tickets, now what?

PROFILE MANAGER

-  Edit Profile
-  Purchase Tickets
-  My Tickets
-  Add Card
-  Logout

A: Please check your spam, junk, and other folders. The email was sent from our Ticketing platform, OneCause noreply@onecause.com, and not through Hope Services.

Q: I purchased more than one ticket a while ago and now know my friends can join me. How do I get a ticket to my friend?

A: When you purchased the tickets, one of the tickets was assigned to you. When you are ready to assign your additional tickets to someone:

1. Go to our event webpage: [In Concert With Hope Featuring Tower of Power](#)
2. If you are not logged on, click "Join Event" and enter your email address. It will then recognize you and ask for your password to complete your login.
3. In the top right corner of the webpage, click on your profile icon and you will see an option to view "My Tickets"
4. To assign one of the tickets, select the ticket, and enter your guests first and last name, email, and phone number. At the bottom of the screen, click the "Save" button.

Q: Can I purchase tickets for someone else as a gift?

A: Yes! You can do this by following these steps:

1. Go to our event webpage: [In Concert With Hope Featuring Tower of Power](#)
2. Click the "Join Event" button.
3. Enter your email address and click Continue.
4. Enter your name and create a password that meets the listed criteria
5. Enter your mobile phone number and click "Create Account."
6. You'll be prompted to buy a ticket. Click the "Buy a Ticket" button
7. Indicate how many of each ticket type you'd like by clicking the plus and minus icons. Click Next.
8. Enter your credit card information and [promo code](#) (if applicable) and click "Pay". Your card will be charged immediately.
9. If you will be using one of the tickets to attend/participate in the event, select "Yes, I am attending". If all the tickets you're purchasing are for others to attend/participate in the event, select "No, these tickets are not for me".

No Refunds - The safety of our audience, performers, and staff is of the utmost importance to us, and we will be following all county and state health mandates in place at the time of the event. By purchasing tickets, you acknowledge that Montalvo and Hope Services may implement proof of vaccination, masking, and/or other health requirements as conditions change.

General Admission Day of Event

ALL GENERAL ADMISSION TICKET PARKING will be at West Valley College, Parking Lot 1.

There will be no on-site parking at Montalvo, so proceed directly to West Valley (14000 Fruitvale Ave) The lot entrance is on Allendale Ave. Parking in lot 1 will be **FREE** for In Concert With Hope attendees. Please do not park in the neighborhood surrounding Montalvo.

FREE Shuttles to/from In Concert With Hope

All general admission guests will park for FREE and ride the FREE shuttle to/from Montalvo. There will be no on-site parking for general admission guests at Montalvo, so proceed directly to West Valley and use the free shuttle service to/from Montalvo Arts Center.

What time do the shuttles run?

The first shuttle will have guests arrive at Montalvo by 5:30pm. You may begin to park and line up starting at 5pm.

Q: Are masks required to ride the shuttles?

A: Yes, as required by our transportation partner, masks must be worn on the free shuttles to/from Montalvo Arts Center.

Planning to use Ride Share?

The road to/from Montalvo the night of our event will be restricted, therefore we ask that you plan to have your rideshare drop off & pick up at West Valley College, Parking Lot 1 and use the FREE shuttle to/from Montalvo.

COVID-19 Questionnaire will be completed in-person at check-in

All event guests will be required to complete a brief COVID-19 questionnaire at check-in. The questionnaire will include the following prompts:

- ✓ I agree that I have not experienced symptoms in the past 14 days.
- ✓ I know that participating in an active event is a potentially hazardous activity.
- ✓ By participating, I warrant that I am in the physical condition necessary to attend the event; and have not been instructed not to do so by a health care professional.

Event Food & Drink

General admission guests will find a beverage bar including beer & wine, and a selection of gourmet snack and meal options for purchase from local food trucks; Adam's Grub Truck, Hongry Kong, and Cousins Lobster to enjoy on the West Lawn before the concert, and during intermission. Our vendors have generously decided to donate a percentage of their proceeds to Hope Services following the event.

Q: Is the concert on the lawn – do I need to bring lawn chairs?

A: *In Concert With Hope* will be held outdoors at the Garden Theatre located behind the Villa and is surrounded by trees. Seating is not reserved, and is both stadium style and bench style seating, therefore lawn chairs are not needed.

Q: Is proof of vaccination required?

A: The safety of our audience, performers, and staff is of the utmost importance to us, and we will be following all county and state health mandates in place at the time of *In Concert With Hope*.

All attendees agree to follow venue policies (including health and safety policies) and posted instructions while at the venue. According to the CDC, older adults and people of all ages with serious underlying medical conditions may be at higher risk of death or severe illness from COVID-19. All attendees should evaluate their risk in determining whether to attend the event. By entering the venue, attendees voluntarily assume all risks related to exposure to COVID-19 and confirm that they will adhere to local quarantine mandates and the CDC quarantine requirements

The venue health & safety requirements for entry follow the local mandates ([available here](#)), which currently do not require proof of vaccination or a negative test.

OUR REQUIREMENTS FOR ENTRY ARE SUBJECT TO CHANGE OR REVERSAL BASED ON UPDATED DATA THAT INCLUDES INFECTION RATES, TRANSMISSION DATA, VARIANT DEVELOPMENTS, AS WELL AS MANDATES OR REGULATIONS FROM FEDERAL, STATE AND/OR LOCAL GOVERNMENT AGENCIES OR INSTRUMENTALITIES.

If you have additional questions, please contact us at concert@hopeservices.org