

\$75 Season Pass Box FAQ

Q: My season pass box never arrived – what do I do?

A: If this is before Aug. 20: Please give your box until Tuesday, Aug. 20 to arrive. If you do not receive by then, please contact the Fairplex ticketing department at 909-865-4070 or email ticketing@fairplex.com

A: If this is after Aug. 20: Please email us a copy of your order receipt to verify the purchase and for us to check tracking status. Once shipping authorization of a new box has been confirmed, your box will be sent via one-day delivery.

Q: My season passes have barcodes, but no names associated with them. How do I make sure I give the correct pass to the correct person?

A: Passes are associated with the name of the card holder that purchased the box. While barcodes are not tied to an individual name, they are trackable and can only be used once per day. These passes should be treated as cash – they are non-refundable and non-replaceable.

Q: I lost my season pass! Is there anything I can do?

A: Unfortunately no, your season passes are non-refundable and non-replaceable – treat them like cash! You must present your season pass card for scanning each time you enter the Fair. Passes can be used only once per day and re-entry is only allowed with hand-stamp AND the season pass.

Q: What's included in the \$75.00 collector's box

POP Box - \$75

- Four Season Passes*
- One Parking Pass**
- One Passport to Savings Coupon Book (valued at over \$1,000)
- Four Souvenir Lanyards
- One Collector's Pin
- One Collector's Postcard
- Exclusive Collector's Box

*Disclaimer: Limit one package per transaction. *Season Pass blackout dates are Sept. 21-22, 2019. **Parking Pass good each day during Aug. 30-Sept. 8, 2019. There is a very limited quantity and the sale is only from March 1-21, 2019. Once your purchase is made, you will receive a confirmation of purchase. You will receive your exclusive collector's box with all of the contents noted above by August 20, 2019. All sales are final. Passes are not replaceable if lost or stolen.*

Q: What's included in the \$175.00 VIP collector's box

VIP Pox – \$175

- Four Season Passes
- One Season Parking Pass
- 8 Wine Tastings***

- One Passport to Savings Coupon Book (valued at over \$1,000)
- Four Souvenir Lanyards
- One Collector's Pin
- One Collector's Postcard
- Exclusive Collector's Box

*Disclaimer: ***Must be 21 or older to use. Limit one package per transaction. There is a very limited quantity and the sale is only from March 1-21, 2019. Once your purchase is made, you will receive a confirmation of purchase. You will receive your exclusive collector's box with all of the contents noted above by August 20, 2019. All sales are final. Passes are not replaceable if lost or stolen.*

For any additional questions about your Season Pass Collector's Box purchase please contact ticketing at 909-865-4070 or email ticketing@fairplex.com