

Frequently Asked Questions - Open Air Concert Series

August - October, 2020

Outdoor Performance Tent @ The Grandel

Food & Beverage Information & Requirements

- Guests will receive a menu and link to an online ordering platform through email on the next business day (M-F) after ticket purchase.
- There is a \$30 food & beverage minimum per guest.
- A 20% gratuity will be automatically added to every order.
- All food must be pre-ordered through the online platform.
- Drinks can be pre-ordered online or at your table through the online platform.
- Guests who do not pre-order will be contacted via email first and then via phone.
- Email info@thedarkroomstl.com or call 314-776-9550 with any food & beverage questions.

Weather Contingencies

- In the event of inclement weather that forces a change to scheduled programming, all updates will be shared on Kranzberg Arts Foundation social media (Facebook/Instagram/Twitter). Seating and showtimes may be delayed up to 90 minutes to allow for weather to pass before cancellation occurs.
- Guests will be moved into The Grandel Theatre or Grand Hall to wait out severe weather while still keeping socially distant.
- All efforts will be made to reschedule cancelled events.

Postponement / Refund Policies

- All efforts will be made to reschedule shows that are postponed due to weather or any other extenuating circumstances.
- Guests will be notified of the new date and have their tickets automatically moved.
- If you are unable to attend the new date for any reason, to request a refund please contact: robert@kranzbergartsfoundation.org or 314-533-0367 x104.
- If you would like to request a refund under other circumstances, please contact: robert@kranzbergartsfoundation.org or 314-533-0367 x104.

Parking Availability

- The events will be taking place under a tent on The Grandel's parking lot. Free lot parking (first come, first serve) will be made available across the street just west of The Sun Theatre. There is also an abundance of street parking up and down Grandel Square in front of the venue, as well as pay lots located throughout the neighborhood. Meters run until 7pm.

Arrival Details

- Guests will be greeted at the front entrances of The Grandel (north side of building) by a safety officer and directed to a check-in table prior to seating. Guests are required to wear face coverings at all times until seated.

Handicap Accessibility

- Open Air is a handicap accessible event. We have handicap parking spots available, please contact robert@kranzbergartsfoundation.org or 314-533-0367 x104 to reserve one of the spots, or arrive with your handicap placard on the day of the event and you will be directed to the appropriate parking location.

Restroom Information

- Restrooms are located inside The Grandel in the basement and will be limited to (2) two guests at a time. Face coverings must be worn when entering the building.

COVID-19 Mitigation Policies

- To view the Open Air Concert Series COVID-19 Mitigation Policies, please visit (<https://www.kranzbergartsfoundation.org/covid-19/open-air-mitigation-policies/>).