

# OUTDOOR CONCERT VENUE DETAILS

## SUBLIME WITH ROME



*Please note that due to extreme heat weather predictions, the Sublime with Rome Concert has been moved to our Grand Event Center indoor venue.*

### GENERAL CONCERT RULES

- Must be age 21+ to attend
- Guest must wear shoes and shirts
- No Smoking in concert venue. Designated smoking areas are available.
- No Weapons or Sharp Objects of any kind
- No outside beverages, food or alcohol from any other Golden Nugget bar or restaurant, or from any other external outlet. All food and beverages must be purchased at the concert venue.
- No Glass
- No Backpacks or Luggage
- No Video or Audio Recorders of any kind
- No Laser Pointers

### CONCERT FAQ

**Q: Where is the concert now located?**

**A:** The show has been moved to our Grand Event Center located inside our property on the Mezzanine Level. The Grand Event Center is most easily accessed via the escalators between The Buffet and Blue Martini on the ground floor.

**Q: Why did the concert venue move for this show?**

**A:** Due to extreme heat weather predictions, this show has been relocated indoors to our Grand Event Center for the safety and comfort of our valued guests and team members.

**Q: Will any of the other H2O Pool shows change venues?**

**A:** At this time, we expect only the Sublime with Rome Show to move indoors. However, we will do our best to communicate any venue changes to our guests in advance, should inclement weather concerns require that other outdoor shows move indoors.

**Q: I have already purchased a concert ticket. Will my seat or standing section change?**

**A:** Our Grand Event Center concert layout for this show very closely mimics the outdoor H2O Pool venue set-up. Therefore, your purchased ticket should be in a very similar location inside to the ticket you purchased outside.

**Q: I have already purchased a concert ticket. Will I need to exchange it?**

**A:** No, your purchased concert ticket will still be valid for the Grand Event Center venue. Please see above regarding the venue layout.

**Q: How is my AXS Flash Seat account affected?**

**A:** For tickets purchased with the Flash Seat delivery option there will be no change. We recommend you download the AXS Flash Seat app to your mobile device and as a reminder please bring with you the credit card used to purchase your tickets.

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## CONCERT FAQ CONTINUED...

**Q: Where should I pick up my will call tickets?**

**A:** The Golden Nugget Box Office is located indoors on the Mezzanine Level, up the escalator located between The Buffet and Blue Martini. Will Call AXS ticket pick-up is available on each day of show only from 11AM – 9:30PM at the Box Office. Reserved casino tickets may be redeemed on the day of show only from 12PM – 7:30PM at the Box Office, and reserved casino tickets not redeemed by 7:30PM are subject to release.

**Q: How should I enter the venue?**

**A:** All concert patrons may access the Grand Event Center by taking the escalator located between The Buffet and Blue Martini on the ground floor up to the Mezzanine Level. Elevator access is also available next to Blue Martini. Once patrons' concert tickets are scanned into the showroom area, VIP guests may enter the showroom through designated VIP entrances, and all other guests may enter through the normal showroom doors.

**Q: Will the time of the concert change since it is moving indoors?**

**A:** No, doors will still open at 7PM and the show will begin at 9PM. We recommend arriving as early as possible for the most efficient parking and concert entry, as we do expect high concert attendance.

**Q: Will concert guests be able to purchase food in addition to drinks?**

**A:** There is no food available for purchase at the Grand Event Center, although we do offer beverages for sale that include an assortment of beers, wines, liquors, specialty cocktails, water and sodas. We encourage guests to dine before or after the show at one of our many fine restaurants and lounges, including our venues open late-night such as Claim Jumper, Bill's Bar & Burger, Cadillac Mexican Kitchen, Grotto and Lillie's Asian Cuisine. No outside food and beverages are not allowed in the Grand Event Center.

**Q: Will smoking be permitted during the concert?**

**A:** Smoking is not permitted anywhere within the concert venue, including cigarettes, cigars and vape cigarettes. Smoking at the Grand Event Center and Mezzanine areas will only be permitted in the designated smoking area located outdoors on the Willowick Room patio.

**Q: Are ticket refunds available?**

**A:** All ticket sales are final. Ticket refunds will not be available for weather concerns or any other reasons unless a show is completely canceled. In the case of a show cancellation, ticket holders will be notified of how to obtain ticket refunds.

**Q: I have a question that was not answered in these FAQs – who should I ask?**

**A:** Please email questions to our Golden Nugget Lake Charles Box Office team at [GNLCBoxoffice@gnlcm.com](mailto:GNLCBoxoffice@gnlcm.com). Our Box Office is open weekly Monday - Saturday and we will make every attempt to respond to your inquiry within 24-48 business hours.

*All rules listed above are subject to change without notice. Management reserves all rights.*