



Frequently Asked Questions

1. **What is *Summer Lights*?**

Held in The North Carolina Arboretum's Outdoor Events Amphitheater, *Summer Lights* is an outdoor summer concert series performed by the acclaimed Blue Ridge Orchestra, conducted by Milton Crotts. After sunset, guests will enjoy a specially designed light show displayed against the Arboretum's woodland forest that is synchronized to the orchestra's music. **Event proceeds will help support the Arboretum's programs, exhibits and facilities year-round.**

2. **What are the dates of *Summer Lights*?**

July 27 & 28, August 3 & 4

3. **What are the hours?**

Gates will open at 7:00 p.m., and ticket holders may enter the Arboretum property between 7:00 and 8:00 p.m. The show will promptly begin at 8:00 p.m. and is expected to conclude by 10:00 p.m. All guests must be off the property by 10:30 p.m.

4. **How much are tickets?**

Tickets for lawn seating are \$18 for adults (ages 12+), \$12 for children (ages 5-11) and children four and under are free (taxes and services fees apply; please see question 6 for details). Tickets for reserved premium seating are \$30, which includes one (1) drink ticket voucher that can be redeemed at Bent Creek Bistro's food/beverage tent. All Arboretum members receive \$2 off each ticket purchased (see question 10 for details). Seating for lawn seating is limited and will be available on a first-come, first-served basis. Ticketholders may also bring lawn chairs and blankets to set up behind the Amphitheater on the lawn.

5. **How do I purchase tickets?**

All tickets must be purchased in advance online at www.ncarboretum.org. If you have issues with purchasing your ticket online, please call the Arboretum at 828-665-2492, Monday – Sunday, 9 a.m. – 5 p.m. Standard taxes and fees apply.

6. **What are service/ticket fees?**

Service fees are often included in ticketed public events and concerts like *Summer Lights* to cover costs for ticketing software and processing operations. A processing fee of \$1.50 per

ticket is charged along with a 3.2% credit card fee and 7% state sales tax. All proceeds generated from the event will help support the Arboretum's educational programs, exhibits and facilities year-round.

7. **Will tickets be sold on-site at The North Carolina Arboretum?**

No, all tickets are must be purchased in advance at www.ncarboretum.org.

8. **Can tickets be exchanged for another evening or refunded?**

All sales are final unless the event is cancelled due to inclement weather.
(See Question 12.)

9. **I have an e-ticket on my smart phone. Can you accept that as a printed ticket?**

Yes, electronic tickets on your smart phone or your ticket printed from your home computer will be scanned by our ticketing agents.

10. **Do members get in free?**

No, this event is not included in the Arboretum's membership benefits. However, members receive a \$2 discount on every ticket purchased.

a. Can I purchase a **membership** when I buy my *Summer Lights* tickets?

Yes, you may purchase or renew your membership online when purchasing tickets, and you will immediately receive the discounted ticket price available to current members.

11. **Is it handicapped accessible?**

Yes, there will be reserved spaces above the Arboretum's Rocky Cove Railroad exhibit along the Grand Garden Promenade for visitors in wheelchairs and their guests.

12. **What do you do in the case of inclement weather?**

If a show is cancelled due to inclement weather before intermission, all ticketholders will have the opportunity to exchange their ticket for a different night or request a refund. All exchanges will be granted on a first-come, first-served basis by calling 828-665-2492. If the show is cancelled after intermission, refunds or exchanges will not be granted.

13. **Do you have food or beverages available?**

Yes, Bent Creek Bistro will be offering food and beverage options, including beer and wine (valid ID required; see question 14 for details).

14. **Will alcoholic beverages be available?**

Yes, Bent Creek Bistro will have beer and wine available for purchase. Guests that attempt to bring alcohol outside of designated areas will be immediately asked to dispose of their beverage. If a guest does not comply with these rules, the Arboretum has the right to ask the guest to leave and their ticket will not be refunded. Please note: no outside food, beverages or alcohol are allowed on property. (See Question 15.)

15. **Can I bring my own food, beverages or alcohol?**

No. Guests may not bring their own food, beverages or alcohol to the event.

16. **Are pets welcome?**

No. Due to the number of visitors expected each evening, we cannot accommodate pets. Service animals, as permitted by law, are welcome.

17. **May I bring a blanket or chair?**

Yes. Blankets and chairs are permitted at *Summer Lights* and can be set up outside of the permanent stone seating area. Umbrellas are not allowed inside the show.

18. **How do I get to the Arboretum? (Directions)**

Most GPS units do not correctly identify the Arboretum's location within the Bent Creek Experimental Forest, therefore we do not recommend the use of a GPS device for navigation to the Arboretum.

- a. **The Blue Ridge Parkway** Exit at mile marker 393 there are signs on the Parkway for NC Arboretum, Hwy. 191 and Interstate 26. On the exit ramp, the entrance to the Arboretum is immediately on the left (before Hwy. 191 and traffic light).
- b. **Hendersonville** (traveling Brevard Road / Hwy. 191) Take Hwy. 191 North to Blue Ridge Parkway. After passing under Blue Ridge Parkway bridge, turn left at traffic light. The Blue Ridge Parkway ramp continues to the left and the Arboretum entrance is immediately on the right.
- c. **Asheville Regional Airport** Interstate 26 West (travel North toward Asheville), approximately seven miles. Take Exit 33 (old Exit #2) - marked Blue Ridge Parkway-Brevard Road-Hwy. 191). Turn right at the top of the ramp (South) onto Hwy. 191. Travel South on Hwy. 191 for approximately 2.1 miles (pass Asheville Outlets). Look for brown signs for Blue Ridge Parkway and NC Arboretum. Turn right at light and entrance to The North Carolina Arboretum, main entrance is ahead on right.
- d. **Downtown Asheville** Interstate 240 West (soon to be I-26 East, both signs may be present), which merges into Interstate 26 East. Take Exit 33 (marked Blue Ridge Parkway-Brevard Road-Hwy. 191). Turn left (South) onto Hwy. 191. Travel South on Hwy. 191 for approximately 2.1 miles (pass Asheville Outlets). Look for brown signs for Blue Ridge Parkway and NC Arboretum. Turn right at light and entrance to The North Carolina Arboretum, main entrance is ahead on right.
- e. **Eastbound I-40** Merge right into Interstate 26 East. Take Exit 33 (marked Blue Ridge Parkway-Brevard Road-Hwy 191). Turn left (south) onto Hwy. 191. Travel South on Hwy. 191 for approximately 2.1 miles (pass Asheville Outlets). Look for brown signs for Blue Ridge Parkway and NC Arboretum. Turn right at light and entrance to The North Carolina Arboretum, main entrance is ahead on right.
- f. **Westbound I-40** Merge left onto Interstate 26 East. Take Exit 33 (marked Blue Ridge Parkway-Brevard Road-Hwy 191). Turn left (south) onto Hwy. 191. Travel South on Hwy. 191 for approximately 2.1 miles (pass Asheville Outlets). Look for brown signs for Blue Ridge Parkway and NC Arboretum. Turn right at light and entrance to The North Carolina Arboretum, main entrance is ahead on right.

19. Where do I park?

As you enter the Arboretum property, a gate attendant will direct you to the parking area at the top of the hill. Parking attendants will direct you to available parking spaces. Check-in will be at the top of the Outdoor Events Center stairway.

20. Can I drop off / pick up a ticketed guest?

The North Carolina Arboretum does not allow anyone under the age of 16 on property without an accompanying adult. You may drop off or pick up guests 16 and over—who already have a ticket for the night's event—by obtaining a pass at the gatehouse.

21. Will the other facilities be open during the show?

Restrooms will be available inside the Baker Exhibit Center during the entire show (in addition to the portable restrooms that will be available next to the Outdoor Events Amphitheater). From 7:00 – 9:00 p.m., ticket holders may also visit the *Making Scents* exhibit, and the Arboretum's Connections Gallery gift shop will also be open during this time.

The Arboretum's Education Center will not be open during this time.

22. What happens in the event of a power outage?

In the event of a power outage, staff and volunteers will have flashlights and will help direct you out of the garden. Campus police will have lights to help guide you in the parking areas. Arboretum buildings also have emergency generators and basic emergency lighting. In the event that the power outage lasts longer than 60 minutes, the event will close for the evening. (See Question 12 regarding event refunds.)

23. I have a concealed weapons permit. Can I bring my weapon to the exhibit?

No. The use or possession of any weapons is prohibited on The North Carolina Arboretum Campus. It is a violation of state law (N.C.G.S. 14.269.2).

24. Are there volunteer opportunities for *Summer Lights*?

YES! The Arboretum is looking for volunteers to help with a variety of indoor and outdoor jobs including: greeting and directing visitors, ticket scanners, ushers and more. *Minors under 18 are not permitted to volunteer.* Volunteer applications are available at www.ncarboretum.volunteerhub.com. For more information about volunteering please contact volunteering@ncarboretum.org or 828-665-2492 x 219.