



2020 Members-Only Orchid Preview: *The Orchid Express* Know Before You Go!

FAQs and Policies

- **Register early!**

Reservations are required. The Members-Only Preview event is one of our most popular events and it fills up quickly. It is recommended that you reserve your spot early. **Members who do not register in advance will be turned away.**

To Register: ncarboretumevents.org
Orchid Preview Hotline: 828-412-8513

Please note: If you call and are directed to our voicemail, feel free to leave a message and a staff member will contact you during business hours to confirm the reservation. However, leaving a message does not guarantee a reservation. The hotline is not monitored over the weekend and all calls will be returned the following business day.

To Cancel: If you have registered but are unable to attend, kindly inform Member Services of your cancellation as there is a waitlist of members available to take the open spot.

Email: membership@ncarboretum.org
Phone: 828-412-8513

- **What are the hours of the Members-Only Orchid Preview?**

Registered members are welcome to attend the Orchid Preview anytime between 4:00 p.m. – 7:00 p.m.

The event tends to be very busy at the start. It is recommended to come after 5:30 if possible.

Carpooling with other North Carolina Arboretum Society members who have registered for the event is encouraged!

The building will remain open to the public from 9 a.m. – 5 p.m.; however, the Auditorium and classroom will be cordoned-off for pre-registered members with wristbands. The public will not be permitted in show/vendor areas.

- **Bring your ticket and current membership card.**

Members who register for the Members-Only Preview will be emailed a ticket. On the day of the event, please bring this ticket, along with your current membership card, in order to be given a wristband to enter the Orchid Show.

Online registrants will automatically be issued a ticket. You will receive 2 emails:

1. Confirmation email
2. Ticket email

Members that register by phone will receive their ticket(s) by email. You will receive 2 emails:

1. Confirmation email
2. Ticket email

- **I registered, but my ticket will not print.**

Please check-in at Will Call with your current North Carolina Arboretum Society membership card in order to receive your wristband.

- **I am a member. Can I show up to the event without pre-registering?**

No, pre-registration is required. Register online at ncarboretumevents.org or call 828-412-8513.

Please Sign In or Create an Account in top right corner of the registration web form so that you are identified as a current member.

Members who are not registered will be turned away.

The Members-Only Orchid Preview is an extremely popular event. There is limited space in the Education Center building, as well as a limited number of parking spots. To ensure that members have an enjoyable experience seeing the orchids and to comply with occupancy fire code, members must register in advance.

- **I am not registered for the event but would like to buy an orchid from the vendors. Is this possible?**

No, only registered attendees to the Members-Only Orchid Preview have the opportunity to purchase orchids before the show opens to the public.

Please plan to visit the Orchid Show on Saturday or Sunday, April 4 or 5, in order to purchase an orchid.



- **Can I bring a friend who is not a member?**

No, this is a members-only event. Non-members can join the North Carolina Arboretum Society at ncarboretum.org in order to gain access to the preview, along with many other benefits.

You are welcome to attend the Orchid Show with family and/or friends on Saturday or Sunday, April 4 or 5 (9 a.m. – 5 p.m. each day). There is \$5 charge per person, **including members**, that will be collected at the door. Children 12 and under are free.

All fees support the Western North Carolina Orchid Society's non-profit organization and future orchid events. Standard parking fees apply to non-Arboretum members.

- **I am a member at the Individual Level. Can I bring my spouse?**

No, this is a members-only event. If you would like to upgrade your membership to the Household level or higher, please contact Member Services at 828-665-2492 or join online at ncarboretum.org.

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All fees support the Western North Carolina Orchid Society's non-profit organization and future orchid events. Standard parking fees apply to non-Arboretum members.

- **I am a member at the Household or higher level. Can I bring my children?**

Children included in Household level and higher memberships are welcome to attend but will not be issued tickets.

- **The Members-Only Orchid Preview is full, but I want to see the orchids!**

If the event is full, you can opt to put your name on a waitlist. [Click here to be added to the Waitlist.](#)

Members are added on a first come, first serve basis. As cancellations are received, membership staff will contact members on the waitlist in the order their information was received.

If you did not get a call for the Members-Only Orchid Preview, you can view the Orchid Show on Saturday or Sunday, April 4 or 5 (9 a.m. – 5 p.m. each day). There is \$5 charge per person, **including members**, that will be collected at the door. Children 12 and under are free.

All fees support the Western North Carolina Orchid Society's non-profit organization and future orchid events. Standard parking fees apply to non-Arboretum members.

- **Pick-up/drop-off in the Education Center traffic circle**

Traffic in the circle is restricted to passenger drop-off and pick-up; parking is not permitted in the circle.

Several handicapped parking spots are available in the service entrance next to the Education Center for vehicles with official handicapped placards.

- **Parking lot renovations**

The main parking lot will remain open during the parking renovation project; however, certain areas will be blocked off and surfaces may be unpaved at times. Please drive with caution and pay attention to signage related to closures and detours. The Arboretum will still have wheelchair access from the main parking lot, as well as reserved handicap spaces close to both buildings. Drop-off and pick-up access will still be available in front of the Baker Exhibit Center and Education Center buildings.

- **2020 Orchid Vendors**

BB Barns
Carter and Holmes
Ecuagenera
Ironwood Estate Orchids
Krull Smith
Looking Glass Orchids
Marble Branch Farms
Orchid Classics
Orchid Trail
Steve Arthur Orchids

- **Bent Creek Bistro**

Locally sourced food and beverages, including beer and wine, will be available for purchase from Bent Creek Bistro until 7 p.m. Drinks are permitted in the show, vendor area and gardens; however, they are not permitted in the parking lot or on the trails.

- **Are pets allowed?**

No, pets are not permitted in the buildings. Services animals are permitted by law.