

General Policies

In accordance with industry standards, Norfolk Festevents has implemented the following procedures for all events. Each event may have exceptions to these policies. Be sure to check the event pages on Festevents.org or call 757-441-2345 before attending.

Guest Conduct

Guests may be asked to leave the property for reasons including, but not limited to the following:

- Unruly conduct
- Use of illegal substances or drugs
- Disruptive behavior
- Use of profane, obscene or abusive language of any type
- Possession of illegal or unauthorized items inside the venue
- Throwing of any objects onto the stage area, or in the seating areas
- Verbally abusing, threatening or intimidating performers, other guests, or Norfolk Festevents employees
- Participating in a fight
- Entering or attempting to enter any “Authorized Personnel Only” areas, such as: the stage area, backstage, behind points of sale or restrooms of the opposite sex
- Any action that, in the opinion of Norfolk Festevents, places other guests in danger or reduces their enjoyment of the event
- Guests that are asked to leave the property may be subject to citation or arrest. These guests will not receive a refund for their ticket(s)
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Wind Policy:

In the event of high winds, Norfolk Festevents will require all umbrellas, and small shade canopies when permitted, be closed and lowered or removed at Norfolk Festevents’ discretion.

Non Permitted Items:

The following items are NOT allowed into Town Point Park during Norfolk Festevents’s events. Please leave these items at home or secured in your car.

- Alcoholic Beverages of any kind
- Weapons and dangerous devices of any type (except permitted)
- Tents, caddy canopies, or sun shades
- Large umbrellas (Golf style or larger)
- Personal tables of any size
- Aerosol cans
- Audio and video equipment

- Large ice chests
- Grills
- Fireworks
- Laser pointers
- Remote controlled flying devices or UAVs (unmanned aerial vehicles), unless contracted with Norfolk Festevents.
- Portable televisions and large radios
- Child play pens
- Banners, Flags, and Signs
 - ❖ Banners, Flags, and Signs are prohibited from being hung or fastened in Town Point Park. Hand held signs no larger than 2'x3' are permitted but must meet the following criteria:
 - Signs cannot be distasteful in nature or content
 - Individual events will have designated areas for all sign holders
 - Signs cannot obstruct the view of Guests
 - Signs cannot be attached to sticks or poles
 - Sign holders cannot use step stools or amplification devices
 - Individual events have the right to revoke this policy without prior notification.

Permitted Items:

- Non-alcoholic beverages
- Small personal coolers
- ****Personal umbrellas, and when permitted, small shade canopies****
- Cloth bags, soft packs
- Food for personal consumption
- Fruit and vegetables must be sliced, plastic utensils only
- Binoculars
- Blankets
- Chairs
- Personal cameras

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Guest Services

ATM's: Are located near the Guest Relations station and throughout the park.

First Aid: First Aid Stations are located on the venue grounds during events and staffed by Norfolk City Fire Department Paramedic personnel .

Lost and Found: Items found before, during, or after an event should be turned into the Guest Relations station. Items will then be logged in and kept in the Norfolk Festevents office located at 120 W. Main Street Norfolk, Virginia 23510. If you are missing an item, check with Guest Relations during the event. After the event, please call the Norfolk Festevents office at 757-441-2345. Items will be held for 30 days then discarded if not claimed.

AT&T Lounge and Charging Stations: AT&T Lounge is located in the center walking path of Town Point Park delineating the two large grass fields. A full array of patron services and event information is available.

Guest Survey: Guests attending events can complete a Guest Survey for a free bottle of water. The survey is utilized by the Norfolk Festevents to ensure the best possible guest experience.

Taxis: Please visit the Guest Relations station and we'll help get you home safely through App-A-Cab.

Alcohol Policy

- A wide array of food and beverages are available at concession stands.
- We have the right to refuse the sale of alcohol to anyone at any time. Adults of age that choose to consume alcoholic beverage will do so in a responsible manner.
- Alcohol will not be served to anyone already intoxicated. Intoxicated patrons will be denied entry into the venue. Public intoxication is grounds for ejection from the venue without refund.
- Each customer's ID is checked before each alcohol purchase. No one under the age of 21 is permitted to purchase alcohol. Alcohol will not be served if the picture on the ID doesn't match the person attempting to purchase.
- No vertical or expired driver's licenses from any state will be accepted.
- Forms of valid ID include: horizontal United States driver's license, military ID cards, Foreign Government identification and/or Government passports
- There is a 2 drink limit per transaction

Acts, Dates & Times

All acts, dates, times and prices are subject to change without notice.

Inclement Weather

Norfolk Festevents monitors weather prior to any event closely. In the event weather is deemed life threatening, certain events could be moved indoors. For non-threatening weather, all events go on rain or shine, and no refunds or exchanges will be issued in the event of rain.

Accessible Seating

Town Point Park is fully equipped with ADA Accessibility entrances and seating. Patrons **MUST SPECIFY** if they need ADA, hearing impaired, or visually impaired seating at the time of ticket purchase for ticketed events. A ticket will be sold in the designated ADA section on a best available basis. These seats allow for one to three companions. ADA tickets can be purchased at Norfolk Festevents Box Office at 757-441-2345 or visit the venue box office during operating hours of the event.

Re-Entry Policy

There is a re-entry policy for all Norfolk Festevents' events. All guests wanting re-entry, shall receive a wristband and display this wristband to officials or staff members upon re-entry. Guests without wristbands will not be permitted back into the venue.