



## TICKET FAQ

### **How much are tickets?**

The 2016 festival ticket price for the Element 11 festival will be \$125.

### **How many tickets will be available?**

The 2016 festival will sell out at 1,300 tickets.

### **Where can I buy tickets?**

Both in-person and on-line ticket sales are available. Tickets may be purchased for cash only at [IconoCLAD](#) (414 East 300 South, Salt Lake City, 801.833.2272)

### **When will on-line ticket sales be available?**

On-line sales will begin May 8, 2016 at noon and will end on July 8, 2016 at midnight or sooner if 1,300 tickets are sold.

**\*\*We will hold a 1 day presale of tickets at our Burner Day in the Park/Volunteer Training Day on May 7<sup>th</sup>, you will be able to purchase your ticket by cash on this day.**

### **Will I receive a physical ticket?**

The 2016 festival will utilize physical tickets. These will be mailed to you on July 1<sup>st</sup>. All tickets purchased online on and after June 30<sup>th</sup>, will not be mailed and must be picked up at the festival box-office. If you haven't received your physical ticket after 7 days, please contact [tickets@element11.org](mailto:tickets@element11.org).

### **I bought a ticket on-line. Where is my email confirmation?**

If you haven't received your email confirmation after 24 hours, please contact [tickets@element11.org](mailto:tickets@element11.org).

**Can I get a free performer ticket this year?** This year there will be NO free performer tickets available. It's our stand that everyone at E-11 performs/contributes in their own way and everyone takes advantage of us having insurance, permits, use of the land, port-a-potties, and amazing art; we should all contribute something to pay for it.

### **What is required of the customer?**

- Must be prepared to prove their identity and age (18+) at the Box Office upon entry. If under 18, you must be with your parent or guardian.
- Is required to read, understand and abide by all [Festival policies and guidelines](#).

*Policy updated 2/21/2016.*

