



FREQUENTLY ASKED QUESTIONS

WHAT IS 20/20 SUMMER FEST?

20/20 Summer Fest. is a 2-day music festival launching in the heart of Los Angeles and is pegged to be the largest CHH and Gospel Hip-Hop festival in the United States. We now also have festival plans to expand throughout Exposition Park in the near future. Some of the biggest names in CHH and Gospel Hip Hop will be performing July 2020 for this live music festival and fan experience event.

WILL 20/20 SUMMER FEST BE AN ANNUAL EVENT?

Yes! We will be returning to the heart of Los Angeles annually.

WHAT IS THE ADDRESS FOR 20/20 SUMMER FEST 2020?

Venue to be announced.

WHAT TIME DO GATES OPEN AND CLOSE EACH DAY FOR 20/20 SUMMER FEST. L.A.?

Friday, July TBA

Saturday, July TBA

HOW OLD DO I HAVE TO BE TO ATTEND THE EVENT?

All ages are welcomed to attend 20/20 Summer Fest.

WHAT IS WILL CALL?

Customers who purchased "Will Call" tickets must pickup their ticket(s) from the Box Office Will Call before entering the festival. General Admission & VIP will call can be picked-up here. Onsite ticket sales are subject to available inventory. Media and Artist/Agent/Festival Guestlist credentials will be issued from both Box Office locations as well. Appropriate windows will be marked.

WHAT ARE THE HOURS OF OPERATION FOR WILL CALL 20/20 SUMMER FEST?

Thursday, July TBA

Friday, July TBA

Saturday, July TBA

WHAT DO I NEED TO BRING TO WILL CALL TO PICK UP MY TICKET(S) / PICK UP A REPLACEMENT TICKET(S)?

- 1) Your email confirmation, subject should read "Your 20/20 Summer Fest. receipt", either printed or pulled up on your phone
- 2) The credit card used to purchase the ticket(s) (or photo of it)
- 3) A valid photo ID matching the credit card (or photo of it)

WHO CAN PICK UP TICKETS AT WILL CALL?



Only the original ticket purchaser can pick up the order, unless an alternate pick-up name was advanced with our ticketing partner, Ticket Master Tickets. If you need to contact them to change the name for pick up, please visit support.ticketmasters.com.

WILL SINGLE DAY PASSES BE AVAILABLE FOR 20/20 SUMMER FEST?

Yes, we will be releasing single day passes for any 20/20 Summer Fest event. Both single- and 2-day weekend passes are available for purchase.

I BOUGHT A TICKET BUT NOW I CAN'T MAKE IT ANYMORE. HOW DO I GET A REFUND?

All sales are final. We also offer the option to insure your ticket in the event something happens and you can't attend. Insurance must be bought at time of purchase and cannot be added to your order later on. Any questions can be directed to our ticketing partner, Ticket Masters Tickets support.ticketmasters.com.

IS THERE AN AGE LIMIT FOR VIP AT 20/20 SUMMER FEST?

You must be 18+ to enter the VIP areas at 20/20 Summer Fest. You will need to show ID before entering the VIP viewing area.

WHAT IS VIP BAR AREA?

VIP Bar Areas are for our fans that are interested in table/bottle service at 20/20 Summer Fest! If this is what you're looking for, please keep in mind that everyone in your party must be 21+ to be in our VIP Bar Area. ID Stickey enforced.

ARE 20/20 SUMMER FEST TICKETS BOUGHT OFF A THIRD-PARTY WEBSITE ACCEPTED?

We do not accept 20/20 Summer Fest tickets purchased off third party websites. We will not check if your passes are valid if you purchased tickets from a third party. **You can avoid scams and fraudulent tickets by purchasing your passes directly from our website.**

WHAT IS THE DIFFERENCE BETWEEN THE TIERS FOR TICKETS? HOW MANY TIERS WILL THERE BE? WILL I BE SEPARATED FROM MY FRIENDS IF I BOUGHT A TICKET IN A DIFFERENT TIER?

The only difference is the price. Once one tier sells out, the ticket price goes up for the next tier. To get the best price, please purchase the lowest tier that is available. There are a few tiers so we suggest you buy your tickets as early as possible. In order to be seated near or next to your friend we recommend that you buy your tickets together.

HOW DO I PURCHASE A TICKET WITH THE LAYAWAY PLAN OPTION?

You will find the option for the Layaway plan in "Step 2" when you're going through the checkout process.

WHERE CAN I GET PIT TICKETS? HOW DO I GET ALL THE WAY UP TO THE FRONT OF THE STAGE?

There are no pit tickets available for sale so the only way to get close to the stage is to arrive early!



IS THERE RE-ENTRY?

No, entry is only permitted once a day. Once you're scanned in, you cannot scan back in until the next day.

HOW MANY STAGES WILL THERE BE AT 20/20 SUMMER FEST?

ONE MAIN MEGA stage in Los Angeles.

WHERE CAN I FIND THE FESTIVAL MAP?

The map will be released ahead of time and will be posted on our site as well as all our socials.

WHEN ARE YOU RELEASING SET TIMES FOR EACH DAY?

Set times will be posted on our website and all our socials closer to the day of the festival. Set times can also be found in our festival guide that will be passed out at the gates and various spots throughout the festival grounds. Stay tuned to our socials for updates.

WHAT IF 'INSERT ARTIST NAME' DOESN'T MAKE IT TO THE FESTIVAL?

Lineup is subject to change. If anything changes, we'll announce it on our socials.

WILL THIS BE INDOORS OR OUTDOORS?

The festival will be held in and indoor / outdoor stadium.

WHAT IF IT RAINS?

20/20 Summer Fest is a rain or shine event.

RECOMMEND ANY HOTELS NEAR THE FESTIVAL?

We have partnered with Delmay and Partners to offer our fans discounted hotel rates for 20/20 Summer Fest. To book your stay today, please visit 2020SummerFest.com/hotels.

WHAT KIND OF FOOD WILL THERE BE AT 20/20 Summer Fest?

Top chief food, of course. We will have all sorts of options, vegetarian and vegan options included. Water, soft drinks, and liquor will also be available on-site for purchase.

CAN WE BRING CAMERAS INTO SUMMER FEST?

No professional cameras (cameras with interchangeable lens) without an approved photo pass will be permitted into the festival. GoPros are cool with us, as long as you keep the GoPro sticks at home.

OK, HOW DO I OBTAIN A PRESS PASS THEN?



Photo passes will only be granted to media companies. If you're a photographer that happens to work for a media company and interested in covering the event, please email Press@2020SummerFest.com

WHAT AM I ALLOWED/NOT ALLOWED TO BRING?

Please visit 2020SummerFest.com/banned-and-allowed-items for a detailed list of what's allowed and not allowed onto festival grounds.

WHAT KIND OF BAG WILL I BE ALLOWED TO CARRY?

No backpacks or bags are allowed. Please visit 2020SummerFest.com/banned-and-allowed-items for a detailed list of what's allowed and not allowed onto festival grounds.

HOW CAN I CHARGE MY PHONE AT THE FESTIVAL?

Portable chargers will be available for purchase through Electric Standard Co. Attendees can charge on the go, no matter what type of device they have. Cables come built in and are easily rechargeable at home. To learn more about unlimited exchanges and pre-orders, visit:

IS THE FESTIVAL HANDICAP ACCESSIBLE?

Yes! Please visit 2020SummerFest.com/ada for more information.

IS THERE A SHUTTLE BUS FROM THE PARKING LOTS AND HOTELS TO THE FESTIVAL?

Please visit 2020SummerFest.com/parking for more information.

WILL I BE ABLE TO TAKE UBER OR LYFT TO THE FESTIVAL?

Please visit 2020SummerFest.com/banned-and-allowed-items for more information.

WHAT SECURITY PRECAUTIONS ARE YOU TAKING AT 20/20 SUMMER FEST?

We are working with the police & fire department. **All guests** are subject to being searched prior to entry into the Event. By requesting entry into the Event, all guests shall be subject to a TSA-style pat down search, including emptying pockets and bags, walking through a magnetometer and having personal items examined.

WHAT CAN I DO ABOUT MY SPECIAL DIETARY/MEDICAL NEEDS? WILL MY MEDICATION AND OTHER NECESSITIES BE ALLOWED IN?

Yes, just make sure any medicine is labeled with your name on the pharmacy label.

WILL I BE ABLE TO SIT DOWN ANYWHERE (BESIDES THE FLOOR) IN CASE I GET TIRED OF STANDING/WALKING?

Yes, this is an assigned seat event but there we will also have seating throughout the festival.

WHERE WILL WE BE ABLE TO PARK? HOW MUCH WILL PARKING BE?



There are parking lots near the entrance of the venue. Stay tuned for the site map. Prices vary by lot depending on location.

WILL THERE BE A MEDICAL/FIRST AID STATION IN CASE OF AN EMERGENCY?

Yes.

CAN I SELL MERCH OR PASS OUT FLYERS, CDS, PROMOTIONAL ITEMS, ETC. INSIDE OR OUTSIDE OF THE FESTIVAL?

No. We reserve the right to confiscate your items if you are caught selling or distributing anything without our approval.

I'M AN UPCOMING ARTIST AND I WOULD ROCK THE STAGE AT 20/20 SUMMER FEST. ARE YOU ACCEPTING INDIE ACTS? HOW CAN I GET A SLOT TO PERFORM AT THE FESTIVAL?

If we're interested, your team will hear from us.

WILL CREDIT CARDS BE ACCEPTED FOR MERCH AND FOOD VENDORS?

Yes, credit cards will be accepted with proof of ID.

WILL THERE BE ATMS AVAILABLE ONSITE?

Yes, there will be ATMs available in case you need to withdraw cash. Note, there will be a service fee for using the ATMs onsite.

HAVE A QUESTION REGARDING STATUS OF ORDER, CHANGES TO AN ORDER OR ANYTHING ELSE REGARDING TICKETING?

Please contact our ticketing partner Ticket Master Tickets and help you:

2020SummerFest.com/tickets

IF I'M INTERESTED IN BECOMING VENDOR FOR 20/20 SUMMER FEST, WHAT IS THE PROCESS TO GET THAT DONE?

Please email Info@2020SummerFest.com and we'll get back to you.

DO YOU REPRESENT A BRAND INTERESTED IN SPONSORING THE FESTIVAL?

Please email Info@2020SummerFest.com and we'll get back to you.

Can I become a volunteer? Info@2020SummerFest.com

Please email Info@2020SummerFest.com and we'll get back to you. **The safety of our fans and Event attendees is of paramount concern to the Event organizers. The Event organizers reserve the right to deny entry to any person or item the Event organizers and/or authorized security personnel deem(s) dangerous.**