

FAQ

- **What are your box office hours?**

Open on show days 11AM – 9PM

- **Is there an age restriction for guests?**

Age limit varies per event. Everyone, regardless of age, must have a ticket to enter. However, no one under 21 is allowed on the casino floor.

- **What forms of ID do you accept?**

We will accept non-expired Driver's Licenses, State IDs, Tribal IDs and passports as valid forms of ID.

- **Where can I smoke on property?**

Smoking including the use of tobacco products such as cigars, chew and vape pens will NOT be allowed in the venue; you may smoke in the casino or outside.

- **Where are you located?**

3317 Forty Mile Road, Wheatland, CA 95692

- **What is the nearest casino entrance to Hard Rock Live?**

The north side of the property.

- **Do you have wheelchairs/handicap accessibility?**

Yes, please come to our box office to purchase ADA seating or give our box office a call / email at 916-943-3740 / boxoffice@hrhcsac.com

- **Does Hard Rock Live have a dress code?**

Most everyday clothing (i.e., jeans, shirts, etc.) would be considered "proper attire." What would fall under the category as "inappropriate attire" would be: sagging pants, oversized articles of clothing, large hats, spikes or sharp jewelry, non-prescription shaded eyewear, or articles that disguise and/or hide your identity in any way. Also not permitted is any clothing with insignias commonly associated with gang activity, biker gang vests, derogatory and/or offensive slogans. Security staff will determine what is appropriate to wear.

- **What are the parking options for Hard Rock Live?**

Free self-parking located on site. No valet available. ADA parking available on site. Tailgating is not permitted in the parking lots as well as overnight and RV parking.

- **Do you offer a bus service?**

Yes! Please follow this link to view our pickup locations

[Arrive By Bus \(hardrockhotelsacramento.com\)](http://hardrockhotelsacramento.com)

- **How do I get in contact with the Hard Rock Live Box Office?**

Box Office Phone: 916-943-3740 Box Office Email: boxoffice@hrhcsac.com

- **Can I get a refund for tickets I have purchased?**

All ticket sales are final. No refunds/exchanges.

- **My band wants to play at your venue, who can I contact about booking?**

You can submit your info online via our Entertainer Application or at Entertainmentbooking@hrhcsac.com if interested, we will contact you.

- **Can I bring a camera to the show?**

Cell phone cameras are allowed. However, our venue policy does not allow professional cameras, or cell phones/cameras with a detachable lens. Depending on artist request, there may be a strict no photo/video policy. Artist requests vary from show to show, so we ask that you please prepare for the possibility that you may not be allowed to bring your camera or recording device into the concert venue.

- **Is re-entry allowed at the venue?**

Yes. Upon exiting the show, an usher will scan your ticket out. Your ticket will be scanned again upon re-entry. Do not discard your tickets until after the show, just in case.

- **Can I purchase tickets over the phone?**

No, tickets may not be purchased over the phone. Tickets can only be purchased online at www.ticketmaster.com.

- **What do I need to pick up my tickets at will call?**

Customers must have the credit card used to pay, Ticketmaster account number, and a matching photo ID to the name on their order to pick up tickets at Will Call. Will Call opens two hours before the event.

- **What hotels are around the area?**

Stay with us at the Hard Rock Hotel! Please follow this link to check room availability.

[Stylish Sacramento Rooms & Suites - Book Now | Hard Rock Sacramento \(hardrockhotelsacramento.com\)](http://hardrockhotelsacramento.com)

- **Where can I find info about your restaurants?**

Indulge and experience a variety of dining options and full-service bars at Hard Rock Hotel & Casino Sacramento: [Dining at Fire Mountain - Hard Rock Hotel Restaurants | Hard Rock Sacramento \(hardrockhotelsacramento.com\)](http://hardrockhotelsacramento.com)

- **What items are not allowed in the venue?**

No outside food

No outside bottles / glassware

No drugs or drug paraphernalia, including vape pens

No chains, chain wallets, or spikes

No weapons (i.e. firearms, knives, blades, scissors, or sharp objects)

No mace, pepper spray

No fireworks or explosives

No Go-Pros

No face covers or masks (not including CDC recommended covid prevention masks)

No audio recording devices

No sharpies

No lasers or laser pointers

No pets (except for documented service animals)

No selfie sticks

No iPads, laptops, or tablets

No drones

No professional photography equipment – including detachable lenses, tripods, telephoto lenses, special flash gear

No umbrellas

No air blasters, horns, or musical instruments

No skateboards, rollerblades, bicycles, helmets, chairs

No signs, flags, banners, posters

Any other items deemed unacceptable by venue management

This is subject to change.

- **Is there a bag restriction for the venue?**

While it is strongly recommended to not bring in any type of bag, only the following types of bags are permissible and will be allowed in the venue after a security check. Small clutch bags with or without a handle, no larger than 4.5" x 6.5" or clear tote style bags measuring no larger than 12" x 6" x 12".

- **What happens when a show is canceled?**

Orders purchased with a credit card will be refunded automatically* to the credit card used for purchase. Please allow up to 30 days for this refund to reflect with your financial institution.

For guests who utilized a Third Party to secure tickets, please reach out to your original point of purchase for information regarding a credit.

Tickets purchased with Cash will be refunded at our box office. Please have a valid ID of the ticket purchaser as well as your Ticketmaster account number.

- **What happens when a show is rescheduled?**

Tickets will automatically be valid for the new performance date, no action needed. Should you not be able to attend, you may request a refund in full within 30 days of the new show date being announced.

- **Are service dogs allowed inside the venue?**

Yes, we ask that guests with service animals check in with the security podium when they arrive to get a wristband, so staff know your animal is a service animal. For Hard Rock Live events, please email our box office BoxOffice@hrhcsac.com to let us know you are coming! That way we can help you choose seats that are best suitable for the animal as well.