

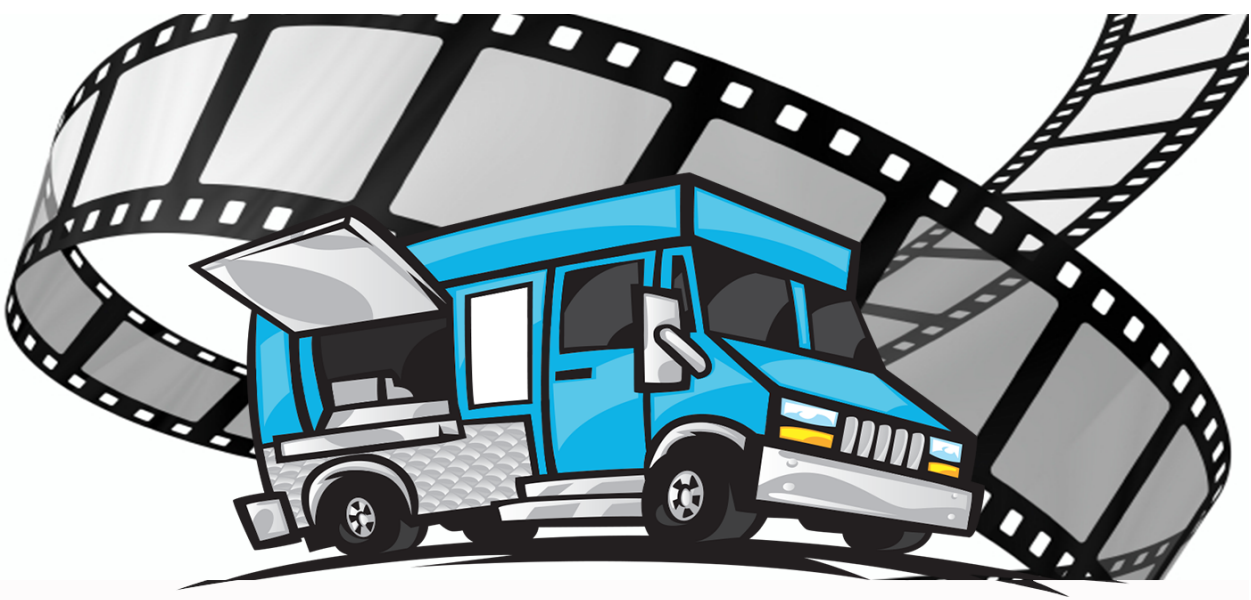
Food Truck Cinema

Frequently Asked Questions

Tickets

I'm having a ticket problem (getting them, got the wrong one, forgot to print, dog ate my ticket, etc).

- o If you have questions regarding tickets, voucher codes, etc. Please contact us at sales@ftcinema.com or our customer support line at 916-750-0035. Our customer support lines are open 9am – 5pm PST Monday Thru Friday.
- Do I have to print out my ticket?
 - o Nope! You may print it out or save it on your smartphone. We will scan your printout or your smartphone and you are good to go!
- I have a ticket voucher from a deal site (Living Social, Groupon, etc.), What do I do?
 - o Deal sites have issued a unique Voucher Code to you. Just go to our website and order the tickets for the given show you want to attend and input your unique Voucher Code in the PROMO CODE box. Then you will be issued a barcoded ticket via email. This is your ticket into the event. Voucher codes that are not redeemed online will not be accepted at the door. Please be sure to read the redemption instructions found on your voucher. please contact us at sales@ftcinema.com or our customer support line at 916-750-0035. Our customer support lines are open 9am – 5pm PST Monday Thru Friday.
- Can I upgrade my general admission ticket(s) to reserved seating/VIP seating events?
 - o Yes! Upgrades are available based upon availability. To upgrade your ticket(s), please contact us prior to the show date at sales@ftcinema.com or our customer support line at 916-750-0035. Our customer support lines are open 9am – 5pm PST Monday Thru Friday.
- Can I buy tickets at the door at the event?
 - o We encourage advance ticket purchase online at ftcinema.com. At the door sales are conditioned on availability. Door ticket sales begin when the gate opens. Please Note: Advance ticket holders enter first. If there are a large amount of advance ticket holders, door may be held to ensure we have enough space for ticket holders.

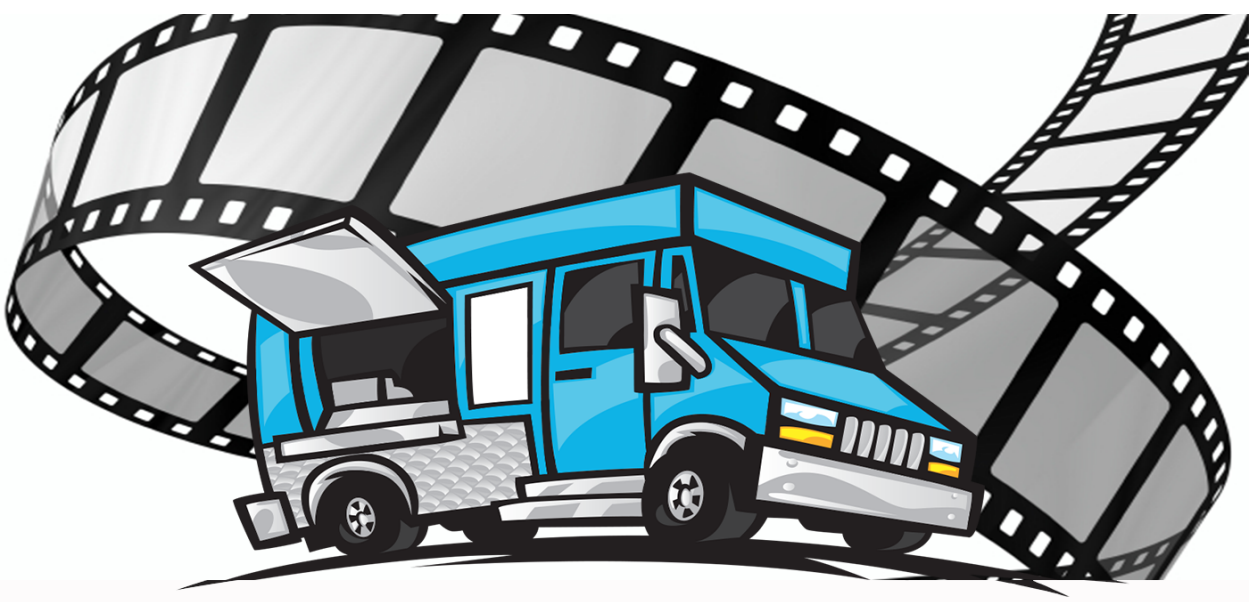


- If an event is sold out can I still purchase tickets at the door?
 - If an event is sold out that means we are at capacity for that location. We would not be able to determine if we can allow tickets to be sold at the door until a majority of our advance ticket holders have entered the event. Best Solution: Buy tickets in advance so that you are guaranteed entrance. If an event is sold out, we will announce on [Facebook](#) and [Instagram](#).
- Are ticket prices the same if we purchase them at the door?
 - General Admission is \$11 and Reserved is \$16 at the door. However, Children ticket prices remain the same. For ticket prices of events outside of the Food Truck Cinema summer season, please refer to the event details page.
- Refunds? I bought a ticket but now I cannot attend. Can I get a refund?
 - As a courtesy, we will reallocate your ticket(s) for another night in our schedule, based on availability. You must request ticket reallocation 24 hours prior to the original ticketed event. If you would like to request a refund, we are happy to consider that as well. For all ticket reallocation and refund requests, please contact us at sales@ftcinema.com or our customer support line at 916-750-0035. Our customer support lines are open 9am – 5pm PST Monday Thru Friday.
- Do I have to buy a ticket if I want to come just for the band, food trucks or movie?
 - Yes, each ticket is a general grounds fee that provides access to all three event elements as well as additional amenities.
- Can children attend?
 - Yes, of course! Children under 12 are \$5* for General Admission and \$6* for Reserved Seating. Children under 5 are free. IMPORTANT: Please consult movie ratings to gauge appropriate content. To help further define general MPAA ratings, we also recommend Common Sense Media to evaluate the level of nudity, violence and profanity. (*Ticket service fee not included)
- Can I bring a child to a movie that is rated R?
 - We don't recommend it. Children must be accompanied by an adult. To help further define general MPAA ratings, we also recommend Common Sense Media to evaluate the level of nudity, violence and profanity.



Event Day

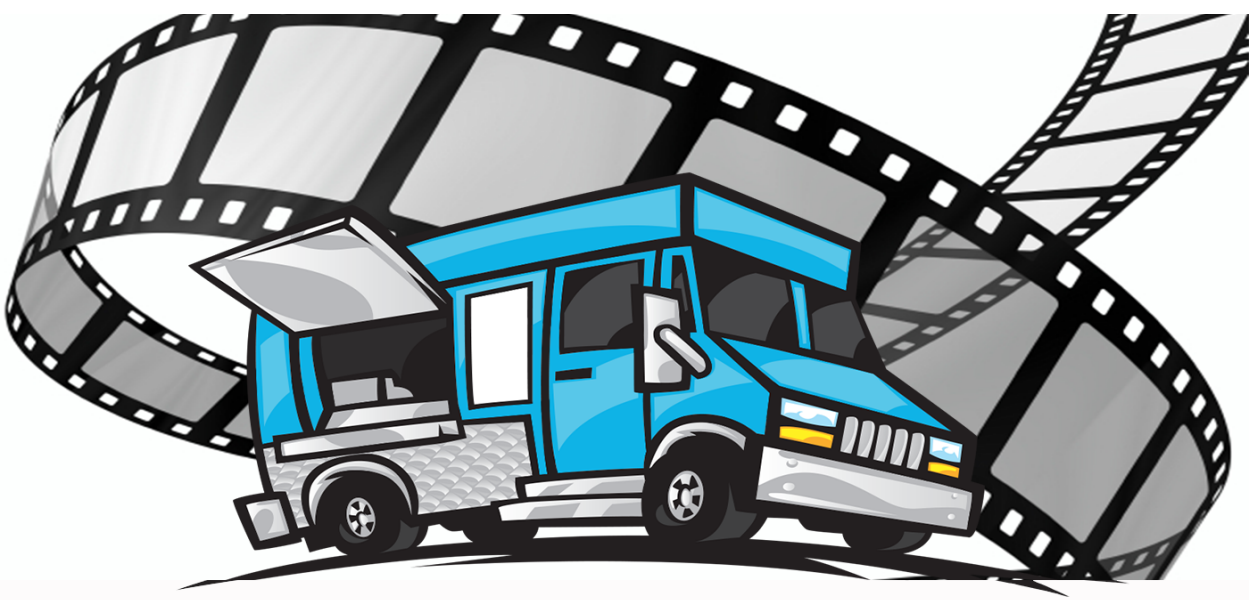
- What if it rains?
 - All events are rain or shine – as in light summer rain. We do not normally cancel events due to rain. In the case of extreme weather, the event will be postponed and rescheduled. Your tickets will be transferred to the new event date or you may receive a refund or reallocate your tickets to another event. If an event is postponed, you will receive an email with details regarding ticketing options. Any questions, please contact us at sales@ftcinema.com or our customer support line at 916-750-0035. Our customer support lines are open 9am – 5pm PST Monday Thru Friday.
- We have a really large group (for a birthday party, proposal, just because we have a lot of friends...). Can we get a special group discount?
 - Ah, yes! Food Truck Cinema is perfect for large groups! For parties over ten (10), you can reserve directly with the office. Please contact us at sales@ftcinema.com
- Can I bring a picnic? Outside food and beverages?
 - You can, but not sure why with the area’s best Food Trucks, Craft Beer, Wine Garden, and Beverage Stations. Please refrain from bringing coolers over 9 quarts. *Outside alcoholic beverages are not permitted, however non-alcoholic beverages in non-glass containers are welcome.*
- What is the seating like and can I bring a chair?
 - “Seating” is on a beautiful grass field. **Bring your own blanket or chair.** In the center of the viewing area, chairs must sit no higher than 6 inches off the ground (e.g. beach chair). Tall camping chairs will be seated on the exterior areas of the viewing area. For chair seating arrangement, please refer to [this General Event Seating Layout \(Woodcreek Only\)](#) There are 2 designated chair seating areas. Area 1 - Chairs must sit no more than 6” off the ground. Area 2 - Taller chair backs not exceed 30” of the ground.



- What is “Preferred Seating” and does that include a chair?
 - Preferred seating is the area in the front of the viewing area reserved for Preferred Seating ticket holders, so you can arrive at any time and still be seated in the front. We do not provide chairs, however, you can bring a chair and sit in the designated chair area for that section. Please refer to this [General Event Seating Layout](#) based on Woodcreek’s Layout.
- Is parking included with ticket purchase?
 - Parking is not included. All parking lots are independently owned and operated. Food Truck Cinema does not own or manage parking at any of the event sites besides Woodcreek Golf Course. Most locations have street parking available. We do anticipate high volumes of vehicles so taxi services, Uber, and Lyft are recommended.
- Can I bring my dog?
 - Yes, most events are dog friendly!
- I’ve never been to an outdoor movie. What should I bring?
 - We recommend chairs, blankets, pillows, hoodies, games, sunscreen, sunglasses and snacks. Although there are many food trucks and vendors with delicious food for purchase, outside food and beverage (non-alcoholic, non-glass) is also permitted, so you may opt to bring your own picnic.
- Are your events wheelchair accessible?
 - They sure are! When you arrive at the event, notify an employee at the door and they will accommodate you accordingly. You will be placed in the designated chair seating area, which is along the sides of the field. Our restrooms are also accessible and we keep them clean, too!

Vendors

- I have a food truck, band, idea, etc. How can I get involved with your event?
 - Awesome! Just contact us [here](#). There is a [Downloadable Vendor Application](#) located on the Food Page of this web-site. Or contact sales@ftcinema.com to have one emailed to you



- Why do some events have more food trucks than others? Are you booking more food trucks?
 - We book the food trucks based on the capacity of the event. We are constantly adding food trucks throughout the season. Often, we add trucks up until the day of the event. Definitely bring snacks just in case you have a little bit of a wait.
- Do you have any control over food truck service?
 - Nope. All food trucks are owned and operated independently. If you have feedback regarding your experience, please contact us at sales@ftcinema.com and we can get you any contact information you may need.

Sports Restaurants of Woodcreek

- This is such a cool event. How can I get Food Truck Cinema to come to our city?
 - We're always open to cities and locations. Please contact us at sales@ftcinema.com or our customer support line at 916-750-0035. Our customer support lines are open 9am – 5pm PST Monday Thru Friday.
- What other events have you done?
 - Our team has produced and co-produced a wide variety of events throughout Northern California, including invitation-only, red carpet soirees and benefits.
- What about private events?
 - Coming Soon...