



FREQUENTLY ASKED QUESTIONS

1. When are the fireworks going to take place?

This year, we are thrilled to host a firework show on both Friday, July 3rd and Saturday, July 4th, 2020. The show will begin at sunset (approximately 9 PM) on both nights, accompanied by themed music.

2. Do I need tickets to attend Rocketts Red Glare?

Rocketts Red Glare is a free-to-the-public event, so tickets are not required. However, if you would like to experience our VIP Village Bank Tent, you do need to purchase tickets. Tickets will be available for purchase online (please see www.rockettsredglare.com for more information) and on-site the day of the event.

3. I've purchased my VIP tickets and parking pass – where can I get them now?

Upon purchase of your VIP ticket and parking pass, you should have received a confirmation email. That confirmation page is your parking pass. If you do not receive an email, please reach out to mbudd@the288group.com for assistance.

4. What if I decide that I would like to purchase a VIP pass once I am onsite for the event?

You can absolutely purchase VIP passes onsite at Rocketts Red Glare. You can purchase them at the entrance to VIP through cash or credit card payment (credit card payment incurs processing fee). However, if you do choose to purchase on site, you forgo the “presale” pricing discount.

5. Where can I park?

Please visit the “Parking” page of www.rockettsredglare.com to see maps of all of the available parking lots for event parking.

6. How late can I park at the parking lot designated on my parking pass?

You may arrive at any time you’d like to park, however there is no discount for late parking or early departing of the lot. The event parking lots will be open for parking until 11PM on both July 3rd and July 4th. The 288 Group is not responsible for any damage, towing fees, or theft of vehicles left overnight.

7. Can I buy parking day-of?

Yes, if parking is not sold out due to limited number of parking passes available, you may purchase parking up to the day of the event. Please remember to **print out the parking pass**, as it is required to be displayed on your dashboard.

If you attempt to purchase parking passes and you receive a “registration is closed” message, then parking is sold out for the event. We would then recommend using the PULSE bus system or a ride service such as UBER or LYFT.

8. What if it rains? Is there a rain date scheduled?

Rocketts Red Glare will have fireworks both Friday July 3rd and Saturday July 4th. If inclement weather causes The 288 Group to cancel Friday night’s show, the firework show will still go on as planned on Saturday. If inclement weather prevents a firework show BOTH nights, there will NOT be a rain date.

9. Do I need a paper copy of my parking pass?

Yes, you will need a paper copy of your parking pass to display on your dashboard in the designated parking lot you park in.

10. Do I need to print out my ticket for entry to VIP?

Tickets must be printed if they are connected to a parking pass. If they are tickets without parking passes, you may pull up the QR code via email or Apple Wallet to redeem tickets.

11. I purchased tickets but now I am unable to attend. Can I transfer these tickets to someone else?

Yes, it is possible for a purchased ticket to be transferred to another individual's name. However, to do so, please email mbudd@the288group.com directly, as admin must make the transfer. Once your transfer has been complete, the new attendee will receive an email confirmation with their ticket information. Tickets must be printed if they are connected to a parking pass. If they are tickets without passes, you may pull up the QR code via email or Apple Wallet to redeem tickets.

The cut off for ticket transfer of names is July 1st, 2020. Unfortunately, any ticket transfer after that time will not be able to be processed in time for the event dates.

12. Can I bring chairs to the event?

Absolutely. We allow chairs, blankets, and personal umbrellas in both VIP and General Admission. However, please keep in mind that a majority of the VIP space is covered by tents.