

2023 Lincoln Hills Summer Amphitheater Series

Guidelines & Restrictions

Admission: Wristbands required and must be worn during concert. **Online buyers must exchange e-tickets for wristbands at the Lifestyle Desks prior to concert date. Online receipt required for wristband pick up. On concert date, wristband exchange will only be honored at Orchard Creek Lifestyle Desk. Lost tickets/wristbands will not be replaced.**

ADA: The designated paved area is located in the Amphitheater's center top tier. Additional paved areas adjacent to the Lifestyle booth are also available for handicap accessible seating. Patrons with wheelchairs and scooters have priority access. (Guests may be limited due to space.)

Chairs/Seating: Guests must provide their own concert chairs. Seating is first-come, first-served. Chairs may be set up **between 6:00 AM and 5:00 PM** on the day of the event. Amphitheater will close at 5:00 PM on the day of the event and **re-open an hour prior to concert. Chairs placed prior to 6:00 AM, or that exceed a height maximum of 36", will be removed** and placed on the upper patio terrace. SCLH is not responsible for loss of chairs/blankets left unattended. **Do not move chairs already in place. Do not lay chairs flat/horizontally on ground to save extra spaces.**

Dancing: Dancing in front of raised stage permitted. This may slightly obstruct view of patrons seated on Amphitheater's bottom tier. Use steps and walkways to get down to dance areas. **Do not step over, or off of, walls to get to dance areas, as there is high risk of falling.** Volunteers and/or staff may ask you to leave the concert if you do not use steps and walkways.

Decibels Warning: In order for the music/sound to travel far enough, so all patrons can hear the concert well, the decibels may be high. **Sitting close to the stage and speakers may be too loud for some people, especially those that wear hearing aids.** If this is a concern, sit further back. (The volume does have to be louder on particularly hot and/or humid days, so sitting on the upper level is recommended for those affected.) Sound technicians are unable to turn the volume down once the concert begins.

Entertainers: Please be respectful of performers/singers/entertainers by avoiding physical contact of any nature.

Food & Beverage: No-host bars and food concessions available throughout the concert. **Patrons are allowed to bring water in factory sealed clear plastic bottles. No outside alcohol, beverages or food is permitted.** *(Volunteers at entrances are required to enforce these rules. They do not set the rules -- please be understanding and courteous to our Lincoln Hills volunteers.)*

Not Allowed: High-back chairs that exceed 36 inches, outside food, beverages and alcohol, cans, glass bottles, ice chests /picnic baskets, chair umbrellas or canopies, smoking of any kind, and pets that are not registered service animals. (Backpacks and bags may be searched.)

Parking: We have limited parking at Orchard Creek Lodge. Please carpool or walk. The parking area across our parking lot is available after 5:00 PM. Street parking is only allowed where permit signs are posted.

Safety: Use paved walkways while walking down to the stage, to the concessions and while leaving after the concert. Do not sit, stand or walk on the walls down by the dancing area, as stones can become loose and break. Do not step off of the concrete tiers down to the main dance area -- **always use the walkways/steps.**

Show Cancellation: All sales are final. **No refunds or exchanges will be issued** (includes situations of unexpected "Acts of God," "Force Majeure," local authority related, or any other unforeseen situations that prevent the event from safely being held).

Ticket Pricing: **Individual concert prices for SCLH residents and their guests are \$25 per person, regardless of age.** SCLH residents are permitted to purchase up to 10 guest tickets each, at the resident rate. Non-residents ("public") will pay an additional \$5 venue fee and applicable service charges.

Frequently Asked Questions

- 1) ***Where are the concerts held?*** Concerts are at Sun City Lincoln Hills at the Orchard Creek Amphitheater, located behind the Orchard Creek Lodge at 965 Orchard Creek Lane in Lincoln, CA.
- 2) ***How many entrances are there to the venue?*** There are four designated areas to the amphitheater: between Orchard Creek Lodge and WellFit entrance, through Orchard Creek Lodge by the front desk, through the hallway from the Ballroom entrance and between Meridians and Lincoln Hills Golf Shop.
- 3) ***Do all shows start at 7:30 PM?*** No. Concerts in May through August start at 7:30 PM. Concerts in September start at 7:00 PM.
- 4) ***What time do doors open?*** Doors open one hour prior to the show. (6:30 PM May through August and 6:00 PM in September.)
- 5) ***When can we purchase tickets?*** All concert tickets go on sale to residents on April 17. (Discounted Series Packages on sale through May 16 only.) Single concert tickets go on sale to non-residents ("public") on May 17 with an additional venue fee of \$5 and any applicable service charges.
- 6) ***Is there a discount if we purchase all 10 shows in the series?*** Yes! A 20% discount, which is \$5 off of each show (total of \$50)! The series packages go on sale April 17 and will be sold through May 16 only.

- 7) ***Can we reserve/hold spots for friends?*** No. Space is first come, first served. Space may only be reserved with a standing chair. No roping off of areas. Blankets (to hold space) are only allowed to do so in the blanket area.
- 8) ***What time can I set up my chairs?*** Chairs maybe set up between 6:00 AM and 5:00 PM on concert dates. Seats placed prior to 6:00 AM will be removed and placed on top terrace. The Association is not responsible for lost chairs.
- 9) ***What happens if I cannot come in between designated hours for chair set up?*** You may bring your chair when gates/doors re-open an hour prior to the show.
- 10) ***Can we use any chair?*** You may use any outdoor/lounge chair as long as the back of height of the back of the chair from the ground does not exceed 36" so as not to obstruct view. Chairs not following required chair height will be tagged and moved to the top tier.
- 11) ***Can we bring an umbrella or tall hats?*** You may use an umbrella as long as you put it down when the show starts. We ask that you wear ball caps instead of tall/big hats so as not to impede viewing of others.
- 12) ***Is the capacity limited?*** Capacity will be limited based on the California Department of Public Health guidance.
- 13) ***Can I buy tickets for friends?*** SCLH resident may purchase a maximum of 10 tickets to include their friends/family. Guests may or may not live in Lincoln Hills.
- 14) ***Can we bring our grandkids to the show?*** Yes, however, the concerts are not geared for children. Every person who enters, regardless of age, is required to have a purchased wristband.
- 15) ***Can the public purchase tickets for the concert?*** Tickets are open for sale to the Public on May 17. A \$5 venue fee and any applicable service charges will be added.
- 16) ***Will there be a food and bar available at the show?*** Yes, SCLH Catering department will have food and bars available (for purchase) when doors open. You may also make reservations for dinner prior to the show at Meridians Restaurant (916) 625-4040. Sweet Tooth Ice Cream will also have Gunther's ice cream for purchase.
- 17) ***Do we still need tickets if we are dining at/on the Meridians patio?*** Only those with concert tickets/wristbands will be seated for patio dining on show dates one hour prior to show time.
- 18) ***Can we bring our own drinks/food?*** No. Attendees may only bring sealed bottled water to the show.
- 19) ***Can we bring in empty water bottles?*** You may bring in empty bottles that are clear plastic only, if you wish to get water from the Igloo containers that are located inside the venue. There are bottles of water for sale at all bars, as well as the food concession.
- 20) ***Where can I purchase tickets?*** Tickets may be purchased Online www.SCLHResidents.com or at the Lifestyle Desks at both Orchard Creek and Kilaga Springs Lodges.
- 21) ***How can I pick up my wristband for the show if I purchased Online?*** Online buyers must bring their printed tickets to exchange for wristbands at the Lifestyle Desks at either KS or OC Lodge, any time prior to show date. BUT, wristband pick up will only be available at Orchard Creek lodge on day of concert.

- 22) ***What happens if I lose my wristband?*** Wristbands will not be replaced. Please keep them in a safe place after pick-up.
- 23) ***What happens if I can't attend the concert?*** Feel free to gift or sell your tickets/wristbands to friends. NO refunds will be provided unless the Lifestyle Department cancels the concert.
- 24) ***Will we be allowed to dance in the venue?*** Designated dance areas in the venue has been provided.
- 25) ***Is there ADA handicap accessible seating available in/at the venue?*** Yes. Attendees with mobility issues may set up their seat in marked ADA areas. (Staff and volunteers can direct you to these areas.) The area in front of the Ceramics Room is reserved for ADA needs, in addition to the ADA seating located on the third tier of the amphitheater. Those with wheelchairs and electric scooters have priority in these areas. Those with walkers are given next priority when there is space. We request that only one guest/companion accompanies each guest with ADA needs, but if there is space for more, then they will be allowed. (They may be asked to move to make room for any additional folks that need accessible seating, if they come later.)
- 26) ***Is there a blanket area in the venue?*** Yes. The bottom left side facing the stage is designated and marked as blanket area. We will adjust space of blanket area after the first song.
- 27) ***Is smoking allowed in the venue?*** No smoking allowed (including eCigarettes) in the venue.
- 28) ***Are pets allowed in the venue?*** Only registered service animals are allowed in the venue.
- 29) ***Can the sound be turned down if it is too loud for me?*** No, unfortunately. The sound technicians work with the band during sound check to set the balance, volume, etc. They are not able to change this once the band starts their show. If decibels are a concern, sit further back from the stage. If it is particularly hot, sit on the highest tier, as decibels have to be higher to reach all guests in hotter temperatures.
- 30) ***Is there First Aid or medical emergency help at the concerts/venue?*** The Lifestyle booth, located just inside the venue through the WellFit gates (close to the porta bar) has first aid kits available, as well as an AED machine. There is also cold Gatorade and bottled water available for emergency use only. Please note – all staff and volunteers in blue SACS t-shirts are available to help in any emergency (including calling 911). They are also there to help with any incidents that may not be emergencies that need to be reported to the Association. Please be available to offer information for the Incident Reports, which will be filled out on-site at the time.