



## **FREQUENTLY ASKED QUESTIONS – Updated 10.17.16**

### **7D Garth Brooks Celebration Event**

**I just heard Garth Brooks will be performing a concert hosted by Tennessee Tourism. Where and when will the concert take place?**

As a special “thank you” to the people of Tennessee, Garth Brooks will be appearing at a 7 Diamonds Celebration Event at Ascend Amphitheater in Nashville on Monday, October 24. All tickets have been allocated and there will be no further releases. However, you can still be part of the celebration by joining the day’s festivities including ticket giveaways at participating Broadway Bars, as well as the Garth Brooks 7 Diamond Park Celebration at Riverfront Park, which will stream the live celebration from Ascend. Additional information is available online at [www.garthintn.com](http://www.garthintn.com)

**How do I get tickets to the Garth Brooks concert?**

Unfortunately, the last of the tickets were claimed during the 10/17 ticket batch release. You can still be part of the celebration by joining the day’s festivities including ticket giveaways at participating Broadway Bars, as well as the Garth Brooks 7 Diamond Park Celebration at Riverfront Park, which will stream the live celebration from Ascend. Festivities start around 2pm CST on Monday afternoon, 10/24.

**What is Snapchat?**

Snapchat is a free social media app available on iTunes or Google Play that works on your mobile device. It’s a great way to share picture and video messages—called snaps—with family and friends. Download the app, watch the tutorial and follow the prompts. And then follow Tennessee Tourism. Our handle on Snapchat is “Tennessee.”

### **I'm not comfortable using Snapchat. How do I follow you guys?**

Tennessee Tourism has posted a guide to help you. You can view directly on [http://www.garthintn.com/TDTD\\_SnapchatTutorial\\_PRE.pdf](http://www.garthintn.com/TDTD_SnapchatTutorial_PRE.pdf) or visit [www.Garthintn.com](http://www.Garthintn.com) and click on the link that says "New to Snapchat?" which is located in a bright yellow box in the lower right-hand corner of the page.

### **This last batch of tickets were gone so fast. Will there be another chance for me to get tickets?**

Unfortunately, the last of the tickets were claimed during the 10/17 ticket batch release. You can still be part of the celebration by joining the day's festivities including ticket giveaways at participating Broadway Bars, as well as the Garth Brooks 7 Diamond Park Celebration at Riverfront Park, which will stream the live celebration from Ascend.

### **Are tickets transferrable?**

No they are not. We want fans to have an opportunity to attend the special 7 Diamonds Celebration Event for free and prevent people from selling free tickets. Please do not purchase tickets on ebay or anywhere else. Valid tickets have been distributed only by Ticketmaster using links and codes posted on Snapchat free of charge. Tickets are not transferrable and admission is not guaranteed if tickets are invalid.

There is a two ticket per person limit. Fans who have more than two tickets will have additional tickets over the limit canceled.

### **I received a cancellation email from Ticketmaster. Does that mean I no longer have tickets?**

If you received a cancellation email from Ticketmaster, that means there were more than two tickets in your name. There is a two ticket per person limit. Only tickets over the two ticket limit should have been canceled leaving you with two to enjoy.

### **How will I get my tickets?**

On Sunday, 10/23, you will receive an email from Ticketmaster with mobile download instructions. If you don't have mobile ticketing capabilities, you can still pick up a paper ticket via will call by presenting a valid photo ID that matches the name on your reservation at the Ascend Amphitheater box office, starting at 4pm CST, day of show.

### **Can I pick up my tickets in advance?**

No. If you do not use the mobile ticketing method, paper tickets can be picked up day of show at the box office, starting at 4pm CST. You will need a valid photo ID that matches the name on your ticket reservation in order to redeem your tickets.

### **Is there any other way to get tickets to the show?**

The tickets are all gone. However, you can still be part of the celebration by joining the day's festivities including ticket giveaways at participating Broadway Bars, as well as the Garth Brooks 7 Diamond Park Celebration at Riverfront Park, which will stream the live celebration from Ascend.

### **Why is this in Tennessee when Garth is from Oklahoma?**

Tennessee is home to country music and where Garth recorded his Seven Diamond selling albums. We are excited to celebrate his Seven Diamonds with a show in Nashville where it all began.

### **What if I need an accessible seat?**

Accessible seats will be available during each disbursement of tickets. You will still need to follow Tennessee on Snapchat to get the special code for free tickets. After you've entered your code and arrive at ticket landing page, click on the ADA tab and select from dropdown to select one or two tickets.

### **I have a question about the Ascend Amphitheater. Where can I find more information?**

Please visit <http://www.ascendamphitheater.com/faq> for more information.

### **I have a question about Ticketmaster. Where can I find more information?**

Please visit <http://help.ticketmaster.com/faqs/> for more information.

### **I will be in Nashville, but I didn't get tickets. Can I still get into the event?**

We don't have any tickets left for the event, but we encourage you to come celebrate with us in Nashville by joining the day's festivities including ticket giveaways at participating Broadway Bars, as well as the Garth Brooks 7 Diamond Park Celebration at Riverfront Park, which will stream the live celebration from Ascend.

### **I'm not going to be at the show. Is there a way to watch it from home?**

Follow TENNESSEE on Snapchat to see the event unfold the day of. We'll also have some fun giveaways for Garth fans.

### **Will there be a live-stream of the show?**

Join the 7 Diamond Celebration at Riverfront Park if you are in Nashville. If you aren't in Nashville, you can follow the festivities on the TENNESSEE Snapchat channel. Sirius will also be sharing a recorded program of the event on The Garth Channel at later date.