



## Frequently Asked Questions

### **Will I receive my tickets in the mail?**

No. Please print your email ticket receipt and bring with you to the event or be prepared to show your receipt on your phone at the gate.

### **Why do you have two ticket options?**

Due to limited space for vehicles and a different format for food this year, we need an accurate count of the number vehicles and guests who will be attending the Oyster Roast. The “Drive-In Car Ticket for Two” (1 vehicle/ 2 passengers) will allow us to know how many vehicles to expect, and the “Additional Guest” tickets (1 passenger each) will provide a count of additional passengers attending the event. We need to ensure that we do not exceed the capacity for vehicles and the caterer prepares enough packaged meals for everyone who attends.

### **Can I attend the Oyster Roast in my own vehicle if I only purchased an “Additional Guest” ticket?**

No. Due to limited space available for vehicles at the Jacksonville Fairgrounds, every vehicle that enters the Fairgrounds must present a receipt for a “Drive-In Car Ticket for Two.” These tickets include one vehicle entry and 2 tickets (Food and drinks for 2 people). “Additional Guest” tickets are for additional passengers in vehicles with a “Drive-In Car Ticket for Two.”

### **If I purchase a “Drive-In Car Ticket for Two” ticket, can I bring additional people in my vehicle?**

Yes. “Additional Guest” tickets are available for the additional passengers who will be joining you in your vehicle.

**Is this a family-friendly event? Can I bring my children?**

Yes and Yes. This is a family-friendly event and children are welcome. Children ages 12 and under can attend at no additional charge, as long as they are passengers in a vehicle with a “Drive-In Car Ticket for Two.” **Please, note that kids’ meals will not be provided.** However, you are welcome to bring food for them or purchase “Additional Guest” tickets that include a packaged meal.

**What time should I arrive?**

The event officially begins at 7 pm, but the gates will open at 6:30 pm to begin parking vehicles. Please, try to arrive by 7 pm, so that we can quickly get all of the vehicles parked and start delivering food and beverages. Smaller vehicles will be parked in front with larger vehicles parked in the rear to help ensure that everyone is able to clearly see the screen.

**Do I have to remain inside my vehicle?**

No, but we do ask our guests to remain close by your vehicles. You can bring camp chairs and sit or stand outside of your vehicle, but we do ask our guests to maintain social distancing protocols and use masks when you are within 6 feet of others.

**What is included with each ticket?**

Live music from Firewater Tent Revival, prepared meals from Biscottis, plated shucked oysters, and beer and wine will be available. All food and beverages will be delivered directly to your vehicles. A fun and inspirational program will be also be presented by St. Johns Riverkeeper on the “Big Screen.”

**What happens in the event of inclement weather?**

If the forecast calls for sprinkles or light rain on the day of the event, the Oyster Roast will go on as planned! If heavy showers and lightning are expected, we will be forced to cancel the event. In the event of a cancellation, we will post this information on our website and Facebook event page and also notify you by email or text, if we have your information on file.

**If Riverkeeper is required to cancel the event due to inclement weather, a resurgence of the pandemic or other similar unforeseen circumstances, will I receive a refund?**

Yes, but only if requested. However, please consider donating this amount to St. Johns Riverkeeper to help us cover the expenses we will still incur and support our advocacy work for the St. Johns.

**Will you be following COVID-19 safety protocols?**

Yes. Masks, hand washing, gloves when handling food, and the frequent use of hand sanitizer will be required of all volunteers and catering staff. Guests will be strongly encouraged to social distance, wear masks when within 6 feet of each other, and avoid gathering in large groups. These safety requirements will be modified as needed to create a safe environment. We ask all of our guests to join us in making this a safe and enjoyable event.