

Country Megaticket Frequently Asked Questions

How do I know if my order was received?

You will receive a confirmation email and an on-screen confirmation number after your order is completed. Save your order number in case you need it in the future. If you do not find your confirmation email in your inbox, please check your Bulk Mail folder or Spam folder as some ISP's may automatically file our emails into these folders.

I purchased a Pavilion Seat Package. How will I know the location of my seats?

Tickets will be mailed out the first week of May. You will learn your seating location when you receive your tickets.

Will I get the same pavilion seat to every show?

Yes, every effort will be made to make sure you have the same seat to each concert.

Can I bring a blanket and/or lawn chair to the concert?

Lawn blankets are allowed for all shows. Guests are welcome to bring personal lawn chairs into the amphitheater for most shows; however, to ensure clear sightlines for all our guests, only low lawn chairs with a seat no higher than 9" off the ground are permitted. Call 513-232-6220 to get information for a specific show.

What do I do if I am having problems with my credit card?

Please call your card-issuing bank to resolve problems with your credit card.

When will I receive my tickets?

Tickets will be mailed out two weeks prior to the first show.

What do I do if I have a question about my order?

Please contact Ticketmaster customer support;
<https://www.ticketmaster.com/h/contact-form.html> or 1-800-653-8000

Can I order tickets even if I don't have internet access?

Unfortunately, no. The entire system is set up online, and we are not able to accept orders faxed or in person.

What do I do if I need accessible lawn seating?

When you arrive to the venue the day of the show, please ask a member of our event staff to direct you to the handicapped lawn seating area on the East side of the lawn. You may enter this area with your valid lawn ticket.

Will I get my money back if it rains?

No, all concerts are rain or shine.

Will I receive the same Pavilion seats as last year?

No, orders are time stamped and seats are assigned on a first come first serve basis.

When will my credit card be charged for my order?

Your credit card will not be charged immediately at the time of placing your order. It may take up to 10 days for your credit card charge to appear.

How many Megatickets can I order?

There is a limit of six (6) Megaticket Packages per person. Multiple, separate orders received from the same person that go over the 6 package limit will be voided without notice.

What if my friend and I both want to sit together but want to order separately?

Please combine them into one order on one credit card. Orders that come in separately cannot be guaranteed seating together.

Can I choose my seat location?

You may choose your package level. Orders are filled on a first come, first serve basis within the package level. You will learn your seat location(s) when you receive your tickets.

What payment methods are accepted?

Visa, Mastercard, American Express and Discover.