

### **DO I HAVE TO BE VACCINATED TO ATTEND THE CONCERT?**

Attendees must either be fully vaccinated against COVID-19 (at least two weeks after final dose) or have received a negative COVID-19 diagnostic test\* within 72-hours of the event. Attendees do not have to be vaccinated if they provide a negative COVID-19 diagnostic test to security upon arrival.

\*a diagnostic test is one that shows a negative test result. **Antibody tests are not diagnostic tests.**

### **CAN I GET A REFUND IF I AM NOT VACCINATED OR DO NOT RECEIVE A NEGATIVE COVID-19 DIAGNOSTIC RESULT?**

Refunds can be requested at point of purchase. If you purchased via Ticketmaster you can request a refund online from your Ticketmaster account. If you purchased via the Riverbend Box Office refunds can be obtained during regular business hours. If you purchased from a third-party broker you will need to request a refund directly from them.

### **CAN I SHOW A PHOTO OF MY VACCINATION CARD?**

**Photos will not be accepted.** Only an original vaccination card or printed copy of your vaccination card will be accepted.

### **DO I NEED SHOW THE FRONT & BACK OF MY VACCINATION CARD?**

Only the front of the vaccination card will need to be presented.

### **DO I NEED TO BRING AN ID?**

Yes. A photo ID will be required along with the COVID-19 vaccination card or negative COVID-19 diagnostic test.

### **WHAT KIND OF COVID-19 TESTS WILL BE ACCEPTED?**

Viral tests administered by a medical professional – including NAATS and antigen tests – will be accepted. Home collection tests that require laboratory analysis will also be accepted. At home tests or over the counter tests that do not require laboratory analysis will not be accepted. Antibody tests will not be accepted.

### **WHAT IF I CANNOT GET A TEST WITHIN THE 72 HOUR WINDOW?**

If you cannot provide a negative Covid-19 test as required to attend the concert, you may request a refund via from point of purchase.

**WHAT IF I GET A TEST BEFORE THE 72 HOUR WINDOW AND RECEIVE MY RESULTS WITHIN THE 72 HOUR WINDOW?**

The negative COVID-19 diagnostic test results will be accepted if the results are given to you within the 72 hour window.

**WHAT FORMAT DO I NEED TO PROVIDE THE NEGATIVE COVID-19 DIAGNOSTIC TEST RESULTS?**

A printed copy of the negative COVID-19 Diagnostic test will be accepted.

**WHAT IF MY FINAL COVID-19 VACCINATION DOSE FALLS WITHIN 2 WEEKS BEFORE THE CONCERT?**

The proof of vaccination will not suffice since you will not be considered fully vaccinated. You must provide a negative COVID-19 diagnostic test to attend the concert.

**DO I NEED TO WEAR A MASK DURING THE CONCERT?**

Masks are a patron's choice not a venue policy.

**I'M BRINGING A CHILD TO THE CONCERT, DO THEY NEED A NEGATIVE COVID-19 DIAGNOSTIC TEST?**

Yes, all attendees in your party must provide a negative COVID-19 diagnostic test.

**I LOST MY VACCINATION CARD, CAN I STILL GET IN?**

If you cannot provide proof of vaccination, then you must get a negative COVID-19 diagnostic test within 72 hours of the concert.

**I HAVE A VALID MEDICAL RESTRICTION AND CANNOT GET VACCINATED. WHAT DO I NEED TO BRING?**

Unvaccinated fans over 12 years old with a valid medical restriction will be required to take a COVID-19 diagnostic test within 72-hours before the event and will provide proof of negative result to security prior to entering the venue.

**WILL SECURITY RETAIN A COPY OF MY VACCINATION RECORD OR NEGATIVE COVID-19 DIAGNOSTIC TEST?**

Security, venue staff, and artist management will only check for proof of vaccination or negative COVID-19 diagnostic test result and will never record or retain your medical information.

**WILL MEMI REIMBURSE ME FOR THE COST OF TESTING?**

No. All expenses related to COVID-19 diagnostic tests are the responsibility of the attendee.

**I GET TESTED AT WORK EVERY WEEK, CAN THIS BE USED AS PROOF OF A NEGATIVE COVID-19 DIAGNOSTIC TEST?**

If you present a printed copy of the negative Covid-19 test result within 72 hours of the concert, this will be accepted.

**I ENDED UP GETTING COVID-19 BEFORE THE CONCERT, CAN I GET A REFUND?**

Refunds can be requested at point of purchase. If you purchased via Ticketmaster you can request a refund online from your Ticketmaster account. If you purchased via the Riverbend Box Office refunds can be obtained during regular business hours. If you purchased from a third-party broker you will need to request a refund directly from them.