

## Frequently Asked Questions:

### **Do I need a ticket for this event? What is the cost of admission and parking?**

Yes, ticket registration is required for each child (12 & under); space is limited. Free admission and parking.

### **How do I register for tickets? What is the age range for tickets?**

Parents/guardians must register each child (12 & under) for a ticket. Activities are for children 12 & under, therefore accompanying adult ticket registration is not required. Each online account is limited to 5 tickets.

### **When can I register for tickets? Is there a closing date?**

Tickets are first-come, first-serve and will be available online beginning Wednesday, September 14, 2016 at noon.

Online registration will close on Wednesday, October 12, 2016 at noon or immediately after it has reached capacity.

### **Can I register my child for multiple event dates?**

Due to limited capacity and ability to offer this program to the entire community, multiple date requests cannot be accommodated. Tickets are limited to one per child for the entire event series.

Attempts to register for multiple event dates will result in cancelation of any and all event tickets.

### **Is there a separate ticket for the Pumpkin Patch and Trick-or-Treat Town?**

Yes. Each registered child bringing a bag of canned goods or non-perishable food items (or cash donation) will be given a special pass to receive a free pumpkin in the Pumpkin Patch and treats in our Trick-or-Treat Town, while supplies last.

### **Who benefits from the donations?**

All donations benefit families served by CAPOC's Orange County Food Bank and Second Harvest Food Bank.

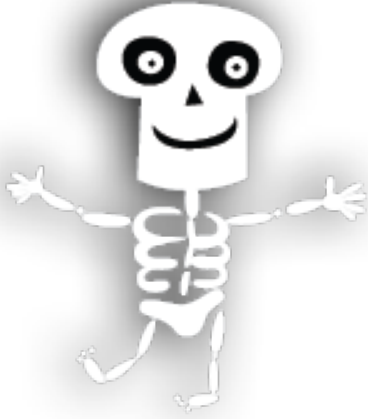
### **Should we come in costume?**

Absolutely! We encourage the entire family to dress up appropriately to compete in our Instagram family costume contest. A family prize will be awarded for the most likes!



## Where do I park?

Special event entrance for the Orange County Great Park is located off I-5 or I-405. Exit Jeffrey and travel East. Turn Right on Trabuco Road. Turn Right on Ridge Valley.



## Can I cancel my tickets if I can no longer attend?

Tickets may be canceled by emailing [events@ocgp.org](mailto:events@ocgp.org) with the subject line "CANCEL". Cancellation requests will be processed in the order received, and you will receive an email confirmation when it has been processed. Please cancel no later than Monday October 10, 2016 to allow others the opportunity to register.

## Can I change my tickets to a different date?

Tickets are limited to one per child for the entire event series. To change a ticket date, existing reservations must be canceled first before a new request for a different date will be accepted.

Please select your ticket reservations carefully, as there is no guarantee of tickets for a date change. All tickets are first-come, first-serve.

## Is there a waitlist?

The waitlist closed September 26.

## Are walk-up tickets available on-site?

No walk-up tickets will be distributed on-site for sold out event dates.

