

\$66 Season Pass Box FAQ

Q: My season pass box never arrived – what do I do?

A: If this is before Aug. 15: Please give your box until Wednesday, Aug. 15 to arrive. If you do not receive by then, please contact the Fairplex ticketing department at 909-865-4070 or email ticketing@fairplex.com

A: If this is after Aug. 15: Please email us a copy of your order receipt to verify the purchase and for us to check tracking status. Once shipping authorization of a new box has been confirmed, your box will be sent via one-day delivery.

Q: My season passes have barcodes, but no names associated with them. How do I make sure I give the correct pass to the correct person?

A: Passes are associated with the name of the card holder that purchased the box. While barcodes are not tied to an individual name, they are trackable and can only be used once per day. These passes should be treated as cash – they are non-refundable and non-replaceable.

Q: I lost my season pass! Is there anything I can do?

A: Unfortunately no, your season passes are non-refundable and non-replaceable – treat them like cash! You must present your season pass card for scanning each time you enter the Fair. Passes can be used only once per day and re-entry is only allowed with hand-stamp AND the season pass.

Q: What's included in the \$66.00 collectors box

Route 66 package - \$66

1. Four Season Passes (blackout dates Sept. 22-23)
2. One FastLane Parking Pass (good only Aug. 31-Sept. 3)
3. Four Souvenir Lanyards
4. Exclusive Collector's Box

Q: What's included in the \$166.00 VIP collectors box

VIP Package – \$166

1. Four Season Passes
2. One FastLane Season Parking Pass
3. 8 Wine Tasting Passes
4. Four Souvenir Lanyards
5. Exclusive Collector's Box
6. One collectors addition Fair Themed pin

For any additional questions about your Collectors Box purchase please contact ticketing at 909-865-4070 or email ticketing@fairplex.com