



Bel-Aire

BACKYARD

DURANGO
CASINO & RESORT

POOLSIDE CONCERT Series

WHEN IS CURFEW?

Curfew is at 11:00 PM.

HOW DO I BUY TICKETS? Visit BelAireBackyardLV.com/concertseries/ to purchase tickets.

WHAT DOES THE VENUE ACCEPT AS A "VALID ID"?

We accept a valid driver's license or passport.

HOW DO I SUBMIT A MEDIA REQUEST?

Please email your request to Durango@wickedcreative.com

WHAT ARE THE BOX OFFICE HOURS?

The Box Office is open day of show at 3PM and is located at the concierge desk in the hotel lobby.

HOW MUCH IS PARKING?

Parking is always free.

WHERE IS PARKING LOCATED?

Guests can access complimentary hotel and casino valet, all surface parking, and North garage parking.

IS THERE AN AGE RESTRICTION?

No, but guests under the age of 18 must be accompanied by an adult.

WHAT HAPPENS IF THERE IS RAIN?

All shows are scheduled to take place rain or shine. Please plan accordingly and dress for the weather, as the show will continue as planned.

CAN I BRING OUTSIDE FOOD AND BEVERAGE?

No outside food or beverages are allowed.

ARE BAGS ALLOWED?

Only small clutch purses or bags no larger than 8.5"x11" are permitted.

IS SMOKING ALLOWED AT THE VENUE?

No, smoking is not permitted.

IS THERE A WILL CALL?

Yes, Will Call is available at the box office.

DO I HAVE TO BE A HOTEL GUEST TO ATTEND?

No, events are open to the public.

WHAT ITEMS ARE PROHIBITED AT THE VENUE?

If you are visiting Bel-Aire Backyard please plan accordingly. The following items are not allowed in the venue:

- Backpacks, large purses, or other large bags
- Illegal drugs (including marijuana)
- Vaporizers, weapons, and sharp objects
- Over-the-counter medications
- Vitamins, eye drops, contact lens solution cleaner
- Liquid hand sanitizer
- Tissues, wet naps, baby wipes
- Outside food, beverages or containers
- Toys, props, inflatables
- Video cameras and SLR cameras, GoPros, smart glasses

This is not an exhaustive list - management reserves the right to refuse entry at its discretion.

HOW CAN I GET ADA ACCOMMODATIONS?

ADA seating is available on a first-come, first-served basis. For assistance, email lvrsvp@aegpresents.com

DO WE HAVE ACCESS TO THE POOL DURING EVENTS?

Yes, pool access is included during events.

WHERE IS LOST & FOUND?

Lost & Found is at the Security Podium near Player Services.

WHAT HAPPENS IF AN EVENT IS POSTPONED?

Your tickets will automatically transfer to the new date once confirmed. We'll notify you via email as soon as the new date is available.*

WHAT HAPPENS IF AN EVENT IS CANCELLED?

If your event is canceled, a refund will automatically be issued to the original credit card used for purchase, typically within 30 business days.*

WHAT HAPPENS IF AN EVENT IS CANCELLED AND YOU BOUGHT YOUR TICKETS AT THE VENUE'S BOX OFFICE?

Please take the tickets directly to the box office for a refund.*

**Note: Refunds can only be processed to the original payment method. If your card number has changed, it should not affect your refund.*