

## FREQUENTLY ASKED QUESTIONS AND ANSWERS

### **What happens at Monster Jam® events?**

At Monster Jam® events, Monster Jam trucks will face off in four different forms of competition – Monster Jam Wheelies, Racing, Donuts and the coveted Freestyle competition. Wheelie competition will challenge drivers to entertain fans by doing the highest sky wheelie possible. Racing is traditional bracket racing, where the first truck to cross the finish line with the least number of penalties is the winner. Who can spin the fastest and tightest in the donut competition? Last but not least, Monster Jam freestyle competition allows the trucks time on an open floor to show off their skills as they finesse the huge machines in a jaw dropping display of punishing stunts and amazing tricks.

### **Who are the stars of Monster Jam®?**

The Monster Jam trucks are the stars of the show. Some of the world's most popular Monster Jam trucks include Max-D<sup>SM</sup>, Monster Mutt®, Grave Digger®, El Toro Loco® and more. In addition, Feld Motor Sports® licenses many of the top entertainment brands in the worlds to create new Monster Jam trucks, including licenses from Warner Bros., and Mattel. To find out which Monster Jam trucks will be competing at your event - go to [www.monsterjamonline.com.au](http://www.monsterjamonline.com.au).

### **How do I obtain a Monster Jam® driver's autograph?**

You are able to obtain a driver's autograph at the Monster Jam Party in the Pits® or at the autograph session that takes place after the show is over. Make sure your ticket includes a Pit Pass. You will not be allowed in the Party in the Pits if you don't have a valid event ticket PLUS pit pass. **YOUR EVENT TICKET ALONE DOES NOT ENTITLE ENTRY TO THE PIT PARTY.** You **MUST** have an event ticket PLUS pit pass.

The post event autograph session is open to all patrons who have attended the show. Announcements will be made during the event regarding the location of the post-show autograph session.

### **PARTY IN THE PITS®**

Monster Jam Party in the Pits is a one of a kind exclusive opportunity for fans to get up close and personal with Monster Jam® Trucks, their drivers & more! Fans will have the chance to get autographs and take pictures with the trucks & their drivers. The Party in the Pits will run from 2pm – 6pm Saturday, October 3. Pit passes will be sold in addition to the event ticket. All customers who plan to attend the Party in the Pits **MUST** have a valid event ticket PLUS pit pass.

### **Please note, entry to the Party in the Pits will close at 5:30pm.**

### **I purchased a Total Access Pass, how do I redeem it?**

First of all, thank you for your support of Monster Jam and be ready for one unique experience of a lifetime! The Total Access Pass or TAP is a limited & exclusive ticket for Monster Jam in each city. The TAP package will include a premium ticket, Pit Pass and 2015 Monster Jam merchandise bag with exclusive money can't buy premium items such as a TAP Monster Jam Lanyard, tour poster and a 2016 Monster Jam calendar, great for getting every drivers autograph. Now, to redeem a TAP package, there are a few easy steps. First, buy the package through Ticketmaster in your respective city. Second, keep a look out at the ticket buyers email a month out from the show. We will be sending specific instructions closer to the event time so you can plan and redeem the package to its full extent. Third, we will send a second email the week of show with the same instructions for anyone who may have missed our first contact. Last, follow the instructions sent, show up on-site at the Party in the Pits and have fun! Step two and three are particularly important to assure you aren't missing instructions, assure your ticketing company is not sent to your junk folder & prepare to have an unforgettable experience! If all else fails and you feel nervous or didn't get information, don't hesitate to contact us on Facebook or call the local ticketing agency for support.

### **What is a Priority Customer?**

A Priority Customer is someone who expresses an interest in finding out more about our shows. By registering as a priority customer you may receive early booking opportunities or special offers from Feld Entertainment. Anyone can register, it is free, and you can unsubscribe at any time.

**Do you have family tickets?**

A 'traditional family' is hard to define, so we do not have a 'family' ticket as such however we do offer a kids' ticket to Monster Jam. There are five price categories for families to choose from & kids' tickets are offered on three.

**Do you offer special pricing for large groups?**

Discounts for groups are available. To become eligible for special group discounts, 10 or more people is all you need to make a group booking. Please contact the Ticketmaster Groups Department on 1300 889 278.

**Do you have special ticket pricing for young children?**

We have six distinct ticket prices (Suites, Total Access Pass, VIP, A Reserve, B Reserve and C Reserve). A Reserve, B Reserve and C Reserve all offer kids' (aged 2-12) ticket pricing. There may be additional discounts for concession card holders and senior citizens. Please contact your local ticketing agency to view the show schedule and discounted performances.

**Who is entitled to the kids' discount?**

Children aged 2 - 12, students, pensioners and the unemployed. Identification is required.

**Do I need to purchase a ticket for my infant child who will sit on my lap for the entire show?**

Children under 23 months are admitted free provided they sit on a parent or guardian's lap. Children over 2 require a ticket.

**Is my child too young or too old for Monster Jam?**

Nobody is too young or too old for Monster Jam! Monster Jam is a family show, so Mums, Dads, teenagers and grandparents get as much out of Monster Jam as the kids do!

**"My child won't be able to see from there"**

Unlike a stage show where the action happens in one place, Monster Jam is an enormous performance space and a lot of movement. Plus, the trucks are enormous! The show is not performed just to those people directly in front, but rather to the entire stadium or arena. However, what you pay determines how close you are to the action.

**How long are Monster Jam<sup>®</sup> events?**

Events usually last between two to two and a half hours long including intermission.

**Do I need ear protection?**

We highly recommend ear protection, particularly for children that are sensitive to loud noises. At any live sporting event, children or adults may be sensitive to the noise level. Ear plugs and headphones are sold at Monster Jam merchandise stands. You can also bring your own ear protection.

**Are cameras allowed in the arena?**

Personal experience photography is allowed at all Monster Jam events. Most venues do not allow a camera or lens that could be considered for professional use. If your camera is questionable, contact the venue to confirm their policy. Video recorders, tape recorders and digital cameras with recording capabilities are prohibited any time during an event. Any tripod or other photography equipment may not be used or placed in any area of the venue without Monster Jam<sup>®</sup> issued media credentials.

**Can we record the show?**

We're happy for you to preserve the memories of your visit with video recording devices, but remind you that they are for your personal enjoyment only, and may not be duplicated or used for any commercial purpose.

**Why isn't my city on your performance schedule?**

We try our best to perform in as many cities as possible. Unfortunately we are unable to visit all cities due to time limitations and venue availability.

**Who is Feld Entertainment?**

Feld Entertainment is the worldwide leader in producing and presenting live touring family entertainment experiences that lift the human spirit and create indelible memories, with 30 million people in attendance at its shows each year. Feld Entertainment's productions have appeared in more than 70 countries on six continents and include *Ringling Bros. and Barnum & Bailey*<sup>®</sup>, Feld Motor Sports, *Disney On Ice* and *Disney Live!*.

**Does the event take place if it rains?**

Outdoor events take place rain or shine. Event delays or cancellations are determined by event officials. Check [www.monsterjamonline.com.au](http://www.monsterjamonline.com.au) and [Facebook.com/mjonline](https://www.facebook.com/mjonline) for updates or announcements.