

Concert FAQs and Venue Policies

CONCERT TICKETING & ENTRY

Authorized Concert Ticket Seller

ETIX is the **only authorized concert ticket seller** for **Castle Ridge**. Patrons are strongly encouraged to exercise caution when buying tickets from unauthorized vendors or third-party websites as they may be **invalid or counterfeit**. **Castle Ridge** is not responsible for tickets purchased through resellers or unauthorized outlets. **All ticket sales are final — no refunds or exchanges**. The selling or reselling of tickets on or near the venue premises is strictly prohibited.

Where to Purchase Concert Tickets

Online

at www.CastleRidgeConcerts.com, <http://www.etix.com/ticket/v/38316/castle-ridge>, or at **Castle Ridge**, 1750 Tee Lane, Centralia, IL 62801. ETIX is the only authorized concert ticket seller for the **Castle Ridge**.

Concert Ticket Questions

For all concert ticket-related questions, please contact **ETIX** at **(800) 514-3849** or visit [ETIX.com](http://www.etix.com). Please **do not contact the venue directly**, as you will be redirected to ETIX.

Season Passes

Season passes are **not available at this time**. Stay informed about future events and venue updates by subscribing to our email newsletter at www.CastleRidgeConcerts.com.

Child Ticket Policy

All events are **open to all ages** unless otherwise stated. **Children 12 months and under do not require a ticket** but must remain on a **parent or guardian's lap** for the entire event. Please note that diaper bags, bottles, and strollers are not permitted inside the venue. *For more details, refer to the prohibited items list below.*

Entry & Security

Castle Ridge is committed to maintaining a secure environment for all attendees. Guests should plan to arrive early and allow ample time to pass through **mandatory security screening procedures**, which may include:

- Bag searches
- Metal detection
- Inspection of pocket contents

All guests are expected to comply with security requests. Entry may be denied to anyone refusing a search or displaying disruptive behavior.

Re-Entry

Castle Ridge enforces a **strict no re-entry policy** during ticketed events with **no exceptions**. Once a guest's ticket has been scanned and they have entered the venue, re-entry will not be permitted.

Please plan accordingly before entering the gates.

BAG & ITEMS POLICY

Clear Bag Policy

To ensure guest safety and expedite entry, **Castle Ridge** enforces a **clear bag policy** for all events. This policy helps maintain a secure environment while reducing wait times at the gates.

Permitted Bags

- Only clear plastic, vinyl, or PVC bags up to 12" x 6" x 12" are permitted.
- Medical bags required for dietary or medical necessities may be permitted at the discretion of security and venue staff.

Prohibited Bags

- Any non-clear, opaque bags
- Backpacks, purses, fanny packs, etc.
- Tinted or patterned clear bags.
- Bags larger than the approved size limits.

Permitted Items

The following items are allowed inside the venue:

- Cell Phones
- Blankets
- Small folding lawn chairs (without chair bags), in the Lawn GA section only.

Prohibited Items List:

- ANY BAGS that do not meet our bag policy as stated above.
- Prohibited bags including backpacks, drawstring bags, Hydration backpacks, diaper bags, chair bags, brief cases, luggage of any kind, computer bags, camera bags, etc.
- Chairs in bags
- Chairs with canopies or tops
- Reclining chairs with footrests
- Car seats
- Wagons
- Strollers
- Pop-up tents
- Coolers of any kind, including lunch boxes
- Metal can coolers
- Reusable drink containers, including tumblers and water bottles
- Picnic baskets
- Cans, bottles, and other similar containers
- Battery operated fans, rechargeable fans, and neck fans

- Weapons of any kind including firearms, ammunition, pepper spray, mace, brass knuckles, and knives of all types and sizes
- Props or toys that resemble weapons
- Personal property that is a potential hazard to others including chains, wallet chains, and jewelry with spike edges
- All incendiary devices including fireworks and sparklers
- All explosive devices
- Illegal drugs and substances
- Alcohol
- Outside food and beverages
- Glass containers
- Aerosol Cans, including sunscreen, bug spray, dry shampoo, and hair spray.
- Spray Bottles
- Grills and open flames inside the venue or parking lot
- All cameras
- Video and/or sound recording devices including tri-pods, mono-pods, GoPros, smart glass, camera glasses, audio recorders, video cameras, and eyeglass video recording devices
- Computers, laptops, iPads, video games, Kindles, speakers
- Drons and all radio-controlled flight devices, whether flown inside the venue or in surrounding areas
- Laser pens, laser pointers, and laser products
- Binoculars
- Noise makers, including Air horns, fog horns, bullhorns, cowbells, bells, horns, kazoos, and whistles
- Selfie sticks
- Banners, signs, flags, flag polls
- Umbrellas
- Glow sticks and light-up apparel
- Confetti bombs
- Over-sized inflatables
- Sports and recreational equipment including baseballs, footballs, tennis balls, hula hoops, baseball bats, hockey sticks, golf clubs, poles, brooms, frisbees, fishing nets, and fishing poles
- All wheeled vehicles, including scooters, skateboards, skates, hover boards, bicycles (excluding ADA-permitted vehicles)
- All electronic and motorized vehicles (excluding ADA-permitted vehicles)
- All animals (excluding ADA-defined and registered service animals)
- Clothing or garments that exhibit offensive, obscene, or inappropriate imagery
- Unauthorized vending of any kind
- Unauthorized solicitations, handbills, sampling, giveaways, etc.
- *Entry of any item not specifically listed above is subject to the discretion of security and venue staff.*

Entry Policy

Castle Ridge reserves the right to remove anyone from the event who violates laws, venue rules, or staff directions. All bags are subject to search upon entry, and non-compliant bags will not be allowed inside the venue. While guests have the right to refuse a bag search, the venue also **reserves the right to deny entry to anyone** who does so. Bags that do not meet policy

requirements may be turned away, required to be returned to a vehicle, or otherwise asked to be disposed of. **Thank you for your cooperation and understanding.**

Item Discretion

Venue management **reserves the right to modify or interpret these policies** to ensure the safety of guests, artists, and staff. Permitted and prohibited items may vary for festivals, special events, or select performances, at the discretion of venue staff. If prohibited items are found, the guest may personally return it to their vehicle or otherwise dispose of the item. **Castle Ridge** does not check or otherwise safeguard personal belongings.

VENUE POLICIES

Event Timing & Weather Policies

Doors Open

Gates typically open 1 hour and 30 minutes before showtime. Please check the specific event details to confirm. Please plan to arrive early if you wish to see the opening act(s). *For faster entry, we recommend reviewing the guidelines and prohibited items listed above.*

Weather Policy

All shows at Castle Ridge are held RAIN OR SHINE. Performances may be delayed or paused in the event of severe weather to ensure guest safety. Umbrellas are not permitted inside the venue, but guests are welcome to bring ponchos or raincoats. The venue has established procedures to keep everyone safe during emergencies or severe weather.

Cancellations will only occur due to severe weather, artist cancellation, or other acts of God. In the event of a cancellation, an announcement will be made, and ticket holders will be notified. A rescheduled date may or may not be offered. Refunds may be issued if a show is canceled before it begins, but no refunds will be provided once the performance has started.

Armbands

All guests will receive a color-coded armband upon entry. Armbands **MUST** be worn and visible at all times while inside the venue. Guests who remove or lose their armband will be required to purchase a replacement for \$10 at Customer Service after presenting a valid ticket and photo ID. Replacement armbands will not be issued without proof of both ticket and identification.

Service Animal Policy

Castle Ridge welcomes guests with disabilities who rely on the assistance of trained service animals. To ensure safety, comfort, and accessibility for all guests, the following guidelines apply:

- Service animals must be accompanied by their handler at all times.
- Service animals must remain under the control and supervision of their handler at all times.
- Service animals cannot be left unattended under any circumstances.
- Handlers are responsible for cleaning up after their animals and must be prepared to do so.

Please note that emotional support animals, comfort animals, or pets that are not trained service animals **will not be permitted inside the venue**. The venue reserves the right to remove or deny access to any service animal that poses a health or safety risk to patrons, staff, or other service animals, or violates these policies.

Dress Code

For the safety and comfort of all guests, appropriate attire is required at all times. All patrons **must wear shirts and shoes upon entry and throughout the event**. The venue reserves the right to deny entry or remove any guest not in compliance with this policy. Additionally, clothing or garments that display **offensive, obscene, or inappropriate imagery** are not permitted.

Smoking & Vaping Policy

Castle Ridge provides a smoke-free and vape-free concert experience to ensure the comfort and safety of all guests. Designated smoking areas are available outside of the performance and seating areas. This policy is strictly enforced.

Concessions & Alcohol

Food & Beverage

Enjoy high-quality, affordable concessions. Concessions may change from event to event and may sell out.

Alcohol (21+)

Beer and specialty beverages are available for guests 21 and older.

Guests must present a valid photo ID at the ID Check Tent upon entry to receive a wristband, required for all alcoholic beverage purchases.

Outside Food & Drinks

Outside food, beverages, and containers of any kind are strictly prohibited.

Payment & Services

ATM & Payment Methods

ATMs may be available onsite but are not guaranteed. All major **credit cards, debit cards, and cash are accepted** at concessions and merchandise locations. Guests are encouraged to plan ahead, as re-entry may not be permitted for off-site ATM access.

Transportation

There currently is **no taxi service available** in Centralia, IL.

Guests are encouraged to **plan ahead** for transportation.

Firearms / Weapons

To ensure the safety of all guests, staff, and performers:

- **Firearms of any kind are strictly prohibited at Castle Ridge.** There are no exceptions. Any individual found in possession of a firearm will be immediately removed from the property by law enforcement.
- **Weapons of any type**—including knives, pepper spray, tasers, chains, or any item that may be used as a weapon—**are also strictly prohibited.**

Guests attempting to enter with prohibited items will be denied entry without refund.

Projectiles

For the safety of all guests, **throwing any object**—regardless of size or intent—is strictly prohibited within **Castle Ridge**. Any individual observed throwing objects or creating a safety hazard will be immediately ejected from the venue without refund.

Right to Refuse Items or Entry

Castle Ridge and its security personnel **reserve the right to prohibit any item or activity** not specifically listed in the venue policies to ensure the safety, security, and enjoyment of all guests.

Lost & Found

Lost or misplaced Items found before, during, or after an event will be collected and **handled through Castle Ridge**. Guests are encouraged to check promptly for any lost belongings.

Unclaimed items will be held for a limited time before being donated or discarded.

Special Effects Notice

Please be aware that some events at **Castle Ridge** may feature loud music and sound effects, as well as special effects such as strobe and flashing lights, rapidly changing or alternating images, lasers, fog, haze, smoke, pyrotechnics, and fireworks. Guests who may be sensitive to these effects are encouraged to take necessary precautions.

Liability

By purchasing tickets and attending events at **Castle Ridge**, **guests assume all risks and liability** associated with attendance, including potential injury or property loss. The venue, its affiliates, and staff are not liable for any personal injury, damage, or loss, except in cases of gross or willful negligence.

Guests are expected to behave responsibly and follow all posted and announced safety guidelines throughout the event.

Thank You

Thank you for your understanding and cooperation. Your efforts help keep the **Castle Ridge** a safe, welcoming, and unforgettable destination for all guests.

We hope you enjoy your visit to Castle Ridge — enjoy the show!