



## **SummerStage Membership FAQs**

### **What shows does my membership include? Are there shows it does not include?**

Membership includes all free performances that are part of the SummerStage festival, on a first come first served basis. Membership does not include automatic entry to our paid benefit concerts, SummerStage fundraisers, Good Morning America Summer concerts, or other non-SummerStage shows held at Rumsey Playfield. The SummerStage website is the best resource for confirming a show is part of the SummerStage festival. Find out more at [summerstage.org](http://summerstage.org).

### **What is a benefit concert?**

Benefit shows are ticketed performances. A ticket purchase, or membership comp ticket reservation is required for access to benefit concerts, but ticket holding members will have access to their member benefits on site.

### **How does the pre-sale for benefit concerts work?**

You will be notified via e-mail when the pre-sale begins with your pre-sale code that allows you to purchase tickets before the general public. If you can not access tickets during presale, please contact [membership@cityparksfoundation.org](mailto:membership@cityparksfoundation.org) immediately and we will do our best to assist you.

### **Is the number of complimentary benefit tickets for each benefit show, or is it a total number of tickets for the season?**

The number listed refers to the total number of complimentary benefit tickets members may use for the entire SummerStage season. Once these complimentary tickets have been used, members are welcome to purchase additional tickets to attend other benefit concerts. Tickets are not required for entry to free concerts.

### **How do I access my complimentary benefit tickets?**

In order to redeem your complimentary benefit concert tickets, please e-mail [membership@cityparksfoundation.org](mailto:membership@cityparksfoundation.org) with the name of the show you would like to attend and the number of tickets you wish to reserve. Tickets are subject to availability, but every effort will be made to accommodate member requests.

### **Where do I pick up my tickets to a benefit concert?**

If you purchased tickets, you will be directed on how to access your tickets by Ticketmaster or other platforms. If you reserved complimentary tickets you will pick up your tickets at Express Entry the day of the event.

### **Can I change my comp ticket reservation to another concert?**

Absolutely! You can update your comp ticket reservation without penalty up to 72 hours prior to the event. If a comp ticket reservation is canceled up to 72 hours prior to the event, those comp tickets are returned to the member's comp ticket allotment and can be reserved for another benefit show. Tickets will not be returned to the member's comp ticket allotment if

the member or the member's guest is a no-show without sending a cancellation request 72 hours prior to the event.

**Are RSVPs required? How do I RSVP for a free or benefit concert?**

Yes, RSVPs are required from members for free and benefit concerts. Email [Membership@cityparksfoundation.org](mailto:Membership@cityparksfoundation.org) with the concert date, concert name, and full names of your guests 24 hours before a concert on weekdays, or before end of day Friday for weekend events.

**Why do I need to RSVP prior to attending?**

RSVPs guarantees a faster check-in for you and your guests at Express Entry, and also allows your guests to check in without you having to be present. RSVPs also allow us to prepare in advance for the volume of VIP attendees.

**How many guests per concert can I share my benefits with?**

Members are welcome to share their benefits like express entry and access to their member area with guests. Your total attendees per event represents yourself as well as your additional guests. For example, a Director level member can bring three guests to a concert for a total of four attendees.

**I have purchased tickets to a benefit show. Does that automatically RSVP me?**

No, purchasing a ticket to a benefit show does not mean you have RSVP'd for that benefit concert. You must RSVP by emailing [membership@cityparksfoundation.org](mailto:membership@cityparksfoundation.org)

**Do I need to purchase a "bleacher seat" ticket for benefit concerts?**

As a SummerStage member, you have access to our member only seating area, so you do not have to pay the additional ticket fee for access to a seating section. Be advised that all seating, member and non-member, is first come first serve.

**I bought a ticket to a benefit concert - what happens if the concert is canceled?**

All SummerStage events are rain or shine unless the weather poses a danger to audiences or performers – lightning, for example. Should we need to cancel a Benefit Concert, refunds may be available depending on the circumstances of the cancellation. For more information regarding cancellations of ticketed events, contact Ticketmaster via your account for Live Nation performances.

**Where is the venue and how do I find the express Member entrance in Central Park?**

Rumsey Playfield is on the eastern side of Central Park at 71st street just above the Naumburg Bandshell. Members should enter the park at Fifth Avenue and 72nd Street and go directly to Express Entry, which is located on East Drive and East 71st Street within the park. You will need to visit Express Entry check-in to pick up wristbands for you and your party for access to your designated member areas.

**What benefits are there at Citywide concerts for members?**

While there isn't a comp bar or dedicated member areas like at our Central Park venue, members can RSVPs for VIP entry and access to VIP seating for all SummerStage Citywide concerts. Please email [membership@cityparksfoundation.org](mailto:membership@cityparksfoundation.org) to RSVP.

**If you have any other SummerStage questions, please contact us at [membership@cityparksfoundation.org](mailto:membership@cityparksfoundation.org)**

