

OUTDOOR CONCERT VENUE DETAILS



WILL CALL TICKET AREA

Golden Nugget Box Office is located indoors on the Mezzanine (M) Level, up the escalator located between The Buffet and Blue Martini. Will Call Ticketmaster ticket pick-up is available on each day of show only from 11AM – 9:30PM at the Box Office. Reserved casino tickets may be redeemed on the day of show only from 12PM – 8PM at the Box Office; casino tickets not redeemed by 8PM are subject to release.

ACCESSIBLE SEATING

Patrons requesting accessible seating should purchase a regular General Admission ticket.

GENERAL RULES

- Must be age 21+ to attend
- Guest must wear shoes and shirts
- No Smoking in concert venue. Designated smoking areas are available.
- No Weapons or Sharp Objects of any kind
- No Umbrellas
- No Lawn Chairs
- No outside beverages, food or alcohol from any other Golden Nugget bar or restaurant, or from any other external outlet. All food and beverages must be purchased at H2O Pool only.
- No Coolers
- No Glass
- No Backpacks or Luggage
- No Video or Audio Recorders of any kind
- No Laser Pointers

INCLEMENT WEATHER

NO REFUNDS due to inclement weather if the event takes place.

H2O POOL + BAR CONCERT SERIES FAQ

Q: Where can I find the lineup for the entire series?

A: All concert announcements are made based on individual tour timelines for each show. As each tour is different, we will release announcements as soon as they become available. Be sure to follow our social pages and select "See First" in your news feed to be the first to know!

Q: Where can we find out about purchasing tickets?

A: Tickets start at General Admission pricing and vary based on each show and section. Pricing for each section can be found on [Ticketmaster.com](https://www.ticketmaster.com) once tickets go on sale to the public. We aim to announce ticket on-sale dates for each show at least a week in advance. Tickets can be purchased through [Ticketmaster.com](https://www.ticketmaster.com), via phone through Ticketmaster at 1-800-745-3000, or at the Golden Nugget Lake Charles box office starting on the official sale date. Pre-sale codes, when available, can be obtained through promotional emails sent to members of the 24K Select Club, Landry's Select Club and/or individual artist fan clubs.

Q: Can I print tickets at home?

A: Yes, for any tickets purchased from [Ticketmaster.com](https://www.ticketmaster.com), the option is available to print your tickets at home. We recommend printing your tickets before you arrive so that you can avoid waiting in line at the Box Office for Will Call tickets.

Q: How can I purchase Accessible seating?

A: Patrons requesting accessible seating should purchase a regular General Admission ticket.

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H2O POOL + BAR CONCERT SERIES FAQ CONTINUED...

Q: Can I buy tickets from a ticket reseller or third-party vendor, like Craig's List?

A: The legitimacy of any tickets purchased from anywhere other than Ticketmaster or the Golden Nugget Lake Charles Box Office cannot be verified until the tickets are scanned at the venue. Therefore, please know that any purchases made with a third-party vendor are at your own risk and cannot be modified or refunded by Golden Nugget if the third-party ticket is fraudulent or inaccurate.

Q: What if I lost my purchased concert ticket?

A: Please visit the Golden Nugget Lake Charles Box Office and present your receipt and a photo ID; our Box Office representatives will make every attempt to reprint or recover your lost ticket.

Q: Are there age restrictions for the outdoor concerts?

A: Yes, only guests 21+ may attend shows in our H2O Pool + Bar Concert Venue.

Q: What time do the outdoor concerts start?

A: Doors will open at 7PM. Each show will begin at 9PM (unless otherwise announced). At 11PM, concert attendees who are not registered hotel guests will be asked to depart the H2O Pool area.

Q: Will hotel guests still be able to access the pool?

A: Yes, registered guests staying in our hotel on concert dates will still have the same access to our resort amenities, including the H2O Pool and lazy river. The H2O Pool concert lawn will be sectioned off and require a separate ticket purchase from H2O Pool on show nights.

Q: Can I purchase an H2O Pool day pass on an outdoor concert date?

A: Yes, you can still purchase an H2O Pool day pass on an outdoor concert date. Pricing for guests age 12+ will be \$60 per pass, and pricing for guests age 4-11 will be \$40 per pass. Children at H2O Pool must be accompanied by an adult.

Q: How will H2O Pool concert guests be identified?

A: Guests with valid concert tickets will be provided with a special concert wristband designating their specific ticket area at the H2O Pool + Bar Concert Venue; wristbands will be issued either at Will Call ticket pick up, or at the H2O Pool entrance during the scanning process if guests already have their printed tickets. Concert wristbands must be worn at all times while in the H2O Pool and concert lawn areas.

Q: Are Cabanas available to rent on H2O Pool concert nights?

A: Yes, cabana packages are available for purchase during the H2O evening concert hours. Cabana packages include concert tickets, access to VIP bar and restroom areas, private cocktail service and cabana food & beverage credits. Rented cabanas do not provide views of the concert stage, but the concert visual image (no audio) will be shown on cabana TVs. Please visit GoldenNuggetLC.com for specific cabana package inclusions, pricing and reservation information.

Q: Is the concert stage visible from H2O Pool?

A: The concert stage is not visible in the H2O Pool complex other than at the H2O Pool concert lawn.

Q: Will concert guests be able to purchase food in addition to drinks?

A: Food can be purchased and enjoyed at the H2O Bar & Grille. We encourage guests to dine before or after the show at one of our many fine restaurants and lounges, including our venues open late-night such as Claim Jumper, Cadillac Mexican Kitchen, Grotto and Lillie's Asian Cuisine. Please remember that outside food and beverages are not allowed to be brought into the H2O Pool area and concert venue.

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H2O POOL + BAR CONCERT SERIES FAQ CONTINUED...

Q: What are the seating/standing arrangements?

A: For our first two shows, guests may purchase tickets in General Admission Standing, VIP Standing and General Admission Seated Riser sections. For all remaining shows, guests may purchase tickets in General Admission Standing, VIP Standing and Reserved Seated Riser sections. Please see the [Ticketmaster.com](https://www.ticketmaster.com) reservations page for each show for specific seating details and pricing.

Q: Will smoking be permitted during the concert?

A: Smoking will only be permitted in the designated smoking area located near the tennis courts adjacent to the H2O Pool concert lawn. Smoking is not permitted anywhere else within the concert venue.

Q: Will the concerts be cancelled in inclement weather?

A: H2O Pool shows are "rain or shine," so please dress appropriately if the forecast calls for rain, hot weather, etc. Umbrellas are not permitted in the venue due to sight line interference, but guests are welcome to bring ponchos or rain jackets. In the event of harsh weather conditions such as lightning or excessive wind where the band cannot play on the concert stage, all reasonable attempts will be made to notify ticket holders of show venue moves or cancellations.

Q: Are ticket refunds available?

A: All sales are final. Ticket refunds will not be available for weather concerns or any other reasons unless a show is completely canceled. In the case of a show cancellation, ticket holders will be notified of how to obtain ticket refunds.

Q: How can I apply for a job with the Golden Nugget Lake Charles Entertainment or H2O Pool teams?

A: To search for open positions in any department and to submit an application, please click on the Careers link at the bottom of our [GoldenNuggetLC.com](https://www.GoldenNuggetLC.com) website.

Q: I have a question that was not answered in these FAQs – who should I ask?

A: Please email questions to our Golden Nugget Lake Charles Box Office team at GNLCBoxoffice@gnlcm.com. Our Box Office is open weekly Monday – Saturday and we will make every attempt to respond to your inquiry within 24-48 business hours.

All rules listed above are subject to change without notice. Management reserves all rights.