

2016 Day Out With Thomas™ (April 1, 2, 3 and 8, 9, 10) Frequently Asked Questions – F.A.Q.

Q: What if I need to cancel?

All ticket sales are final, no refunds or exchanges. **Event takes place rain or shine.**

Q: Will my ticket be mailed?

1. Tickets will be mailed upon request.
2. Preferred options include:
 - Print at home or;
 - Confirmation email on your cell phone with a barcode for scanning

Q: Do I have to order my ticket online?

To guarantee your spot, tickets must be purchased online or over the phone:

- For tickets, visit www.GrapevineTexasUSA.com, Festivals and Events drop down, click on Day Out With Thomas, scroll to the bottom and click the link to purchase tickets via the TicketWeb website.
- Tickets may be purchased by phone by calling TicketWeb at 1-866-468-7630. Also access tickets at www.ticketweb.com/dowt
- Tickets are **NOT** available at the Grapevine Depot or the Visitors Information Center **before** the event.

Q: Where do I pick up my ticket?

Tickets are available for pick up at Will Call at the event. Look for a red and white striped coupon booth marked “Will Call” at the shuttle stop.

Q: Can tickets be purchased on-site?

A limited number of same-day tickets will be for sale on the grounds each event day.

Q: Where is the event located?

Cotton Belt Railroad District, 705 S. Main St., Grapevine, TX 76051

Q: Where can I park?

Parking **with complimentary shuttles** provided at these locations:

- Grapevine Public Library, 1201 Municipal Way (designated area is east of the reserved Library parking)
- Grapevine Convention Center, 1209 S. Main St. (designated area is the overflow Convention Center parking lot which is east of the regular parking lot)

***Shuttle pick-up is east of the reserved Library parking designated by the “Shuttle Stop” sign.**

***Shuttles will operate during park hours only. Park Hours: Friday 8 a.m.-7 p.m. & Saturday/Sunday 8 a.m. – 7:30 p.m.**

Public parking lots **without shuttles are available** at these locations:

- 815 S. Main St. (northeast corner of Dallas Road & Main Street)
- 298 W. Dallas Rd. (Lone Star Hi-Railers Model Train Exhibit lot)

Q: Is there food available?

Vendors will be onsite selling corn dogs, hot dogs, nachos, sausage on a bun, sausage on a stick, steak on a stick, funnel cakes, popsicles, grilled cheese sandwiches, lemonade and limeade, tea, water, soft drinks, and more.

Q: What if I have additional questions?

- For questions about tickets, contact Museum of the American Railroad at 214-428-0101.
- If you have a specific question not addressed above, you can send an email to visitorinfo@grapevinetexasusa.com. Emails are only checked Monday through Friday, 8 a.m. to 5 p.m. For inquiries on Saturdays and Sundays, please call 817-410-3185