

FAQ's

FESTIVAL HOURS

Thursday, March 4th 6:00 pm - 12:00 midnight
Friday, March 5th 6:00 pm - 12:00 midnight
Saturday, March 6th 10:00 am - 12:00 midnight
Sunday, March 7th 10:00 am - 12:00 midnight

BORDERFEST ADVANCE SALE TICKETS

On sale on Tuesday, February 23, 2010 and can be purchased at State Farm Arena, Stripes Stores of Hidalgo County, Hidalgo City Hall, & Hidalgo Chamber of Commerce. - price for advance sale tickets - 4 Day MEGA Pass \$20.00 and 2 Day Pass \$12.00

ITEMS NOT ALLOWED

- Bicycles, bottles/beverages, boom boxes, coolers, scooters, skates, skateboards, food, Frisbees, glow ...products, laser products, roller blades, signs, flyers, sports balls, water guns, weapons, pets, professional ...cameras/video in main stage areas and inside State Farm Arena.

WHAT HAPPENS IF IT RAINS AT BORDERFEST?

BorderFest goes on rain or shine. If the weather forecast calls for rain, please bring rain gear and umbrellas (please note you may be asked to lower umbrellas in concert areas to allow all guests access to stage viewing). BorderFest does not refund or exchange tickets due to inclement weather. Some performances, including the fireworks, might be delayed or postponed due to inclement weather.

LOST AND FOUND

There is a lost and found as well as a lost persons booth located in the State Farm Arena administration office. If you lose an item, or a person, go to the State Farm Arena Office, the Guest services Center immediately or contact the nearest police officer.



PARKING

Is "NOT" included in Concert ticket price. BorderFest parking fee is \$5.00 per vehicle. Car pooling is recommended due to traffic overflow during festival.

GENERAL ADMISSION DURING BORDERFEST

- Adults 12 & up - \$10.00 before 4 p.m. and \$12.00 after 4 p.m.
- Children 3 to 11 years – \$5.00 anytime
- Toddlers under 3 years – FREE!

STATE FARM ARENA CONCERT "WILL CALL" TICKETS

Pickup your Battle @ BorderFest, Tim McGraw, "WILL CALL" tickets outside of the BorderFest West Main Gate. *MUST have Photo ID & credit card used to purchase tickets in order to pick up tickets at "WILL CALL."

You will need to pay parking fee to enter grounds for ticket pick up during BorderFest. Concert tickets are your BorderFest admission ticket. Please use the Concert Ticket line when entering the grounds.

CAMERAS OR VIDEO CAMERAS?

Personal cameras or video cameras are allowed at BorderFest. However, flash photography and video or audio recording in the concert areas are strictly prohibited by the artists. If you do not comply with the artist policies, your equipment may be subject to confiscation in the stage areas. Only individuals with a valid BorderFest-issued media credential will be allowed to bring professional photography or video equipment into the festival.

WHAT IS ALLOWED INSIDE THE BORDERFEST GROUNDS?

Items allowed

- Baby food, special diet food (small quantities), service animals



WHO ORGANIZES BORDERFEST?

BorderFest is produced by the BorderFest Association, a private nonprofit organization and the City of Hidalgo. BorderFest is celebrating its 35th year, consists of a 13-member board of directors, 65 committees, more than 1,000 volunteers, and approximately 35 corporate sponsors.

GROUNDS

BorderFest is held on the State Farm Arena Parking lot and grounds. The terrain includes asphalt, concrete, grass, and curbs.

WHEELCHAIR ACCESSIBLE RESTROOMS

Wheelchair Port-o-lets are available at each restroom area. Accessible facilities are also available in the State Farm Arena until 5:00 PM



GUEST ASSISTANCE INFORMATION CENTER

On-site Guest Services Information Centers are available on the grounds and staffed by BorderFest Volunteers to answer questions and assist in other ways as needed

SERVICE ANIMALS

Service animals are allowed on the grounds provided the animal does not pose a danger or threat to other service animals or patrons. Owners of service animals are responsible for the animal's personal care.

ACCESSIBILITY

BorderFest hopes that all guests enjoy the festival and recognizes that some people need accessibility-related assistance. Many access-related questions are answered below. For additional information, please Call State Farm Arena at 956-843-5501.

ACCESSIBLE PARKING

Parking spaces are available in the west parking lot of State Farm Arena. The parking lot closest to the main entrance has been reserved specifically for individuals with handicapped permits.

POWER WHEELCHAIRS AND SCOOTERS

Power wheelchairs and three or four-wheeled scooters are allowed for use by people with mobility disabilities. Two-wheeled scooters or other vehicles are not allowed.

DIRECTIONS TO BORDERFEST

From the East - Take Expressway 83 West Towards McAllen to 10th Street (Hwy 336). Go left on 10th Street heading towards Hidalgo. BorderFest is approximately one half mile within Hidalgo city limits on the right hand side.

From the West - Take Expressway 83 East towards McAllen to 10th Street (Hwy 336). Go right on 10th Street heading towards Hidalgo. BorderFest is approximately one half mile within Hidalgo city limits on the right hand side.

From the North - Follow 281 South to Expressway 83. Take Expressway 83 West towards McAllen to 10th Street (Hwy 336). Go left on 10th Street heading towards Hidalgo. BorderFest is approximately one half mile within Hidalgo city limits on the right hand side.

From the South - Take the Hidalgo International Bridge into Hidalgo. Follow 23rd Street (Hwy 115) North approximately 2 miles. BorderFest is on the right hand side.

