

## **FAQ's for Commuter Wristband/Ticket Holders**

### **Q: How do I purchase a Kingdom Bound wristband?**

- A: 1. Call the Kingdom Bound Office at 1.800.461.4485 or 716.633.1117  
2. Purchase online at itickets.com  
3. Purchase at the Kingdom Bound office located at: 8550 Sheridan Dr Williamsville, NY 14221

### **Q: How do I pay for my wristbands?**

A: Master Card, Visa, Discover, US Money Order or US Check, Cash

### **Q: Are tickets refundable?**

A: No, tickets are non-refundable

### **Q: I bought an Event ticket and can only make it one day, can I give my friend the wristband to attend the festival?**

A: No, tickets are non-transferable

### **Q: I bought my tickets from itickets, what do I do with the barcode ticket?**

A: Bring your barcode ticket to the Amusement Park Main gate, proceed to the booth marked Kingdom Bound Barcode ticket. We will scan your ticket and replace it with your Kingdom Bound Wristband.

### **Q: My wristbands/barcode ticket is on hold, where do I go?**

A: Proceed to the Kingdom Bound "Will Call" booth located at the Amusement Park main gate.

### **Q: Can I purchase commuter wristband at the Amusement Park gate?**

A: Yes, Kingdom Bound will never sell out of commuter tickets. Darien Lake will sell wristbands at the sales booths located at the Amusement Park main gate.

### **Q: Do I get a discount price with my Darien Lake Season Pass?**

A: Yes, \$10 off Full event, \$5 off a One day. You must show your season pass when purchasing your KB wristband in order to receive discount.

### **Q: Do you have any group rates?**

A: Yes, Buy 15 tickets get 2 free, Buy 25 tickets get 5 free, Buy 40 tickets get 7 free, Buy 50 get 11 free. Group rate is only available until July 31st. Group rate **is not** available during gate sales.

### **Q: Is Darien Lake Amusement Park included with my Kingdom Bound wristband?**

A: Yes, your wristband will give you access to all that the Kingdom Bound Festival offers and all that Darien Lake Theme Park offers.

### **Q: I have a Darien Lake ticket and or discount pass, can I attend the Kingdom Bound events?**

A: No, Kingdom Bound is a special event. Darien Lake tickets and discount passes alone are not valid. Discount pass must to be upgraded to a Kingdom Bound Wristband for \$25 /day at Guest Services. (The cost of a Darien Lake ticket does not take into account payment of guest speakers and artists.)

### **Q: Where do I enter with my commuter wristband?**

A: You must park in the Amusement Parking lot, and then go directly to the Main Gate Entrance. You will not be permitted to enter through the camp ground entrance.

### **Q: Can we come and go from the Park at any time?**

A: Yes, parking pass and wristband required.

### **Q: What does it cost to park in the Amusement Park lot?**

A: \$8 per day

### **Q: What is a pay once parking pass?**

A: This is a parking pass offered for purchase for those who have purchased an Event or Three day ticket. The price is \$8 and covers three to four days of parking. The parking pass is available for purchase until June 30<sup>th</sup>.

### **Q: Can I pay to park the day of the event?**

A: Yes, please pay the parking lot attendant upon arriving. The discount parking pass is not available at the gate.

### **Q: What time do the Main Amusement Park Gates open?**

A: Parking opens at 10:00 am; Park Turnstiles at 10:30, KB program begin at 11:00 am.

**Q: Can I exit through the Park after the last concert?**

A: Yes, immediately following the concerts. (Rides close at 10:30)

**Q: Does the Park have ATMs?**

A: Yes, near the front gate by Guest Services

**Q: Are Canadian Funds accepted at Par?**

A: No, You will need to exchange funds at Darien Lake Guest Services.

**Q: My wristband broken. Can I get it replaced?**

A: Yes...Replacements may be obtained at the Kingdom Bound Information booth at the front Gate or at the KB Communications Center near the General Store in Darien Square.

**Q: I lost my wristband. Can I get it replaced?**

A: No, there are no replacements or refunds on lost wristbands. Be sure the wristband is on snaps when you seal it! If it falls off of your wrist and you lose it it will NOT replaceable. If your wristband breaks, you need to bring the broken wristband to the KB Communications Center or information booth to have it replaced immediately.

**Q: My friend/family/pastor has my ticket and they are in the park, Can I go inside to find them?**

A: No, you must have a ticket to enter the Park. Please make arrangements prior to the festival to obtain your ticket.

**Q: Can I stay on a campsite with a commuter ticket?**

A: No, a camping wristband is required to stay on grounds. Commuter wristbands do not include the camping fee, which is paid directly to Darien Lake. By staying on-site with anything other than a camping wristband you are cheating Kingdom Bound and stealing from Darien Lake. Persons found within the campgrounds after hours without a camping wristband are subject to prosecution.