

**32 FAQ's (Frequently Asked Questions) for:  
2011 Music Under the Stars  
Summer Concert Series**

**Concert Ticket and Table Purchase Questions:**

**1. How do I buy table tickets?**

You may purchase reserved tables in one of four ways:

- Online at [www.missionsjc.com](http://www.missionsjc.com) using a credit card
- Phone at (949) 234-1300 Monday through Friday, 8:30 AM – 5:00 PM
- Order Form downloadable at [www.missionsjc.com](http://www.missionsjc.com) (fax or mail to us)
- Gate House at 26801 Ortega Highway, 7 Days a Week, 8:30 AM – 5:00 PM

**2. How do I buy lawn tickets?**

You may purchase general admission lawn tickets in one of four ways:

- Online at [www.missionsjc.com](http://www.missionsjc.com) using a credit card
- Phone at (949) 234-1300 Monday through Friday, 8:30 AM – 5:00 PM
- Order Form downloadable at [www.missionsjc.com](http://www.missionsjc.com) (fax or mail to us)
- Gate House at 26801 Ortega Highway, 7 Days a Week, 8:30 AM – 5:00 PM

**3. I am a member; do I get a discount on tickets?**

Mission Preservation Society Members and Current Volunteers of the historic Mission do receive a discount on General Admission Lawn Tickets. To qualify for this discount, show your Member or Volunteer I.D. at the Gate House; or add your I.D. # to your Order Form or enter Member I.D. # when you Log-In to the Online Ticket System.

While discounts are not offered on the Reserved Table Tickets, Members and Volunteers receive a special 2-Week Early Pre-Sale on their tables: April 11 – 24, 2011.

**4. I want to become a member and buy a table or tickets, how do I do that?**

There are 3 ways to purchase (or renew) a Mission Preservation Society Membership:

- Online at [www.missionsjc.com](http://www.missionsjc.com) using a credit card
- Phone at (949) 234-1300 Monday through Friday, 8:30 AM – 5:00 PM
- Gate House at 26801 Ortega Highway, 7 Days a Week, 8:30 AM – 5:00 PM

**5. Can I buy extra tickets to add to a table?**

Additional chairs / seats may not be added to tables. Please be sure you have ordered enough seating for your party. Consider purchasing side-by-side tables together if you need more space. Thanks for being a good “table neighbor” by helping us provide safe and comfortable access to exits and dance floor areas.

**6. Can I buy tickets and tables online?**

Yes, both General Admission Lawn Tickets and Reserved Table Tickets may be purchased online. Please search “Music Under the Stars” on the homepage for details. Please note: Tables and Lawn Tickets purchased online must be purchased in 2 separate orders because they are on 2 separate reservation systems. We apologize for any inconvenience.

**7. Can I come in person to buy my lawn tickets and/or table tickets? What days / times?**

Yes, you may purchase all ticket types in person at the Gate House, 7 Days a Week, from 8:30 AM – 5:00 PM daily. Before your visit, please check our website or call Reception at (949) 234-1300 for holiday closures, such as our half-day on Good Friday.

**8. Can I speak to someone by phone to order lawn tickets or table seating?**

Yes, of course! Monday through Friday from 8:30 AM – 5:00 PM daily, please phone [Reception at \(949\) 234-1300](tel:9492341300) for an available events representative. If you prefer to leave a private voicemail, please try one of the below numbers.

Calls are returned *in order of receipt*. On busy days (April 11 and 25), please allow up to 2 hours for a return call. Thank you for your patience as we assist other guests.

[Lawn Ticket Purchases:](tel:9492341375) Carolyn at (949) 234-1375 or Christine at (949) 234-1321

[Reserved Table Purchases:](tel:9492341317) Sabrina at (949) 234-1317 or Christine at (949) 234-1321

**9. How many seats come with a table?**

The number of seats per table varies by location and price point. Please visit [www.missionsjc.com](http://www.missionsjc.com) to download our Concert Map which includes a color-coded seating and price legend in the bottom right corner.

On 3 of the 4 lawn quadrants or “quads”, we have reserved blue tables for 6 people at \$210 (or \$35 pp); white tables for 10 people at \$300 (or \$30 pp); and red tables for 10 people at \$400 (or \$40 pp).

While the blue tables in the archway corridors are set up for 6 people at \$210 each, to accommodate larger parties, we can sell additional seats at those tables (with advance notice) at \$35 per each additional seat. Please note: This charge would appear on your statement as 2 separate transactions: one for \$210, another for the additional seats (up to 10) at \$35 each.

**10. I bought my table or lawn tickets, how long until I receive them in the mail?**

Your tickets should arrive in the mail to you within 2 weeks, as we mail them out every other Thursday. If your order is placed within 2 weeks of the concert date, we will most likely hold your tickets at Will Call instead of mailing.

**11. I bought my table or lawn tickets and asked for will call, how do I get them and when?**

Tickets are placed into Will Call at our Gate House on Ortega Highway within 2 weeks of the date your order was placed. Please plan to pick up your tickets from the Gate House any day after this 14 day period – between the hours of 8:30 AM – 5:00 PM.

If your order was placed within 2 weeks of the concert date, tickets may be picked up on show day between 8:30 AM – 5:00 PM or at 5:30 PM when gates re-open for the concert. Will Call tickets are held under the last name of the person who placed the order. We ask that you carefully review and sign out all of your tickets at one time.

**12. I lost my tickets, can I get a replacement?**

Tickets cannot be replaced, exchanged or refunded whether lost or stolen. Therefore, we ask you to please check the accuracy of your order immediately upon receipt. We suggest storing tickets in a safe place upon receipt. If at all possible, do not distribute tickets to your party in advance. It is common for tickets to be lost by a member of your party; and they are not replaceable.

**13. I have a conflict in my schedule; can I get a refund?**

Please let us know if you cannot make it to your table, as we may be looking for you to say hello! We hope you understand our policy is to consider unused tickets a charitable donation to the preservation and education programs at the historic Mission San Juan Capistrano. Thank you for your gift. We hope to see you again soon.

**14. Will you sell my tickets for me if I can't come to the concert?**

Thank you for letting us know you won't be there to enjoy the concert. We hope to see you again at future programs. However, unless the concert is sold out, it is our policy not to act as a resale outlet. This leaves us time to assist other guests. You could attempt to re-sell (for list price) on the internet. Thank you for your understanding.

**15. Do you ever have two bands play in one evening?**

Yes, this year two shows have an Opening Act and a Headliner:

July 23:            Opening Act – Fortunate Son; Headliner: The Long Run  
September 3:    Opening Act – DJ Peter Papadopoulos; Headliner: The Fab Four

## [The Night of the Concert – FAQ's about Having Fun:](#)

### 16. When do the gates open for concerts?

Three (3) gates are available for concert entry, and all three open approx. 5:30 PM:

Gate House: 26801 Ortega Highway, San Juan Capistrano, across from Starbucks

East Gate: El Camino Real at Spring Street, across from San Juan Elementary School, near the corner of El Camino Real and Ortega Highway.

West Gate: Camino Capistrano North of Ortega Highway, across from Ciao Pasta.

### 17. When does the music start? End?

6:30 PM: Music Begins

8:00 PM – 8:30 PM: Intermission

Silent Auction Bidders and Opportunity Drawing Winners Announced

9:30 PM: Music Ends

### 18. Are the concerts wheelchair-accessible?

- Be sure to include the wheelchair in your table's seat count if you are purchasing a table so your guests can all sit comfortably at the table
- Consider purchasing corridor tables or along a pathway for easy access
- Enter and exit the Gate House on Ortega Highway (ramp location)

### 19. Is it ok to bring a picnic?

Yes! Please bring a picnic. We will not be selling food or drinks onsite this year. Consider supporting our Restaurant Members by placing an order for pick-up: <http://www.missionsjc.com/visit/restaurants.php>

### 20. Will there be enough seating for me in the lawn area?

There will be plenty of seating area provided. We measure the space carefully each year - considering how many folks prefer blankets to lawn chairs; how much space the average sized cooler reserves, etc. When we've reached our maximum guest count for this area, we stop selling tickets. Seating space on our benches and along one side of most pathways (noted in green on our Concert Map) is also available.

**21. I am at a table as a guest, but have a child; does he/she need a table ticket?**

It is best to inform your table host (in advance of their purchase) if you cannot arrange for child care and will bring a child along. This way, all guests have a chair at the table.

Children aged 4 and older should generally have their own ticket if seated at a reserved table, as they often prefer not to sit in a parent's lap. Younger children may sit on the laps of their parents if seated at a table, and therefore do not need a ticket.

For the General Admission Lawn Ticket section, please use the same general guidelines – 4 and older purchase a ticket; 3 and younger no ticket needed. Please use your own discretion when making this decision, especially for the lawn seating area where a stroller could be accommodated in lieu of purchasing a ticket.

**22. Is this event appropriate to bring children?**

The concerts were designed as an entertaining evening for adults to enjoy 4 hours of conversation, dancing, wine and music under the stars. However, we love seeing family members of all generations enjoying the beautiful garden atmosphere. To help maintain safety and to prevent accidents and injury, we ask parents: please do not allow children to dance, run or play without supervision, especially on dance floors.

**23. We want to hire a caterer to set up the food, can we do this?**

We encourage you to support the Restaurant Members found here on our website: <http://www.missionsjc.com/visit/restaurants.php> to place "To Go" orders. Due to space limitations and safety concerns, caterers are not allowed on grounds to set up your table or their equipment.

**24. I want to decorate my table, is that allowed?**

Yes, and we look forward to seeing it! Here are a few ground rules to keep in mind:

- Each table comes with a plastic table cloth (red, white or blue). Please note the color of your table on our concert map if you want to color-coordinate.
- You may also bring your own table linen, but make sure you take it home.
- Avoid open flame candles as they pose safety hazards and wax clean up issues.
- Décor should not block views of the stage or detract from the experience of other guests around you (ie. table umbrellas; strobe lights; sound makers)
- Be prepared: you, your table and guests may be featured in published pictures of the event. In other words, come to the show ready for your close up!

**25. Can we bring our own tables into the lawn area?**

We prefer no outside tables or folding camping picnic tables to preserve seating areas. However, "TV trays" for setting wine glasses are permitted. Approved tray size is 2 feet tall, wide and deep (or 2' x 2' x 2') as this provides enough "lap" space for dining.

**26. Is smoking allowed?**

Yes, smoking is allowed in one specific area of the property. Please see “Smoking Area” signs over by the West Gate, just behind the stage. Ash trays are provided.

**27. What should I bring to the concert?**

- Low back lawn chair or blanket (if you purchased in the lawn ticket section)
- Sunscreen and / or hat for early part of the event; light jacket for after sunset
- Personal picnic, preferably in a rolling no larger than 2' x 2' x 2'
- Cash or credit for opportunity drawing tickets or silent auction bidding
- Dancing shoes, preferably without heels since our concerts take place on grass
- Table décor items, if you like (refer to questions 21. and 22. for details)
- Camera for capturing memorable moments with your party

**28. What should I NOT bring to the concert?**

- Folding tables larger than 2' x 2' x 2' if seated in lawn ticket section
- Personal items which may disturb guests around you (see questions 21. and 22. for details)
- Open flame candles
- Caterers and / or catering equipment (chafing dishes, buffet tables, sterno)
- Flyers or products you plan to distribute or sell on the grounds

**29. How do I get to the Mission? Where do I park?**

Please see directional map specific to the concert series' gates and parking:  
<http://www.missionsjc.com/activities/Directions>

**30. We are celebrating a special event, can you make an announcement on stage?**

We would love to be a part of your special memory! Please fill out a 3 x 5 card available at the Sound Booth. Announcements are made from 8:00 PM – 8:15 PM.

**31. Does the Mission recycle?**

Yes, we provide both a blue recycling bag and a black trash bag for each table, and receptacles throughout the site for general admission guests.

**32. Why does the Mission have these concerts?**

Mission San Juan Capistrano is a non-profit charitable foundation under IRS code # 501 (c) (3). We receive no sustaining support from any governmental agency or religious organization. Net proceeds from events support our educational and museum programming; and historic preservation efforts. Your support helps us continue to provide a place of inspirational learning and peaceful reflection for future generations to come. Plus, we love to dance.