

- **Accessibility**

- The Auditorium at Silver Bay is an accessible building. Aside from that our team will make sure there is accessible seating/space for those that need it.

- **Alcohol**

- Alcohol will not be permitted or sold at any of the concerts or events during the festival.
- Guests staying onsite can consume beer and wine in their accommodation, but alcohol is not to be consumed outside of one's lodging.

- **Backpacks**

- Silver Bay asks that if you need to bring a bag, that you limit the size to no larger than a standard size backpack or something that you can easily store under a chair.

- **Bikes/skateboards/scooters/etc.**

- Guests may use bikes/skateboards/scooters on Silver Bay's public road. We ask that these forms of transportation stay off the sidewalks to keep guests safe.
- Silver Bay will be running a golf cart shuttle service for those that may need/want it.

- **Coolers**

- Guests are welcome to bring coolers into their accommodations.
- Coolers will not be permitted inside music venue locations.
- Evening performances will have drinks and snacks for sale.

- **Glass bottles**

- Silver Bay is doing our best to cut back on one-use containers such as water bottles. In order to keep all guests safe, please use reusable **plastic** water bottles.
- Glass is not permitted in the music venues or at the outdoor program areas at Silver Bay.

- **Lost and found**

- If you have lost an item, please visit the Front Desk in the historic Inn, across from the Auditorium.

- **Outside food and drinks**

- If you purchase food from one of the vendors at Silver Bay YMCA, please be responsible with your trash. There will be trash receptacles and recycling containers located across the property.
- There is outdoor seating outside the William Boyd Center and picnic tables around the property where you can enjoy your meal.

- **Refunds**

- Tickets purchased for Bluegrass in Heaven are non-refundable.
- If you have booked a room at Silver Bay for the festival, please see the cancellation policy listed below:

Cancellation Date	Forfeiture
Cancellations up to 31 days prior to arrival	Guest will receive a refund in the amount of your deposit minus one night's
Cancellations 0-30 days prior to arrival	100% of the deposit is non-refundable

- **Photography/Videography Equipment (Professional grade)**

- Unless you are with a band, have a contract with Silver Bay, or you have a media pass approved by Silver Bay YMCA, professional grade photo/video equipment is not permitted.
- If taking photos or videos, please keep the flash off.

- **Cameras**

- When taking videos or photos with your personal camera/phone, please be considerate of those sitting beside you and behind you.
- Please keep the flash off.

- **Sporting Equipment**

- Silver Bay offers a variety of outdoor equipment that is included with your overnight accommodation/festival pass. These activities include but are not limited to:

- Discs for micro disc golf
- Shuffleboard equipment
- Horseshoes
- Basketballs
- Outdoor lawn games
- Kayaks
- Canoes
- Archery equipment

- Your wristband for the festival will get you into these activities at no extra charge. Simply show your wristband to the attendant at each location and they will provide you with the necessary equipment.
- Equipment is first come, first serve.

- **Strollers/Wagons**

- This is a family friendly event, and we would love for you to introduce Silver Bay and Bluegrass music to your children. Strollers and wagons are allowed on our property (there is pavement and there are sidewalks).
- We do ask that strollers/wagons do not enter the event space.