



## Your Ticket to Ride: Frequently Asked Questions

### **What time should I be at the pickup location?**

To ensure an on-time departure, you should check your ticket for the departure time and plan to arrive at least 15 minutes early before departure. The bus generally pulls into the designated pickup locations 30 minutes before the scheduled departure time.

### **What can I bring on the bus?**

Passengers are encouraged to bring any or all of the following items: neck pillows, MP3 players with earphones, eye shades, and foam ear plugs. Food and drink are permitted onboard, but please no alcohol.

### **How long will it take to get to the track?**

Depending upon your pickup location and assuming clear road conditions, the trip usually takes about 1 - 3 hours; longer if there is heavy traffic.

### **Are restrooms provided on the bus?**

Yes, each bus will have its own restroom at the rear of the bus.

### **Will there be anybody in charge of the buses on race day if I have any problems or questions?**

SportsFanExpress will have Station Captains for each pickup location to assist you with any questions or concerns.

### **Are there any stops on the way?**

The plan is a direct route, but if there is a low turnout for one location, we may route to pick up at another location on the way.

### **Where will the buses park at the Race Track?**

We will be parking the buses between Turn 9 terrace and Turn 7 terrace, in the bus parking area of the parking lot. They will be secured all day.

### **Can I leave any items on the bus during the event?**

Passengers may not be on the same bus on the return trip, please do not leave any items on the bus during the event.

### **Who can I contact if I have any questions?**

Email your questions to [tickets@sportsfanexpress.com](mailto:tickets@sportsfanexpress.com) or call us toll free at 855-GO-FANBUS. On race day, contact the Station Captain for any assistance or call our dispatch at 800-781-4699 and press 5.

### **Are these tickets refundable?**

Tickets are not refundable and credit will not be issued for unused portions of the trip.

### **What if I need wheelchair assistance?**

Contact SportsFanExpress at 855-GO-FANBUS prior to the event to arrange for wheelchair accommodation.



**Can my child go by themselves?**

No child under 16 will be allowed to travel without a guardian over the age of 18

**Are there Senior or Child discounts?**

There is only one ticket price per seat that applies for all ages.

**Can I just put my small child on my lap?**

Children under 2 years of age may accompany their caregiver free of charge but must sit on their caregiver's lap.

**Can we pay cash at the pick up location?**

Tickets for SportsFanExpress are only available for purchase in advance through the ticketing website. No cash purchases will be allowed at the pick up location.

**What if I miss the bus?**

Each departing and returning route has only one departure time so it is important that you do not miss the bus. If you do miss the bus you will be responsible for your own transportation back to the pickup location.

**What time do the buses leave the racetrack?**

Buses leave 'EXACTLY' 45-minutes after the winner crosses the finish line (or as soon as the last person boards the bus, whichever occurs first).

**How will I know which bus to take back to my pickup location?**

When you arrive at bus, you will receive a color-coded Reboarding Ticket. A color-coded flag will identify your bus for your return. For example, Sacramento is RED, you will receive a RED reboarding ticket. After the race, all the buses will be parked in the location where you were dropped off. Color coded flags will identify the appropriate bus for your return trip.