

Wristband Distribution Q&A

Q: Are wristbands required to attend the International Arts Festival?

A: Wristbands are not required to attend the festival. VIP wristbands are required to participate in some of the special festival attractions and activities at the International Arts Festival.

Q: How much are wristbands?

A: Sugar Land residents can receive VIP wristbands at no charge prior to the day of the event, while non-Sugar Land residents may purchase wristbands for a nominal fee of \$3 in advance of the event. The wristbands will cost \$5 at the event for residents and non-residents.

Q: How can I obtain special access wristbands for myself, my family and friends?

A: All VIP wristbands will be distributed starting Wednesday, March 20 at the Sugar Land Imperial Park Recreation Center, 234 Matlage Way, during normal hours of operation.

Q: What are the normal hours of operation for the Imperial Park Recreation Center / Ticket Distribution?

A: IPRC normal hours of operation are:

Monday – Friday 8 a.m. - 10 p.m.

Saturdays 8 a.m. - 8 p.m.

Sundays 1 p.m. - 5 p.m.

Q: What is the criteria to obtain a wristband?

A: Anyone can obtain a wristband, however Sugar Land residents can receive VIP wristbands at no charge prior to the day of the event, while non-Sugar Land residents may purchase wristbands for a nominal fee of \$3 in advance of the event.

Q: How will Sugar Land residency be verified?

A: Residents are asked to bring either their water bill or driver's license containing their Sugar Land address to verify residency. Staff will then crosscheck the address in the City's database.

Q: How do I know if I am a Sugar Land resident?

A: An easy way to determine your residency status is your water bill, tax statement or the law enforcement agency that responds to calls for service.

For Sugar Land residents

- Water bills are paid to the City of Sugar Land
- The Sugar Land Police Department responds to your calls for service.

Non-Residents

- Water bills are paid to a municipal utility district
- The Fort Bend County Sherriff's Office responds to calls for service in unincorporated areas of Fort Bend County.

To verify residency please visit: <http://www.sugarlandtx.gov/732/My-Neighborhood>

Q: What if the Sugar Land resident decides to give his wristbands(s) away to a non-Sugar land resident? Is that allowed?

A: The City offers this event as a service to its residents. It will be at the Sugar Land resident's discretion.

Q: How many wristbands can I get?

A: Sugar Land residents can obtain up to six (6) wristbands per household.

Q: When do we begin wristband distribution?

A: Wristbands will be available for distribution beginning Wednesday, March 20 until April 26 for Sugar Land residents.

Q: What happens if I do not pick up a wristband before the Imperial Park Recreation Center closes on April 26?

A: You do not need a wristband to attend the event. Wristbands only grants special access to specific areas onsite. Wristbands will be available at the event site. The wristbands will cost \$5 at the event for residents and non-residents.

Q: What happens if I need a wristband on the day of the event (Saturday April 27)?

A: You do not need a wristband to attend the event. Wristbands only grants special access to specific areas onsite. Wristbands will be available at the event site. The wristbands will cost \$5 at the event for residents and non-residents.

Q: What if I won't be able to make it to the event? Can I return my wristbands?

A: Yes, if you will not be able to attend and would like for the wristbands to be offered to other Sugar Land residents, you may return the wristbands to the Imperial Park Recreation Center.

Q: What happens if I lost or damaged my wristbands?

A: Due to the limited availability of the wristbands and our efforts to minimize scalping, wristbands should be treated like cash. Lost wristbands will not be replaced. Damaged wristbands may be brought back and exchanged.

Q: What happens if it rains?

A: In the event of rain the start of the event may be delayed. If the event is rescheduled, wristbands will be valid for the rescheduled date. No refunds will be provided.

Q: Can I receive a refund?

A: All sales are final. No refunds will be provided.