

2017 Day Out With Thomas™ (March 31, April 1, 2, 7, 8 and 9) Frequently Asked Questions – F.A.Q.

Q: What if I need to cancel?

All ticket sales are final. No refunds or exchanges. **The event takes place rain or shine.**

Q: Will my ticket be mailed?

1. Tickets will be mailed upon request via UPS 2 Day service.
2. Preferred options include:
 - Print at home or;
 - Confirmation email on your cell phone with a barcode for scanning

Q: Do I have to order my ticket online?

To guarantee your spot, tickets must be purchased online or over the phone:

- For tickets, visit www.GrapevineTexasUSA.com, Day Out With Thomas.
- Tickets may be purchased by phone by calling TicketWeb at 1-866-468-7630. You may also access tickets at www.ticketweb.com/dowt
- Tickets are **NOT** available at the Cotton Belt Depot or the Visitors Information Center before the event.

Q: Where do I pick up my ticket if purchased by phone?

Tickets are available for pick up at Will Call during the event. Look for a red and white striped coupon booth marked “Will Call” at the shuttle stop.

Q: Can tickets be purchased on-site?

If the event is not sold out, tickets may be purchased on-site.

Q: Where is the event located?

Cotton Belt Railroad District, 705 S. Main St., Grapevine, TX 76051

Q: Where can I park?

Parking **with complimentary shuttles** is provided at these locations:

- Grapevine Public Library, 1201 Municipal Way (designated area is east of the “Reserved Library Patron Parking”)
- Grapevine Convention Center, 1209 S. Main St. (east parking lot)

***Shuttle pick-up is east of the “Reserved Library Patron Parking” designated by the “Shuttle Stop” sign.**

***Shuttles will operate during park hours only. Park Hours: Friday 8 a.m.-7 p.m. & Saturday/Sunday 8 a.m. – 7:30 p.m.**

Public parking lots **without shuttle service** are available at these locations:

- 298 W. Dallas Rd. (Lone Star Hi-Railers Model Train Exhibit lot)
- 815 S. Main St. (corner of Dallas Rd. and Main St.)
- Complimentary public parking is available throughout Historic Downtown Grapevine.

Q: Is there food available?

Vendors will be onsite selling corn dogs, hot dogs, nachos, sausage on a bun, sausage on a stick, steak on a stick, funnel cakes, popsicles, grilled cheese sandwiches, lemonade and limeade, tea, water, soft drinks, and more.

Q: What if I have additional questions?

- For questions about tickets, contact Museum of the American Railroad at 214-428-0101.
- For questions about Grapevine, call 817-410-3185.
- If you have a specific question please email to visitorinfo@grapevinetexasusa.com. Emails are checked Monday through Friday, 8 a.m. to 5 p.m. For inquiries on Saturdays and Sundays, please call 817-410-3185.