

# Illuminations Tour Saturday December 15, 2018

Frequently asked questions about tickets and the Illuminations event

## ***Where does the tour begin? Location change!!***

The 45 minute Trolley Tours begin and end at **Somerville High School Field House** (in the past it has been at City Hall). **The address for the High School is 81 Highland Ave. but the field house/gym is the building closest to the Somerville Public Library – across the street from the intersection of Highland and Vinal Ave.** Activities and refreshments will be in the High School Field House gym.

## ***What is the price of the tickets?***

Tickets are \$15 for adults. Children (12 and under) and seniors (62 and over) are \$8.

## ***If I can't attend the tour, can I get a refund?***

Proceeds go to support Somerville Arts Council programming. **Tickets are non-refundable.**

## ***Can I exchange tickets and get a different trolley time?***

Yes, if tickets remain for your new time.

## ***A friend bought tickets and I want to be on their trolley; how do I determine which trolley?***

Make sure you know the time of their trolley **AND** the trolley letter (either the "A", "B", "C", "D", or "E"). There are multiple trolleys for each tour time.

## ***Do I have to have my tickets with me to get on the trolley?***

Yes. Please make sure that you have your tickets with you the day of the event.

## ***How early do you need to arrive to get on the tour?***

The tour is on a tight schedule and will depart at the scheduled time. Please arrive at least 20 minutes prior to your tour.

***Weather alert!*** The tour will take place regardless of rain or light snow if travel conditions for the trolleys are safe. Typically, only in a snow emergency will the tour be cancelled. If cancelled on Saturday, the tour will take place during the same time on Sunday. Call the office at 617-625-6600 ext. 2985 to inquire about weather cancellation.

## ***Is there an East and a West tour this year?***

No, this year we have consolidated the East and West tours into one tour that highlights the best of both.

## ***Are the buses wheelchair accessible?***

Yes, most of the buses (except the "D" trolley at 5pm, 6:15pm, 7:30pm, 8:45pm) can accommodate wheelchairs, but please notify the sales person at time of ticket purchase. Scooters cannot be accommodated.

## ***Is Blue Cloud Gallery the only place to buy tickets?***

Yes, except on rare occasions there may be tickets left over and sold at City Hall on the evening of the tour. (**Cash or check sales only, NO credit card sales.** Checks should be made out to "Somerville Arts Council".)

## ***Tickets are sold out. Do you have a wait list?***

Often tours have some seats open up because ticketed tour goers cannot attend. For each tour we do a final count of any available seats at the time of the tour and release those seats to those on the wait list. The Wait list is created the evening of tour--not before-- and requires you to be present. Come to Somerville High School field house that evening.

***Where can I get a map of the tour? Is it available before the tour?*** Maps will go on sale the day of the tour at Somerville High School Field House at 4:30pm. **Starting Monday, December 17** they can be purchased at three locations: Blue Cloud Gallery, Porter Square Books, and D<sup>2</sup> (Davis Squared) for \$3.

***Can I reserve or buy tickets over the phone?*** No