

# Illuminations Tour Saturday December 14, 2019

Frequently asked questions about tickets and the Illuminations event

## ***Where does the tour begin?***

The 45 minute Trolley Tours begin and end at **Somerville City Hall at 93 Highland Ave.** Activities and refreshments will be on the first floor of City Hall. Only handicap parking will be allowed in the City Hall concourse that evening. All attendee parking will be on streets around City Hall. Residential parking restrictions will be "relaxed" from 4 to 11 p.m. that evening.

## ***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", or "D"). 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, the buses can accommodate wheelchairs, but please notify the sales person at time of ticket purchase. Scooters cannot be accommodated.

## ***Where do I buy tickets?***

Tickets will be sold at our Nibble Kitchen, 1 Bow Market Way, (behind 345 Somerville Ave, in Union Square) on Sunday, Dec. 1<sup>st</sup> from 10 a.m. to 2 p.m. and again on Thursday, Dec., 5<sup>th</sup> from 5 p.m. to 8 p.m. 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 City Hall 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 City Hall at 4:30pm. **Starting Monday, December 16** they can be purchased at these locations: Porter Square Books and D<sup>2</sup> (Davis Squared) for \$3.

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

Revised 11/14/10