

# PORTLAND BOOK FESTIVAL 2018

## PASS AND ENTRY INFORMATION

### BOX OFFICE

There is one box office area for the festival, on SW Park Avenue in front of the PAM Mark Building. There will be a large tented area where PAM staff will be both selling passes, as well as the “will call/pick up” area for attendees who pre-ordered passes and need to pick up their wristband. *New for 2018:* A limited number of standby/walk-up passes that do not include a book for the two Schnitzer events will be available on a strictly first-come, first-served basis at a small tent right next to the box office.

**All attendees must have a wristband or badge to enter the venues** where the festival stages are, including youth who enjoy free entry. Outdoor areas such as the food cart areas do NOT require a wristband and are free and open to the public. All stages hosting author events and the Portland Art Museum galleries require a wristband or badge for entry.

Attendees who purchase passes before the festival can pick up their wristbands at the box office. Attendees who purchase passes the day of the festival can purchase their passes and receive their wristbands at the box office.

Box offices inside the Portland Art Museum will not be operating as festival box offices.

### TYPES OF PASSES, BADGES, AND WRISTBANDS

**Red wristbands** and **white badges** are general admission have the same privileges, and no green room access.

**Gold wristbands** and **red badges** have the same privileges, including priority entry and green room access.

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Every person entering a festival stage or the book fair must have a wristband and/or a badge. The food carts do not require a festival wristband and are open to the general public, as is the lobby of Hatfield Hall at Portland's.



## **RED FESTIVAL WRISTBAND: General admission.**

- \$15 advance / \$20 day of
  - Free for youth 17 and under and/or with valid high school ID
- Admits attendee to all festival events EXCEPT Schnitzer. See notes below.
- Youth who enjoy free admission and paid attendees receive the same wristband.
- To attend any event, all red wristband-only attendees might have to wait in line for popular events.
- All events are first-come, first-served, and standing in line does not guarantee entry.

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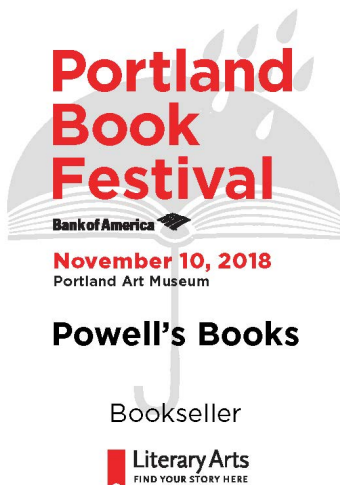
## PASS AND ENTRY INFORMATION

**GOLD WRISTBAND:** A very limited number of gold wristbands are issued to VIPs.

VIPs in this case are, for example, author partners and guests, Literary Arts sponsors and board members, and other people close to the festival. Gold wristbands are NOT for sale.

You DO need a red wristband for festival entry in ADDITION to your gold wristband! The gold just gets you extra things, the red into the festival events themselves.

- All the benefits of a red wristband, plus...
- VIPs with a gold wristband enjoy “**priority entry**” to all events. This means they can enter ahead of the general public when the doors open, and if they arrive after doors open they may “cut the line” to enter the venue.
  - However, if a venue reaches capacity, no one else may enter because of the fire code.
- VIPs with a gold wristband may sit in the **reserved seats** at each venue if they choose to.
- VIPs with a gold wristband may access the **green room**.<sup>1</sup>



**WHITE BADGE:** A badge is a “credential” for **exhibitors**.

White badges do NOT have green room access, with the exception of the green room and author registration volunteers.

White badges do NOT allow attendees to cut the line or access reserved seating. They have the exact same privileges as red wristbands.

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**RED BADGE:** A badge is a “credential” for people working directly with the festival or presenting at it in one way or another.

Who has a red badge:

- Authors, moderators, and other presenters, including pop-up authors and musicians
- Literary Arts staff, OPB staff, other festival-related staff
- Media, photographers, etc.

**Red badges enjoy the same privileges as GOLD**

**WRISTBANDS:**

- Red badges enjoy **priority entry** to all events. This means they can enter ahead of the general public when the doors open, and if they arrive after doors open they may “cut the line” to enter the venue.
  - However, if a venue reaches capacity, no one else may enter because of the fire code.
- Red badges may sit in the **reserved seats** at each venue if they choose to.
- Red badges may access the **green room**.



## TYPES OF PASSES AND ATTENDEES: FAQ

**I PRE-ORDERED my festival pass. Where can I pick it up?**

Advance pass buyers, including youth free passes, can pick up their wristband and book voucher at the festival box office on SW Park Avenue. The box office opens at 8:00 a.m. on festival day, November 10. Advance passes are \$15 and include a wristband for entry to all festival events and paid passes include a \$5 voucher for the book fair.

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*New for 2018:* Attendees who pre-ordered their passes may pick up at PAM on Thursday, November 8 from 11:00 a.m. to 1:00 p.m., and on Friday, November 9 from 11:00 a.m. to 1:00 p.m. or from 4:00 p.m. to 6:00 p.m.

### **I want to BUY a pass today. Where do I do that?**

Day-of passes, whether purchased on site or online, are \$20. Day-of passes sales are at the box office on SW Park Avenue. PAM box offices will not be selling PBF passes. There is one pass sale location. Day-of passes are \$18 and attendees will receive a wristband that allows entry to all festival events and a book voucher.

Youth who are redeeming free entry DO need to go to the box office to get a pass/wristband, even though it is free.

### **How do I redeem my book voucher?**

Festival \$5 book vouchers are non-transferrable, cannot be exchanged for cash, and are limited to one per attendee. For example, you could use your \$5 voucher toward the purchase of a \$15 book, but you could not purchase a \$15 book with three vouchers. Vouchers are redeemable only at the Wordstock Festival book fair at the Portland Art Museum or at festival bookstore. All festival vendors accept vouchers. Vouchers will be distributed to attendees at the point of pass purchase or at will call pick up.

### **I am 17 YEARS OR YOUNGER AND/OR A HIGH SCHOOL STUDENT and I get free admission. Do I need a pass?**

Yes, all attendees, including youth, need a wristband for entry. Youth receiving free admission will need to pick up their wristband at the box office on SW Park Avenue. Free youth passes do NOT include a book voucher.

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### **I registered for a WORKSHOP. Where do I get my wristband?**

Workshop students will pick up their wristbands at the registration booth at the Northwest Film Center. They do not need to go through the box office. Admission/wristband is included in the price of the workshop for students who registered for a workshop before the festival day. All workshop students will receive an email instructing them to pick up their wristbands at the NWFC, where there will be a workshop registration table. If they would like to attend the festival prior to their workshop they can stop by that table at NWFC and pick up their wristband, and then return for the workshop.; Teachers and youth taking the free workshops do NOT need check in at the NWFC, they can pick up their wristbands from the festival book office.

### **I am a VOLUNTEER. Do I need a pass? Where do I pick up my festival pass?**

Volunteers receive free entry to the festival in exchange for volunteering. All volunteers will check in at the volunteer registration tent on SW Main Street in front of PAM before their shift begins, where they will receive a wristband and information about their volunteer assignment.

### **I am a PRESENTING AUTHOR, MODERATOR, OR OTHER PRESENTER. Where do I pick up my festival pass? Do I need a pass?**

Authors participating in on-stage events, in pop-up events, moderators, and other presenters that are participating in the festival will pick up their credentials—meaning a badge and lanyard that identifies them and their role at the festival—at the green room at the Oregon Historical Society. *Do not share the location of the green room with attendees, it is meant to be a private space.* Attendees and volunteers (with the exception of the green room volunteers and author escorts, of course) are NOT permitted in the author green room.

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## **I am an EXHIBITOR. Where do I pick up my festival passes?**

Most book fair exhibitors will receive their credentials (badge and lanyard) when they load in on Friday afternoon. A few exhibitors are loading in on Saturday morning, and they will pick up credentials and their voucher packets at the Literary Arts info booth in the PAM Mark Building first floor lobby. Any exhibitors who need to leave badges to be exchanged will leave the badges at the Literary Arts booth in the Mark Building first floor lobby so that their employees/volunteers can pick them up.

## **HOW TO ATTEND FESTIVAL EVENTS**

### **Do I need a pass for each Festival event?**

Your festival wristband admits you to ALL festival venues and events—except the Schnitzer, which requires a ticket, see next question—and there are no additional passes required for individual events during the festival day, EXCEPT the Schnitzer. See below.

At all venues and all events, entry and seating is available on a first-come, first-served basis; standing in line does not guarantee entry. Rooms will be cleared between sessions, meaning all attendees will be required to exit the venue and will not be permitted to remain in their seats for the next session. If they would like to attend the next session at the same venue they must exit, join the line, and re-enter. No one will be admitted to a full event session unless another attendee leaves that session.

### **OK what's going on with the Schnitzer then? I need a ticket?**

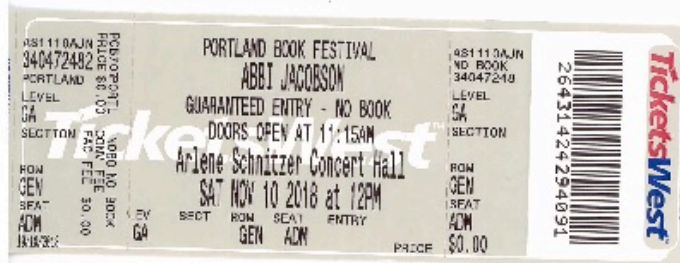
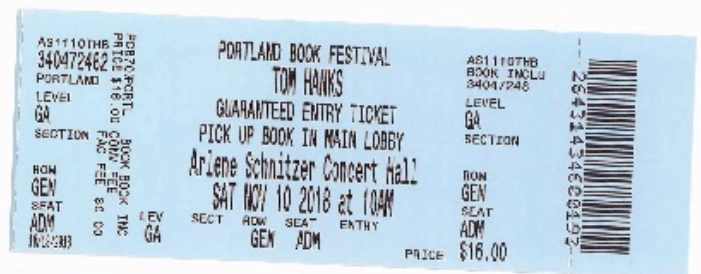
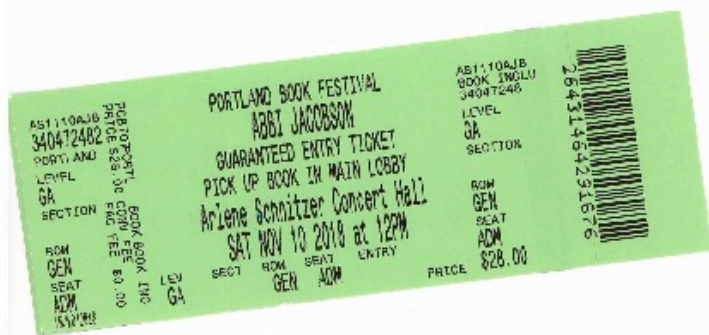
Yes. All attendees entering the Schnitzer need a scannable ticket, but some of the tickets are free. Please read this in its entirety.

There are four ticket types: Hanks book (blue), Hanks NO book (white), Jacobson book (green), Jacobson NO book (gray).



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Attendees had the opportunity to pre-order a book for the two events at the Schnitzer for a guaranteed seat when they purchased their festival advance online. Pre-orders closed on October 26. Attendees who pre-ordered for a guaranteed seat will receive a ticket, which looks like a typical event ticket with a tear-off stub, when they receive their festival passes. The 10:00 a.m. event with Tom Hanks reached capacity with pre-orders, and no more passes will be available.



For the 12:00 p.m. event with Abbi Jacobson, a limited number of walk-up/stand-by tickets that do NOT include a ticket WILL be available on a strictly first-come, first-served basis. There will be a small tent next to the box office distributing these tickets.



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Attendees who pre-ordered books for both events will receive two tickets, one for Hanks (blue) and one for Jacobson (green). They WILL need to exit the venue and re-enter between events.

Again, EVERYONE entering the Schnitzer will need a ticket. For VIPs with red badges and/or gold wristbands, tickets will be distributed while they are waiting in the priority entry line.

For attendees who purchased a book, they will present their ticket at a table in the Schnitzer lobby, where volunteers will tear the stub off in exchange for the book.

### **Can I stay at one stage all day?**

Rooms will be cleared between all events; to attend the next event at the same stage, you will need to exit the venue and re-enter. This policy allows us to keep to the fire code/capacity for each room. We apologize for any inconvenience and appreciate your understanding.

### **What's the deal with these RESERVED SEATS and people cutting the line?**

Each venue has between 6 and 12 reserved seats (with 40 at the Schnitzer) seats reserved for attendees with priority entry: gold wristbands or red badges. The separate priority entry line that gets in *before* the GA (red wristband) line, and if they arrive once the GA line is entering, they may *cut the line*; however, if a venue reaches capacity with every single seat filled, including reserved, no one else may enter unless an attendee exits.

It is important that we keep the designated seats reserved and do not allow GA to use them. We keep the number of seats as limited as possible: usually 4% or less of the capacity. We are acutely aware that it's difficult, especially on site day of, to have an empty seat and a GA attendee (red wristband) who wants to get in and who can't sit there. Please understand

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that attendees who get priority entry — authors; Friends of the Festival pass buyers, who pay \$300 a pass for this perk; and VIP sponsors, who are typically giving more than \$15,000 to the festival — are critical to the sustainability of the festival. Quite simply, it couldn't happen without them, and without the Friends of the Festival and the sponsors, we would absolutely not be able to keep pass prices at \$15 (for three years running!) for general admission. The festival needs them, and this small perk of priority entry is very important.

We communicate as much as we can that priority entry is NOT guaranteed seating, and that these attendees should still arrive at events before the start time for the best chance at a seat. Not everyone with priority entry will or has to sit in the reserved seats, and we are hoping they get in early and choose their own seat, that is totally fine.

Thank you for understanding and for helping us make the festival as great as possible for everyone.