

FAQ's

- What brand vaccinations are accepted?

The brand of your vaccination is not an issue, as long as you can provide the medical vaccination card.

- Do I have to show my original vaccination card?

No, a clear image of your vaccination card (both sides) is acceptable.

- What kind of COVID-19 test is considered a diagnostic test?

A PCR or antigen COVID-19 test will be accepted - please be sure to bring printed proof of your negative test result, dated and time-stamped. To find a testing site near you, [click here](#).

- Will at home COVID-19 tests be accepted?

At-home covid test results will only be accepted if there is a link to results you can print from a medical platform.

- I have received my first COVID-19 vaccination dose, will my first dose vaccination card be accepted at entry?

Proof of full vaccination requires the last vaccination dose to be administered at least two weeks prior to the event date. If your dose is from a vaccine series that requires two doses, full vaccination status requirement would be met only 14 days after the second dose. For those guests who have only received the first of two doses, proof of a negative COVID-19 diagnostic test will be required, and taken within 48 hours prior to the event date.

- How soon to the event date should I take a COVID-19 diagnostic test?

For events that require proof of a negative COVID-19 diagnostic test, most events are requiring the test to be taken within 48 hours prior to the event date. Check the event details page for Health Check requirements for your specific event.

- A member of our group is under 12 years of age and is ineligible for vaccination, can he/she still attend an event requiring vaccination?

When an event requires proof of a negative COVID-19 test or proof of vaccination, any unvaccinated fans under 12 years of age will be required to provide printed proof of a negative COVID-19 diagnostic test taken within 48 hours prior to entering the venue.

- I am ineligible for vaccination due to underlying health conditions, am I unable to attend an event requiring vaccination?

When an event requires proof of a negative COVID-19 test or proof of vaccination, unvaccinated fans with a valid medical restriction will be required to provide printed proof of a negative COVID-19 diagnostic test taken within 48 hours prior to entering the venue.

- Do you require a specific type of COVID-19 diagnostic test?

Events require proof of either a negative PCR or antigen COVID-19 diagnostic test.

- Will I have to wear a mask?

Guests are encouraged to wear a mask if they'd like to.

- How do I know if I have a credit from the 2020 tour?

If you have a credit, visit the Credit Summary banner found on your Ticketing News page to view details of your credit balance.

- If I have a Credit with the Warehouse from the 2020 tour, how do I use it?

Your Warehouse credit may be used during the purchase process for tickets to any Warehouse event, prior to the credit deadline of December 31, 2022.

- If I only use a portion of my credit , what becomes of the remaining credit balance?

Remaining credit balances after December 31, 2022 will be refunded during the month of January 2023. At that time, we will need to obtain new credit card information from you to process a credit balance refund.

- If I keep my tickets will I keep my seat assignments that were confirmed?

Yes, all seat assignments will remain the same provided that no renovations that impact seating are made to the venue.

- Can I keep tickets for one event in my confirmed order but refund another event?

Yes, this type of partial refund to your order is possible. You may select each individual event in a series for refunds.

- Can I use my Warehouse Credit to purchase merchandise or renew my Warehouse membership?

A Warehouse ticket credit may only be used to purchase tickets for Warehouse events.

- The credit card I used to pay for my original ticket order was lost or has expired and I have a new credit card. Can my refund/s be issued to the new credit card account?

Yes! Due to circumstances beyond our control, the original transaction associated with your February 2020 ticket purchase may no longer be accessed to issue your requested refund. A new transaction must be initiated. We will ask you to provide new card information to which we will charge the amount of \$0.01. Once we receive that transaction, we will be able to issue your full requested refund amount plus \$0.01.

- How will payment plan refunds work? I think I used a different credit card for one of the installment payments.

The total refund will be issued to the new card that you provide.

- What if I purchased tickets to a Dave Matthews Band show through a secondary or resale website and received a Warehouse ticket confirmation from the seller?

You will need to reach out to your original point of purchase for your ticket refund options. The Warehouse is not able to refund items purchased from third parties.

- If I received a Pit upgrade, will the upgrade carry over to 2021?

Yes, 2020 Pit Upgrade winners may keep their Pit ticket assignments for the rescheduled 2021 event.

- If I received a Pit upgrade, can I request a refund if I cannot attend?

Yes, your refund will be in the amount of your original ticket purchase.

- Is it possible to be upgraded from the current seat locations we were assigned?

The Warehouse will not be offering upgrades to current seat locations.

- If I received a Pit upgrade or Golden Ticket, can I receive a refund for this tour and have my contest win carried forward on a future tour?

No, the Warehouse will not be offering roll-overs for the 2020/2021 contest winnings.