



## 2021 Event Pass FAQ

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### **For which events can I use the Event Pass?**

With the 2021 Event Pass you receive four tickets to each of the following events: PAW PATROL Paw-Palooza, the Great Pumpkin Train, and THE POLAR EXPRESS™ Train Ride aboard the Northern Lights passenger car.

### **Can I use a gift card to buy the 2021 Event Pass?**

No. The 2021 Event pass is not available for purchase with gift cards or any other discounts or promotions offered by the National Railroad Museum.

### **Is there a limit to the number of the Event Passes I can buy?**

Yes. You may purchase as many as 3 passes.

### **How do I give the Event Pass as a gift?**

When you purchase the Event Pass, choose the “gift” option. Make sure you include the contact information of the recipient: full name, email address, and mailing address. Please check the appropriate box when you order your tickets online, so the Museum knows if you want the printed pass sent to the gift recipient or to you.

### **Can I purchase the Event Pass at the Museum Store or over the phone?**

To ensure that the Museum receives all the necessary processing information, we recommend that the Event Pass is purchased online at [nationalrrmuseum.org/2021eventpass](http://nationalrrmuseum.org/2021eventpass). You may also purchase the Event Pass at the Museum Store. No phone orders will be accepted.

### **I know I'm going to miss one of the events or I'm not going to use all of my tickets to an event, are the tickets transferable?**

Yes. The Museum is not responsible for any lost communications or tickets. If the bearer does not have a valid paper ticket to an event, they will not be allowed to enter.

### **I have an infant. Do they need a ticket for each event?**

Yes. Please contact the Museum for more information regarding this question. You can reach the Museum at (920) 437-7623 or at [giftshop@nationalrrmuseum.org](mailto:giftshop@nationalrrmuseum.org).

### **I don't want tickets on the Northern Lights train car, can I use this towards an upgraded ticket for THE POLAR EXPRESS™ Train Ride?**

No. The 2021 Event pass can not be used for an event upgrade. The Event Pass cannot be used as tender towards any other Museum promotions.

**I have five people in my family, can I purchase 1 more additional ticket(s) per event?**

Yes. When you order your tickets online you will be given the option to order one additional ticket for each event at the full ticket price.

**Why do I need to give my mailing address?**

We need your correct mailing address to send your paper tickets to you or to the person you are giving the pass to.

**What if I want the Event Pass mailed directly to me rather than to my gift recipient?**

Simply check the box titled “me” when you are asked to whom you would like the Event Pass mailed. Note you will only get this option if you indicate that you are giving the Event Pass as a gift.

**Do I have to indicate that I am giving the Event Pass as a gift?**

No. Please remember that all information and event communications will be sent to you, and it is your responsibility to share that information.

**How do I receive my tickets to each of the events?**

Dates and times for the events will be posted on the Museum’s website by March 1, 2021. To order your tickets, email [giftshop@nationalrrmuseum.org](mailto:giftshop@nationalrrmuseum.org) beginning March 2, 2021 with the date and time you would prefer to attend. Please be aware that some dates and times may have a limited capacity. The Museum will provide these tickets on a first come, first served basis. If a date is filled, the Museum will provide tickets to your alternate selected date and time. A physical copy of the event ticket will be mailed to you two months prior to the event.

**Is there a deadline to when I can order my tickets to the events?**

Yes. The deadline to request tickets for each event are as follows: PAW PATROL Paw-Palooza by April 15, 2021; the Great Pumpkin Train by July 31, 2021; and THE POLAR EXPRESS™ Train Ride by May 31, 2021. The Museum is not responsible for missed deadlines and may not be able to provide tickets for the preferred dates and times if a deadline is missed.

**What happens if I miss the deadline to place my ticket order?**

If you miss a deadline and a date is filled, the Museum will provide tickets to your alternate selected date and time. The Museum is not responsible for any missed deadlines and may not be able to provide tickets for the preferred date and time if it is missed. Email reminders will be sent to the email provided to the Museum one week prior to the deadline.

**What if I move or change my email address?**

Please send any change in email address, home address, or telephone number to [giftshop@nationalrrmuseum.org](mailto:giftshop@nationalrrmuseum.org), and indicate that you have purchased an Events Pass. The Museum is not responsible for any lost communications from incorrect contact information.

**Can I get a refund if I’m not comfortable attending one of the events?**

No. There are no refunds or cash back/gift certificates should you choose not to use the tickets for an event.

**What happens if an event is canceled?**

Events are held rain or shine. Should the Museum cancel an event, you will receive tickets to the same event the following year. Should an event not be repeated by the Museum in the following year, you will receive tickets of an equal or greater value to another event.