

## DAY OF SHOW, WHAT TO KNOW!



## Arrival and Parking

- · The Castle is located at 7000 Arundel Mills Circle, Hanover MD 21076 and parking is free
- · If your group is arriving on buses, a member of our staff will help direct you for loading and unloading
- The doors to the Castle open one hour prior to the start of the show. We encourage you to arrive then so we can get you checked in and allow your group time to tour the Castle, take pictures, and visit the gift shops
- · To expedite the check in process, please have your guests grouped with their respective chaperones
- Mall Entry #5 is the pickup and drop-off point for buses and motor coaches
- If your entire party cannot attend on your scheduled show date and a reschedule is needed, written notice must be provided to your group sales contact a minimum of 4 hours in advance. Notice provided less than 48 hours in advance of the scheduled show time will incur a reschedule fee of \$5 per person. Notice provided less than 4 hours prior to show time will result in a cancellation with no refunds or reschedule available.

## **Show Timing**

- · Seating for the show will begin 15 minutes prior to the start of the show
- The show will run approximately 75 minutes

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## Matinee Meal

- Garlic Bread, Oven Roasted Chicken Quarter, Sweet Corn Cobbette, Herb-Roasted Potato, Grandma's® Chocolate Chip Cookie and a bottled water
- Vegetarian, vegan, gluten free, and allergen <u>meals</u> available upon request. Guests with allergies or dietary restrictions will receive a card to present to their server
- Based on supply, an item from our feast may occasionally be substituted for a different item
- Outside food and drinks are not allowed.

