



Community FAQs

General Event and Ticketing Information

When is the Grandoozy music festival?

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| • Friday, September 14 | Gates Open: 1:30pm | End Time: 10:00pm |
| • Saturday, September 15 | Gates Open: 1:30pm | End Time: 10:00pm |
| • Sunday, September 16 | Gates Open: 1:30pm | End Time: 10:00pm |

How will ticketing be managed?

Tickets will be pre-sold online at <https://www.grandoozy.com>. This supports easy, pre-event communication about festival rules, regulations and processes to ticket buyers. There will also be an on-site Box Office ticket purchases at the festival.

Can attendees come and go throughout each day of the festival?

In general, re-entry is not allowed – attendees may enter the festival gates only once each day. However, if anyone must absolutely leave the festival for extenuating circumstances, and return the same day, that individual must speak with a Supervisor at any festival entrance/exit – BEFORE LEAVING – to be checked out.

Is the festival ADA accessible?

The festival venue will be developed as ADA-friendly as possible including raised viewing areas and wheelchair-friendly walkways. For more information or special requests, please email access@grandoozy.com, which will be up and running by the beginning of September.

Are kids allowed at the festival?

Yes, and children under 10 years of age are admitted free.

Are animals allowed?

No animals are allowed except for trained service animals. (Verbiage provided by the Denver Office of Disability Rights)

How many people are expected to attend?

It is estimated that there will be tens of thousands of people attending the event each day with an estimated 2 – 5% coming from outside the Denver-metro area. Attendees will come into the venue at various times throughout the day, however, the majority will leave around the same time in the evening. It will take approximately one to two hours for all individuals to leave the venue.

Is this a camping festival?

No. Overnight camping is prohibited and enforced by the city's unauthorized camping ordinance. The festival ends each day at 10 p.m. and all attendees will be asked to vacate the venue and surrounding areas immediately.

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Where do attendees enter the festival?

There will be entrances on Florida Ave and Jewell Ave.

What kind of security systems will be in place at the venue entrances?

A list of allowable and forbidden items will be shared via the <https://www.grandoozy.com> website and promoted to ticket-buyers. Attendees and their bags will be searched prior to entry – including a full pat-down and emptying of bags and pockets.

- Regular size backpacks, tote bags, purses, and one-gallon zip top bags made of clear plastic, clear vinyl or clear PVC are allowed.
- Small clutch bags and “Fanny-pack(s)” up to 4.5”x5.5”, approximately the size of your hand (do not have to be clear) are allowed.
- Empty hydration packs with a gear capacity of 2.5L/150 cubic inches with no more than two pockets (do not have to be clear) are allowed.

Can attendees bring food and drink into the festival?

Attendees cannot bring food into the festival; however, sealed and empty water bottles are both allowed. Other beverages and containers are not.

Where can I find more information like ticket prices, performance schedules, activities, etc.?

<https://www.grandoozy.com>

Transportation, Parking and Load in/Load Out

Will there be festival parking available?

Grandoozy will not offer public parking and the festival will be heavily promoted as a non-car festival and attendees will be encouraged and expected to plan accordingly. Grandoozy is encouraging alternate transportation methods to and from the festival including:

- RTD Rail to the Broadway and Evan Street Stations: Fans will be encouraged to use RTD Park-n-Ride lots or to park at the Colorado Convention Center to access this convenient way to get to the festival
- Bike to the festival: A free Bike Valet will be available right off the S. Platte River Bike Trail.
- Ride Share: A designated Ride Share drop-off/pick-up area will be provided
- Regional shuttles will be available from Boulder, Ft. Collins & Colorado Springs

Access to and through the Overland North neighborhood will be limited to residents only. Other surrounding neighborhoods will be posted with “no festival parking” signage.

Superfly is currently investigating the possibility of including free or discounted RTD passes with festival tickets.

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What impact will event load in and set up activities have on street access?

We will begin set up of the event Tuesday, September 4. Please be aware of the following area and road closures and associated with the event:

- Florida Ave in between S. Platte River Dr. and Santa Fe Dr.
 - Wed 9/5 – Fri 9/7 – Eastbound Curb lane closed during ‘off peak’ hours from 8:30am – 3:30pm
 - Sat 9/8 – Sun 9/9 – Eastbound Curb lane closed
 - Mon 9/10 at 8:30am-Tue 9/18 at 3:30pm Overland Pond Park parking lot closed
 - Mon 9/10 at 8:30am – Tue 9/18 at 3:30pm – Florida Ave closed to all non-event traffic. *Aqua Golf will be accessible during these closures except for the festival days.*
 - Wed 9/19 – Eastbound curb lane of Florida Ave closed
- Santa Fe Dr. between S, Platte River Dr. and Jewell Ave
 - Southbound lane closures beginning Fri 9/14 at 11:00am through Monday 9/17 at 6:00am for Ride Share pick-up and drop-off
- Jewell Street via S. Santa Fe Drive – will be used during non-event days for load in and load out for limited periods throughout the day. It will also be used from 12 a.m. - 12 p.m. during event days.
- Galapagos Street – will be used during non-event days and event days from 12 a.m. - 12 p.m. or when egress traffic has cleared.

Will residents or anyone else be able to drive on Florida Ave or Jewell Ave during the festival?

No. Detours will have to be used during the festival event days.

Will the festival impact public transportation in the area?

No. All routes and schedules are expected to be maintained.

Protecting the Surrounding Neighborhoods

How are neighborhood impacts being mitigated?

Superfly is working closely with the City and County of Denver and with Registered Neighborhood Organizations to proactively address possible impacts such as parking, safety, noise and cleanliness. Related plans include:

- A community hotline has been established and will be managed to identify and solve issues as they emerge.
Grandoozy Community Hotline: (720) 669-8410
- Conducting regularly-scheduled neighborhood trash clean-ups in designated areas throughout the duration of the festival.
- Adhering to noise ordinances, which will be monitored by the Denver Department of Public Health and Environment.
- Dedicating ingress and egress paths for festival attendees that draw crowds away from the neighborhood.

How will the surrounding neighborhoods benefit from this event?

At a minimum, the City has committed to allocating 1/3 of the seat tax revenue (10% of ticket sales) to improvement projects in the neighborhood for at least the first three years of the festival.

There may also be logistical improvements made for the festival that will become permanent fixtures that benefit the neighborhood (e.g., fencing).

Free and discounted tickets will be provided to residents in the surrounding neighborhoods.

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Providing Environmental Protections

How will Superfly and the City minimize the impact on wildlife in the area?

The City and Superfly recognize the importance of protecting the natural habitat of the wildlife in and around the golf course and will take preventative measures to protect sensitive areas before, during and immediately after the event. Denver Golf staff will designate areas to be fenced off to protect sensitive spaces such as natural areas, wildlife habitats, greens, tee boxes, vegetation and trees. In addition, mats and equipment specifically designed to minimize turf damage will be utilized throughout the site. Overall, Superfly will apply the environmentally responsible tactics successfully used at their Bonaroo and Outside Lands festivals.

Trash and Recycling

How will trash and recycling be managed on and around festival grounds?

An extensive trash and recycling plan has been developed by Superfly and reviewed by City staff and community members. This plan includes the re-use and appropriate disposal of building materials, 700 trash and recycling containers utilized on and around the festival grounds, dumpsters for use by festival operations crew, donations of leftover food to shelters, composting, grease-collection and consistent trash pick-up on festival grounds and in designated areas in the surrounding community.

Most elements of the plan will be implemented by sustainability partner Clean Vibes. Volunteers will staff receptacles to help sort trash and recyclables and limit contamination.

Will trash on Santa Fe Drive be collected?

There is no plan for trash pickup in the street or on the sidewalk along Santa Fe Drive because it is not safe to do so. Related plans are still under discussion including whether a safe clean-up plan can be identified or if CDOT street sweepers can be utilized.

Health, Safety and Security

Will there be first aid services available at the festival?

Yes. A medical care area will be staffed with professional health care providers and emergency transport available for critical care needs.

What safety planning has taken place?

All of the City and County of Denver's safety agencies (i.e. Police, Fire, EMS and Office of Emergency Management) have been working with Superfly to develop comprehensive safety, emergency and evacuation plans. Superfly utilizes state of the art security technologies and will coordinate with City agencies throughout the duration of the festival via a unified command center.

Are there plans in place for dealing with an active shooter?

While the Denver Police Department and Office of Emergency Management cannot share specific details, there are extensive and thoughtful plans in place to promote safety and security at this event, as they do for all events, in Denver.

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What precautions will be taken to prevent festival attendees from wandering through the neighborhood before, during and after the event?

Denver Police and private security will be stationed at entrances to the Overland North neighborhood and no vehicular traffic will be allowed to enter during event days except for residents who will be provided with identifying car tags.

Entrance and exit fencing will prevent individuals from gaining access to private property. Fencing will encircle the entire site and will be installed to prevent attendees from leaving the festival and entering directly into the Overland neighborhood.

Will there be additional, temporary lighting in and around the festival grounds?

Yes.

Who pays for the police and security staff needed during the festival?

Per the contract, Superfly will reimburse the City for any festival-related expenses, including safety and other services provided.

Golf Course Protection and Golfer Information

Why was Overland Golf Course chosen as the host site over other parks or venues?

Today's live music audiences are attracted to open air and park-like festivals. The Overland Golf Course topography naturally allows for headliner and smaller stages within a park-like setting. Few area options are large enough to support this layout. Overland Golf Course's location which is close to mass transit and pedestrian paths was ideal in part because it's bordered on three sides by streets and a park and on only one side by a neighborhood.

How long will the Overland Golf Course be closed?

The golf course will be closed for a period of four to six weeks for event set up including fencing and protecting critical areas inside and outside the golf course, and for tear-down, clean-up and turf regeneration.

What precautions are being taken to minimize the impact to the golf course?

Protecting the golf course is pivotal for this event. Denver Golf staff will designate areas to be fenced off to protect sensitive areas such as natural areas, wildlife habitats, greens, tee boxes, vegetation and trees. In addition, mats and equipment specifically designed to minimize turf damage will be utilized throughout the site.

What assurances does the City and County of Denver have that the promoters will restore the golf course to as good, if not better, condition than it was before the festival?

The contract with Superfly includes provisions that they obtain bonds and insurance to cover this requirement. Additionally, an independent consultant has been hired to oversee the rehabilitation efforts.

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What will Overland golfers do while the golf course is closed?

Golf course use drops off significantly after Labor Day, yet we know there are still many golfers who enjoy our golf courses in September. During the time that Overland Golf Course is closed, Denver Golf can accommodate play at other City golf courses and will provide discounts to frequent Overland golfers to offset the inconvenience of Overland's closure. After the festival, Denver Golf will explore various incentives to bring golfers back to Overland Golf Course.

Economic Impacts

What are the economic benefits the festival will bring to the City, surrounding neighborhood and Overland Golf Course?

The regional economic impact of a music festival of this scale is estimated to be tens of millions of dollars per year. A great deal of this impact will benefit Denver businesses directly as well as the City and County of Denver itself through various taxes such as lodging and sales tax.

The economic benefit to Overland Golf Course will be derived from funds received directly from the promoter via a percentage of festival revenue. These monies are over and above reimbursements to the Golf Enterprise Fund for revenue lost during the course closure as well as all costs for damage repair and full restoration of the golf course. The funds will be used to address deferred maintenance and capital improvements first at Overland Golf Course and then at other Denver golf courses.

The economic benefit to the surrounding neighborhood will come from an allocation of FDA (seat) tax revenue that will be allocated for neighborhood improvements. Councilman Jolon Clark, the neighborhood and City staff will work together to determine how these funds will be spent.

The festival will also support local musicians, artists, restaurants and non-profit organizations by providing opportunities to participate in the festival as performers or vendors. The festival will also generate many local jobs during the entire four to six weeks the promoters will be on site. Superfly is committed to hiring local community members, City applicants and regional applicants, in that priority order for temporary positions.

If it takes a few years to generate profit for the promoters, how will that impact the revenue that the City and County of Denver receives?

Revenue to the City is not based upon the promoter's profits. There will be core revenue the City will receive regardless of ticket sales. Additional revenue is tied to attendance, so as ticket sales increase, the revenue to the City increases.



Ensuring Accountability

Who, beyond Superfly, is involved in the plans that are being created?

The following City and County of Denver departments and partners are working together on developing and finalizing effective event plans: Denver Parks and Recreation, the Denver Office of Special Events, Denver Public Works (Waste Management); Denver Public Works (Transportation and Mobility); Denver Public Works (Right of Way Services); RTD; the Denver Department of Public Health and Environment (formerly the Department of Environmental Health); Councilman Clark; Denver Police Department; Denver Office of Excise and Licenses, The Greenway Foundation; Denver Fire Department, Denver Health, the Denver City Attorney's Office; the Denver Office of Emergency Management.

How will the festival be held accountable for promises made?

Superfly has entered into a binding agreement with the City and County of Denver related to all activities prior to, during and after the festival. They are also required to develop comprehensive plans and request permits for all elements of the festival which come with clear expectations and enforceable repercussions if rules and regulations are not met.

Additionally, an Accountability Committee has been formed that will assess festival impacts on the community. This Accountability Committee is made up of representatives from six Registered Neighborhood Organizations, both the women's and men's Overland golf leagues, local businesses, the Overland Golf Committee, Golf Advisory Board, Councilmember Jolon Clark's office and two representatives from the Parks and Recreation Advisory Board. Accountability members will serve as external festival observers to witness the festival's impact on the surrounding neighborhoods before, during, and after the event and will provide coordinated and constructive feedback to the Mayor and City staff, identifying what worked well and making recommendations for improvements. This feedback will be a key element of the City's comprehensive post-festival evaluation which will set expectations, including how it impacts the surrounding areas, for future years of this festival.

Additional Questions

Grandoozy Community Hotline to be active during event as well as set up and tear down: (720) 669-8410.

Any other questions should be directed to David Ehrlich with Superfly at dehrlich1156@gmail.com or 303.709.9089.