



2016 Country Lights Ticket Sales

SALES ARE ONLINE ONLY THIS YEAR

Country Lights is November 25, 26, 27 & 30, December 1 through 4 and 6 through 23; 5 to 9 pm at Lake Metroparks Farmpark. A magical evening is in store! Live lighted trees deck the halls that lead to the Toy Workshop, Santa's Creative Test Lab and Elf Village. Take a wagon ride through light displays to the Arena where you'll see operating model trains, meet farm animals and enjoy holiday shows.

To purchase tickets, visit lakemetroparks.com/order-tickets or facebook.com/lakemetroparks

FAQ

When do Country Lights tickets go on sale?

Lake County residents and current Farmpark members* may purchase tickets online only starting at **8 am on Tuesday, November 1**. Ticket sales are first-come, first-served and sell out very quickly. You may set up a ticket purchasing account in advance at bit.ly/lmordertickets. You will need an email address to set up an account. If you ordered tickets last year, please use the same email address and password. If you forgot your password, please reset it prior to the start of ticket sales.

**To participate in the pre-sale, you must be a current Farmpark member as of October 25 and remain current on the date of ticket purchase. Please note: Memberships will not be sold or renewed October 26 through November 1. Those purchasing new or renewing expired memberships after October 25 will be eligible to purchase tickets on November 8 (if available). Securing tickets is NOT guaranteed.*

Can I call Farmpark or the Registration Department to order tickets?

All tickets are sold online only this year. Due to the high volume of calls in the past, we are no longer able to process phone orders. If you do not have access to a computer, we suggest visiting your local library or asking a friend.

What is the ticket price and is there a limit on the number of tickets I may purchase?

There is a 15 ticket limit per order/per Farmpark membership. Tickets are \$15 for ages 2 and older; younger than 2 do not require a ticket. Farmpark member price is \$11 per ticket. Tickets are sold by workshop time, but event activities are ongoing 5 to 9 pm. Your ticket gets you in for the entire evening so you are encouraged to arrive any time after 5 pm.

New this year for Farmpark members: Members will have access to purchase a maximum of 15 tickets at the discounted rate of \$11. The discount is not tied to your membership level as it was in the past. Securing tickets is not guaranteed. **The online system will only be able to process ONE order using your member ID number.** You may purchase up to a total of 15 tickets for different dates and times on that one order, but you will not be able to use your membership ID or discount for any additional orders. Please plan ahead as to the exact date, time and number of tickets you desire. The system will not accept your ID for any additional orders. No adjustments or refunds will be made after the purchase.

Are my tickets refundable or exchangeable if I am unable to attend on the date on my ticket?

There will be no refunds, exchanges or adjustments.

What information will I need to order tickets online when sales begin?

1. You may set up a ticket purchasing account in advance at bit.ly/lmordertickets.
2. You will need an email address to purchase tickets (establish a valid personal email address if you do not already have one).
3. Have your credit card available (VISA, MasterCard or Discover accepted; NO cash or checks).
4. **IMPORTANT Farmpark member note:** If you are a Farmpark member, you will also need your ID number that appears on the front of your membership pass/card. If you do not have this, please call Farmpark Admissions at 440-256-2122 x3030 **prior to the start of ticket sales** to obtain your ID number and confirm that your membership is current.