

**FAQ**  
**San Francisco Opera at Fort Mason Drive-In**

**Where is the screening located?**

The screening will be held at Fort Mason Center, 2 Marina Boulevard, San Francisco, CA 94109.

**How do I get to the venue?**

You can find directions here: <https://fortmason.org/visit/>.

**Can I select my own parking space?**

All parking is general admission; there is no assigned parking. Staff will do their best to accommodate all vehicles. For sightline reasons, taller vehicles such as SUVs will be parked towards the rear of the venue so as not to block the views of smaller cars.

**Are there vehicle occupancy rules?**

Each vehicle may only be occupied by members of the same household who have already been in close contact with each other.

**Can I use my headlights?**

Car headlights must be turned off during the film. Prior to arrival, please locate how to manually turn car headlights off.

**Are there late arrivals?**

In order to ensure all patrons have an enjoyable experience please arrive early. Any late arrivals, 20 minutes after the showing has begun, will not be permitted into the event. Tickets are non-refundable or exchangeable.

**What health and safety procedures will be in place?**

- **Masks will be required by all attendees over the age of 2** when outside of the vehicle. Masks with exhalation valves are not allowed.
- **Parking spaces are distanced by 6 feet** to promote and maintain social distancing. Attendees are asked to remain in their vehicles when not using the restroom facilities or purchasing from concessions.
- **Restroom facilities will be regularly cleaned** and sanitized.
- **Concessions**, provided by Off the Grid, will be marked with all socially distant signage and enforced.

*Note, Fort Mason Center for the Arts & Culture strictly enforces a zero tolerance for those not complying with the above health and safety procedures. Guests who cannot or will not comply will be asked to leave the premises and no refunds will be given. Please follow social distance requirements at all times, including concessions and bathrooms.*

**Can I purchase my ticket at the door?**

For safety reasons, we are limiting ticket sales to online or phone only.

**Do I need to wear a mask?**

Anyone over the age of 2 will need to wear a mask at all times when not inside your vehicle. Masks with exhalation valves are not permitted. This accounts for restroom use, concession purchasing, or leaving the footprint of your vehicle for any reason.

**How will I hear the audio?**

Audio will be broadcast through FM stereo sound that is tuned directly through your car's FM stereo. Turn your key to accessory mode to keep your stereo on. If you don't have an FM stereo, please bring a portable radio--there are limited numbers available for use at the event. In the rare instance that your battery dies, we will have jumper cables to get you on your way.

**When can I enter the venue?**

Cars are allowed to enter starting 60 minutes prior to the screening time.

**Are there restrooms?**

There are restrooms available on site, located in Building D (the long building flanking the right side of the parking area). When patrons exit their vehicles to use the restroom facilities, they must wear a mask at all times and adhere to protocols laid out by restroom docents, e.g., one person at a time in the restroom, 6' apart in lines, etc.

**Are there concessions?**

Off the Grid will be offering concessions at the venue. To minimize contact, concessions will be exclusively available for purchase through the [Off the Grid app](#), which can be downloaded on most smartphones through the iTunes store for Apple devices or the Google Play store for Android devices. Please download the app in advance of arriving. We ask that all visitors place orders from their car before visiting the concession stand to pick up their food.

**Can I sit in the back of my car with the trunk open?**

Staff will try to accommodate these requests. Please inform parking staff on arrival if you would like to do so. You must remain within the footprint of your vehicle at all times.

**Can I bring chairs and sit outside of my car?**

No, you must stay within your car footprint at all times.

**What is the refund policy?**

There are no refunds or exchanges.

**Will the screening be cancelled in the event of inclement weather?**

No, the screening will take place rain or shine.

**I lost my ticket. Who can I call?**

Please call the Box Office at (415) 864-3330 Monday, 10am–5pm; Tuesday–Saturday, 10am–6pm, or speak to a San Francisco Opera staff member on site at the event.