

TICKET POLICIES

General

- For health and safety reasons as well as to lessen our environmental impact, the Maryland 5 Star encourages going paperless. All tickets and passes will be issued in a digital format. Please be sure to bring your fully charged mobile device with you for admission. If preferred, tickets can be printed at home and brought to the event for admission. Depending on purchase, some physical credentials may be issued prior to the event.
- General Admission is free for children ages 10 and under when accompanied by an adult. If wishing to enter the grandstands of the Main Arena, children do require the purchase of a Reserved Seat Ticket, Club or Hospitality Pass (*children 2 and under do not require purchase of additional ticketing, so long as they can share a seat with an adult with a valid ticket/pass).
- A discount for active duty military, retired military and DOD Employees will be offered off of Single Day General Admission Tickets. If purchasing a Military Discount Ticket, please be prepared to show active military ID, military retiree ID or civilian identification badge at the venue entrance upon arrival.
- When purchasing a Reserved Seat Ticket or VIP Hospitality Pass, you **do not** need to also purchase a General Admission ticket for the given day(s).

Event Admission & Ticket Details

- All event attendees must purchase Single-Day General Admission (GA) Ticket(s), Multi-Day GA Pass(es), Reserved Seat Ticket(s) or Hospitality Pass(es) for each day they plan to attend the event.
- When purchasing a Reserved Seat Ticket or VIP Hospitality Pass, you **do not** need to also purchase a General Admission ticket for the given day(s).
- If you've purchased a ticket or pass into a reserved area (Tier 2 Grandstand, Tier 2 Club, Tier 1 VIP) please respect your fellow ticket buyers and sit in your assigned seats. Seat assignments will be enforced.
- GA includes first-come first-serve seating in the North Aintree Grandstand and unlimited access to the infield, curated Retail Vendor Areas, on-site fan activations, a wide variety of food and beverage offerings, and first-come-first-serve seating in the North Aintree Grandstand. Visit our [ticket page](#) for more information on ticket offerings. GA Tickets DO NOT include a reserved seat in the Main Arena seating areas (Tier 1 or Tier 2).

Paperless Policy

- All tickets and passes will be issued in a digital format but can be printed and brought to the venue if that is preferred. If planning to use your electronic ticket, please be sure to bring your fully charged mobile device with you to the event.
- Tickets presented at the Main Entrance of the venue can be scanned in electronic or paper form.
- Depending on purchase, some physical credentials may be issued prior to the event.

Payment Policies & Methods

- All tickets and passes to the Maryland 5 Star at Fair Hill purchased either in Advance or at the Box Office.
- All tickets purchased in Advance can be paid for by Credit Card ONLY.
- The on-site Box Office will accept payment by Credit Card or Cash ONLY. Visa, Mastercard, American Express and Discover cards are all acceptable payment methods. The on-site Box Office **will not** be accepting payment by check.
- ATMs will be available on-site for cash withdrawals to be used for purchases made at the events Retail Vendor Area and other designated areas. ATM fees apply.

Buying Tickets Online: Online advanced purchase of tickets and passes to the Maryland 5 Star at Fair Hill is highly encouraged in order to ensure availability of items. Please visit the ticket page [here](#) to purchase tickets.

Buying Tickets by Phone: For ticket information or to purchase tickets over the phone, please call the event Ticket Office at 410-MD5-STAR (635-7827)

- Ticket Office Hours are 9 A.M. to 5 P.M. Monday through Friday
- As an additional resource for assistance with your purchase, Tixr support can be contacted at [here](https://support.tixr.com/) (https://support.tixr.com/)

On-Site Box Office Sales & Policies

- Single Day General Admission Tickets, Reserved Seat Tickets and certain Multi-Day General Admission Passes will be available for purchase at the Box Office but are subject to availability. Group General Admission Passes and Club/Hospitality Passes will NOT be available for purchase at the Box Office.
- Advanced purchases are highly encouraged.



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- Tickets sold at the Box Office will be paperless, and sent directly to a mobile device. Credit card and cash payments at the Box Office ONLY, check will not be accepted.
 - ATM's will be available on-site for cash withdrawals.

Refunds: Click [here](#) to read the Maryland 5 Star at Fair Hill's Refund Policy.

Ticket Forwarding / Transfers: Tickets are only valid for use by a single individual in a day. However, individual tickets by day that are part of a multi-day pass can be used by different individuals on different days if desired. Multi-day passes are not name specific. If for some reason you are unable to attend the event after purchasing a ticket, if you choose to give the ticket to someone else, the ticket will be valid for that person to use. Tickets can be forwarded via email.

Military Discounts: A discount for active duty military members will be offered off of Single Day General Admission Tickets. If purchasing a Military Discount Ticket, please be prepared to show active military ID at the venue entrance upon arrival.

Disabled Services - Seating & Parking: The Maryland 5 Star will have both ADA accessible parking as well as ADA accessible seating in each of the offered seating areas. Please call the Ticket Office for more information and to reserve ADA accessible seating. We strongly encourage those requiring accessible seating to call the Ticket Office as soon as possible to make seating arrangements and ensure proper accommodations. Available inventory of accessible seating can not be guaranteed for purchase at the Box-Office during the event.

Venue Reentry: Reentry into the venue within the same day is permitted but discouraged. If reentering the venue, please be prepared to show proof of prior admittance with valid handstamp.

Ticket Reprints

The Event Box Office can reissue e-tickets with the same barcode during the event for tickets that are lost.



Opening Times / Hours:

- Gates Open - open one (1) hour prior to the start of competition on Thursday, Friday and Saturday and two (2) hours prior to the start of competition on Sunday
- Gates Close - thirty (30) minutes post the end of daily competition daily
- Vendor Village - all vendors will be open daily by the start of competition and will close thirty (30) minutes post the end of competition
- Hospitality Areas - open daily thirty (30) minutes prior to the start of competition and close thirty (30) minutes post the end of competition
- Tentative Competition Start Time Schedule:
 - Thursday: 8:00 AM
 - Friday: 8:00 AM
 - Saturday: 9:00 AM
 - Sunday: 9:00 AM

*Competition times and schedules are tentative based on final competition entries and are subject to change by Event Organizers at any time.

**Strongly suggested that spectators leave for the competition grounds early in anticipation of traffic and to allow time for parking and shuttling.

Ticket office contact information

MARS Maryland 5 Star at Fair Hill presented by Brown Advisory

Ticket Office

Katie Hasse - Ticket & Hospitality Sales Manager

351 W Camden St, Suite 202, Baltimore, MD 21201

E-Mail: katie@maryland5star.us

Main Line: 410-MD5-STAR (635-7827)

Hours: 9 AM - 5 PM EST Monday – Friday

Maryland 5 Star at Fair Hill Terms & Conditions for Parking Passes

The below T&C are only applicable to Parking Pass holders.



PARKING PASSES ARE PROPERTY OF MARYLAND 5 STAR AT FAIR HILL. PARKING PASSES ARE NON-TRANSFERABLE. NOT FOR RESALE. WHEN APPROACHING THE FAIR HILL NATURAL RESOURCE MANAGEMENT AREA & THE FAIR HILL SPECIAL EVENT ZONE, PLEASE DISPLAY THIS PASS ON YOUR DASHBOARD WITH YOUR DESIGNATED PARKING AREA FACING UP TOWARD THE WINDSHIELD AND/OR PRESENT IN CLEAR VIEW FOR TRAFFIC OFFICERS AND PARKING STAFF. UPON ARRIVING AT YOUR DESIGNATED PARKING AREA, PLEASE PRESENT THIS PASS TO THE PARKING ATTENDANT.

This pass allows the vehicle to enter the event designated parking area for the sole purpose of permitting the occupant to attend the event competition day shown on this pass for which the occupant must have tickets or credentials. Space in this parking area is NOT guaranteed. Upon entering, you will be directed to an area where you may leave the vehicle.

You shall maintain a safe distance from all pedestrians, horses and other vehicles at all times and stay within all designated speed limits and/or as directed by parking staff and traffic officers. Parking staff, traffic officers and/or event officials reserve the right to implement any additional safety measures deemed necessary.

You may not display commercial signage and/or commercial markings on or around the vehicle in the parking area. You may not use this pass or enter the parking area for any commercial or trade purposes (including, without limitation, advertising, promotions, contests, sweepstakes and/or giveaways).

Please remove personal property, lock the vehicle and take your keys. Exit the property upon completion of the day of competition. We/the event, or the venue are not responsible for personal property or any loss of or damage to the vehicle; this is not a bailment. This pass may not be resold/transferred. We/the event, and the venue reserves the right to revoke this pass.