



FREQUENTLY ASKED QUESTIONS

2020 Boone Hall Fright Nights Season

www.BooneHallFrightNights.com
Info@BooneHallFrightNights.com

1. Is It Scary?

- a. All of our attractions are designed to frighten and entertain. Guests will react differently to the various creatures and special effects contained within our four attractions. Our attractions are not recommended for guests under the age of 12 or those who do not like being scared.

2. Where is Boone Hall Fright Nights Located?

- a. **There Is NO Special-Event Entry for Boone Hall Fright Nights at Boone Hall Plantation's Main Gate on Long Point Road.**
- b. Boone Hall Fright Nights is located 1/2 mile north of Long Point Rd. in Mt. Pleasant. S.C. If using a map guidance program for directions on your mobile device, please enter 2434 N. Hwy. 17, Mt. Pleasant, S.C. 29466 as the destination. Guests attending Boone Hall Fright Nights should be aware that this special event is ticketed independently of regular tours and admission to Boone Hall Plantation.

3. What Nights Are You Open?

- a. Boone Hall Fright Nights will be open the following nights in September and October. A full calendar for the 2020 Season can be found on our website: www.boonehallfrightnights.com

September: 26

October: 2, 3, 4, 8, 9, 10, 11, 15, 16, 17, 18, 22, 23, 24, 25, 29, 30, 31

4. Is There Free Parking?

- a. Yes! As with most special events held at Boone Hall, complimentary parking will be available in the lots off US-17. Boone Hall Farms is not responsible for loss or damage to personal property or vehicles while parked on-property.

5. How Much are Tickets?

- a. Boone Hall Fright Nights offers a variety of ticketing options. Guests may purchase individual attraction tickets or a combination Scream Pass which includes one-time admission into each of the three attractions. A limited number of VIP Faster to the Fear access passes will be available each night. VIP Faster to the Fear ticket holders will be permitted to utilize special expedited access lines that will reduce the time to enter an attraction. Please Note: Individual attraction tickets are available at our on-site ticket windows only and are not sold online. ScreamPass Combo tickets and Faster to the Fear VIP tickets are available online and on-site.

Ticket prices for the 2020 season are as follows:

ScreamPass General Admission Combo Ticket- \$30.00

Faster to the Fear VIP Ticket- \$50.00

Maximum Security- \$15.00

Tiny's Toy Factory- \$15.00

Scary Tales Haunted Hayride- \$15.00



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6. Do You Offer Group Discounts?

- a. Yes! We're pleased to offer group package rates on our ScreamPass and VIP Faster to the Fear combo tickets to groups of 20+ guests. Group reservations must be made in advance. Please contact us at info@boonehallfrightnights.com to reserve your group tickets.

7. Is It the Same as the Last Year?

- a. No! Boone Hall Fright Nights is proud to present an all new event in 2020 with 3 brand new attractions filled with fear!

8. What Are Your Hours of Operation?

- a. Ticket windows, food vendors and the midway will open each night at 6:30pm. Attraction lines will open at 7:15pm. On weeknights (Sundays - Thursdays) parking/ticket windows will close at 9:30pm with all attractions closing at 10:00pm. On weekends (Fridays and Saturdays), parking/ticket windows will close at 11:30pm and all attractions will close at 12:00 midnight. For additional information on inclement weather delays and weather effects on hours of operation, please review Question #21.

9. Is There a Corn Maze?

- a. There is not a corn-maze style attraction included among the 2020 Boone Hall Fright Nights attraction lineup. The 2020 Boone Hall Corn Maze is a separate, daytime attraction operated in conjunction with the Boone Hall Pumpkin Patch. For more information, visit www.boonehallplantation.com.

10. How Can I Purchase Tickets?

- a. Scream Pass and VIP Faster to the Fear tickets may be purchased online at any time at www.boonehallfrightnights.com. Tickets may be purchased at our on-site ticket windows each night beginning at 6:30pm. Individual attraction tickets, ScreamPass and VIP Faster to the Fear tickets may be purchased on-site. Please see Question #5 for additional information on ticket pricing. Boone Hall Fright Nights encourages ticket purchases with credit or debit cards. At least one ticket window will accept cash.

11. Do You Offer any Special Discounts?

- a. Yes! We're pleased to offer a \$5.00 discount on our ScreamPass or VIP Faster to the Fear combo tickets to military members with ID (ID must be shown at the time of purchase). Military discounts are only available at our on-site ticket windows and may not be used in combination with any other promotion, discount, or offer. Additional promotional discounts will be publicized on our website and social media outlets.

12. Do You Accept Credit Cards/Will there be an ATM on-site?

- a. Yes- Boone Hall Fright Nights encourages the use of credit/debit cards for purchases on-site. An ATM is available at our Customer Service ticket booth for your convenience. All vendors, ticket windows, and our retail shop accept credit and debit cards.

13. Will there be Food/Drinks/T-Shirts for Sale?

- a. Yes! Boone Hall Fright Nights features a variety of food vendors on our midway serving festival classics. Our retail shop carries Boone Hall Fright Nights t-shirts, gifts, glow products, and custom airbrush art.

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14. Are Children Under 12 Permitted to Attend Boone Hall Fright Nights

- a. For their safety, and due to the intense nature of this event, children under 6 years of age WILL NOT be permitted to participate in any of our attractions. Our attractions are designed and recommended for guests over 12 years of age. The purchase of attraction tickets for minor guests (6-12) is at the discretion of the child's responsible adult/guardian. All guests (including children and anyone accompanying them inside the attractions) must have a ticket. Refunds will not be issued for guests who are too frightened to complete the attraction(s).

Children MUST be accompanied by a *ticketed* adult at all times.

15. Are There Special Ticket Prices for Children?

- a. No. Our attractions are recommended for an adult audience. All guests must have a valid Attraction Ticket/ScreamPass/VIP Faster to the Fear ticket to participate. For their safety, any child determined to be under the age of 6 will be denied entry into our attractions.

16. Can I Be Denied Entry?

- a. Yes. Boone Hall Fright Nights management reserves the right to deny entry to any guest, for any reason, should they feel they are unfit to experience our attractions safely. Management also reserves the exclusive right to remove any guest who fails to adhere to the posted rules and regulations for participating in this event. Management discretion is final and will be enforced by the Charleston County Sheriff's Office. NO REFUNDS will be issued to any guest denied entry or removed from this event.

17. If I Get Too Scared and Can't Finish One or More Attractions, Can I Get a Refund?

- a. No. No refunds will be issued if a guest is unable or unwilling to complete any attraction or attraction(s) included with their purchased ticket. Unused tickets will remain valid for any night during the remainder of the 2020 operating season and may be used at a later date.

18. Will the Monsters Touch Me?

- a. No. Our attractions are located in dark, confined spaces and occasionally unintentional contact may occur. Our actors are specifically instructed not to intentionally touch any guest. Please return the favor and do not touch our monsters, props, or sets. Any guest(s) found violating this guideline will be subject to immediate removal from the event with ***no refund***.

19. Are There Restrooms?

- a. Yes. Portable restroom facilities are available inside and outside of the entrance gates as well as at the Hayride loading dock.

20. Are the Attractions Indoors or Outdoors?

- a. Our attractions are safely located in an outdoor, open-air environment. Guests should come prepared for an experience on our farm, interacting with nature. Late-Fall evenings can be chilly and wet. Boone Hall Farms is proud to be a working farm; therefore, guests may encounter uneven surfaces, dirt and light mud. Solitary takes place under a shelter roof while Tiny's Toy Factory, and the Scary Tales Haunted Hayride are outdoors. Guests should choose closed-toed footwear suitable for outdoor conditions and uneven terrain. (Footwear may become dirty)



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21. Will the Attractions Close if It Rains?

- a. Boone Hall Fright Nights is a rain-or-shine event. Periods of heavy rain and/or lightning will close the attractions, but light rain adds to the experience! Should inclement weather close the attractions, guests may return with their original tickets and be permitted access to any unused attraction(s) during the 2020 operational season. Boone Hall Fright Nights will update our social media outlets immediately in the event of a weather-related closure. The safety of our actors, staff, and valued guests is paramount in any weather-related closure decision. *No refunds will be issued in the event of inclement weather.*

22. Are the Attractions ADA-Accessible

- a. Some of our attractions are designed to accommodate wheelchair access. Guests should note that our property includes areas of uneven terrain and gravel. Accessibility may be impacted by rain and weather conditions. Any guest(s) requiring special assistance should make themselves known to our event staff who will be happy to assist them in having a great experience at our event.

23. How Long Does It Take to Complete All 3 Attractions?

- a. Attraction times vary based on your group and our crowds on any given night. Boone Hall Fright Nights is a destination event with 3 individual attractions. Most groups elect to spend several hours with us enjoying the attractions, vendors, and midway entertainment. On busy nights, it can take several hours to complete all 3 attractions (including spending time in line). Lines will become significantly longer on weekends and closer to Halloween. To avoid waiting in long lines, we recommend visiting on Thursdays or Sundays or purchasing a VIP "Faster to the Fear" ticket to skip the general admission line(s).

24. What If I Don't Get Through All 3 Attractions?

- a. Our ticket windows will close 30-minutes prior to the scheduled closing time each night. On nights with significant attendance, our ticket windows may stop selling ScreamPass combo tickets earlier than closing. Attraction lines will close approximately 15 minutes prior to the close of the event for the evening. Anyone in line at that time will be guaranteed to finish the attraction they are in line for. Should you be unable to complete all 3 attractions in one evening, your ticket will be valid any remaining night during the 2020 season and unused attractions will be honored on your next visit.

25. If I Lose My Ticket Can I Get a Replacement?

- a. NO! Tickets are individually numbered and cannot be replaced if lost. Please ensure that your ticket is stored safely before entering any of our attractions.

26. Will There Be Security?

- a. Yes! The Charleston County Sheriff's Office and Awendaw Fire-Rescue will be present during our hours of operation. Additionally, our event staff will be visible and available to assist guests with any questions or concerns. Please note that bag checks and metal detection devices may be used to ensure the safety and comfort of all guests.

27. Can I Smoke?

- a. Boone Hall Fright Nights has been designated as a non-smoking event. A dedicated smoking area is available outside of the main gates for guests who do smoke. Guests may not use any tobacco products, electronic cigarettes, or "vaping" devices inside the midway, in line, or inside any of the attractions.



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28. Can I Take Photos and/or Video?

- a. We invite guests to share their experience on our midway and in line with their friends, family, and on social media. Our monsters out on the midway will be happy to take photos with you. However, no photos or videos inside of the attractions will be permitted. Additionally, we kindly request that guests put away their electronic devices while touring our attractions. Lights and screens are distracting to other guests and our attractions have been known to eat cell phones. Our production team WILL NOT stop the show to search for lost cell phones, keys, or personal effects.

29. It's Raining- Are You Open Tonight?

- a. Our attractions operate rain-or-shine. Only sustained, heavy rains, lightning, and/or severe weather will close our attractions. For up-to-the-minute information, visit our Facebook Page at www.facebook.com/BooneHallFrightNights

30. What Am I NOT ALLOWED to Bring to Boone Hall Fright Nights?

- a. The following items are prohibited:

Costumes, Halloween Masks, Full-Face Makeup/Facepaint, Large Bags, Lighters, Laser Pointers, Flash Lights (Including Cell Phone Lights), Illuminated Fidget-Toys, Pocket Knives, Stun Guns, Mace/Pepper Spray, Weapons of Any Kind (Including Guests with Concealed Weapons Permits), Alcohol, Illegal Drugs and Controlled Substances, Outside Food or Drink, Pets (Except Licensed Service Animals), Cameras with Detachable Lenses, Drones, and any other items as determined by Boone Hall Fright Nights management.

31. Do You Have a Lost and Found?

- a. Yes. Lost and Found items will be stored at our ticket booth(s) until the end of the 2020 season. Our staff will conduct a sweep of all attractions nightly and will turn in any found items to the ticket booth. Please note that items lost on the Scary Tales Haunted Hayride are rarely found. Please secure all valuables or leave them at home or in your personal vehicle. Boone Hall Fright Nights, Live Productions, LLC and Boone Hall Farms, Inc. are not responsible for loss, damage, or theft of personal items while on Boone Hall property. Our staff WILL NOT search for lost items while the attractions are open.

32. How Can I Get a Job at Boone Hall Fright Nights?

- a. We're always looking for great monsters! Join the elite Scream Team that powers South Carolina's largest multi-attraction haunt. Visit www.frightnightsstaff.com or click the "Scream Team" icon on the main Boone Hall Fright Nights website.

33. Are There Strobe Lights or Smoke Machines?

- a. Guests should be aware that our attractions contain the following: dense theatrical fog/smoke, laser lighting, ultraviolet (UV) lighting, strobe lighting, loud noises, dark confined spaces, sudden startling effects, simulated graphic horror images, costuming and some latex-based makeup. If you may be sensitive to any of these items, please enter our attractions at your own risk.

34. I Still Have Questions- Who Can I Contact?

- a. Send us an email to info@boonehallfrightnights.com with your name, contact information, and question(s). Our Event Director will be happy to provide further assistance!