



# THE BACKYARD

*at Bee Cave*

## Frequently Asked Questions

### Address/Telephone/Fax/Web Site

The Backyard at Beecave  
13472 Bee Cave Parkway  
Bee Cave, Texas 78738  
Office: 512.263.4146  
Corporate: 512.263.4240  
Fax: 512.263.4194  
Email: [info@directevents.net](mailto:info@directevents.net)  
[www.thebackyard.net](http://www.thebackyard.net)

### Animals

Animals are not permitted at The Backyard at Bee Cave, an exception is made regarding service animals for guests with disabilities. Certified service animals or service animals in training for guests with disabilities are welcome at The Backyard at Bee Cave and must remain on a leash or in a harness. All other animals are prohibited unless specified by management.

### ATMs

Currently, there are three ATM locations at The Backyard at Bee Cave.

### Cameras & Video & Audio

Professional/SLR cameras are not permitted in the venue. Video and Audio equipment is not permitted. Anyone caught videotaping or taking professional photographs of a Backyard event will have their film confiscated by staff immediately.

### Children's Entry

All persons require a ticket to attend The Backyard at Bee Cave events.

### Concessions

Food and beverages are available to purchase from vendors at The Backyard at Bee Cave.

### Containers/Food/Beverages

No outside food, beverages, coolers, bottles or cans may be brought in or out of The Backyard at Bee Cave. Beverage concessions located at The Backyard at Bee Cave sell a variety of alcoholic and nonalcoholic beverages. Texas state law prohibits the sale of alcohol to persons under the age of 21. Guests will be required to show legal identification and proof of age when purchasing alcoholic beverages. All alcohol sales can be terminated at any time at the discretion of the Backyard management.

### Services for Patrons With Disabilities

Assistance is available for patrons with disabilities. Please contact The Backyard at Bee Cave at 512-263-4146 or e-mail [info@directevents.net](mailto:info@directevents.net) 72 hours prior to the event.

### Doors Open

Door and show times vary, please see specific events for details.

## **First Aid**

In the event of an emergency, please notify any Backyard representative or uniformed staff in your area in order to ensure that appropriate emergency personnel are notified and dispatched.

## **Guest Conduct**

The Backyard at Bee Cave intends to provide all guests with a safe, comfortable, and enjoyable atmosphere. Consequently, venue management does not intend to allow a pleasant experience to be disrupted or ruined by unruly guests. Therefore, we have established the following rules for guest conduct:

- Guests wearing obscene or indecent clothing are not allowed on the Backyard property.
- Guests using foul or abusive language or gestures will be ejected from the Backyard with no refund.
- Guests appearing intoxicated will be denied entry or ejected from the Backyard.
- Guests interfering with the progress of the event or attempting to enter or throw items within the facility grounds will be ejected from the Backyard and possibly arrested.
- Guests trying to sell tickets on the Backyard property without permission will be asked to leave.

To enforce these policies, Backyard event staff are located throughout the venue. Guests who are not here to enjoy the event or who cannot comply with these rules will not be welcome at The Backyard at Bee Cave.

## **Lost and Found**

If you have lost an item during the event, please contact the nearest Backyard staff member for assistance. You may also turn any found items into a Backyard staff member. Items will be held for 30 days. Unclaimed items will be donated to charity. On non-event days, please call 512.263.4146.

## **Merchandise**

Event merchandise can be purchased during the event at the merchandise stands located at The Backyard at Bee Cave.

## **Outside Vending**

The selling or sampling of merchandise, food, beverages, or other items on the property without written AMH authorization is strictly prohibited.

## **Parking**

There is on-site parking available.

## **Pay Phones**

Pay phones are not available at The Backyard at Bee Cave.

## **Private Events**

You can hold your next corporate or private party at The Backyard at Bee Cave. Please call 512.263.4238 for more information.

## **Re-Entry**

During all Backyard events, guests are not permitted to leave the facility and return.

## **Restrooms**

There are restrooms located at The Backyard at Bee Cave for your convenience.

## **Security/Crowd Management**

Backyard management wants to ensure that patrons have a fun and safe experience. If you have any concerns or questions, contact a Backyard staff member. The Backyard staff will provide security for all events, patrons, and performers. The following measures will be in place:

- All handbags, purses and bags will be allowed into the Backyard, but will be inspected at all entrance gates.
- The following items are prohibited: large bags, coolers, backpacks, bottles, cans, food, and other

containers, umbrellas, chairs, knives, guns and anything that can be considered a weapon. These items will not be stored within the facility.

- There is a no re-entry (i.e., in-and-out, pass-outs) policy in effect at The Backyard at Bee Cave.

### **Sponsorship Opportunities**

If you are interested in sponsorship opportunities with the Backyard, please call 512-263-4146.

### **Strollers**

Strollers are NOT allowed in the Backyard at Bee Cave.

### **Tailgating**

Tailgating is prohibited at the Backyard. Overnight parking is also prohibited.

### **Ticket Information**

Tickets for The Backyard at Bee Cave events are available for purchase through EXTREMETIX including Waterloo Records or purchase online [www.thebackyard.net](http://www.thebackyard.net). Tickets are available for purchase at the Backyard Box Office on the night of show.