

FREQUENTLY ASKED QUESTIONS

Please find the answers to our most commonly asked venue, event and policy questions below. Not seeing the questions/answer you're looking for here? [Please contact us.](#)

Q: Are pets allowed in the amphitheater for concerts?

A: While pets are permitted in the park for non-concert days, pets are not permitted during concerts. Certified service animals are permitted and admitted into the amphitheater. Each service animal must remain with its owner and be restrained.

Q: Can I bring my lawn chair?

A: Low-back lawn chairs are allowed, however lawn chairs with a seat higher than 9" off the ground are not permitted within the venue. Rental chairs will be available for those that do not wish to transport & carry a chair to the venue. **Subject to change based on artist restrictions. Please call the box office to confirm*

Q: What do the section/seat numbers on my lawn tickets mean? Am I restricted to a particular section on the lawn?

A: Section & seat numbers listed on lawn tickets are for inventorying purposes only. The lawn is general admission and you will be permitted to move about the lawn freely.

Q: Do my tickets include access to the New York State Fair?

A: A ticket for an amphitheater show held during the New York State Fair will receive complimentary admission to the Fair. The ticket is good for one entry any of the twelve (12) days of the fair.

Tickets to amphitheater shows held earlier in the summer (that do not coincide with the New York State Fair) are not applicable for this offer.

Q: Do children require tickets to attend a show?

A: Children 2 and under do not require a ticket, but must sit on a parent's lap. All children over the age of 2 do require a ticket for admission to shows.

Q: How do I get to the Lakeview Amphitheater?

A: For detailed information, please visit our [Directions & Parking](#) page.

Q: Where should I park?

A: Most parking for the Lakeview Amphitheater is located in the 'Orange' Lot. The 'Brown' lot and 'Pink' lot may be opened for larger shows. Please follow instructions of Law Enforcement, Parking Team Members and directional signage. For more detailed information, please visit our [Directions & Parking](#) page.

Q: Do you allow tailgating in parking lots?

A: Tailgating is strictly prohibited.

Q: Do you have parking for RVs?

A: Parking Team Members will accommodate RV parking needs on a per show basis. Please note: hook-ups and additional services are not available. RVs will not be permitted to expand or set up camp within Lakeview Amphitheater parking lots. Overnight parking is not permitted. For a list of local campgrounds with R/V parking & services, please visit <http://www.visitsyracuse.com/hotels/campgrounds-cabins/>

Q: Is camping permitted? Where are the closest campgrounds?

A: Camping is not permitted on-site, nor is overnight parking. For a list of local campgrounds with R/V parking & services, please visit <http://www.visitsyracuse.com/hotels/campgrounds-cabins/>.

Q: What hotels are the closest to the venue?

A: The Maplewood Inn is the Official Hotel of the Lakeview Amphitheater. For a full list of area hotels, visit: <http://www.visitsyracuse.com/hotels/>

Q: When do parking lots open? When do the gates to the amphitheater open?

A: Parking lots generally open three (3) hours before specified show times. For most shows the main gate opens 90 minutes prior to the show time printed on your tickets.

Q: May I access the venue from the West Lake Trail?

A: The West Lake Trail will close at dusk the night before scheduled events. Patrons will not be able to access the venue from this trail.

Q: May I access the venue from Onondaga Lake?

A: There is currently no access point to the Lakeview Amphitheater from Onondaga Lake.

Q: When does the Box Office open?

A: The venue box office's opens three (3) hours before advertised show times on event days. It is open day of show only. Non-event day ticket sales are handled in The Oncenter War Memorial Arena (760 S. State Street | Syracuse, NY 13202).

Q: Where is Will Call located?

A: For Will Call pick up, please visit the venue box office. You will need to return to your location in line after picking up tickets to enter the facility.

Q: Can I buy an all access pass?

A: All Access Passes or Backstage Passes are not available for purchase. Visit VIPNation.com to view any VIP packages that may involve a meet & greet or additional access. The venue box office does not sell any meet & greet, backstage or venue passes.

Q: Can I purchase group tickets? VIP Tickets?

A: Group sales are generally not available for most concerts as a limited number of tickets are permitted per transaction. For VIP tickets & amenities, contact Scott Bihl with Live Nation [P: 315.435.2900 | [Email](#)]

Q: Are there accessible seats for patrons with disabilities? Where is accessible parking located?

A: Detailed information (including Ticketing Policy) can be found at the [Accessibility page](#).

Q: Are hearing devices available?

A: Yes, hearing devices are available from the Guest Services Tent within the venue.

Q: Can shows be rained out?

A: Not likely. Most shows begin moving in by 6:00AM and once the decision to move in has been made, the show generally goes on. The amphitheater stage has a large roof protecting it (and most pavillion seating) from adverse weather. Weather is generally not a factor for most shows. You are encouraged to bring rain gear. Should a performance be changed or postponed due to weather conditions, announcements will be made on this website or by the Lakeview Amphitheater automated voice response system (315-435-8000) with information regarding all of the pertinent details.

Q: What is the Lakeview Amphitheater's cancellation policy?

A: Cancellations will only occur in the event of severe weather, artist cancellation or an act of God. In the event of a show cancellation, local media will be notified and any information about a potential reschedule will be made available. Refunds will be available at the point of purchase.

Q: Can I drop off/pick up patrons for a show if I am not attending/parking? If so, where?

A: Yes. Drop off/pick up is permitted in the Orange Lot [and Pink Lot for larger shows]. Please follow instructions of Law Enforcement, Parking Team Members and directional signage. For pick-up, you must arrive at least 30 minutes prior to the end of performances otherwise you may be directed to the pink lot for pick up due to high levels of exiting traffic.

Q: Is there public transportation to the Lakeview Amphitheater?

A: Yes. Centro runs an express service from the Centro Transit hub (downtown Syracuse) to the front circle/main gate of the Lakeview Amphitheater beginning approximately two hours before each event and ending approximately one hour after the conclusion of each event. Exact departure times may vary, please check Centro's website for detailed information. Regular Centro fares will apply and all Centro passes and transfers will be accepted for this service.

Q: Can I smoke during an event or on-site?

A: While we are an open air facility, smoking is not permitted within the pavilion area. Outside of the pavilion, we kindly ask that you smoke away from seating areas – especially if guests around you are complaining. We appreciate your cooperation.

Q: May I bring my camera/video recording equipment to a concert?

A: Professional camera/video equipment is prohibited without appropriate credentials, per show. **SUBJECT TO CHANGE** – The standard venue policy allows camera phones, disposable cameras, and small digital cameras. Any camera that has a detachable lens will be considered professional and not allowed in. If the camera lens zooms out of the camera more than 1 in- it will be considered a professional camera and will not be allowed in. Some artists do not permit cameras so please check back for the show you will be attending to ensure that we will be allowing cameras in. Video-recording is never permitted.

Q: What can I bring into the facility?

A: For a full list of permitted and not-permitted items, please visit our [Policies](#) page.

Q: Will my bags be inspected upon entry to the venue?

A: All bags will be searched upon entry. Guests have the right to refuse a bag search and the venue has the right to refuse entry. If you have any items that are not allowed into the venue please return them to your vehicle or discard them into the appropriate trash receptacles at the entry gates.

Q: Do you have an area where I can check in an item which is not allowed in the venue?

A: If you bring an item to the venue that is not permitted, we do NOT have an item check in on site. Guests will be asked to return said item to their vehicle or discard in the appropriate trash/recycling receptacle.

Q: If I leave something in my car, may I leave the show to go get it?

A: Unfortunately, no. Due to security issues, once you are past the entry gate and your ticket has been scanned, you cannot leave the show and re-enter.

Q: Do you allow strollers and/or wagons?

A: Strollers and wagons are not permitted within the Lakeview Amphitheater due to there being no where for them to be stored. They tend to also become a tripping hazard to other guests.

Q: Are there baby changing stations at the venue?

A: Yes, baby changing stations are located within each restroom building.

Q: Are there concessions on site?

A: Yes, the Lakeview Amphitheater offers a wide variety of concession options through Aramark. Concessions are located on either side of the pavilion and at the top of the lawn.

Q: Does the amphitheater serve alcohol at events?

A: Yes, the Lakeview Amphitheater offers a wide variety of alcoholic beverages for purchase during your time at the venue, from mixed drinks to wine to beer. Proper identification is required for purchase.

Q: Do you offer a recycling program for patrons?

A: The Lakeview Amphitheater participates in a venue wide recycling program. You will find recycling bins throughout the property. Please recycle whenever possible.

Q: May I bring water into an event?

A: Guests are permitted to bring in one (1) factory sealed bottle of water up to one (1) gallon in size for most events. Aluminum bottles, refillable plastic bottles and Camel baks are not permitted unless otherwise noted within the specific event information.

Q: Will merchandise be available for purchase?

A: Merchandise will be available for all concerts at our Merchandise Stands located on the East Lawn and Hilltop Plaza. All concert gear is property of the artist and the venue has no responsibility related to the craftsmanship or style of any merchandise. Please make sure you check that you have the correct size and/or that there are no defects before you walk away from the stand. The venue cannot assist with replacing or refunding any merchandise after the event has ended.

Q: Are ATMs available for patrons?

A: Yes, multiple ATMs are located on-site for guest convenience.

Q: May I use my debit or credit card for merchandise or concession purchases?

A: All concession and merchandise stands take all major credit cards. Additionally, ATMs are located on-site for guest convenience.

Q: Where are restrooms located?

A: Permanent restroom facilities are located on either side of the pavilion. Porta-jons are located throughout the facility as well to supplement these locations.

Q: Is there venue security?

A: Venue security is located throughout the facility to ensure a safe and secure environment. All security personnel can assist with any questions and concerns. Please do not hesitate to contact our onsite staff if any assistance is needed.

Q: Where should Lost Persons report/be reported?

A: The Guest Services tent located to the right of the pavilion when facing stage.

Q: Where is Lost & Found located?

A: Items found during an event are taken to the Guest Services tent. After a show, you may inquire about lost belongings Monday-Friday, 10:00AM – 5:00PM (holidays excluded) or call 315-435-8040. *Items not claimed by September 15th will be discarded.*

Q: Is there medical assistance available? Are there emergency facilities?

A: In the event of an emergency while onsite, the Lakeview Amphitheater has trained paramedics to assist with any medical issues. A stationed Medical Tent is located on the East Lawn, on the far side of the restrooms, but any staff member with a radio can dispatch paramedics to the location needed. We have ambulances on site throughout the duration of the event that can transport guests, if needed. Law Enforcement Officers are on site during events as well, in the event additional assistance is needed.

The Lakeview Amphitheater works closely with County of Onondaga to ensure we are up to date on any dangerous weather or potential crowd-related issues. In the event of a weather-related emergency, we will communicate with guests that are inside the facility as well as guests on their way to the venue. Please follow our [Facebook](#) page for the latest developments on event days.

Q: Is there a guest ejection policy?

A: Any guest that is violating venue policy or law may be ejected from the facility at the sole discretion of Management.

Q: Where can I submit media inquiries?

A: All media inquiries should be submitted directly to Live Nation [here](#).

Q: What is the policy on sponsorships and handouts?

A: All sponsorship inquiries should be directed to Live Nation for approval. Any handouts or presence onsite needs to be cleared with venue sponsorship. Please contact Jason Radley with questions. **If you do not have permission to be onsite, you will be escorted off property immediately.**

Q: What is your policy on conceal and carry?

A: The Lakeview Amphitheater does not allow weapons of any kind within the venue. No patron will be allowed to enter the venue with a weapon. The venue will not secure weapons and will not take responsibility for any weapons left in vehicles.

Q: How do I get a job at the Lakeview Amphitheater?

A: Please visit our [Employment Page](#) for a list of current opportunities.