

AIR MILES DRIVE-IN CONCERT SERIES FAQs

Where is the venue located?

We are located in the back parking lot of the Edmonton Inn & Conference. 11834 Kingsway NW, Edmonton.

Where do I go when I arrive?

The entrance for both vehicle ticket holders and reserved table ticket holders is located at the front of the conference centre, off of Kingsway NW and Airport Road NW. Follow the directional signage on site.

Vehicle ticket holders will have their barcode scanned through their windshield. Please have your barcode and masks for each car passenger ready for presentation. Once scanned you will be directed into a parking stall by our ushers.

Parking for the Reserved Table ticket holders is located at the front of the conference centre. You may park in any open space. Once parked, enter through the front doors of the Edmonton Inn and Conference Centre and follow the directional signage for the Reserved Table entrance. Your barcodes will be scanned by our staff. Masks are required when traveling to the entrance and waiting in line.

Will masks be available on site?

Face coverings will not be available for purchase on site. All guests must bring their own.

What time can we arrive for our selected show?

The venue opens one hour prior to the show time on your ticket. Please do not arrive earlier than one hour in advance.

Can I bring my own chair, sit on the roof or get out of my car?

As per AHS guidelines, all patrons must remain in their vehicles at all times. The only exception will be to use the washrooms, one at a time, located inside the Edmonton Inn and Conference Centre. Children must be accompanied by one adult.

Can we sit in the bed of our truck or the back of our van?

In order to stay in adherence with AHS rules and guidelines, all guests must remain in their vehicles (cab or box) unless they are using the permanent bathrooms. Meaning, as long as you are "in your vehicle", you will be in compliance. According to current rules and regulations open windows are accessible.

Will my car be searched upon entry?

For the safety and security of all guests and staff, all vehicles are subject to search upon entry to the venue.

Can I bring my own chair for the reserved table?

Each reserved table comes with two plastic folding chairs. You are permitted to bring your own small lawn chair. A distance of 6 feet must be maintained between you and the next table.

Can I purchase food and beverage on site?

Yes! A tasty selection of food and beverages will be available courtesy of the Edmonton Inn & Conference Centre. A menu of alcoholic beverages will be available for guests that have purchased reserved tables.

All ordering will be contactless and done through the app Grblr, available for download from the App Store. Once you arrive, take note of your table or parking stall number. Input 'Edmonton Inn & Conference Centre' as your location on the app and the menu and ordering instructions will appear. A credit card is required for payment.

Can we bring snacks?

Please support the Edmonton Inn & Conference Centre by purchasing concession items on site. A menu of food and drink options will be available through the Grblr app. All ordering and payment will be processed through the app. Your order will then be delivered to your vehicle or table. No outside food and beverage will be permitted in the reserved tables section.

Is there a cut-off for ordering food and beverages?

Ordering will close 30 minutes prior to the show end.

Is there somewhere to dispose of my waste and recycling onsite?

All vehicle ticket holders must take any waste or recycling home with them to dispose of. There will be designated waste and recycling bins for the reserved table section.

I have purchased a reserved table. Can I move around or sit with another group?

In order to stay in adherence with AHS rules and guidelines, all guests must remain seated at their table unless they are using the permanent bathrooms. Each table can fit 2 guests. All tables are numbered and must be pre-selected online. If you are attending with friends and want to sit next to each other, you must purchase table numbers next to one another. All tables will be spaced 6 feet apart and cannot be moved or combined with another table.

Will I be able to see the stage/screens from anywhere in the venue?

We have two large LED video walls for your viewing pleasure on either side of the stage. The size, height and placement of screens are limited due to venue restrictions. We will do our best to create a great experience for you, but please keep these limitations in mind when viewing the show.

What is included in my admission?

Standard Vehicle Admission

Your admission is valid for one vehicle up to 5 people in any of the standard parking spots. Parking spots are first come, first served. In the case of families with small children exceeding 5, with the proper number of seatbelts, we may make exceptions. However, management reserves the right to refuse admission.

Premium Vehicle Admission

Your admission is valid for one vehicle up to 5 people in any of the premium parking spots. Parking spots are first come, first served. In the case of families with small children exceeding 5, with the proper number of seatbelts, we may make exceptions. However, management reserves the right to refuse admission.

Reserved Table Admission

Your admission is valid for up to 2 people. Each ticket includes one table and two chairs. Please note this is an open-air table, there is no weather cover. Tables will be numbered and will need to be pre-selected when purchasing. Late shows each night are 18+ only, guests will be required to show identification onsite.

What days is the venue open?

We are open five nights a week, Wednesday – Sunday. Some days may be booked for private events. Consult the Ticketmaster website for show times and hours of operations.

What time do concerts start?

Please select each concert event for specific gate and show times. All events can be found on the ticketing page.

Can we pick a parking stall?

Staff will guide you to a stall, on a first come, first serve basis. Guests that purchase premium parking will be directed into the designated stalls. We suggest you arrive 30-60 minutes prior to the concert start time. If you are in a larger vehicle you may be placed on the perimeter of the venue.

Will the concerts still happen in the rain?

Yes, the concert will play rain or show. Please note the reserved seating is open air, with no weather cover, so please dress accordingly. No refunds will be issued in case of rain.

How can we see the concert from the back seat of the car?

There are three two LED video screens so you will be able to see out the side windows. However, due to the nature of the parking lot, some sight lines are better than others depending on your vehicle and location.

Can we walk or ride our bikes to the concert?

Yes! If you have purchased a reserved table, we encourage you to walk or ride your bike. Please note all bicycles must be locked up on the front side of the conference centre building.

How do I hear the sound of the concert?

If you have purchased a vehicle ticket the concert audio will be transmitted by FM radio directly to your car sound system. The exact station will be displayed on the screens before the start of the concert. If you have purchased a reserved table there will be surround sound speakers directed towards the tables.

Can I buy tickets at the door?

No. All tickets must be pre-purchased through Ticketmaster.

What if my car battery dies?

Just flag down one of our staff in high-visibility vests and we will give you a boost.

Can we bring pets?

No. Pets are not permitted at the Drive-In.

Are there bathrooms?

Guests are welcome to use the bathrooms inside the Edmonton Inn and Conference centre. Follow the directional signage on site. Masks are mandatory while traveling to the bathrooms and inside the building. We ask that you avoid using the bathroom after each film, to avoid line ups and congestion in the building and parking lot.

Can I leave at any time?

Unless it is an emergency, we ask that you please stay for the entire film.

Can we bring our camper/RV or limo?

Due to the limitation of the parking lot, campers, RVs or limos will not be permitted. Some exceptions may apply for smaller conversion vans. Management reserves the right to refuse entry of those vehicles. Keep in mind, you will be placed near the back of the venue in order to maintain sight lines for smaller vehicles.

Can I reserve a parking spot for friends coming later?

Every parking spot is first-come, first serve, and you will be placed by an usher. If you wish to park together, please arrive together. Keep in mind, we will place vehicles according to their size. Once parked, all patrons must remain in their vehicles unless using the bathrooms.

Can I leave my car running?

Please refrain from running your vehicles unless absolutely necessary.

Don't see your questions here?

Please feel free to email us any of your questions at questions@promosa.ca. We will respond within 24 hours.