



INDYCAR Frequently Asked Questions

- 1) How do I contact the ticket office on the first day of INDYCAR sales?
 - a. Ticket line will be open during the normal business hours, Mon-Friday from 8 a.m. – 5 p.m.
- 2) I live locally, can I do a walk in on the first day of sales?
 - a. No, **walk in's will not be assisted**, all first day of sales call must be done over the phone.
- 3) What if I only want to purchase a camp site, am I able to get my tickets at a later date?
 - a. If you purchase a premier or reserved site, you are **required** to purchase a minimum of 4 3-day passes to complete the order.
- 4) I was a previous INDYCAR customer, can I get my site again?
 - a. Unfortunately, we will not be able to give anyone first right of refusal for the 2019 INDYCAR at Laguna Seca. You will get an option to renew your site for 2020 moving forward.
- 5) I am following INDYCAR from Sonoma, can I get first right at a campsite?
 - a. Same as former INDYCAR customers, all sales are open to everyone on the first day of sales. You will get an option to renew your site for 2020 moving forward.
- 6) What if I am on hold and I request a call back, will I lose my place in line?
 - a. All calls will be answered in the order they are received, which includes customers requesting a call back. Be sure to **answer** the callback, otherwise you will be required to start the process over again.
- 7) How many campsites can I order on first day of sales?
 - a. One campsite **per call** on first day of sales.
- 8) If I have IMSA camping, can I get the same site?
 - a. You are required to call on the first day of sales if the site is still available you are able to purchase.

- 9) If I am already camping during IMSA, can I continue camping until INDYCAR?
- a. Yes, you are able to camp from one event till the next, please ask your ticket representative for details.
- 10) Once I secure my numbered site, can I renew for the next year?
- a. Yes, just like most events, INDYCAR sites will be renewed if you complete your renewal and return to the ticket office by deadline.
- 11) I would like to bring my kids, what ages require paid admission?
- a. Laguna Seca's policy is all children 15 and under with a paying adult are free for general admission and paddock.
- 12) If I only want to buy general camping and general admission tickets, do I have to call on the first day of sales?
- a. No, general camping and admission tickets are available online by visiting us at: www.weathertechraceway.com.
- 13) Can I purchase VIP Suite and/or Flagroom online?
- a. Yes, you can purchase over the phone or online, www.weathertechraceway.com
 - b. For Flagroom, a maximum number of six tickets may be purchased per customer.
 - c. For VIP Suite, a maximum of four tickets may be purchased per customer.