



FREQUENTLY ASKED QUESTIONS

Where does the Festival take place?

The 2019 Detroit Jazz Festival presented by Quicken Loans is held in downtown Detroit with a footprint that spans Hart Plaza and covers three blocks of Woodward Avenue north to Campus Martius Park.

What are the Festival hours?

Friday: 6:30 p.m.-1:30 a.m.

Saturday: noon-1:30 a.m. Sunday:
noon-1:30 a.m.

Monday: 1-8 p.m.

Where can I view the lineup?

The 2019 Detroit Jazz Festival presented by Quicken Loans official schedule can be seen at www.detroitjazzfest.org.

Where do I park?

Paid parking is available at various lots throughout the downtown area:

- Financial District Garage – 730 Shelby St. Detroit, MI 48226
- Greektown Garage – 1001 Brush St. Detroit, MI 48226
- One Detroit Center Garage – 200 Larned St. Detroit, MI 48226
- Two Detroit Garage – 160 E. Congress St. Detroit, MI 48226

Visit www.parkwithupm.com for directions to the above garage.

Festival VIPs receive daily parking validation. Parking validation is only available at the One Campus Martius (formerly Compuware) parking garage located at 1140 Farmer Street. Please note overnight parking is strictly prohibited.

What transportation options do I have in downtown Detroit?

Use FAST powered by SMART to get downtown! To purchase your fare go to RideSMART-FAST.org Once you're downtown, the [Detroit People Mover](#) and [QLine](#) are available to alleviate the amount of walking.

How can I obtain information while the Festival is taking place?

Patrons can visit information booths located in Hart Plaza and Campus Martius, ask a knowledgeable Festival staff member or volunteer, or utilize our Detroit Jazz Fest LIVE! livestream service available at <https://live.detroitjazzfest.org>.

Are there ADA accommodations available on the Festival footprint?

All accessibility-related inquiries can be answered at the Accessibility Stations located in Hart Plaza and Campus Martius. Accessible restrooms are available throughout the Festival footprint. We encourage guests with mobility disabilities to utilize personal forms of transportation, including wheelchairs and scooters. A limited number of wheelchairs will be available for rent with valid identification.

Assistive Listening Devices worn with a hearing aid or cochlear implant also can be rented for use at the JPMorgan Chase and Carhartt Amphitheatre Stages.

Is there a place to park my bike at the Festival?

Yes! The Detroit Jazz Festival Foundation is providing complimentary bike valet where you can safely leave your bike. The Festival's bike valet is located at the entrance of Hart Plaza.

What are the food and beverage options at the Festival?

There are a variety of food vendors and options at the Festival, from Mediterranean and soul food to fresh lemonade and cotton candy.

Can I bring food, beverages and coolers to the Festival?

Yes, food, beverages and coolers can be brought to the Festival. However, bringing beer and alcoholic beverages onto the Festival footprint is prohibited. Alcoholic beverages can be purchased from vendors throughout the Festival grounds.

Can I bring my own folding chair?

Yes, folding and beach chairs can be brought to the Festival. Tents and canopied structures are prohibited.

Can I smoke in Hart Plaza or Campus Martius Park?

Yes, Hart Plaza and Campus Martius Park are public places, so smoking is permitted. However, smoking is not allowed in the VIP hospitality areas and reserved seating sections. We ask that you please be courteous to fellow Festival attendees by not smoking in crowded areas.

Can I bring a purse or backpack onto Festival grounds?

Yes, purses and backpacks are allowed at the Festival; however alcoholic beverages are prohibited.

Is it safe to attend the Festival?

Yes, Detroit Police and a privately hired security company have a presence in downtown Detroit, Hart Plaza and Campus Martius throughout the event. Please continue to use good judgment in bringing valuables and leaving items unattended.

What should I wear to the Festival?

The Festival is outdoors, and the weather can quickly change. During the day, bring sunglasses, hats, visors and plenty of sunscreen. Because temperatures can dramatically drop at night, please bring appropriate outerwear. Festival grounds are concrete and can be rugged in places. Ladies are advised to wear comfortable flat shoes; we strongly advise against high heels.

Is there storage at the Festival?

No, there is no storage available to attendees within the Festival grounds.

Is there a lost and found?

All lost items can be turned in or retrieved at the Festival security office located in the lower level of Hart Plaza.

What is a VIP?

A VIP is a Detroit Jazz Festival Guardian of Jazz, sponsor and/or special invited guest who receives access to the VIP hospitality area, reserved seating sections and other special perks at the Festival. To become a Guardian of Jazz, visit detroitjazzfest.org.

What does reserved/preferred seating mean?

Reserved/preferred seating is a designated area for Guardians of Jazz, sponsors, VIP guests and Jazz Pazz holders. These sections provide up close and personal experiences at all four stages.

Where is the VIP hospitality area located?

VIP Hospitality is located in Hart Plaza at Lincoln Gardens Hospitality presented by Central Michigan University. VIPs can register, receive parking validations and pick up Guardian and Jazz Pazz packages at the VIP hospitality kiosk. New this year, an indoor VIP hospitality area will be located in One Campus Martius Park (formerly the Hard Rock Café).

Hours of Operations:

- Lincoln Gardens Hospitality presented by Central Michigan University (Hart Plaza)
Saturday and Sunday: noon-10 p.m. Meal Time: 4:30-6:30 p.m.
Monday: noon-8 p.m. Meal Time: 4:30-6:30 p.m.
- One Campus Martius (Hard Rock Café)
Saturday- Monday 2-6 p.m.
- The VIP hospitality areas will not be open on Friday, Aug. 30, during the Opening Night VIP Party.

How do I get my Guardian of Jazz or Jazz Pazz credentials?

Prior to the Festival, Guardian of Jazz and Jazz Pazz credentials can be picked up during the days and hours below:

- Monday, Aug. 26 and Tuesday, Aug. 27 via appointment only. Please email memberships@detroitjazzfest.org for time and location
- Wednesday, Aug. 28 11 a.m.- 6 p.m. Thursday, Aug. 29 11 a.m.- 6:30 p.m. from the Detroit Jazz Festival Foundation Business Office located on the third floor in the Detroit Marriot Hotel at Renaissance Center.
- Beginning Saturday, Aug. 31, at noon, Guardian of Jazz and Jazz Pazz credentials can be picked at the VIP hospitality kiosk located at Hart Plaza in the Lincoln Gardens area.

You will be required to present identification that matches the name of the purchaser. We will not release credentials to third parties. The Festival is not responsible for and will not replace lost or stolen wristbands.

How do I buy a Jazz Pazz or Guardian of Jazz package during the Festival?

There will be no Jazz Pazz or Guardian sales during the Festival this year.

Who is invited to the VIP Opening Night Reception?

The Opening Night VIP Party is by invitation only for honored guests, political leaders, Guardians of Jazz and sponsors.

How much of my donation is tax deductible?

Tax deductible amounts are determined on an annual basis and are mailed prior to the annual year with an acknowledgement of the donation.

For additional information about the Festival and its year-round programs, please visit detroitjazzfest.org.

**Thank you for your support of the
2019 Detroit Jazz Festival presented by Quicken Loans!**