

Art Heist Experience

FAQ and Important information

1) Should I bring anything?

We recommend you wear comfortable clothing and shoes for walking in, a mobile device with access to the internet and a bottle of water.

2) Where is the starting point?

Your guided investigative journey begins at the Times-Union Center (300 Water Street, Jacksonville, FL 32202). Performances on Thursday will start outside the entrance for the Moran Theater (located on Water Street) where you will check-in with box office staff. Performances on Tuesday, Wednesday, Friday, Saturday and Sunday will start outside the entrance for the Terry Theater (located on Hogan Street) where you will check-in with box office staff. Your tour guide will be in this same check-in area and will prompt your group with the next steps. Please arrive 15-minutes prior to your scheduled start time.

3) Safety Protocols

Masks are required for all patrons ages two years and older and must be worn (covering both nose and mouth) at all times. Socially distancing between performers and attendees will be observed.

4) Will restrooms be available?

Restrooms will be available for ticketholders at the check-in station only.

5) How long is the experience?

Approximately 90 minutes

6) Where will the walking tour take place?

There will be five walkable locations nearby the Times-Union Center in Jacksonville to gather clues. Exact locations will be available closer to your scheduled performance.

7) Liability Waiver

All ticketholders participating in Art Heist Experience are required to sign a liability waiver upon checking in 15 minutes prior to your scheduled showtime.

8) Parking

Parking is available to purchase for \$8.00 on our website for the Enterprise Parking Garage. Upon entering the Enterprise Parking Garage, collect the ticket from the

terminal and bring it to the check-in station at the box office for validation. Your confirmation email showing paid parking is required for validation. Parking starts on the 4th floor.

9) What if it rains?

The experience is rain or shine. In the case of extreme weather conditions, we will contact ticketholders with updates.

10) Are group sales available?

Yes, please contact (904) 632-5050 for more information.

11) Is there an age recommendation?

This experience is recommended for ages 13+

12) Accessibility

Art Heist Experience is an outdoor walking tour. Performers will have personal amplification systems. Please contact us at (904) 632-5000 with questions.

13) What does 'Walking Tour' mean?

There will be five stops along a walkable route near the Times-Union Center, in which you will interact and gather clues from cast members at each stop. During this tour, sitting areas and restrooms will not be available along the tour route. The tour is approximately 90 minutes, with uninterrupted periods of walking and standing.

Please note: Due to the nature of this event, information is subject to change. Ticketholders will receive a Know Before You Go email prior to their selected performance, with any updated information. Everyone, including infants and toddlers, must have a ticket.