



FAMILY DAY F.A.Q.

Q: What is Family Day?

A: Now in its 11th year, Family Day is a fundraising event held by the T.J. Martell Foundation to raise money for leukemia, cancer & AIDS research. The event is a large indoor carnival and offers amusement rides, cotton candy, face painting, video games and much more! There are live music performances but Family Day is **NOT** a traditional concert.

Q: When is Family Day?

A: Family Day is on April 18th, 2010 at Roseland Ballroom (239 W. 52nd Street) in New York City. The event is from 1-4 p.m.

Q: How long is Family Day?

A: The event will last approximately three (3) hours.

Q: I purchased single admissions or a family of four package and did not receive tickets in the mail. Why?

A: There are no hard tickets to Family Day, it is guest list only. If you purchased a ticket, you must send us the names of EVERYONE in your party to make check-in process run as smoothly as possible. Please call (212) 833-5444 if you purchased tickets and have not yet provided guest names. Kindly note that ID's will be checked at the door with **NO exceptions**.

Q: What is the latest that we can change names on the guest list?

A: Name changes to the guest list can be made up to 72 hours in advance - April 16th at 1 p.m. **Please be advised that we will not accept name changes/substitutions at the door at Roseland Ballroom on April 18th. NO exceptions** will be made.

Q: Are you going to be releasing additional admissions to the general public?

A: At this time we do not have any more general admission group, general admission individual or \$1,000 sponsorship tickets available, but there are still sponsor packages that come with tickets starting at \$2,500. If more tickets become available, they will be listed on our Family Day webpage (<http://www.tjmartellfoundation.org/Ny-Events-Family-Day.aspx>) and announced on our Facebook and Twitter pages.

Q: Can I come to Family Day by myself if I'm under 18 years old and purchased a ticket?

A: No. Children under 18 years old MUST be accompanied by an adult (18+) who has already purchased a ticket for the duration of the event. ID's will be checked at the door.

Q: If I bought a ticket or a family of four package(s), can I meet or take picture with the Jonas Brothers?

A: No. Only Family Presenting Sponsors (\$50,000), Family Champion Sponsors (\$25,000), Family Benefactor Sponsors (\$10,000), Charity Folks auction winners and eBay auction winners are eligible for a meet and greet opportunity with the Jonas Brothers.

Q: Is there seating at Family Day?

A: There is no seating inside Roseland Ballroom during Family Day. It is general admission. Adults and children are free to roam the floor of Roseland Ballroom to see what the event has to offer!

Q: Is sound check open to the public?

A: No, sound check is not open to the public. Winners of the CharityFolks sound check packages are the only people who will be viewing the sound check.

Q: Should I arrive early to Roseland Ballroom to line-up outside the venue?

A: Arriving early to Roseland Ballroom is strongly discouraged. The doors will open promptly at 1 p.m. and not any earlier. Guests who line up early may be asked by police or Family Day security personnel to leave and return closer to 1 p.m.

Q: How long will the Jonas Brothers perform for?

A: The Jonas Brothers are expected to perform for approximately thirty (30) minutes.

Q: What time will the Jonas Brothers be performing?

A: This is still TBD at this time.

Q: Who else will be performing?

A: Anna Maria, One Call and Honor Society are also scheduled to perform.

Q: What celebrities will be attending?

A: Adrienne Bailon, Jordin Sparks, Jon O'Shaughnessy and Sullee are scheduled to attend.

Q: What is the dress code for Family Day?

A: The dress is casual - it's a carnival!

Q: Are cameras allowed inside Roseland Ballroom?

A: Only point and shoot digital cameras will be allowed inside Roseland Ballroom. Digital SLRs and other professional cameras and recording devices will **NOT** be allowed. We ask that you do **NOT** take photographs photos during the musical performances.

Q: If I buy a raffle ticket and leave before Family Day ends at 4 p.m. can I still win a prize?

A: If we pull your name from the raffle bin and you left Family Day early, you can still win a prize. However, we do encourage that those who purchase raffle tickets at Family Day stay the duration of the event so they can take their prize(s) home with them. Raffle prizes will be held at the T.J. Martell Foundation offices for one month. If left unclaimed by 5/18, the items will be raffled off at another event. **NO** exceptions.

Q: Can I bring a homemade sign to Family Day?

A: No signs will be allowed into Family Day

Q: What is a VIP family admission?

A: Single tickets or the family of four pack does **NOT** entitle you to VIP family admissions. Additionally, VIP admissions are **NOT** sold as separate entities. These tickets are allotted to \$10,000+ Family Day sponsors, Charity Folks and eBay auction winners. VIP family admissions are entitled to a photo opportunity with the Jonas Brothers.