



FONTAINEBLEAU  
MIAMI BEACH

## NEW YEARS EVE FAQ

### WHERE CAN I PURCHASE TICKETS?

Tickets are only available for purchase online via the official website at [fontainebleau.com/nye](https://fontainebleau.com/nye)

### DO I HAVE TO BE A HOTEL GUEST TO PURCHASE TICKETS?

No. Tickets can be purchased by anyone, regardless of whether you are staying in the hotel. Staying at Fontainebleau does make it a shorter walk home, of course!

### HOW OLD MUST I BE TO ATTEND?

The New Year's Eve poolside event is reserved for guests 21+ (premium open bar general admission tickets and reserved tables). However, special "Family Experience" tickets are available for guests of all ages (please see separate section below with additional details on the Family Experience packages).

### I HAVE QUESTIONS, WHO CAN I TALK TO?

For general questions on New Years Eve, including the General Admission or Family Admission tickets, please contact [marketing@fontainebleau.com](mailto:marketing@fontainebleau.com).

For information on reserved tables, please call 305 674 4680 or e-mail [VIP@LIVNightclub.com](mailto:VIP@LIVNightclub.com)

### WHAT TIME DO DOORS OPEN AND CLOSE?

Doors for General Admission & Reserved Tables open at 9 PM

Doors for the Family Experience open at 8 PM

The Poolside event ends at 2 AM

LIV Nightclub will be open 9 PM – 5 AM

### WHERE IS THE ENTRANCE TO THE EVENT?

Enter via the designated Main Arrivals Drive at the hotel. Once inside Fontainebleau Hotel's Chateau lobby, you will be directed to the appropriate entrance to obtain your wristbands. We strongly encourage guests to arrive early, as this event will surely sell out.

### CAN I PICK UP MY WRISTBANDS BEFORE THE EVENT?

Family Experience wristbands will be available for pickup on Saturday, December 30th



and Sunday, December 31<sup>st</sup> from 10 AM - 6 PM in front of the Egg Wall off the main Chateau Lobby. It is NOT necessary to pick up your wristbands prior to the event, but it can make the check-in process easier, especially for our Family Experience guests. There is no advance GA wristband pickup.

#### WHAT DO I NEED TO PICK UP MY WRISTBANDS?

Guests must present their ticket, either printed or viewable on their cell phone. A valid ID is required for 21+.

#### IS IT A GENERAL ADMISSION TICKET OR DO I GET A SEAT?

Tickets for the event are general admission and there is no seating. There are multiple table seating options available for purchase at [fontainebleau.com/nye](https://fontainebleau.com/nye)

#### CAN I BUY A TICKET AT THE DOOR?

Tickets will be available for purchase at the door on the night of the event if the event has not been sold out. They will be sold at the same price as on our website, so always a good idea to buy in advance!

#### IS THERE BOTTLE SERVICE?

A variety of tables and cabanas with bottle service are available for purchase at [fontainebleau.com/nye](https://fontainebleau.com/nye)

#### WHAT IS THE REFUND POLICY?

All tickets are non-refundable once purchased.

#### WHAT HAPPENS IF IT RAINS?

The event will be held rain or shine.

#### WILL THERE BE FOOD AVAILABLE FOR PURCHASE?

There will be limited food available for purchase at the event. Fontainebleau offers a wide variety of incredible New Year's Eve dining options prior to the event. Reservations are highly recommended at all our restaurants on New Year's Eve. Please stay tuned for additional dining information.

#### WHAT HAPPENS AT MIDNIGHT? IS THERE CONFETTI OR A BALL DROP AT MIDNIGHT?

There is a countdown along with a virtual ball drop, led by our artists.



### IS PARKING AVAILABLE? HOW MUCH DOES IT COST?

Valet parking at Fontainebleau is available. Standard rates apply.

### WHAT DOES MY TICKET INCLUDE?

Your General Admission ticket includes entrance to the event and Premium Open Bar. Complete details on the Family Experience package are below.

### CREDIT CARDS

Fontainebleau accepts all major credit cards

### HOW MANY BARS ARE THERE?

There are premium bars located in various locations throughout the pool deck available for guests. This year we have added additional bars as well as large video screens to enjoy the show.

### IS SMOKING ALLOWED?

Smoking is permitted outside in designated areas

### ATM's

ATM machines can be found in the Chateau Lobby by Timeless, Luster Gallery, the Trésor Lobby, the lower lobby by Aquamarine and inside LIV Nightclub

### CAN I BRING MY OWN SEATING?

No outside seating will be allowed. Please do not bring chairs or seating with you as they will not be allowed.

### BAG CHECK

All bags are subject to search

### DRESS CODE

Miami Beach Chic

### ACCESSIBLE SERVICES

Fontainebleau is committed to ensuring that we meet and exceed ADA requirements and all guests are able to take advantage of the New Year's Eve events. Guest Services is available to assist you 24 hours a day.

### SMOKING POLICY

We are a smoke-free hotel. Find outdoor designated smoking areas indicated throughout the hotel.

## ADDITIONAL FAMILY EXPERIENCE QUESTIONS

### IS THIS OPEN TO ALL AGES?

This is the only section of our New Years event that is open to guests of all ages. However, please note that guests under 21 **MUST** be accompanied by an adult at all times during the evening. Each guest must have a ticket.

### I WANT TO GO TO OTHER AREAS OF THE EVENT – WILL I HAVE ACCESS?

The Family experience ticket grants access **ONLY** to the sectioned off area of La Côte and Ocean lawns. You will not be allowed to access other event areas on the poolscape with this ticket.

### HOW DOES THE DINNER/FOOD/SEATING WORK?

A Buffet style dinner with action stations will be served from 8 – 11 PM. General seating areas for general admission tickets are on a first come, first served basis, with a variety of reserved table configurations and options available. Dinner service will end at 11 PM, so please make sure to arrive on time to enjoy the buffet dinner.

### HOW DO THE BARS WORK?

A variety of premium bars are available for guests 21 and over, and a variety of non-alcoholic beverages are available for guests under 21. Complimentary beverages are served until 12 midnight, at which point a cash bar will be available.

### WHAT IS THE VIEW LIKE FROM THE FAMILY EXPERIENCE AREA?

Excellent! This year tables labeled 800, will receive pool side service. The included map details the location of the viewing area. Large video screens are also prevalent throughout the area.