

## Frequently Asked Carnival Questions 3/12

***Why do I have to pay to board a kiddie land ride with my child?*** The manufacturers set the standards for the safety requirements of all rides. The parent/supervising companion of the child however is best qualified to know the maturity and the capabilities of the child. If the child is qualified to ride per the safety guidelines posted, we leave it up to the parent/supervising companion to decide if the child should ride without supervision. It is the policy on the midway that all seats on the rides require tickets.

***Why are there height and weight requirements for each ride?*** The safety of our guests and employees are the highest priority on our midway. The ride manufacturer engineers establish the ride safety guidelines. They with the manufacturer, design the ride and the safety restraint systems. Due to certain body proportions, some rides are not suitable for all. The ride guidelines are posted on the front of each ride. If a ride operator denies your entry it is for your safety. It is also helpful to observe the action of the ride before you board.

***How can I find out height and weight requirements for each ride?***

Visit [PimaCountyFair.com/carnival](http://PimaCountyFair.com/carnival), click on the picture of the ride for ticket amount info along with height requirements.

***I have a disability and need accommodations, who can help me?*** Any questions regarding ADA (Americans with Disabilities) can be directed to the Carnival Guest Service Booth or the Pima County Fair Marketing Department for further assistance.

***What are the carnival hours?*** The carnival opens at 3:00 p.m. Monday – Friday and opens at 11:00 a.m. Saturday and Sunday. The Carnival closing hours can vary due to circumstances. High attendance may allow for a later closing Thursday – Sunday. Poor weather or other circumstances could lead to an earlier closing time.

***How can I find out if the carnival is still open?*** Download the Pima County Fair app. Alerts will be sent if a special circumstance has caused the carnival to close early.

***When is Wristband Day?*** Wristband Days are Wednesday and Thursdays, starting at 3:00 p.m. Wristbands are sold until 10:00 p.m., ride until midnight.

***How much are wristbands?*** Wristbands are \$35.00. Bring in an unopened 20 oz bottle of Pepsi, Diet Pepsi or Real Sugar Pepsi and receive \$5.00 off your wristband purchase. One bottle is required for each \$5.00 discount

***How long are the wristbands good for?*** Wristbands are valid on the day purchased only, from 3:00 p.m. to midnight. Wristbands will not be sold after 10:00 p.m. and will deactivate at midnight.

***Where do I get my Pepsi Wristband?*** Redeem your unopened bottle of Pepsi at the information booth, which is located on the carnival midway, to receive a coupon for a \$5.00 discount for your wristband. Take this coupon to any midway Ticket Booth to purchase your wristband.

***What does the fair do with the soda collected on wristband days?*** Most of the Soda collection will benefit GAP Ministries, a social service agency *standing in the gap* to provide help to children, healing to families, and hope to our community.

***Besides wristband day, what other carnival discounts are available?*** If you missed out on the Fry's weekday discount presale of 10 rides for \$15.00, attend the fair on Tuesday, April 24<sup>th</sup> for \$2.00 rides and games starting at 3:00 p.m. Kids can also read books to earn carnival rides! Download the Read and Ride Form from PimaCountyFair.com  
<https://www.pimacountyfair.com/read-and-ride-2018-pdf>

***I forgot my Read and Ride Form for my child.*** You can visit the Pima County Fair Guest Services office to receive a book report form. We encourage literacy at home however there are a few books on site that your child can read, then fill out the form, to receive the free ride pass.

***I don't have a printer/my printer doesn't work to print off a read and ride report form*** Email us at [office@PimaCountyFair.com](mailto:office@PimaCountyFair.com) and we can mail a form to you or to another printer. Or, your child can ask his/her teacher for one or you can visit the Pima County Fair Guest Services office to receive a book report form and we have books on site your child can read then fill out the form to receive the free ride card pass.

***What is the FunPass?*** The **FunPass** works like a debit card with tickets that are used for rides or games. At time of purchase, the **FunPass** is preloaded with the pre-purchased amount. Take the **FunPass** to your favorite ride or game, show your **FunPass** to the ride operator and they will scan the barcode. The correct number of tickets will be deducted from your **FunPass**.

***What if I lose my FunPass?*** KEEP YOUR RECEIPT. Take your receipt to the carnival guest services for further assistance.

***How can my Fun Pass receipt help me find my children, family or friends on the carnival midway?*** If your lost person has a FunPass on them which matches your receipt, the receipt has a unique bar code that can be used to track where the **FunPass** was last used. Take your receipt to Carnival Guest Services. Try the NEW FUN PASS APP.

***What is the Fry's Weekday Discount Coupon?*** Visit any Fry's Food and Drug Store, Monday, March 26 – Wednesday, April 18, 2018 and purchase 10 Rides for \$15.00 for a huge savings of 65% per ride! These coupons can be redeemed Monday – Friday only.

***When can I use my Fry's 10 ride card?*** Monday through Friday only.

***How do I know how many credits are left on my FunPass?*** Take your FunPass to any ticket box or rider operator for further assistance or try the "NEW FUNPASS APP! Download the FunPass app and enter the barcode and pin in the FunPass app. Available on Google Play Store or Apple Play store.

***No one said my Fry's Weekday Discount Coupon is good only Monday – Friday.*** All advertising, including the receipt clearly states, "good Monday – Friday".

***I disagree about the advertising saying, "Good Monday – Friday".*** Please send us an email with your phone number to [office@PimaCountyFair.com](mailto:office@PimaCountyFair.com). Please give us 24 hours to respond.

***Where do I redeem my Fry's Weekday Discount Receipt?*** At any ticket box on the carnival midway, when the carnival opens.

***I want each of my children to have their own Fry's Weekday Discount Coupon but I only have one receipt.*** The receipts are marked with how and where they can be separated.

***I only have one Fry's Weekday Discount Coupon receipt but need multiple fun pass cards.*** Your receipt from FRY's will show the Ticket seller how many 10 ride cards you purchased. You will not be able to get cards with less than 10 rides.

***What are the carnival ticket increments?*** \$0.50 cent increments.

***How can I find out how many tickets are required per ride?***

Visit [PimaCountyFair.com/carnival](http://PimaCountyFair.com/carnival), click on the picture of the ride for tickets required along with height requirements

***I'm having trouble with my online purchase. Who can I contact?*** [questions@rcsfun.com](mailto:questions@rcsfun.com) If you don't get an answer within a few hours, email [office@PimaCountyFair.com](mailto:office@PimaCountyFair.com)

***My credit card was double charged. Who can I contact?*** Please visit any RCS Guest Services booth or [questions@rcsfun.com](mailto:questions@rcsfun.com). If you don't get an answer within a few hours, email [office@PimaCountyFair.com](mailto:office@PimaCountyFair.com)

***I have a safety concern. Who can I contact?*** Your safety is our number one priority! Please tell us more and be sure to include your phone number: [Office@PimaCountyFair.com](mailto:Office@PimaCountyFair.com) or [info@rcsfun.com](mailto:info@rcsfun.com)

***I have a carnival complaint. Who can I contact?*** If you are still at the fair, please go to an RCS Guest Services booth, located in kid land or near the big slide on the midway.

Please tell us more and be sure to include your phone number: [info@rcsfun.com](mailto:info@rcsfun.com) or [Office@PimaCountyFair.com](mailto:Office@PimaCountyFair.com).

***I only have one receipt for my \$100.00 FUNPASS but need multiple cards for my kids.*** Go to carnival guest services and you can ask for separate cards to be loaded in different increments for the total amount purchased.

***RCS has a new APP for Android Phones and Apple iPhone. The APP is called FUNPASS you can download it and when you are onsite can purchase funpasses. You can also check VALUE and ADD tickets to funpasses you have already purchased. DOWNLOAD it NOW from the Google Play store or the APPLE APP Store. [FUNPASS on APPLE STORE](#)***