



**FAQ:**

**SOUNDTRACK OF AMERICA, MADE IN TENNESSEE PRESENTS:  
THIRD MAN RECORDS 333FT UNDERGROUND**

**GENERAL:**

- **What is the Third Man 333 Feet Underground concert?**
  - The Tennessee Department of Tourist Development is teaming up with Third Man Records for a one-of-a-kind concert experience on Friday, September 29th, as an extension of the state's Snapchat Concert Series, which launched last year, and their ongoing 'Soundtrack of America. Made in Tennessee' brand campaign. It's a one-of-a-kind concert that's being held 333' underground in Cumberland Caverns' all-natural limestone auditorium in McMinnville, TN. Third Man Records artists Margo Price, Lillie Mae, Craig Brown Band, and Joshua Hedley will perform, billed together for the very first time, and Third Man Record's founder Jack White will host. We are giving away 333 free tickets to this underground show and they are available exclusively through Tennessee's Snapchat. Tickets to the concert include transportation from Nissan Stadium in Nashville (1 Titans Way, Nashville, TN 37213, Lot N, the lot is bordered by Shelby Ave & S 2nd St) or the Finley Stadium (1826 Reggie White Boulevard) in Chattanooga, TN. Concert goers must pick up their tickets at their designated location by presenting government issued identification when they board the bus for Cumberland Caverns in McMinnville. Tickets are non-transferrable.
- **What is Snapchat?**
  - Snapchat is a free social media app available on iTunes or Google Play that works on your mobile device. It's a great way to share picture and video messages—called snaps—with family and friends. Download the app, watch the tutorial and follow the prompts. And then follow Tennessee Tourism. Our handle on

Snapchat is “Tennessee.” Learn more here  
<https://www.tnvacation.com/333/snapchat-how-to>

- **Are tickets free?**
  - Tickets are free, but there are not many due to the intimate setting of the cave so there is a two ticket per person limit. Follow Tennessee on Snapchat to learn more about ticket releases.
- **Is there an age restriction?**
  - Must be 18+ to attend concert with a valid government issued photo ID.

#### TICKETING:

- **How can I attend the show?**
  - Follow “Tennessee” on Snapchat and watch for ticket release information. Tickets will be released over a range of dates exclusively through our Snapchat channel. Details will be released prior to help prepare you for the release times. More details can be found on [www.333undergroundintn.com](http://www.333undergroundintn.com).
- **Will I need to download or have anything ready to try to get tickets to the show?**
  - Yes, you will need to setup an account on Skedaddle. Skedaddle is the tool that will allow you to reserve a seat on a bus and in the cave during the Tennessee’s release on Snapchat.
- **How do I set up a profile on Skedaddle?**
  - Visit <https://www.letskedaddle.com> to set up an account and download the app.
- **I’m having trouble getting setup with Skedaddle. Who can I reach out to help support and trouble-shoot?**
  - Please contact [hello@letskedaddle.com](mailto:hello@letskedaddle.com) OR call (855) 770-2670 if there are questions.
- **How will I get my tickets?**
  - Once notified by Skedaddle that you have reserved tickets, your name will be on a guest list at either bus pick-up location. If you reserved tickets, you will receive this information via email. You must have your guest with you and present your photo ID at your designated pick up location prior to boarding the bus.
- **Can I pick up my tickets in advance?**
  - No
- **Can I transfer my tickets if I’m unable to attend?**
  - No. If you cannot attend, please notify us so we can cancel your tickets and issue them to another fan.
- **How many tickets can I get?**
  - There is a limit of 2 tickets per person. Duplicate ticket recipients will have their ticket allotment reduced to the maximum of 2 tickets per person.
- **I didn’t get tickets to the event.**
  - Unfortunately, you need tickets secured through Snapchat directions using Skedaddle to get into this show and tickets are limited. Please visit [www.333undergroundintn.com](http://www.333undergroundintn.com) to see other ways to view our content.
- **What do I need to get on the bus?**

- You must have your guest with you and present a valid government issued photo ID and your name must match the name on ticket secured through Skedaddle.
- **Resale of Tickets; Promotions**
  - Tickets are non-transferable and must be used by the recipient who receives a confirmation email with his or her name on it and their guest. You will not be admitted if the name on the ticket secured through Tennessee Snapchat does not match the valid identification present upon check-in. Valid identification must be in the form of driver's license, passport or other government issued identification.
  - Please be aware that the authenticity of tickets obtained through any other source cannot be guaranteed. Counterfeit and other invalid tickets will not be honored.
  - This event is a special event and no exchanges can be offered.

TRAVEL:

- **Can I drive myself directly to the Cave for this show?**
  - No. For safety and security reasons, everyone must ride the bus shuttles from Nashville or Chattanooga to attend. If you arrive directly, you will not be allowed into the venue.
- **What airports should I fly into if I'm coming in from out of town?**
  - Buses will be leaving from both Nashville and Chattanooga to shuttle people to and from the concert. If arriving from out of town look to fly into one of the following airports - Nashville <https://www.flynashville.com/Pages/default.aspx> or Chattanooga <http://www.chattairport.com>. Details on where to meet the shuttle bus will be sent to all those with tickets via email.
- **What hotel should I stay at in Nashville?**
  - Visit Nashville's top choices to book a hotel - <http://www.visitmusiccity.com/visitors/placestostay>
- **What hotel should I stay at in Chattanooga?**
  - Visit Chattanooga's top choices to book a hotel - <https://www.chattanooga.com/where-to-stay/>
- **Are there bathrooms on the bus?**
  - Yes
- **Are the buses ADA accessible?**
  - Yes, there will be an ADA accessible bus at each location. If you receive a ticket confirmation and need details on ADA accessibility, please contact (615) 741-2159.
- **Where do I go to meet the bus shuttle?**
  - Details for the bus shuttle meeting location and time will be sent via email to all ticketholders.
- **How long will the bus ride be?**

- The trip from Nashville to the cave is approximately 1 hour 45 minutes.
- The trip from Chattanooga to the cave is approximately 1 hour 30 minutes with a time-change from EST to CST (-1hour).
- **What time will I be getting back to Nashville after the show?**
  - Show time is at 8pm CST. Expect a late arrival back in Nashville approximately between 1-2am CST.
- **What time will I be getting back to Chattanooga after the show?**
  - Show time is at 8pm CST. Expect a late arrival back in Chattanooga, approximately between 2-3am EST (time-zone change from CST to EST).
- **What happens if I miss the bus?**
  - Buses will be leaving on schedules provided. Buses will be leaving Nashville/Chattanooga at 4:30pm CT/5:30pm ET for the show. Buses will be leaving Cumberland Caverns immediately following the show promptly at 11:45pmCT/12:45pm EST. A bus cannot return for passengers who missed the bus. Please be sure to arrive at the designated bus stop at least five to 10 minutes ahead of schedule.
- **Is there assigned seating or how will I know where to sit?**
  - There is no assigned seating on the bus or in the cave. First come, first serve upon checking in at bus pick-up/drop-off location.
- **Are there any rules?**
  - Not many... we ask that you be respectful the other passengers. Please keep any personal phone calls to a minimum. Use headphones if you listen to music or watch a movie. We don't allow disruptive behavior such as loud conversations, music or fighting. The driver will warn the offending parties once and if needed the driver will escalate to the proper authorities. We have a zero-tolerance policy for drugs, weapons and unruly behavior.
- **You Are Subject to Search**
  - You and your belongings may be searched on entry to the event/bus. You consent to such searches and waive any related claims that may arise. If you elect not to consent to such searches, you may be denied entry to the event. Under certain facility rules, certain items may not be brought into the premises, including without limitation, alcohol, drugs, controlled substances, cameras, recording devices, laser pointers, strobe lights, irritants (e.g., artificial noisemakers), bundles and containers.

#### CONCERT/VENUE:

- **What if I need an ADA accessible seat?**
  - While the Cumberland Caverns is not an ADA accessible venue, alternative methods for access to this event will be sought, should a ticket be secured. If you receive a ticket confirmation and need details on ADA accessibility, please contact (615) 741-2159.

- **Do I need to bring anything to the show?**
  - You'll need a government issued, valid photo ID to verify you are a ticketholder. Beyond that you will not need to bring anything specific to view the show. Please dress accordingly as it is about a 650-yard walk to the Volcano Room, where the shows are held. Half of that walk is via a gravel path; the remainder is a path through the caverns. The hike is not difficult but does include one steep incline. Most guests can do the walk without much trouble.
- **What do I need to wear?**
  - Jeans or pants are best. Hiking boots are best, lace-up sneakers will also work. We recommend wearing flat shoes as you will be hiking through the cave. Layering shirts works best as the temperature in the cave is not the same as outdoors.
- **What do I need to get into the show?**
  - You will arrive at the show via bus. You will be provided a wrist-band upon bus check-in that you will need to get into the show.
- **What is the temperature in the Cave?**
  - Once inside the Volcano Room, the temperature is 57 degrees Fahrenheit
- **Are there restrooms at the show?**
  - Yes, the cave is equipped with full bathroom facilities located in the rear of the concert room.
- **Is there food available?**
  - Yes, there is a full concession stand, hotdogs, chili, nachos, etc. inside of the cave. There will be a vegetarian option available. Unfortunately, there are no food options prior to entering the cave. Alcohol will not be served on-site at the cave.
- **Are there bats in the cave?**
  - Yes.
- **Will Jack White be performing at the show?**
  - Jack White is the host of our concert. He is not one of the artists in the line-up to perform.
- **Can I use my phone/camera to take pictures/video during the show?**
  - No flash photography. Professional cameras with detachable or telephoto lenses are prohibited.
- **Are there things we cannot bring?**
  - Yes, to protect the cave and abide by the laws of the state of Tennessee, a few items are not allowed in the cave. The following is a list of items that are not allowed in Cumberland Caverns:
    - Chewing gum
    - Alcohol or drugs
    - Food or drinks
    - Pets, radios, video games, laser pointers, or musical instruments
    - Weapons or fireworks
    - Cigarettes, cigars or chewing tobacco. Cumberland Caverns is a tobacco free environment.

- **License; Ejection and Cancellation; No Redemption Value**
  - Event Providers reserve the right, without refund of any amount paid, to refuse admission to, or eject, any person whose conduct management deems disorderly, who uses vulgar or abusive language or who fails to comply with Event Provider rules. A ticket is not redeemable for cash.
  
- **Recording, Transmission and Exhibition**
  - You agree that the event for which you purchase tickets is a public event, that your appearance and actions inside and outside the venue where the event occurs are public in nature, and that you have no expectation of privacy regarding your actions or conduct at the event. You grant permission to us and the Event Provider(s) to utilize your name, image, likeness, acts, poses, plays, appearance, movements, and statements in any live or recorded audio, video, or photographic display or other transmission, exhibition, publication or reproduction made of, or at, the event (regardless of whether before, during or after play or performance) for any purpose, in any manner, in any medium or context now known or hereafter developed, without further authorization from, or compensation to, you or anyone acting on your behalf.