

## **HALO: OUTPOST DISCOVERY - FAQs**

### **When and where is Halo: Outpost Discovery?**

- Orlando, FL
  - July, 5, 6 & 7
  - Orange County Convention Center
- Philadelphia, PA
  - July 19, 20 & 21
  - Pennsylvania Convention Center
- Chicago, IL
  - August 2, 3 & 4
  - Donald E. Stephens Center
- Houston, TX
  - August 16, 17 & 18
  - George R. Brown Convention Center
- Anaheim, CA
  - August 30, 31 & September 1
  - Anaheim Convention Center

### **What are the event hours for Halo: Outpost Discovery?**

#### **FRIDAY**

- General Admission Hours: 1:00 p.m. – 9:00 p.m.
- VIP Hours: 12:00 p.m. – 10:00 p.m.
  - VIP tickets includes additional time to explore Halo: Outpost Discovery one hour before and one hour after General Admission hours.

#### **SATURDAY**

- General Admission Hours: 10:00 a.m. – 7:00 p.m.
- VIP Hours: 9:00 a.m. – 8:00 p.m.
  - VIP tickets includes additional time to explore Halo: Outpost Discovery one hour before and one hour after General Admission hours.

#### **SUNDAY**

- General Admission Hours: 10:00 a.m. – 5:00 p.m.
- VIP Hours: 9:00 a.m. – 5:00 p.m.
  - VIP tickets includes additional time to explore Halo: Outpost Discovery one hour before General Admission hours.

### **How do I get badges to Halo: Outpost Discovery?**

- Visit [www.halooutpostdiscovery.com](http://www.halooutpostdiscovery.com) to purchase your tickets.

### **What is the cost for a ticket to Halo: Outpost Discovery and what is included?**

#### **3-Day VIP Ticket (Friday, Saturday, and Sunday) -- \$320**

- Entry to Halo: Outpost Discovery, marketplace, and event programming on Friday, Saturday, and Sunday
- Enter one hour earlier than General Admission hours on Friday, Saturday, and Sunday for extra time to explore
- Stay one hour later than General Admission hours on Friday and Saturday for extra time to explore
- VIP gift pack which include UNSC Dog Tag, exclusive Halo: Outpost Discovery FunkoPop, and drawstring bag
- Exclusive VIP Lounge access
- Xbox Game Pass 3-Month Trial, which gives you unlimited access to over 100 Xbox One and Xbox 360 games on Xbox One for one low monthly price. With new games added every month, you'll always have

something new to play. Visit [www.xbox.com/xbox-game-pass](http://www.xbox.com/xbox-game-pass) for more information as well as terms and conditions. **Redemption codes will be received upon pick-up of your ticket on-site.**

- Spartan Hazel – Outpost Discovery Xbox Avatar Costume. **Redemption details for all Xbox Avatar items to come soon.**
- Spartan Owen – Outpost Discovery Xbox Avatar Costume. **Redemption details for all Xbox Avatar items to come soon.**
- Outpost Discovery T-shirt for your Xbox Avatar. **Redemption details for all Xbox Avatar items to come soon.**

### **3-Day General Admission Ticket (Friday, Saturday, and Sunday) -- \$130**

- Entry to Halo: Outpost Discovery, marketplace, and event programming on Friday, Saturday, and Sunday
- Xbox Game Pass 14 Day Free Trial, which gives you unlimited access to over 100 Xbox One and Xbox 360 games on Xbox One for one low monthly price. With new games added every month, you'll always have something new to play. Visit [www.xbox.com/xbox-game-pass](http://www.xbox.com/xbox-game-pass) for more information as well as terms and conditions. **Redemption codes will be received upon pick-up of your ticket on-site.**
- Spartan Hazel – Outpost Discovery Xbox Avatar Costume. **Redemption details for all Xbox Avatar items to come soon.**
- Spartan Owen – Outpost Discovery Xbox Avatar Costume. **Redemption details for all Xbox Avatar items to come soon.**

### **Single Day VIP Ticket (Friday, Saturday, or Sunday) – \$140**

- Entry to Halo: Outpost Discovery, marketplace, and event programming on Friday, Saturday, or Sunday
- Enter one hour earlier than General Admission hours on Friday, Saturday, or Sunday for extra time to explore
- Stay one hour later than General Admission hours on Friday or Saturday for extra time to explore
- VIP gift pack which include UNSC Dog Tag, exclusive Halo: Outpost Discovery FunkoPop, and drawstring bag
- Exclusive VIP Lounge access
- Xbox Game Pass 3-Month Trial, which gives you unlimited access to over 100 Xbox One and Xbox 360 games on Xbox One for one low monthly price. With new games added every month, you'll always have something new to play. Visit [www.xbox.com/xbox-game-pass](http://www.xbox.com/xbox-game-pass) for more information as well as terms and conditions. **Redemption codes will be received upon pick-up of your ticket on-site.**
- Spartan Hazel – Outpost Discovery Xbox Avatar Costume. **Redemption details for all Xbox Avatar items to come soon.**
- Spartan Owen – Outpost Discovery Xbox Avatar Costume. **Redemption details for all Xbox Avatar items to come soon.**
- Outpost Discovery T-shirt for your Xbox Avatar

### **Single Day General Admission Ticket (Friday, Saturday, or Sunday) -- \$60**

- Entry to Halo: Outpost Discovery, marketplace, and event programming on Friday, Saturday, or Sunday
- Xbox Game Pass 14 Day Free Trial, which gives you unlimited access to over 100 Xbox One and Xbox 360 games on Xbox One for one low monthly price. With new games added every month, you'll always have something new to play. Visit [www.xbox.com/xbox-game-pass](http://www.xbox.com/xbox-game-pass) for more information as well as terms and conditions. **Redemption codes will be received upon pick-up of your ticket on-site.**
- Spartan Hazel – Outpost Discovery Xbox Avatar Costume. **Redemption details for all Xbox Avatar items to come soon.**
- Spartan Owen – Outpost discovery Xbox Avatar Costume. **Redemption details for all Xbox Avatar items to come soon.**
- Outpost Discovery T-shirt for your Xbox Avatar. **Redemption details for all Xbox Avatar items to come soon.**

**Where and how do I pick up my ticket for Halo: Outpost Discovery?**

Tickets for Halo: Outpost Discovery will be redeemed on-site for badges. Badges for Halo: Outpost Discovery will not be mailed in advance of the event. Once you have made your purchase on ShowClix.com, you will receive an email confirmation of your order which will be used for redemption. Further instruction on pickup will be emailed to the email address provided at checkout.

**Can I get refund, exchange or upgrade my ticket for Halo: Outpost Discovery?**

All sales are final. No refunds or exchanges. Upgrades are not available. All tickets/badges are non-transferable. Tickets/badges for each event cannot be resold. Unauthorized attempts to resell tickets/badges will result in forfeiture without a refund.

**How do I book a hotel room for Halo: Outpost Discovery?**

We have partnered with ConferenceDirect to be the exclusive housing provider of Halo: Outpost Discovery. Through the ConferenceDirect website, you can book, modify, or cancel your hotel reservation. The hotels listed on ConferenceDirect are the only approved hotels for this event. If you are contacted by anyone other than ConferenceDirect, please be aware that they do not have access to the Halo: Outpost Discovery negotiated rates. Rooms fill up quickly...book today!

**ALERT!** ConferenceDirect is the ONLY APPROVED HOUSING AGENCY for Halo: Outpost Discovery. If you are contacted by anyone other than ConferenceDirect, please note they are not endorsed by Halo: Outpost Discovery. Despite their claims, they do not have access to our negotiated discounted rates. If you make a reservation with any company other than ConferenceDirect, Halo: Outpost Discovery cannot guarantee your reservation is valid.

**Can I come in cosplay?**

Yes! We love the creativity and craftsmanship that fans pour into cosplay. Feel free to come in cosplay or come as yourself! Please review the Cosplay Policy.

**Will cosplay props and weapon be allowed in Halo: Outpost Discovery?**

We want to make sure that everyone that attends has a safe and enjoyable time. Cosplay props and/or weapons that follow the Weapons/Prop Policy will be allowed.

**What should I do if I feel as though I or someone else is being harassed?**

We have a strict Zero Tolerance Policy. If you are being harassed or see someone being harassed, please immediately notify a staff member or security.

**Do you have a Recording Policy?**

**RECORDING OF OTHERS:** Recording (including still photographs, audio recordings, video recordings and any other media, now known or hereafter discovered, hereafter "Recordings") is generally allowed at Halo: Outpost Discovery. Please be courteous and respectful when taking pictures by asking others if it is ok to make Recordings of them, as some guests may not consent. Any areas such as booths or panels with any confidential materials that no photography or videography permitted, will be clearly stated via signage and staff. Please honor all requests for no Recordings.

Recordings of the event or its employees, staff, or attendees for the purpose of sale to anyone, or for distribution or publication to the press is expressly forbidden unless advance written permission has been obtained from Halo: Outpost Discovery, and is permitted under the policy of any venue in which you desire to make a Recording. Except as prohibited above, individuals may make Recordings for private listening/viewing, provided that such Recordings clearly identify the Event, date, and location at which they were Recorded.

**RECORDING OF YOU:** By attending Halo: Outpost Discovery, you agree to be Recorded during the event and you grant Herschend Live, LLC and 343 Industries and their respective agents, the unrestricted right and license to use your name, likeness and voice in and production, reproduction, distribution, transmission, publication, public performance, broadcast or exhibition of advertising, broadcast or telecast of the event, promotions, contests, photograph take, or other transmission or reproduction in connection with the event for any purposes, without compensation.

**HALO: OUTPOST DISCOVERY VIOLENCE & HARASSMENT POLICY:**

Halo: Outpost Discovery is a celebration of all of our fandoms and we strive to provide everyone with a safe and welcoming atmosphere to connect with each other and celebrate the culture of fandom regardless of gender, gender identity or expression, sexual orientation, disability, physical appearance, body size, race, age, nationality or national origin, or religion. All attendees, vendors and staff should be treated with dignity and respect at all times.

Any acts of violence or harassment in or around the event premises (convention center and official hotels) at any time will not be tolerated. All reports of violence or harassment will be promptly investigated by Halo: Outpost Discovery security and staff and appropriate corrective action will be taken with regards to the offending person, up to and including immediate expulsion from the event and facility, without recourse or refund. Violence or harassment shall include, but not be limited to:

- Verbal or physical harassment or abuse;
- Unwanted physical contact or sexual attention;
- Threats, threatening language, or any other acts of aggression;
- Disparaging comments or actions relating to gender, gender identity and expression, sexual orientation, disability, physical appearance, body size, race, age, religion;
- Overt adult images displayed in public;
- Attempts at intimidating or instilling fear in others;
- Menacing gestures;
- Flashing or brandishing of weapons;
- Stalking;
- Harassing photography or recording;
- Hostile, aggressive, injurious and/or destructive actions undertaken for the purpose of domination or intimidation.

If you encounter or see another attendee encountering any form of violence or harassment, please notify any Halo: Outpost Discovery staff in the area immediately or report this to the 24-hour security office and do not engage in the situation. If, at any time, you feel that your personal safety or the safety of others is in jeopardy, please contact the local Police Department by calling 911.

We specifically discourage attendees, vendors and staff from engaging in any physical confrontation with a violent or potentially violent individual. However, we do expect and encourage all attendees, exhibitors and staff to exercise reasonable judgment in identifying potentially dangerous situations.

**WEAPONS & PROPS POLICY:**

In order to maintain a safe and enjoyable experience for all patrons attending Halo: Outpost Discovery, along with patrons attending other events in the area, please be aware of the Weapons & Props Policy set forth below:

Functional props or weapons are not allowed at Halo: Outpost Discovery.

Simulated or costume weapons and props are allowed, subject to prior inspection and approval by Halo: Outpost Discovery staff and [City] police. All simulated or costume weapons and props must be inspected each day at the Prop Check-In Location at each venue and, if approved for entry into Halo: Outpost Discovery will be tagged. Ultimately, Halo: Outpost Discovery staff and [City] police will decide what is

allowed and not allowed into Halo: Outpost Discovery. However, you can assume that the following guidelines will apply:

- All costume props and weapons must be inspected and will be tagged by Halo: Outpost Discovery test, each day of the event.
- Live firearms including airsoft, either functioning or de-commissioned, are not permitted.
- Replica firearms made from metal, solid resin/plastic/rubber are not permitted.
- All firearm costume props and weapons must be rendered inoperable and are required to have an orange safety tip at all times.
- Any bow-type weapons must be unstrung or strung with a low-tensile thread. All prop arrows must have soft, non-metal, blunted tips made out of foam or cardboard only.
- Metal or wooden baseball bats or clubs of any kind are not permitted
- Metal swords, knives & spears are not permitted. Any sharp implements are likewise not permitted (to include needles, syringes, ceramic blades).
- Any weapon or prop that produced flame will not be permitted.
- Stilts and costumes which include stilts may be prohibited from certain convention areas. Be aware that you may be asked to remove them.
- Costume weapons are for fun! Enjoy your costume, but do not strike, swing at or brandish weapons at other attendees.

If your weapon or prop is not approved for entry into Halo: Outpost Discovery, you may be allowed to leave it in the 24-hour security office, at your own risk, and can pick it up once you decide to leave for the day or you will be asked to take it back to your vehicle or hotel room. Weapons or props that may have lost their tag during your time at the event must go back to the Prop Check-In Location to be inspected and tagged. By attending Halo: Outpost Discovery, all attendees expressly agree and consent to this Weapons & Props Policy and waive any and all objections.

#### **COSPLAY POLICY:**

We ask that you follow the guidelines below:

- Shoes are required at all times.
- Costumes and clothing should not expose the body in such a way as to be deemed indecent exposure. Private parts must be covered in an opaque material that will not slip or have gaps. Any attendees in costume may be asked to alter or modify their costume if it is considered overtly sexual or offensive.
- Costumes worn must not obstruct or impede the flow of traffic or entryways.
- Functioning wheels cannot be used as part of a costume or prop (i.e. anything that you might ride, push, or pull).
- No costumes may be realistic depictions of American law enforcement, current American military uniforms, first responders, emergency medical personnel, or any official government agent. "Vintage," historical, any non-current uniforms, and any military or police-style costumes may be addressed at the convention's discretion.

#### **Other Policies:**

- No handcars, trolleys, rolling luggage, scooters, bicycles, hoverboards or strollers are allowed.
- Devices, drones, or lighter than air objects (either powered or unpowered) are not permitted to be flown, tethered, released, or deployed at any event, common space, lobby, meeting, or function room.
- Selfie sticks, GoPro poles, stilts, or any device that extends your camera or phone away from your hand or body are not permitted.
- Smoking is strictly prohibited (including cigarettes, pipes, cigars, e-cigarettes and any vaping product or device) in any location and at any event. For those wishing to smoke, there will be designated smoking areas outside of the convention center.
- Possession of alcoholic beverages by anyone under 21 years of age is grounds for expulsion from Halo: Outpost Discovery without refund.

- We have a strict no solicitation policy.
  - Halo: Outpost Discovery does not allow market research, surveys, or information-gathering in any public area—indoors or outdoors—of the grounds, or any other venue featuring Halo: Outpost Discovery events.
  - It is against the rules of Halo: Outpost Discovery and all hotels to place or hand out flyers/cards in our/their space. Flyers/cards on an open table in the convention area will be cleared to a trash receptacle. If you are handing out material in an unauthorized convention area, you will be asked to stop. If it continues, you will be removed from the convention.
- We are not responsible for lost, stolen, or damaged property.
- The use of live streaming apps/software on any device is strictly prohibited.
- Costumes and clothing should not expose the body in such a way as to be deemed indecent exposure. Private parts must be covered in an opaque material that will not slip or have gaps. Any attendees in costume may be asked to alter or modify their costume if it is considered overtly sexual or offensive.