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FREQUENTLY ASKED QUESTIONS ABOUT VISITING THE NASCAR HALL OF FAME

CHARLOTTE, N.C. (Oct. 7, 2009 – 215 days until opening) – The following list addresses the most frequently asked questions regarding visits to the NASCAR Hall of Fame. Common questions addressing other NASCAR Hall of Fame-related topics can be found at www.nascarhall.com.

When does the NASCAR Hall of Fame open?

10 a.m. May 11, 2010

Will I be able to buy tickets to tour the Hall on the day of the grand opening or the Induction Ceremony day?

Yes, the NASCAR Hall of Fame will be operational on May 11, 2010 (the day of the grand opening) and on May 23, 2010 (the day of the first induction ceremony). General admission tickets for those days go on sale Oct. 14.

Tickets and details specific to the actual grand opening ceremony or the actual Induction Ceremony will be announced at a later date.

Where can I purchase tickets for the NASCAR Hall of Fame?

There are three ways to purchase tickets:

-Online at www.nascarhall.com

-By phone at 877-231-2010

-Beginning in the spring of 2010, the NASCAR Hall of Fame ticket window located at the main entrance.

How much is admission?

General admission is \$19.95 for adults, \$17.95 for military and seniors 60 and up, \$12.95 for children 5 – 12 and free for children under 5.

Is the price different online or on the phone?

Yes, the NASCAR Hall of Fame offers a \$1 discount per ticket when purchased through Ticketmaster. However, online and phone purchases are subject to additional Ticketmaster-imposed fees.

Do you offer AAA, NC resident or student discounts?

No, at this time the only discounts are for seniors 60 and up and military.

Will you offer group discounts?

Yes. To qualify for group ticket rates, 15 or more tickets must be purchased in a single transaction by calling our Group Sales line at 704-654-4423. Beginning May 11, 2009, you can also purchase group tickets at walk-up ticket windows (based on availability). Discounts vary depending on size and type of group.

Will there be additional activities to purchase once in the Hall?

All NASCAR Hall of Fame exhibits, artifacts and theaters are included in the price of entry. The only additional charge is an optional high-tech iRacing simulator experience for \$5 per person.

How do I enter your sweepstakes?

For any membership purchased between Oct. 14 and Dec. 31, you will automatically be entered in the NASCAR Hall of Fame VIP Sweepstakes. Rookie Racer memberships require the entry be in a parent or guardian's name. Pit Crew Family Pack memberships include one entry per person include in the family pack.

When do I find out if I won the sweepstakes?

In early January, the 62 winners will be notified directly and information will be posted at www.nascarhall.com.

Are memberships good January to December or 12 consecutive months?

Memberships are good for one year from date of purchase. If the membership is purchased before the Hall opens, the membership will be valid until May 10, 2011.

How long can I purchase a charter membership?

Charter memberships are unique to the first-year members of the Hall. They will be sold from Oct. 14, 2009 until May 10, 2011, which is one year from the opening of the Hall. After that time, memberships will no longer offer "charter" benefits.

What are the charter benefits?

Benefits vary based on the package purchased. Details are listed on the Web site. Commemorative items, such as the hard card, hard card holder, lanyard will have a charter designation. Most importantly, charter members will always hold the distinction of being a first-year member.

Why would I want to visit the Hall numerous times in one year?

The NASCAR Hall of Fame is a 150,000-square-foot interactive entertainment attraction. The artifacts and exhibits will change. There are more than 50 interactive stations within the venue. An extensive menu of programs and special events also encourage multiple visits.

Where do I get my tickets?

When you purchase tickets online, you will receive an e-mail containing a print-at-home voucher. Please print your voucher at home and bring it with you when you visit. Redeem your voucher at the will call window in order to receive your Hard Card for admission. If you purchase tickets via phone and receive a confirmation number either via phone or e-mail, please bring that with you to any NASCAR Hall of Fame ticket window during normal operating hours to pick up your tickets.

How can I book a special event?

The NASCAR Hall of Fame has four options to host a wide range of business and/or personal functions and gatherings. To plan your event, call the Sales Team at 704-654-4400.

What is a Hard Card?

The Hard Card will be your ticket for admission and your source for gathering data throughout the Hall of Fame. The state-of-the-art card will house a RFID chip that will allow you admission to enter the Hall of Fame and access to the many interactive exhibits in the facility. The Hard Card will allow you to collect data you can access at a later time after you have completed your visit.

What should I do if I lose my print-at-home voucher?

If you receive an e-mail containing a print-at-home voucher, access the e-mail again to reprint it. If you've already deleted the e-mail or don't have access to your e-mail, go to any ticket window at the NASCAR Hall of Fame and provide your name so that your purchase can be confirmed and your Hard Card issued. Call 877-231-2010 or 704-654-4400 if you have questions or need assistance.

What if I need to make an adjustment to my ticket time or cancel my visit?

Please call 877-231-2010 or 704-654-4400 daily between the hours of 9 a.m.- 5 p.m. ET to speak to a customer service representative.

Where is the NASCAR Hall of Fame located?

The NASCAR Hall of Fame is located in Charlotte, North Carolina. It is situated conveniently in Uptown Charlotte at the intersection of Martin Luther King and Brevard adjacent to the Charlotte Convention Center. The address is 400 East Martin Luther King Blvd, Charlotte, NC 28202.

What are the hours of operation?

The NASCAR Hall of Fame is open 7 days a week. We only close on Easter, Thanksgiving & Christmas. Visit www.nascarhall.com and go to Hours of Operation to see daily operating hours. The base hours are 10 a.m. to 6 p.m. Monday – Saturday and noon to 6 p.m. Sunday, but please note that hours of operation are subject to change. Please call for early closing dates.

How long does it take to see the entire NASCAR Hall of Fame?

Guests are welcome to spend as little or as much time as they like. The estimated average visit time is 3 hours, based on research conducted with similar facilities. Avid fans who are interested in fully experiencing every exhibit can easily spend more than eight hours, even multiple days, touring the venue. Likewise, someone who just wants an overview may be able to complete their visit in less than the average three hours.

How big is the NASCAR Hall of Fame?

150,000 square feet; 40,000 square feet of exhibit space.

Where should I park? Do you have parking for oversize vehicles (RVs, buses, etc.)?

A shared parking garage with 400 NASCAR Hall of Fame-specific parking spaces is connected to building and available on a first come, first served basis. An additional 600 spaces are available after 5 p.m. on most days on a first come, first served basis. The parking garage is accessible via the Brevard St. entrance. The NASCAR Hall of Fame Parking Deck offers a 25% parking discount when you show your admission to the NASCAR Hall of Fame. This discount is based on parking availability.

Buses and oversized vehicles (larger than 7'H x 8'W x 16'L) can't be accommodated in the parking garage. The NASCAR Hall of Fame staff is working to secure a parking area for these types of vehicles and will post more information on www.nascarhall.com when plans are final.

What Area Transit System route should I take?

The LYNX Blue Line provided by the Charlotte Area Transit System (CATS) offers fast, quiet, convenient light-rail service to 15 stations between uptown Charlotte and I-485 at South Blvd. The NASCAR Hall of Fame can be accessed by two of the Blue Line stops: Convention Center/3rd St. or Stonewall.

Are wheelchairs available?

The NASCAR Hall of Fame meets all A.D.A. requirements. Please feel free to bring your own wheelchair. A limited number of courtesy wheelchairs are available at the ticket windows located at the main entrance, and are for use only at the NASCAR Hall of Fame. A photo ID will be requested in order to use a courtesy wheelchair.

Can I bring my stroller or mobility scooter?

Baby strollers are welcome at the NASCAR Hall of Fame. Peak attendance periods may require restricted stroller use in certain areas.

Power chairs and mobility scooters are welcome, however during peak attendance periods, conventional wheelchairs are encouraged.

Where can I change my baby?

All restrooms in the NASCAR Hall of Fame have changing stations

Is there a place to eat inside the NASCAR Hall of Fame?

There is a 90-seat café inside the facility. Also, Buffalo Wild Wings restaurant is located inside the venue.

Will you have guided tours?

VIP guided tours will be available at the NASCAR Hall of Fame two times each day, based on availability with a minimum amount of 10 participants. Specific details will be released at a later date.

Do you have on-site educational programs?

Not at this time, but the NASCAR Hall of Fame is actively planning these programs. Details will be posted at www.nascarhall.com closer to opening day.

May I take pictures?

The NASCAR Hall of Fame welcomes photo and video cameras for personal use. Certain exhibits or special exhibitions may be excluded. An on-site photographer will be available to assist you in capturing your photo at two designated locations within the attraction for purchase.

Where can I smoke?

The NASCAR Hall of Fame is a tobacco-free attraction. Designated smoking areas are located outside the building.

How can I subscribe to receive NASCAR Hall of Fame e-mail updates?

Register for updates at www.nascarhall.com.

If I lose someone inside the building, how do I find them?

Please notify a NASCAR Hall of Fame staff member for assistance.

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