

## 2018 RTX Austin Badge FAQ

*RTX Customer Service:*  
RTXEvent@roosterteeth.com

*Front Gate Support:*  
info@frontgatetickets.com  
888.512.7469

### Shipping

Who are badges shipped to?	All U.S. and Canada residents purchasing badges by July 6th 11:59 PM CST will receive their badge in the mail to the mailing address provided upon purchase. All badges purchased after July 7th 12:00 AM CST (U.S. and all International) will need to be picked up on-site at the Austin Convention Center between August 2-5, with a valid ID and confirmation email. Badges will not be shipped to any International addresses, EXCEPT for Canada.
Can I ship to an APO Military address?	Yes. Please reach out to info@frontgatetickets.com for further clarification.
How do I activate my badge that was shipped to me?	When you receive your badge in the mail, you will be provided an activation code and web address for Front Gate Ticketing to activate your badge.
When is my badge shipped?	All badges will be shipped immediately following the July 6th 11:59 PM CST cut off.
What do I do if I have not received my badges in the mail before I have to travel?	Notify Front Gate Support at info@frontgatetickets.com or 888.512.7469.
Is there an option to not ship my badge and pick up onsite instead?	Notify Front Gate Support at info@frontgatetickets.com or 888.512.7469.
Who is shipping badges?	All badges will be mailed from Front Gate, not from RT. Front Gate ships badges to some of the largest-attended festivals in the world and they are excited to do this for RTX.
Will I be charged extra for shipping costs?	Yes.
What do I do if my address changed between my purchase date and the July 6th shipping cut off date?	Notify Front Gate Support at info@frontgatetickets.com or 888.512.7469.

### Rates/Fees/Quantities

What are the additional fees for badges?	Standard tax, service charge, ticketing fees, and shipping. For a further breakdown of fees, contact Front Gate Support.
Is there a limit to badge types purchased at once?	Platinum & Weekend PLUS have a maximum of 6 badges per order. Weekend & Single have an unlimited number of badges per order.
What time do badges go on sale for each badge type?	10 AM CST on sale time @ Early Bird -Feb 26: Double Gold @ Early Bird -Feb 28: FIRST @ Early Bird -Mar 2: Public @ Early Bird  12:00 AM CST on sale @ Regular Rate -Mar 9: All badges @ Regular
What is the rate for children?	Children 6 years of age and younger may enter for free with a paying adult.

### Membership

When will I receive my code for purchasing badges?	It will be emailed to Double Gold and First members on Monday, Feb 12
When do I have to renew my subscription to be eligible for buying badges?	To be eligible for DOUBLE GOLD, you must sign up by January 31 6:00 p.m. CST to have a successful charge on February 1, 2018.  To be eligible for FIRST, you must have a successful charge by February 28.
Are Platinum and Weekend PLUS badges set aside for First members?	We will have a few Platinum and Weekend PLUS badges set aside for First members, but not for the general public.
<b>Badge Perks</b>	
Are panel seats guaranteed for Platinum badge holders?	No, but they will have priority access.
Will priority seating be in front of or behind family/friend seating?	Priority seating will be behind family/friend seating.
Is it 18+ for the Platinum badge, or just the party?	Only the party is 18+. Any age can purchase a Platinum badge, but if you are not 18 you cannot participate in the Platinum Exclusive Party. This is due to Texas Liquor Laws.
What is lounge access?	We will have a Platinum/Weekend PLUS Exclusive Lounge at the event with cash bars and snacks, seating, screen displaying Center Stage content, surprise talent signings, etc.
What is Center Stage?	Center Stage is in the exhibit hall where various game demos and gameplay sessions take place live on stage throughout the weekend.
Will my lanyard and bag be shipped with my badge?	No, we will have a lanyard and bag pick up line at the Austin Convention Center.
<b>Autograph Codes</b>	
What are the additional fees for autograph codes?	None.
When will autograph codes be available?	Autograph codes will be sent via email. About 5 weeks before RTX, we will email autograph code instructions. About 3 weeks before RTX, autograph codes will be available.
How will Autograph Codes access roll out?	Platinum will have first grab, the Weekend PLUS, then Weekend. We will likely leave a few open spots for Platinum and Weekend PLUS, but cannot guarantee that for Weekend.
<b>Hotel Info</b>	
When will hotel block info be released?	Mid-February on <a href="http://rtxaustin.com">rtxaustin.com</a> .
What hotels are offering discounted room blocks?	Hilton Austin, Fairmont Austin, and JW Marriott.
<b>Commemorative Badges</b>	
When will commemorative badges go on sale?	Same time as badges.
Can I purchase them when I buy my RTX Austin badge?	Yes!
Are commemorative badges also shipped?	Still looking over logistics, so TBD.