



Visa Live at the Rocket Garden

Frequently Asked Questions

General

WHAT IS VISA LIVE?

Visa Live is a global music experience series from Visa, designed to unite fans and artists in iconic locations through unforgettable, often livestreamed, performances. The series puts audiences at the center of cultural moments, forging connections through music in unique settings.

WHY THE ROCKET GARDEN? WHAT MAKES IT A UNIQUE CONCERT VENUE?

The Rocket Garden features nine authentic, towering rockets from NASA's Mercury, Gemini, and Apollo programs. At night, their silhouettes shine under the stars, providing an awe-inspiring backdrop that celebrates the adventurous spirit of space exploration.

WHERE AND WHEN IS THIS EVENT TAKING PLACE?

This Visa Live event happens at night in the Rocket Garden at Kennedy Space Center Visitor Complex - usually closed to the public after dark - November 29, 2025, making it an exceptionally exclusive experience.

WHO CAN ATTEND THIS CONCERT IN PERSON?

Tickets are not on sale to the general public, but eligible Florida residents can register to enter and have a chance to win free tickets to attend the show live in Merritt Island, while fans worldwide can join via a TikTok livestream.

Sweepstakes Registration

WHAT INFORMATION IS REQUIRED TO ENTER THE TICKET SWEEPSTAKES?

To enter the ticket sweepstakes, you will need to provide your name and your email address.

WHO CAN ENTER THE TICKET SWEEPSTAKES?

Participants must be 18 years or older and must be legal U.S. residents of the state of Florida in order to enter the ticket sweepstakes. Winners may bring a guest who is 16+ if they are the parent or legal guardian of such guest. For full Official Rules including prize details and restrictions, see the [Official Rules](#).



IS THERE AN AGE REQUIREMENT TO ATTEND?

All attendees must be 18 years or older or 16 years or older with a parent or legal guardian.

HOW DOES THE TICKET SWEEPSTAKES WORK?

Participants can register for the sweepstakes between November 6, 2025 at 9:00 AM EST until November 19, 2025 at 9:00 AM EST. Potential winners will be notified by email at any time during the week of November 19, 2025 - November 24, 2025, at which point they have 48 hours to confirm their attendance or they will forfeit their opportunity to attend. Each winner will receive 2 tickets to use - one for themselves and one for a guest. Once the winner confirms their attendance, they will receive a confirmation email with a booking ID. The two (2) tickets will be sent to the registered email address of the winner, who is the primary ticket holder, on Wednesday, November 26, 2025.

HOW MANY TICKETS CAN I WIN?

Winners will receive two tickets – one (1) for themselves and one (1) for their guest. Please note, tickets are not transferable and will be issued to the name and email address of the primary ticket holder only.

WHEN WILL I KNOW IF I'VE WON?

The first round of potential winners will be notified by email beginning on November 19, 2025 with a unique code they will use to confirm their attendance. Further rounds may be notified within that week. Once you receive the email notifying you that you've won, you will have 48 hours to enter the code and confirm your attendance or you will forfeit the opportunity to attend.

HOW MUCH DOES IT COST TO ENTER?

There is no cost to enter the sweepstakes. The prize is composed of two tickets to the event. Should you be selected to win, Visa is not responsible for any costs that may be incurred to attend the event, such as transportation or accommodation.

WILL THE EVENT BE WHEELCHAIR ACCESSIBLE?

Yes. To make an accessibility-related request, please email VisaLiveattheRocketGarden@weezevent.com.

Ticketed Guests/Select Winners

I'VE CONFIRMED MY ATTENDANCE! WHEN WILL THE TICKETS BE SENT TO ME?

Tickets will be sent on November 26th to the registered email address of the primary ticket holder. Note, tickets are not transferable.



I'VE CONFIRMED MY ATTENDANCE BUT DID NOT RECEIVE A CONFIRMATION EMAIL WITH A BOOKING ID. WHAT SHOULD I DO?

Please check your spam or junk folder. If you still cannot find your confirmation email after claiming your tickets, please reach out to VisaLiveattheRocketGarden@weezevent.com.

CAN I TRANSFER MY TICKETS TO SOMEONE ELSE?

Tickets are non-transferable. Tickets for you and your guest will be sent to the registered name and email address of the primary ticket holder. Tickets can only be scanned once. If you can no longer attend, you will need to cancel your tickets [by logging in to this page](#) using your email address and the booking ID provided in your confirmation email, then follow the prompts to cancel. Please note, you will need to cancel each ticket individually.

HOW DO I CHECK THE STATUS OF MY ENTRY?

To ensure that your attendance has been confirmed and your tickets pre-booked, you [can log in to this page](#) using your email address and the booking ID number provided in your confirmation email. You will see your tickets listed upon logging in.

I CAN NO LONGER ATTEND THE EVENT. WHAT SHOULD I DO?

If you can no longer attend, you can cancel your tickets [by logging in to this page](#) using your email and the booking ID provided in your confirmation email. You will see your tickets listed and can follow the prompts to cancel. You will have to cancel each ticket individually. As a reminder, tickets cannot be transferred.

DO I NEED TO PRINT MY TICKET?

We recommend showing your ticket on your mobile phone. If you do not have a mobile phone, you will need to print hard copies.

IS THE EVENT WHEELCHAIR ACCESSIBLE?

Yes. To make an accessibility-related request, please email VisaLiveattheRocketGarden@weezevent.com.

WHERE IS THE ENTRANCE LOCATED?

Please navigate to "Kennedy Space Center Visitor Complex" located on Space Commerce Way. You will be stopped at the Vehicle Gate where you will be required to show a ticket for the event. Parking fees will be waived beginning at 6:00 PM upon presentation of your ticket. GPS coordinates for the vehicle gate entrance are 28°31'08.1"N 80°40'53.9"W.



WHERE SHOULD I PARK?

Please park in Parking Lot 5 and follow event signage.

CAN I USE RIDESHARE AND WHERE SHOULD I DIRECT MY RIDE?

Please direct rideshare to navigate to “Kennedy Space Center Visitor Complex” located on Space Commerce Way. Rideshare will be directed to drop off in Parking Lot 4. Please follow event signage. Rideshare pickup will take place in the same location as drop off following the event.

WHAT TIME DOES THE EVENT START?

Doors open at 7:00 PM. We recommend arriving between 6:00 PM – 7:00 PM. Ticket scanning and security screening will begin at 7:00 PM. Last entry past the Vehicle Gate into the parking lot is 8:45 PM and last entry into the concert is 9:00 PM.

WHAT DO I NEED TO BRING?

You will need to show your tickets (digital or printed) for you and for your guest, in addition to your ID. Please note, tickets are not transferable.

WHAT IS THE BAG POLICY?

Guests are permitted to bring one small clutch that is 4.5" x 6.5" x 1" or less. Medical and parent bags are exceptions but will be subject to size limitations and will be inspected by security personnel (max. 14"x14"x6").

WHAT ITEMS WILL NOT BE ALLOWED INTO THE VENUE?

As part of the bag check on entry to the event, security officers will confiscate items including, but not limited to:

- Aerosols over 250ml
- Alcoholic beverages or glass containers
- Bags, backpacks luggage or coolers
- Bicycles, scooters, roller skates, skateboards
- Cameras with detachable lenses or lenses longer than 3 inches
- Costume masks of any kind
- Drones or UAS



- Firearms and ammunition of any type, including off-duty law enforcement
- Fireworks, blowtorches, flares and other pyrotechnics
- Illegal drugs or related paraphernalia including Marijuana or any item containing Cannabis (2)
- Knives of any type, including any item with a blade
- Lighting devices and their supports
- Musical instruments
- Pepper or Mace sprays
- Pets or other animals (unless they are service animals as defined by State and Federal ADA laws)
- Professional recording equipment
- Protective helmets
- Radio frequency-controlled devices, UAS / drones are strictly prohibited and will be confiscated
- Smoke bombs
- Sound systems
- Spray cans
- Wagons, strollers, large umbrellas and folding chairs, including beach chairs, camp chairs, etc.
- Walking sticks and canes. However, crutches and walking sticks with tips are permitted for the elderly and people with reduced mobility
- Other items which may be perceived to be a potential hazard to the operation of the site.

WILL THERE BE FOOD & BEVERAGE AVAILABLE?

There will be food and beverage onsite available for purchase. We will have several food trucks in addition to several bars! Please note this is a cashless event, so please bring your Visa card should you wish to make any F&B purchases.

CAN I BRING MY OWN FOOD & DRINK?

No outside food or beverage will be allowed into the venue. You may bring an empty water bottle, as there are water fountains at the venue.



WHAT IF IT RAINS?

As this is an outdoor event, the concert will take place rain or shine and will not be rescheduled. Please note that large umbrellas are prohibited, but small collapsible umbrellas are allowed should it rain.

HOW IS MY IMAGE BEING CAPTURED AND USED FOR THE EVENT?

This event will be filmed and live streamed on TikTok. If you attend, you agree that, as an attendee, your image and that of your companion is likely to be captured, used and shared in any and all media for promotional and commercial purposes, and you release the event organizers, promoters, venue, and Visa from any liability whatsoever of any nature. Consent to filming is required for entry to the event. If you wish to learn more, please refer to the [Terms & Conditions](#).

WHAT IF I DON'T CONSENT TO BEING FILMED OR USE OF MY IMAGE?

Do not attend the event. Consent to filming is required for entry because the event will be filmed and live streamed.