



## “Feel the Heat” Launch Viewing Package Information

### VISITOR COMPLEX

Thank you for your purchase. Witnessing a launch is a rare and special event. Please review the following information carefully. If you have additional questions, please call (855) 410-4900 prior to your trip. Please expect heavy call volume on the days immediately surrounding the launch date. *Launch dates and times, as well as Kennedy Space Center Visitor Complex operational schedules, are subject to change.*

#### **Important Launch Information:**

The “*Feel the Heat*” *Launch Viewing* ticket package includes a Launch Transportation Ticket with bus transportation to view the launch from the Apollo/Saturn V Center and two-day admission to Kennedy Space Center Visitor Complex.

**1. VEHICLE PLACARD** - For this launch, Kennedy Space Center is a restricted area and will be open only to launch viewing ticket holders and those who have received an official launch vehicle placard. Vehicles must display this placard in the driver’s side front windshield in order to gain access to Kennedy Space Center on launch day. It is valid for all passengers in the vehicle.

**2. ARRIVAL TIME: DO NOT ARRIVE PRIOR TO THE WINDOW DESIGNATED ON YOUR VEHICLE PLACARD** - The arrival time listed on your vehicle placard is the time you should arrive to Kennedy Space Center Visitor Complex on launch day. If you arrive before this time, you will not be permitted to enter Kennedy Space Center. If you arrive after this time, entrance through the security gate may not be guaranteed.

**NOTE:** These arrival times are only valid for the original launch attempt date. If the launch attempt changes, the arrival time will change. In the event that the launch is rescheduled, please refer to [KennedySpaceCenter.com](http://KennedySpaceCenter.com) for operating hours and arrival times or call (855) 410-4900.

**3. “FEEL THE HEAT” BUS BOARDING** - To get to the Apollo/Saturn V Center launch viewing site, you will need to follow the directional signs to Bus Tours. Buses will board between two and six hours prior to the launch time. These times are firm. We cannot guarantee you will be transported to the viewing area if you do not arrive at bus boarding during this time.

**4. “FEEL THE HEAT” VIEWING AREA** - The viewing area at the Apollo/Saturn V Center is the closest public viewing site available. This viewing area includes an open area and limited bleacher seating and is approximately four miles from the launch pads. This is an outdoor viewing site with limited seating and no covered viewing. You are free to bring blankets and collapsible camping/umbrella-style folding chairs that can be carried in shoulder bags, but flat folding chairs, lawn chairs and large beach umbrellas are not permitted. Regular hand-held umbrellas and umbrella-style strollers are permitted. We recommend you bring insect repellent and sunscreen. Some people bring binoculars, telescopes and tripods, cameras and long-range lenses. Because sound travels slower than light, you will see the launch before you hear it, so watch!

#### **The following amenities are provided for your convenience:**

- Launch countdown commentary on a public address system

- Restroom facilities

**5. ACTIVITIES AT THE VISITOR COMPLEX** - Please pick up a Daily Schedule once you arrive at the visitor complex for a complete list of times and activities. While most visitor complex exhibits and shows will be open on launch day, **the Kennedy Space Center Bus Tour will not be in operation**. We recommend you plan on taking the Kennedy Space Center Bus Tour with your launch admission ticket that is valid for one additional day within a 90-day period after the launch date. The visitor complex retail and food locations will also be open.

**6. FOLLOW THE LAUNCH: IT IS THE VISITOR'S RESPONSIBILITY TO KEEP UP WITH THE DATE AND TIME OF THE LAUNCH** - Please check KennedySpaceCenter.com (the visitor complex website) for any updates prior to leaving for the visitor complex.

Follow Kennedy Space Center Visitor Complex on Facebook or Twitter to receive launch updates:  
Facebook.com/KennedySpaceCenterVisitorComplex or Twitter.com/ExploreSpaceKSC.

**Keep your tickets and vehicle placard** - In the event of a date change, these items will be required to access the visitor complex on subsequent launch attempt days. In the event that the launch is rescheduled, please refer to KennedySpaceCenter.com or call (855) 410-4900 for visitor complex operating hours and arrival times.

**7. DATE CHANGES DUE TO POSTPONEMENT** - Please remember that all **LAUNCH TICKETS ARE NON-REFUNDABLE**. The tickets you have purchased to see the launch are mission specific (example: SpaceX Falcon Heavy Arabsat 6A), not a particular date.

Hundreds of different factors may cause a scheduled launch date to change many times. ***Launch times and date, and operational hours are subject to change.***

**“Feel the Heat” Launch Package – LAUNCH POSTPONEMENT** - The tickets you have purchased to see the launch are mission specific (example: SpaceX Falcon Heavy Arabsat 6A). This launch can be scheduled for any date/time. Launch tickets are valid for admission once the launch is scheduled (and subsequent launch attempts for that mission if a delays occurs). Your launch admission ticket may also be used one additional day within a 90-day period from the date of purchase to explore the rest of the visitor complex shows, exhibits and take the Kennedy Space Center Bus Tour.

**A. ADMISSION TICKETS: LAUNCH POSTPONEMENT** – In the event of a delay/scrub:  
Tickets are mission specific, not date specific.

**B. PACKAGE INCLUSIONS** -

1. **In the event of a delay/scrub prior to the visitor complex opening on scheduled launch day:** Package inclusions will be available on next launch attempt.
2. **In the event of a delay/scrub after the visitor complex opens on scheduled launch day:** All package inclusions will be considered used. Food, beverage and retail will be available for purchase at the viewing location. Park admission, transportation to viewing location and vehicle placard will be valid for a total of two launch attempts.

**8. DRIVING DIRECTIONS/TRAVEL** - Access to Kennedy Space Center Visitor Complex is permitted via State Road 405 in Titusville or State Road 3 in Merritt Island. The visitor complex has a new entrance. If traveling from State Road 3, turn left/west onto Space Commerce Way and go approximately 1.5 miles/2.4 km. Kennedy Space Center Visitor Complex is located on the right. If arriving from State Road 405, turn right onto Space Commerce Way and go approximately 1.2 miles/2 km. Kennedy Space

Center Visitor Complex is located on the left. Once you arrive to the visitor complex, park in guest parking, proceed to the entrance and bypass the ticket booths since you already hold tickets. Please refer to the parking placard in your packet for a map. **Expect heavy traffic on launch day. Plan extra travel time before and after your visit.**

**9. SECURITY/SAFETY - The visitor complex has magnetometers similar to an airport. Please be prepared to have your personal items inspected.** Security will be checking every person via metal detectors and opening every bag, so please expect delays. Please carefully review the security policy:

**The following items are not permitted on property:**

Hard-side coolers (soft-sided coolers are permitted), luggage or other large bags, fire arms of any type (with or without a permit), ammunition (live or spent), pepper/mace sprays, knives, box cutters or like items, daggers and similar edged weapons. laser pointers, large beach-type umbrellas, on-property cooking or grilling items, any other sharp/pointed items (including pointed scissors) are not permitted.

Blankets and collapsible camping/umbrella-style folding chairs that are carried in shoulder bags are permitted.

Please be advised that hazards are inherent in launching and launch viewing. By accepting the invitation to view the launch, you do so with the understanding of the potential risk. Although NASA applies stringent range safety principles and techniques to protect the general public, workforce, and property for all areas of the Kennedy Space Center during launch, in the event of an inadvertent circumstance, hazards including debris, blast, and toxics occur. It is imperative that you stay within the controlled areas, stay with your group, and strictly follow all instructions provided by NASA.

**Please call us if there is an error in your ticket package at (855) 410-4900.**

**Thank you for your patience, understanding and support of NASA and Kennedy Space Center Visitor Complex. We sincerely hope you enjoy your day.**