

FAQ

Q: How old do I have to be to make a wager?

A: The minimum wagering age is 21 years old.

Q: Do you have an age policy?

A: All ages are welcome however; persons under the age of 18 years old must be accompanied by an adult at all times.

Q: How much does it cost to enter the park?

A: All of our various ticket prices are located on our Tickets page on our website.

Q: Do you charge for parking?

A: General and Handicap Parking are free. We do offer Valet for \$15.00 or Preferred for \$5.00. Valet at Bar & Book is \$5.

Q: Where can you park?

A: General Parking through Gate 1, 2 or 3. Preferred and Handicap Parking through Gate 4 and Valet Parking through Gate 5.

Q: What time do you open?

A: Thoroughbred Season: Thursday and Friday gates open at 5:30pm with the first post at 6:35pm. Saturdays and Sundays gates open at 1:00pm with the first post at 2:35pm. Premium Days gates will open at 10:30am with the first post at 1:35pm with the exception of Lone Stars and Stripes, July 3rd & 4th, gates open at 3:00pm, first race at 5:00pm. Quarter Horse Season: Friday and Saturday gates open at 5pm and first post is at 6:05pm.

Q: What items are prohibited?

A: Recreational balls, flags, confetti, masks, faux weapons. In accordance with penal code 30.06 & 30.07, no firearms are allowed on Lone Star Park property at any time.

Q: Do you allow dogs?

A: Lone Star Park welcomes emotional support service animals however; you must provide proof of service needed from a health professional. If possible, we encourage support animals to wear a vest or tag for easy identification.

Q: Do you have a dress code?

A: Our dress code for the 4th level Silks Dining and 5th/6th level Suites is upscale or business casual; collared shirt required for men, t-shirts and ragged/abbreviated wear are prohibited.

Q: Can I bring a cooler?

A: Patrons are allowed to bring coolers; no alcohol or glass containers. Coolers will be subject to search. Lawn chairs and blankets are also permitted.

Q: Can I bring in food?

A: Patrons are permitted to bring in snacks and drinks but must remain outdoors. No outdoor food allowed inside the building. Please note no alcohol or glass containers allowed.

Q: Do you have wheelchair accessibility?

A: Lone Star Park is wheel chair accessible and provides handicap seating.

Q: Do you have any bands playing?

A: We have a live band playing in the Courtyard of Champions on Fridays, Saturdays and some select Sundays.

Q: Do you have any group discounts?

A: Group discounts are offered through our Group Sales Department by calling (972) 237-1197.

Q: Do you have a re-entry policy?

A: Patrons are allowed re-entry but must have their hand stamped at the designated exiting gates before leaving to re-enter.

Q: Do you have Wi-Fi?

A: Yes, Wi-Fi is available to our patrons. You must sign in to the "Public" Wi-Fi and agree to the terms and conditions.

Q: Do you have any ATM's?

A: Yes, ATM's are available in various locations. Please note: the ATM's do not allow cash advance from credit cards.

Q: Can I use a debit/credit card to make a wager?

A: No, all wagers must be made with cash.

Q: What happens if it is raining? Do you cancel? Can I get a refund on my tickets?

A: Our Rain Check policy is as follows: If live racing does not occur for any reason, tickets may be exchanged for the same priced seat on any other live race day within the same season for which tickets are available excluding Premium Event days and special events. Ticket is not subject to any refund and shall bear no cash value.

Q: Do you have anything for kids to do?

A: We will be offering a Family Discount Day on Sundays which includes bounce houses for the kids. In addition on select event days, we will have kid-friendly activities. These event days are Extreme Racing (4/28 & 29), Kentucky Derby Day (5/5), Mother's Day (5/13), Lone Stars & Stripes (7/3 & 4).

Q: Can I bring in an umbrella, tent, or wagon?

A: Umbrellas are allowed if they can be secured. A canopy is allowed but only if it can be secured and positioned behind the Bar & Book in the grass area. We do not allow camping tents. Wagons are permitted since they are treated like strollers. Please note: No umbrellas or canopy tents are allowed near the track. They must be positioned back towards the back of the Bar & Book area.

Q: Can I mail in my winning ticket/voucher?

A: Yes, tickets may be cashed by mail. Please print clearly and send your ticket with name and address to: Lone Star Park at Grand Prairie, Attn: Mutuels Department, 1000 Lone Star Parkway, Grand Prairie, Texas, 75050. Please send the ticket certified or registered mail, return receipt requested and retain a copy of the ticket for your records. I.R.S. regulations require that gambling earnings that exceed odds of 300 to 1 are reportable. When cashing such a ticket we require positive I.D., preferably a picture I.D. such as a driver's license and a social security card. Management reserves the right to determine if supporting identification is acceptable.

Q: What jobs do you have available?

A: Job listings are available in the Careers section of our website.