

# Concierge Connection

*"Helping Professionals Get Back to Business"*

## HOW TO USE THE CONCIERGE SERVICE

### ORDER TICKETS MONDAY-FRIDAY

9:00 am - 5:00 pm

The delivery day for your building is every Friday by 12:00 pm; please pick up your tickets no later than 4:00 pm that same day.

All orders must be placed by 2:00 pm on Thursday, the day before, to make the Friday delivery.

### 3 WAYS TO ORDER

#### PHONE

972-770-4045

#### EMAIL

[services@conciiergeconnection.org](mailto:services@conciiergeconnection.org)

#### WEB

[www.cciservices.org](http://www.cciservices.org)

### WE DO NOT ACCEPT PERSONAL CHECKS OR CASH.

We do accept ALL major credit cards, debit cards and company checks.

*PLEASE have your credit card ready when calling. There is a \$25 NSF fee for all returned checks.*

Candace Rozell

President & CEO

[candace@conciiergeconnection.org](mailto:candace@conciiergeconnection.org)

*(Please do not send ticket orders to this email.)*

## Make A Note

The Concierge Office will close at 2pm on Friday, December 21 and remain closed through January 1.

We will re-open on Wednesday, January 2. Keep in mind many management offices may close early on Friday, the 21st as well. Therefore, to allow our customers time to pick up and verify all final orders for the year, **ALL orders for the week of December 17-21 must be placed by 2pm on Wednesday, the 19th and will be delivered by noon on Thursday, the 20th.** Please pick up your orders promptly and contact our office immediately should there be a discrepancy so we may correct it prior to the close of business the next day. Have a safe and happy holiday!

## Grapevine North Pole Express

**December 1-2, 7-9, 14-16, 21-23**

The North Pole Express experience includes:

- A pre-boarding venue filled with holiday splendor
- A journey through the Christmas tree maze
- Caroling on-board
- A visit from jolly ol' Saint Nick
- A commemorative gift for all the kids
- And as a special treat, a complimentary hot chocolate will be given to all passengers

The event area opens each day one hour before the first train departs and closes one hour after the last train returns to the station. The event area includes a fantastic display of holiday decorations and free ornament making factory. Bring your list for Santa and capture the moment with a picture!

Enjoy shopping at the North Pole Express General Store. Food and beverages are available for purchase in the event area. As always, children are encouraged to wear their pajamas for the North Pole Express experience!

**Location:** Grapevine Depot (705 Main St., Grapevine, TX 76051), near the intersection of Main Street and Dallas Road

### To claim your tickets:

On the day of travel, please present your confirmation letter and photo ID at the Will Call Booth located inside the event grounds. Tickets are non-refundable/non-exchangeable. Missed trains cannot be refunded or rebooked. All tickets must be claimed prior to 20 minutes before departure. Tickets not claimed 20 minutes prior to departure time will be forfeited. Additional tickets may be purchased online or at the on-site ticket booth depending on availability.

### Parking information:

Parking is available at the corner of Dallas Road and Main Street. Free shuttles and parking are provided at (2) locations, the Grapevine Convention Center at 1201 S. Main St. and Grapevine Public Library at 1201 Municipal Way. Please plan appropriately to ensure your party will arrive in plenty of time prior to departure. Due to holiday shopping, Christmas Capital of Texas® events, as well as road construction and highway closures, you may encounter traffic delays. The DFW Connector project may impact travel on IH 635, SH 121 and SH 114. For an updated list of road closures, visit [www.dfwconnector.com](http://www.dfwconnector.com).

### Please note regarding the train and seating:

All North Pole Express trains depart from and return to the Grapevine Depot. Trains are enclosed and heated and will run regardless of weather conditions. Seating is offered on a first come, first served basis. There is no reserved seating. There will be two (2) ticket holders per seat. Groups will need to board together. Late arrivals will be seated as space is available. Non-ticketed infants must be held in an adult's lap. For safety reasons, strollers, infant car seats and carriers are not allowed on the train. Stroller parking will be available at the Grapevine Depot.

For questions please call 817-410-3557. Business hours are Monday (closed); Tue-Fri (10am-5pm), and Sat-Sun (11am-5pm).

## Sundance Valet

If you've been to Sundance Square any time since May of this year, you were probably aware of the shortage of parking due to the construction. Now Sundance is providing valet service, Monday through Friday from 10:30am to 4pm in an effort to increase visitation during the weekdays and ease the strain of hunting for parking spots.

This service is available at valet stands on the east and west ends of Main Street between 3rd and 4th Streets. The stands are marked with red umbrellas, and the workers wear shirts and hats bearing a Sundance Square logo. The service is free to visitors with a validated ticket from a Sundance Square shop or restaurant, or guests can pay \$10 for the valet service. Parking is still available in various parking garages around the square.

## Santa at Sundance

**Through December 23, Main Street between 3rd & 4th Streets**

Santa is back! He's waiting to meet you and all the other children at his enchanting Nutcracker holiday home in Sundance Square. You'll find the jolly ol' man himself, live and in person sitting atop his bright red sleigh. Bring along your list of Christmas wishes and Santa will have special surprise waiting just for you.

Santa will be there each Friday, 6pm-9:30pm; Saturdays, 11am-9pm; and Sundays, 11am-6pm, through December 23. Just look for the BIG 55' Sundance Square Christmas Tree on Main Street between 3rd & 4th Streets. Friendly, volunteer elves from Fort Worth Sister Cities International will be on hand to snap a photo for only a \$7 donation. All proceeds benefit the Sister Cities International Youth Scholarship Program, which helps promote friendship and peace around the world. Parents are welcome to take their own photo, too!

## MORE DISCOUNT TICKETS & PASSES!

We have many discounts to theaters, sporting events, attractions, etc.; however, due to space limitations in our newsletter, we update and post those to our website on the 1st of each month. To access this list, please log onto [www.cciservices.org](http://www.cciservices.org) and click on the **newsletter tab** at the top of the page, then scroll down to the hyperlink that says **Discount Tickets** to view or print a copy.



**The All-New 2013 Shen Yun Show Returns to the Dallas/Fort Worth Metroplex, Presented by Southern USA Falun Dafa Association**  
**January 2-3, 2013 at AT&T Performing Arts Center's Winspear Opera House**  
**February 20, 2013 at Bass Performance Hall**

**"A mesmerizing performance of singers, dancers and musicians reclaiming the divinely inspired cultural heritage of China."**

- Donna Karan, Creator of Donna Karan New York and DKNY

After a successful showing the past 2 years at the Winspear Opera House in Dallas, the New York based Shen Yun Performing Arts returns for a 3rd time to bring the audience another spectacular night of traditional Chinese culture. This year's tour will include performances at both the AT&T Performing Arts Center's Winspear Opera House in downtown Dallas and for the first time at the Bass Performance Hall in downtown Fort Worth. Every year, Shen Yun unveils an entirely new lineup of dances, songs, and musical scores. To audiences who have seen it, they recall it as an experience of a lifetime—a moment so powerfully beautiful that it touches the soul.

"In a collection of short pieces, audiences travel from the Himalayas to tropical lake-filled regions; from the legends of the culture's creation over 5,000 years ago through to the story of Falun Dafa in China today; from the highest heavens down to the dusty plateaus of the Middle Kingdom."

"Shen Yun Performing Arts was established in 2006 with the mission of reviving 5,000 years of divinely inspired Chinese culture. Unfortunately, over the past 60 years, this cultural treasure has been persecuted and co-opted by the Chinese Communist Party. It is outside of China that Shen Yun's artistic creators have the ability to freely express themselves and their ancient culture. Their courage to speak up is an integral part of Shen Yun's spirit. Today, Shen Yun counts many winners of international dance and vocal competitions among its artists and the orchestras include many musicians from world-renowned symphonies and conservatories." *Quotations copyrighted by Shen Yun Performing Arts*

For additional information, visit the Shen Yun Official Site, [ShenYun2013.com](http://ShenYun2013.com). Order your tickets (**no discounts available**) by website at [www.ticketingbox.com](http://www.ticketingbox.com) or by calling (888) 907-4697.



**January 2-3, 2013**  
AT&T Performing Arts Center's Winspear Opera House (403 Flora St., Dallas, TX 75201)



**February 20, 2013**  
Bass Performance Hall (525 Commerce St., Fort Worth, TX 76102)

## 'Twas the Night Before Christmas

Through December 23 at

### Casa Mañana

With her daddy off to war, Molly is having trouble finding her Christmas spirit. Determined to make it a Christmas to remember, Molly's mother takes her on a magical treasure hunt where they encounter dancing elves, a rocking Santa Claus and many other characters throughout the night only to awake to a special Christmas surprise. Featuring a score of beloved Christmas songs such as "Jingle Bells," "O Little Town of Bethlehem," "God Rest ye Merry Gentlemen" and more, *'Twas the Night Before Christmas* is a dazzling show destined to become a Fort Worth holiday tradition!

Don't miss your chance to take a photo with Santa! Sign up for photos with Santa before a performance of *'Twas the Night Before Christmas* or during intermission. Photos will be taken following the performance, are \$20 and can be paid with cash, check or credit card.

## Dickens of a Holiday

December 15, 1pm-4pm at

### Central Library Youth Center

Join in the holiday spirit with an afternoon of free programs for all ages with a Victorian theme. There will be an opportunity to get your picture taken with a live reindeer as well as craft tables, face painting, a balloon artist, Wii gaming, storytelling and music. There will also be door prize drawings, refreshments and parting gifts. This event is co-sponsored by the Fort Worth Public Library Foundation and the Nouveau Section of the Women's Club of Fort Worth. For more information, call 817-392-7745.

## Performing Arts Fort Worth at Bass Hall

You pay no service fees or order charges when ordering through your concierge for all performances (Presented by: Performing Arts Fort Worth) at Bass Hall/McDavid Studio.

Upcoming performances are listed below. For a complete list of future performances, log onto [www.basshall.com](http://www.basshall.com).

### Broadway at the Bass 2012-2013 Season

West Side Story	Jan 15-20
Memphis	Feb 12-17
Million Dollar Quartet	Mar 5-10
Peter Pan	Mar 26-31
Sister Act	Jun 18-23

## The Polar Express

Through December 23 at

### Omni Theater at FW Museum of Science and History

All Aboard! THE POLAR EXPRESS: AN IMAX EXPERIENCE will once again delight children and adults. The Omni Theater offers the only domed IMAX presentation in the Southwest of this now-classic family favorite. Using state-of-the-art CGI and performance capture technology to create a unique blend of realism and fantasy, it tells of a doubting young boy who takes an extraordinary train ride to the North Pole and embarks on a journey of self-discovery that shows him that the wonder of life never fades for those who believe.

The film will show daily through December 23. Over the past few years, the film and its accompanying Saturday Polar Pajama Parties have become a holiday tradition for many Metroplex families. Enjoy hot chocolate, wintry activities and this holiday classic while in your jammies! This year's pajama parties are December 1, 8, 15, and 21-23 (from 9-9:45am, prior to the 10am show) and December 22-23 (from 6-6:45pm, prior to the 7pm show). The party is free with paid admission.

Regular ticket prices for THE POLAR EXPRESS are **\$9** for adults, **\$8** for children (2-12) and seniors (65+). Basic Museum members receive a **\$3 per ticket discount** and MAX Museum Members receive **half price tickets!** However, ticket prices for the 7pm performances on December 22-23 (with pajama party from 6-6:45pm) are **\$10** for everyone and **\$9** for all museum members. Tickets can be purchased in advance online or by phone at 817-255-9540.

## Holiday in the Park

Six Flags Over Texas is transformed into a Winter Wonderland to celebrate the season with themed shows, elaborate decorations, and a great

selection of favorite rides and tempting holiday treats. Enjoy the holiday magic that only Six Flags can provide! The park will be open select dates through January 6, 2013 (visit [sixflags.com/overtexas](http://sixflags.com/overtexas) for park operating hours). Holiday in the Park regular main gate price is **\$64.79** with tax. **Contact your concierge to purchase tickets for only \$30.**



## Holiday Light Tours

Ring in the holidays without leaving your car or blowing the Christmas budget by visiting these spectacular light shows:

### The T's Annual Holiday Lights Tour

Dec 8-9

Stockyards Station  
130 E. Exchange Avenue, Fort Worth  
5:30pm (ticket sales), 6:30pm (buses begin loading)

View holiday lights without the distraction of driving and the bumper-to-bumper traffic. At this event you can hop on a bus and tour neighborhood light displays. Festivities, including photos with Santa, take place in the Stockyards before the hour-long tour. Cost: \$5 per person (ages 5 and younger are FREE). Parking is FREE north of Stockyards Station. Visit [www.the-t.com/Holiday.aspx](http://www.the-t.com/Holiday.aspx).

### Prairie Lights

Through Dec 31

Lynn Creek Park  
5700 Lake Ridge Parkway, Grand Prairie  
Sun-Thur (6-9pm), Fri-Sat and holidays (6-10pm)

Featuring 4 million lights along a 2-mile stretch, and takes approximately 45 minutes to drive through. On weekends allow up to an extra hour depending on volume and traffic. Admission: \$20 per car (Mon-Thur) and \$30 per car (Fri-Sun and holidays). Visit [www.prairielights.org](http://www.prairielights.org).

### Interlochen Holiday Lights

Dec 14-25 (7-11pm)

Enter from Westwood Drive at West Randol Mill Road, Arlington

Admission is FREE. Route map: [www.arlingtonpd.org/pdf/InterlochenHolidayLights2012Map.pdf](http://www.arlingtonpd.org/pdf/InterlochenHolidayLights2012Map.pdf)

### Gift of Lights

Through Jan 6

Texas Motor Speedway  
3545 Lone Star Circle (at Texas 114 & Interstate 35W)  
Sun - Thur (5:30-9pm), Fri - Sat & holidays (5:30-10pm)

Featuring more than 2 million LED lights and 600 holiday displays, proceeds benefit Goodwill Industries of Fort Worth, the Tarrant Area Food Bank and KLTy radio's Christmas Wish initiative. Admission at Gate 8: \$15 per car (Mon-Thur) and \$20 per car (Fri-Sun & holidays). Visit [giftoflightstms.com](http://giftoflightstms.com).

# HOLIDAY CONCIERGE

(11.18 thru 12.24)

1264 Main Street  
(Next to MiCocina)

Monday - Saturday 10 am - 8 pm, Sunday 12 pm - 6pm



give them the gift  
you know  
they will love....

Available in any denomination above  
\$20.00 at the Concierge or online

[www.SouthlakeTownSquare.com](http://www.SouthlakeTownSquare.com)



## ICE! featuring DreamWorks'

### Merry Madagascar

Through January 1, 2013

Sunday-Thursday: 10am-9pm

Friday-Saturday: 10am-10pm

Gaylord Texan's popular ICE! winter holiday attraction returns with an all-new, hilarious theme: ICE! featuring DreamWorks' Merry Madagascar. The DreamWorks animated holiday TV special will be brought to life in an interactive world of colorful ice sculptures and 20-foot tall ice slides (hand carved by 40 artisans from Harbin China)

entirely from TWO MILLION pounds of ice. Relive the story of how Alex the Lion and his friends saved Christmas after Santa and his reindeer crash onto the island of Madagascar. ICE! featuring DreamWorks' Merry Madagascar at Gaylord Texan will be open daily through January 1, including holidays.



Additionally, Lone Star Christmas at Gaylord Texan will provide a winter wonderland including 1.5 million holiday lights, a 54-foot rotating Christmas tree, a life-sized Gingerbread House, 12,000 ornaments, and Santa Claus himself, just to name a few. Enjoy a magical holiday experience your family won't soon forget!

**Your concierge has a promotional discount code and documents which explain in detail how to utilize that online code to purchase discounted ICE! tickets (for select dates).** Please contact us to email that to you. For more information, visit [www.gaylordtexan.com](http://www.gaylordtexan.com).

## The Trains at NorthPark

Through January 6: Mon-Sat (10a-9p), Sun (12p-6p)

Early closings will apply on some days

Each holiday season, over 80,000 visitors watch the most elaborate toy train exhibit in Texas, with locomotives whizzing on a journey across America—past the skyline of Dallas, New York City, San Francisco, New England and Washington, D.C.

This year, the annual Trains Exhibit (located on level 2 near Barney's New York) is celebrating its 25th year supporting the Ronald McDonald House of Dallas, which serves as a home away from home for families of ill or injured children who are receiving critical medical care in Dallas. More than just another seasonal attraction, the Trains at NorthPark experience will immerse visitors in a brilliantly themed holiday train environment the moment they walk through the door. The sights and sounds of the American railroad combined with hand crafted scenery, offer an exclusive and thrilling destination for visitors who wish to experience the art of the train. **Tickets are AD (\$6), CH/SR (\$3), CH/under 2 (FREE).** Discount tickets are at Tom Thumb (\$1 off regular admission).

Since 1987, this fundraiser, presented for the 4th year in a row by Bank of Texas, has raised money for the Ronald McDonald House of Dallas. Currently, this annual event is the largest fundraiser for the organization.



## 25th Annual Partyfest

The 25th Annual Partyfest "Spring Showcase" is the largest one-day exhibition and tradeshow of its kind held in the Southwest... a spectacular one-day event featuring over 250 of DFW's top party and event suppliers. Check out the hottest industry trends while networking with the pros. Educational seminars, food and beverage samplings, silent auction and exciting new product demonstrations will be highlighted throughout the day to help YOU plan your next special event. **MARK YOUR CALENDAR!** Partyfest: "Where Great Parties Begin!"

**Date:** Wednesday, January 9, 2013

**Place:** Dallas Market Hall (2200 N. Stemmons Frwy. at Market Center Blvd.)

**Times:** 11am-4pm Tradeshow & Silent Auction,  
12pm-3pm Three FREE Educational Seminars

**Admission:** \$10 at the door - FREE PARKING

Contact your concierge to email you a VIP pass for complimentary admission, then register to attend at [www.ApplauseProductions.com](http://www.ApplauseProductions.com). For more information, visit [applauseproductions.com/partyfest-tradeshow](http://applauseproductions.com/partyfest-tradeshow).

## Movie Ticket Price Increase

The following theaters raised prices last month. Angelika increased \$0.75 per ticket and AMC Gold & Silver by \$0.50 per ticket. We were given one last opportunity to place an order at the lower price. So, we will continue to sell that inventory at the lower price until we run out. The new AMC stock will have a new design when we reorder and those will be at the higher prices. So, if you visit the theater often or plan to use movie tickets as stocking stuffers this year, be sure to stock up at the lower price while they last. These two theaters do not have expiration dates on their tickets.

