**BRIDGESTONE ARENA**

**ARENA POLICIES AND PROCEDURES**

Bridgestone Arena is committed to creating a safe, comfortable, and enjoyable experience for all guests. All guests shall remain respectful and courteous to Arena staff and fellow patrons and guests must comply with directives from Arena staff regarding Arena policies, emergency response procedures and behavior which impacts the event experience. The Arena values the support of all guests and reserves the right to eject any guest for any reason. In order to maintain the safe and enjoyable access to Bridgestone Arena and its outdoor plaza areas (collectively, “Arena”), all Arena Rules and Regulations below will be applicable and enforceable.

**LOST AND FOUND**

Items found before, during, or after an event should be turned into the AT&T Fan Information Center. Items will then be turned into security, logged in and kept for 14 days. Items may be donated to charity or disposed of at the discretion of Arena management if not claimed after such period. The Arena is not responsible for any lost or damaged items. To file a claim for a lost item, visit bridgestonearena.com

**SERVICE ANIMALS**

Service animals to aid individuals with Disabilities Act. There are exceptions include service animals to aid individuals with disabilities. Service animals to aid individuals with disabilities are permitted at all entrances. All individuals entering the Arena are screened and all personal items and bags will be subject to security screening.

**GUEST DRESS CODE**

Guests entering the Arena must be properly attired, which includes shoes. Proper clothing items must be worn at all times in the Arena. Guests displaying obviously inebriated and/or inappropriate clothing are subject to management discretion and may be prohibited from entering or remaining in the Arena.

**PROHIBITED ITEMS**

Guests are not permitted to bring the following items to the Arena:
- Backpacks
- Bottles or cans
- Coolers
- Food or drink purchased outside (including alcohol)
- Helmets
- Illegal drugs
- Luggage
- Poles or sticks of any kind such as flappies, brooms, or hockey sticks
- Selfie sticks
- Smoke or tobacco products
- Snow making devices including, but not limited to: air horns, sirens, whistles, cowbells, megaphones and any other noise/receivers or amplified devices in use from the overall guest experience and interfere with event programming, advertising, and safety announcements. As such, all noise making and amplification devices are prohibited.

**GUESTS WITH HEALTH CONCERNS**

- Guests may not engage in fighting, taunting, assault, intentional and unwanted physical contact with another guest, making threatening gestures, throwing objects or other behavior deemed potentially detrimental to the experience of other guests; those who are currently under the influence of drugs or alcohol will result in ejection from the event.
- Guests are encouraged to report inappropriate behavior to Arena staff.
- Guests who consume alcohol must do so in a legal and responsible manner.
- Guests shall comply with requests from Arena staff regarding operational and emergency procedures.
- Guests may not engage in unauthorized commercial activity on property.
- Violation of these Rules and Regulations may result in ejection without a ticket refund.
- Guests must be courteous to other guests when entering and leaving the Arena.
- Guests shall refrain from placing cups or other items on walls or ledges.
- Guests shall refrain from sitting or standing on seat backs or stepping over or on seats.
- Guests who fail to abide by Arena policies and/or state and federal law are subject to ejection from the Arena.

**ARENA POLICIES AND PROCEDURES**

**PROHIBITED ITEMS**

- Accessible seating is available in accordance with the Americans with Disabilities Act. Accessible seating is available on a first-come, first-served basis.
- Assistive listening devices are available upon request from the AT&T Fan Information Center. A valid government-issued ID is required as collateral for using an assistive listening device.
- Disabled parking is available in the 6th Avenue Garage. The spaces are limited and available on a first-come, first-served basis.
- Sign interpreters are available upon request. Sign interpreters must be in attendance in advance, two (2) weeks prior to the event. To request a sign interpreter, please call 770-2000.
- Wheelchairs are available upon request at the AT&T Fan Information Center. A valid government-issued photo ID is required as collateral for borrowing a wheelchair.
- Disruptive and/or disorderly guests should be reported to an usher or event staff member immediately. Disruptive and/or disorderly guests must vacate Arena property immediately.
- First Aid
- Vanderbilt first aid centers are located on the main and upper concourses and near Section 213. Trained medical personnel are on site for every ticketed Arena event and are available to those needing assistance.

**GUEST SERVICES & GENERAL INFORMATION**

- Elevators are located at the southwest and southeast sides of the arena. The southwest elevator is located next to the 6th Avenue parking garage entrance and is accessible to main, suite, club and box sections. The southeast elevator accesses all levels except the upper concourse.
- Guest Drop-off: eastbound curbside lane of Broadway between 6th & 5th Aves.
- Guest Survey: Guests attending Arena events will be asked to complete a voluntary post-event survey. The survey is utilized by the Arena to ensure the best possible guest experience.
- Mother's Lounge: The Arena has a room dedicated to mothers, equipped with changing tables and nursing chairs located on the Club Level near Section 213.
- If applicable, lines for general admission seating start at 6AM on the day of event at the Sofrino Entrance Plaza.
- Camping and sleeping overnight on Arena property is prohibited.

**EVENT ASSISTANCE**

Guests can contact Arena representatives directly for assistance with issues ranging from security to cleaning matters. Guests can directly contact an Arena representative or download the official Preds App and request help during the event.

**TOXICATED GUESTS**

Guests who are visibly intoxicated or display obvious signs of intoxication may be ejected from the Arena. If you observe or encounter a visibly intoxicated guest or a guest with obviously intoxicating signs of intoxication at the Arena, please contact an Arena representative and/or a uniformed officer. Visibly and obviously intoxicated guests are subject to ejection from the event.

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