

# EVENT POLICIES AND PROCEDURES

## **Banners/Signs**

Any type of banner and/or sign may not be brought into the Bert L. & Iris S. Wolstein Center, unless authorized by Bert L. & Iris S. Wolstein Center Administration. Guests must return any unauthorized banner and/or sign back to their vehicle.

## **Cameras and Recording Devices**

Information regarding our camera policy is determined by each show and therefore varies from event to event. For most events, small, instamatic cameras will be permissible. Digital cameras, or cameras with professional lenses, will not be permitted. Recording devices, whether audio or visual, are not permitted within the arena. Feel free to give us a call at (216) 687-9292, to ascertain the appropriate information prior to your arrival.

## **First Aid Station**

Our First Aid Station is located at Section 114 on the main concourse. Trained medical personnel are on staff for every arena event at the Bert L. & Iris S. Wolstein Center and are available to guests and employees needing medical assistance. The Bert L. & Iris S. Wolstein Center Event Team is trained to help guests who need to call for assistance in medical emergencies.

## **Food and Beverage**

Outside food and beverage is not permitted into the Bert L. & Iris S. Wolstein Center. We offer a variety of food and beverage items, including Pizza Hut and Pierre's French Ice Cream. In addition to these selections, our traditional menu includes hot dogs, nachos, popcorn, pretzels, soft drinks, bottled water and various candy products. The arena has eight full service concession stands and two full service bars located in the Cintas Backstage Café. SAVOR...Cleveland Catering by SMG is the exclusive food and beverage provider at the Wolstein Center and as a licensee is responsible for the sale and service of alcoholic beverages in accordance with Ohio State Liquor Regulations. Alcoholic beverages are not permitted into the venue and must be purchased through SAVOR...Cleveland Catering by SMG. Proper identification must be provided for the purchase of any alcoholic products.

## **Lost and Found**

Please report a lost item to one of our Event Team members, or you may bring the item to our Guest Services Office, located on the main concourse at Section 113. If you feel that you have left an item behind while attending an event at the Bert L. & Iris S. Wolstein Center, feel free to give us a call the next day at (216) 687-9292.

## **Re-Entry Policy**

The Bert L. & Iris S. Wolstein Center has a no re-entry policy. Once you leave our facility during an event, you may not return under any circumstances. Exceptions are only made in the case of medical situations and emergencies. Guests with medical emergencies, or other emergencies, who want to leave and then return should stop by our Guest Services Office for assistance.

## **Solicitation/Vending**

The Bert L. & Iris S. Wolstein Center will not permit vending, soliciting, collecting contributions for any purpose or distributing of promotional materials on the premises.

## **Smoking Policy**

The Bert L. & Iris S. Wolstein Center is a smoke-free facility; therefore, smoking is not permissible in public areas by any guest or employee. A designated smoking area is set up outside at the Gate C Plaza. For certain events, this area may be utilized and another area may be designated in its place. The Bert L. & Iris S. Wolstein Center reserves the right to prohibit smoking entirely for certain events. Thank you in advance for your cooperation.

## **Ticket Policy**

All guests entering through our gates must present a valid ticket as a means of admission to the designated event. Policies regarding the purchase of a child's ticket varies for most family shows. Please feel free to contact us at (216) 687-9292 to check on the age requirement when purchasing tickets for children.