**FREQUENTLY ASKED QUESTIONS**

**How do I change the address on my account?**
- Contact your Membership Services Executive to update your contact information on file.

**How do I donate my Avalanche Tickets?**
- Visit ColoradoAvalanche.com and select the tickets tab located at the top right of the screen. At the very bottom of the page click “Donate Tickets” and fill out the donation form. https://www.ksetix.com/avalanche/donate-season-tickets/

**Who is the Season Ticket Member of Record?**
- Purchasers of season tickets and multi-game plans are assigned an account, and this account is generally maintained in the name of the purchaser. In the case of a business account, the purchaser must provide the Colorado Avalanche with the contact person for the account. The name under which the account is maintained (account name) on the season ticket database is the “season ticket member of record”.

For example, a corporate account should be listed as the “Jones Company, Attention John Smith,” in contrast to a personal account at a company, which would be listed as “John Smith, the Jones Company.” The season ticket member is generally the person who pays for the tickets.

In the event a third-party payment is accepted by the Avs, such acceptance shall not give the third party any renewal or post-season privileges, or cause or require the Avs to change the account name. The Avs will treat the account holder as the purchaser of season tickets in such circumstances, including for the purposes of season ticket renewal. Any excess funds or overpayment will be refunded only to the season ticket member of record. The Colorado Avalanche reserve the right to make the final determination in the event of any dispute concerning who is the account holder or season ticket member of record.

**Can I transfer my tickets?**
- You can transfer any seats to an upcoming game via the Flash Seats Marketplace. Log onto www.flashseats.com/, go to the “My Tickets” tab and select the game and seats you want to transfer. Then, fill out the email address and contact name of who you would like to transfer to and click submit. The recipient will receive a confirmation from Flash Seats via email. Please note*** the recipient will need to accept the tickets to complete the transfer.

**Can I exchange/upgrade my tickets?**
- Yes, you can exchange any unused tickets for any games on our “Redemption Nights” schedule.
- Yes, you can upgrade your seats, but you must do so at least 24-hours prior to the game you would like to upgrade your seats. If you would like to upgrade within the 24-hour timeframe, please refer to your Blueline Loyalty Program in the Colorado Avalanche app.

**Where is Box Office and Will Call?**
The Pepsi Center Box Office and Will Call Lobby is located between 9th and 11th Streets on Chopper Circle. Access is through the doors located on the South side of the Arena, next to the Breckenridge Brewery Mountain House.
- During the sports seasons, the box office is open from 10 a.m. to 6 p.m. Monday through Friday and on Saturdays from 10 a.m. to 3 p.m. If there is an event on a Sunday night, then the box office will be open starting at 12 p.m. If there is an event during the day on Sunday, the box office will be open at 10 a.m. During the offseason, the box office hours are 10 a.m. to 5 p.m. Monday through Friday and closed Saturdays
and Sundays (unless there is an event). Call the box office at (303) 405-1111 x 0 to confirm its hours of operation. Tickets are not available for purchase at the box office on the first day of the general public on sale for all non-team events. The box office accepts American Express, Discover, MasterCard, Visa and cash. Tickets can also be purchased online at AltitudeTickets.com or by phone through Altitude Tickets at 303-893-TIXS (8497) or 1-866-461-6556.

**How do I purchase individual game tickets or tickets in advance?**
- Call your Membership Services Executive to see what your special Membership rate is for prospective games.

**Is there a drop-off and pick-up zone at Pepsi Center?**
- Yes, the drop-off and pick-up zone is located outside of the East Atrium entrance.

**What are the parking options?**
- **Pepsi Center Toyota Parking Lot**
  - Pepsi Center has 4,930 parking spaces located on its grounds. Elitch Gardens provides an additional 2,000 spaces and the Auraria Campus, located across Auraria Parkway, also provides parking.
  - **Camry Lot (VIP)**
    Camry (VIP) Lots are located on the southwest side of Pepsi Center. During Colorado Avalanche home games, access is restricted and available only to vehicles displaying a VIP parking pass.
  - **Prius Lot**
    Prius Lot provides parking to permit holders and the general public.
  - **RAV4 Lot (Premier Parking)**
    RAV4 Lot is available to the general public and offers Pepsi Center’s closest parking spaces.
  - **Valet Parking (Land Cruiser Lot)**
    Valet Parking is available to the general public and offers the most convenient way to arrive and leave Pepsi Center. Valet drop-off and pick-up is located on the circle drive outside of the East Atrium.
  - **Parking for Guests with Special Needs**
    Pepsi Center has more than 99 parking spaces for guests with special needs. The designated spaces are located in Lots Camry, RAV4 and Tundra.

**When do the parking lots open?**
- Toyota Parking Lots at Pepsi Center will open three hours prior to an event and parking staff will remain on duty one hour after an event.
- For most events, Pepsi Center doors will open one hour before an event and close to entry at the conclusion of an event. Please contact Guest Relations at 303-405-8548 for specific door times.

**Is smoking allowed at Avs games?**
- Pepsi Center is a non-smoking facility. Smoking, chewing tobacco and alternative smoking devices (electronic or vapor) are only permitted in the designated smoking area. The smoking area is located just outside the East Atrium/Lobby and can be accessed from Stairwell 5 (Sections 144, 254, 373) or the East Atrium/Lobby. Guests must have a valid ticket to access this area. Any Guests smoking inside the venue or in a non-designated area will be subject to ejection. Any form of marijuana consumption is prohibited on Pepsi Center property. Please note: In accordance with city ordinance, smoking is not permitted within 30 feet of entry doors.

**Can I bring a camera to Avs games?**
- Fans are welcome to bring personal, point and shoot cameras into Pepsi Center. Cameras with telephoto or long interchangeable/detachable lenses and external flash (professional photography equipment) are not permitted inside Pepsi Center at any time. Detachable and attached lenses cannot be longer than four inches. Video recording devices, audio recording devices, monopods, bipods, tripods and selfie sticks are also not permitted. IPads and GoPros are permitted for sporting events only. Video recording on any device and/or flash photography is prohibited at all times. This policy will be strictly enforced and management reserves the right to deny any electronic device or ask it to be removed from the camera at their discretion. For camera policies concerning a specific event please contact Guest Relations for more information at 303-405-8548.
What is your policy on alcohol?

Pepsi Center and our partners strongly encourage responsible consumption of alcoholic beverages. A summary of alcohol policies is listed below:

- Any Guest who is intoxicated before entering Pepsi Center may be denied entry into the facility. Any Guest found intoxicated within Pepsi Center or causing a disturbance as determined by management will be asked to leave the facility without refund and may be subject to further consequences.
- Pepsi Center does not allow alcohol (including bottled wine) to leave the Arena.
- There will be a limit of two alcoholic beverages sold to or in possession of each Guest, per ID check; this is subject to change based on management discretion or on an as needed event basis.
- The following four documents are the only valid unexpired forms of identification acceptable by Pepsi Center food vendors:
  - Current, valid Driver’s license
  - Current, valid State ID w/photo
  - Current, valid Military ID w/photo
  - Current, valid Passport
- To encourage responsible drinking, Pepsi Center and ARAMARK Sports & Entertainment participate in the Designated Driver program. The Designated Driver program promotes responsible consumption of alcoholic beverages. Guests 21 years and older wishing to participate may go to the kiosk located near Section 130.
- Pepsi Center management reserves the right to eject any individuals under the age of 21 who illegally purchase, possess or consume alcohol or are visibly intoxicated. These individuals are also subject to citation or arrest by Denver Police.
  - Individuals providing alcohol to those under 21 will also be ejected and subject to citation or arrest by Denver Police. The cutoff time for alcohol sales varies by event. Please contact any Guest Relations staff for more information. Alcohol cutoff times are subject to change without notice.
- Guests found with alcohol brought from outside the facility will be ejected and subject to citation.

Can I bring a sign or bag to a game?

- Soft-sided personal size bags and containers are allowed into Pepsi Center. All permitted bags are subject to search both upon entry and within the arena. See PROHIBITED ITEMS on page 30 for a full list of all prohibited items. Please contact Guest Relations at 303-405-8548 for more information.

What is considered appropriate behavior at an Avs game?

For any show or event-specific policies, please contact Guest Relations at 303-405-8548. All Pepsi Center Guests are expected to maintain reasonable and appropriate behavior at all times. Any behavior disregarding the code of conduct as determined by facility management can result in ejection and possible arrest by Denver Police. Ejected Guests will not receive a refund for their tickets or be compensated in any way.

Inappropriate behavior includes, but is not limited to:

- Standing on chairs/seats/tables/platforms/railings.
- Intoxication or disorderly conduct.
- Fighting or challenging others to fight.
- Interference with the event or participants of the event in any way.
- Throwing, tossing or discharging any object.
- Using profanity and/or other offensive words and gestures.
- Harassing, taunting or using offensive language against the players, referees, performers, other Guests or staff.
- Entering a restricted area, seating area or disabled seating platform without the proper ticket.
- Disturbing other patrons’ enjoyment of the event.
- Failing to comply with facility personnel.
- Violating Pepsi Center rules, regulations and policies.
- Violating any local, state or federal laws.

Pepsi Center management reserves the right to deny entry, relocate or eject patrons from the facility including Guests displaying
inappropriate behavior, as determined by facility/event management. Fans can text FANSOS to 69050 with their seat location and issue to Pepsi Center personnel or may notify the nearest Pepsi Center staff member of the issue. Your text will be replied to and Event Staff will respond to your seating section. Texting instructions can be seen on the scoreboard and fascia screens around the Arena as well as fixed signage hanging from the corners of the ceiling and also in all bathrooms. Standard texting rates will apply.

ADA Information
• Pepsi Center is committed to providing every Guest with a comfortable and enjoyable experience at the Arena, including Guests with disabilities. To accommodate Guests with disabilities, Pepsi Center offers the following:
  - 15 minute drop off zone located on Chopper Circle outside the box office lobby.
  - Parking for Guests displaying a state issued handicapped placard or license plate in Toyota Camry North, Tundra and RAV4 Lots. For more information on Pepsi Center parking and rates, call 303-405-1299.
  - Accessible parking is available on a first-come, first-served basis.
  - Accessible seating options throughout the Arena. For more information on accessible seating, please call the box office at 303-405-1111 x 0.
  - Assisted listening devices available upon request at the Guest Relations Kiosk (Grand Atrium only).
  - All restrooms, drinking fountains, ATMs and counters at concession stands are accessible.
  - Dedicated concourse tables. Elevators located in the Grand Atrium and East Atrium.
  - Electrical outlets for recharging wheelchairs and other necessary equipment in the seating areas designated for patrons with disabilities. Please locate any Pepsi Center staff member for assistance.
  - Interpreting services for Guests with hearing impairments. Please contact Guest Relations at 303-405-8548 at least 72 hours prior to event to schedule.
  - Wheelchair escort service provided by Guest Relations. Escorts provided to and from curbside and Guests’ seats only.

ADA SEATING
• Permanent accommodations for wheelchair seating are available on all levels of Pepsi Center:
  - **Service Level:** Sections 106 & 144
  - **Lower Level:** Sections 102, 106, 120, 130, 134, 136, 138, 140 & 144
  - **KeyBank Club Level:** Sections 216, 236 & 256
  - **Upper Level:** Sections 305, 311, 317, 327, 333, 339, 345, 351, 357, 367, 373 & 379
  - Wheelchair and accessible seating tickets are available through the Pepsi Center Box Office. Companion seating is also available for purchase in each of the wheelchair seating sections. Contact the Pepsi Center Box Office at 303-405-1111 x 0 for more information and availability.

Club Lexus
Club Lexus, Pepsi Center’s premiere space, is an experience unlike anything else the Denver sports fan has ever seen. All-inclusive signature food and beverage selections, exclusive parking, dedicated concierge service and extraordinary backstage access makes Club Lexus a truly first-class destination to enjoy on game nights. Club Lexus is sure to leave a lasting impression on your clients, employees, family and friends. Levy Restaurants, the premier food provider at Pepsi Center, will feature unique culinary experiences for every game. Club Lexus is where uncompromised luxury meets sport. For more information, please visit PepsiCenterClubLexus.com.