



## **RBC CENTER RULES & REGULATIONS**

**The following rules and regulations are in effect during all RBC Center events to ensure the safety and comfort of our guests.**

**Please feel free to contact 919.861.CARE (919.861.2273) for more information, additional questions, or concerns.**

### **ITEMS YOU MAY NOT BRING INTO THE FACILITY**

- Bottles, Cans, Coolers, Liquid Containers, Alcoholic or Non-Alcoholic Beverages
- Food, Fireworks, Illegal Substances
- Chains, Studded Bracelets & Belts
- Weapons of any kind, including firearms (see below)
- Backpacks, Oversized bags
- Laser Pointers, Aerosol Cans, Noisemakers
- Large Banners, Signs and Sticks (see below)
- Video & Audio Recording Devices, Camera bags, Cameras with detachable lenses
- Pets (service animal information below)

***All guests entering the facility are subject to search as permissible by law. Refusal will be grounds to prohibit admission.***

Conditionally permitted items are as follows:

#### **Signs and/or Banners**

- Signs and/or banners shall not be allowed within the arena.

#### **Law Enforcement Officers**

Off-duty police officers and other law enforcement officers may NOT bring firearms or concealed weapons into the facility.

#### **Service Animals**

For those requiring the use of service animals – they are welcome at the RBC Center. Please contact the arena in advance if any accommodations are required.

### **RBC CENTER ADMISSION**

**TICKETS** may not be sold or resold on RBC Center property except in the designated ticket resale zone located at the south end of the arena across Peter Karmanos Drive - on the sidewalk.

## RBC Center Rules and Regulations

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- **All guests over the age of 24 months entering the arena must have a valid event ticket** to gain admission. Some events require a ticket for every person, regardless of age.
- **Exit / Re-entry into the RBC Center is NOT permitted** except for smoking breaks located in the designated areas opposite sections 108 and 115 on the main concourse. There may be times when this policy is suspended as the event warrants. However, please do not assume that a ticket stub will be valid for re-admission if exiting the building.

### SEATING

- **Please sit only in your assigned seat.** Seating locations within the RBC Center are reserved for guests holding valid admission tickets.
- **Retain ticket stubs** to allow ushers to verify proper seat location.
- **Aisles should be kept clear** at all times. Emergency situations require that stairways be kept clear. Guests sitting or standing in the aisles or walkways is prohibited.

### GUEST CONDUCT

**PROPER BEHAVIOR** is expected from all of our guests. Foul language, abusive/rowdy behavior and physical confrontation will not be tolerated at the RBC Center and will be cause for ejection and/or arrest. Guests are encouraged to cheer as they like, provided they comply with the above and do not use obscene language or gestures of any kind. In addition, guests may not block the game/event view from or cause harm to another person.

Please immediately notify the nearest usher or arena representative if actions of this type or other offenses occur near you.

**STANDING & CHEERING** Media reports have said that we are one of the loudest buildings in the NHL. Although we love for our fans to cheer, from a customer service standpoint we do have to maintain some basic protocols. As some fans like to stand and cheer, others prefer to sit and cheer. Those that choose to sit are also entitled to enjoy the event from their seats without obstruction. To that end, we must also ensure they can enjoy the event as well. Keep in mind that many guests have disabilities and may not be able to stand or get up and down as others are able to do so. Fans are advised that while enjoying the event and cheering for the team, to please be considerate of those around you and sit when others are seated or cheering for a performance.

### SEAT RELOCATION

RBC Center management reserves the right to relocate seating to any performance, event or game. Management also reserves the right to refuse admission to any person, or confiscate any ticket and any alcoholic beverages, bottles, cans, and coolers of any person whose conduct is deemed by management to be disorderly or who fails to comply with these and others rules and regulations.

**ENTERING THE PLAYING FIELD**, floor, or restricted areas of the building is strictly prohibited and may result in ejection and/or arrest.

**SMOKING IS NOT PERMITTED** in any area inside of the arena. Smoking areas are available outside the arena. Guests wishing to smoke are directed to the appropriate exits, located at sections 108 and 115.

**LOITERING AND SOLICITING PROHIBITED**; the soliciting of rides, loitering, selling or offering to sell and purchase of goods and the soliciting of funds or services including the distribution of flyers, or holding of signage not relative to the event in which a valid ticket has been purchased is prohibited on RBC Center property; including the immediate vicinity thereof is prohibited.

**TRESPASSING PROHIBITED** on the RBC Center property. Only invited guests, those doing business with the RBC Center and/or those holding valid event tickets may enter onto and remain on the property for the purpose of conducting said business with the RBC Center and/or attending a scheduled event.

**ILLEGAL PARKING** on roadways, medians, grass malls, and traffic lanes prohibited. All guests must follow the directions of our parking and traffic agents. Violators may be ticketed by local police and/or towed at the owner's expense.

**PARKING LOTS AND ROADWAYS** are to be used in a safe manner. Circulation between lots is prohibited.

**BALL PLAYING AND SKATING** are safety hazards and therefore are not allowed inside or outside of the RBC Center. Anyone seen skating will be asked to remove the wheels from the shoe or refrain from using the skating medium (i.e. Rollerblading, Skateboarding, Heelys, etc).

**TAILGATING** is permitted; however, cars must occupy only one parking space. Use of grills must follow *OPEN FIRES PROHIBITED* guidelines.

### **OPEN FIRES PROHIBITED**

The igniting of fires for any purpose whatsoever is prohibited on RBC Center property, except when allowed in grills provided by guests in the parking lots only. The use of grills is prohibited on sidewalks, near buildings with or without canopies or in any area where guests or property may be damaged.

### **DAMAGING OF SHRUBS OR PLANTS AND DEFACEMENT OF THE FACILITIES**

No person shall cut, mutilate, or remove any trees, shrubs, flowers, plants, topsoil, or sod located upon the property unless authorized by management. Injury, defacement, removal, or destruction of the surface of the facility or its structures, appurtenances, recreational facilities, or property is prohibited.

**MERCHANDISE** may not be sold on RBC Center property or areas adjacent to the RBC Center.

**ADDITIONAL RULES AND REGULATIONS** may be posted on RBC Center property or may be communicated through Arena Staff. Violation of Arena policies or state/local laws may result in ejection, fines, and/or prosecution, and violators may be barred from future events at the RBC Center.

**EMERGENCY EVACUATION PUBLIC ADDRESS ANNOUNCEMENT**:-played before each event as required per Raleigh FD (Standard Fire Prevention Code 3101.54).

"Ladies and Gentlemen, for your safety we ask that upon your arrival at the RBC Center that you to take a moment to locate the nearest exit and alternate exit from your seating section.

The RBC Center is equipped with Emergency Generator Power, which will be activated automatically in the event of a blackout.

In addition, each aisle is outfitted with emergency lighting, which is designed to safely illuminate your way to the nearest Exit. All Exit Signs are illuminated in RED, so that our guests can easily identify them.

The RBC Center has a total of 89 Exits:

29 Exits from the Main Concourse  
24 Exits from the Club Concourse  
36 Exits from the Upper Concourse

Please see one of our staff members should you have any questions or call our 861-CARE hotline.

Thank you."