

Ralph Engelstad Arena Entry Policy



Arrive Early



Travel Light

ONLY BRING ESSENTIAL ITEMS TO EVENTS



Do Not Bring Bags

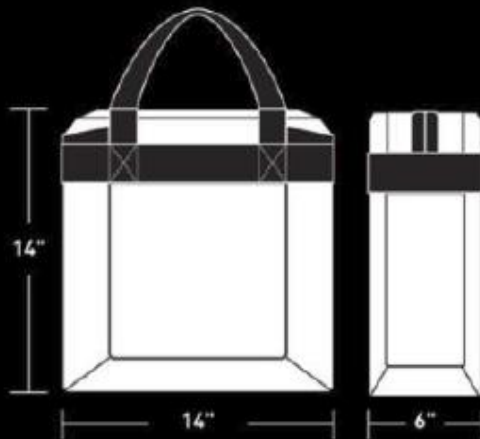
LEAVE BAGS AT HOME UNLESS ABSOLUTELY NECESSARY



APPROVED BAGS

SHOULD NOT EXCEED 14" x 14" x 6"

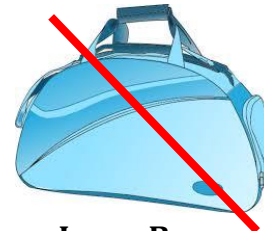
Backpack-style diaper or infant supply bags are permitted, but must be accompanied with a child and meet the 14" x 14" x 6" bag size policy. Medical bags and equipment are also permitted.



NOT PERMITTED



Backpacks



Large Bags



Briefcases



Professional Cameras
(Lenses longer than 4")

Prohibited items include, but are not limited to:

- Coolers, large bags, bottles, cans, thermoses, or projectiles of any kind
- Weapons, guns, knives, sticks, etc. (any dangerous items)
- Bicycles, roller blades, and skateboards
- Glass containers
- Animals DEAD or ALIVE (except for service animals)
- Recording devices, video cameras, professional cameras (except for properly accredited media)
- Air horns, whistles, or noisemakers
- Non-prescribed drugs
- Alcohol
- Food and beverages of any kind (other than food purchased from REA licensed vendors)
- Any unauthorized signs
- Selfie sticks
- Aerosol spray bottles of any size (including mace)
- Helium balloons

Ralph Engelstad Arena reserves the right to prohibit any item(s) that it deems unsafe or potentially dangerous.

- Entry policies (bag checks, security screening, etc.) will be enforced at all REA facilities. Ralph Engelstad Arena reserves the right to change or alter venue policies without prior notification in the interest of public safety.
- The entity referred to in this document as "Ralph Engelstad Arena" is comprised of any and all facilities/areas located on the property including Ralph Engelstad Arena, the Olympic Arena, and the Betty Engelstad Sioux Center.

Ralph Engelstad Arena – Security Screening FAQs

► **Am I allowed to carry a bag into Ralph Engelstad Arena?**

Approved bags may not exceed 14" x 14" x 6" in size. Large bags and backpacks, along with hard-sided bags, are not permitted inside of the facility. All bags and purses are subject to search when entering the facility or at any time while inside the facility by REA staff.

► **What if I have special medical equipment or child care items that I need to have with me?**

Backpack-style diaper or infant supply bags are permitted, but must be accompanied with a child and meet the 14" x 14" x 6" bag size policy. Medical bags and equipment will also be permitted after proper inspection.

► **What should guests do if they bring a bag that does not meet the bag standards/guidelines?**

There are no provisions to check bags at the gates and guests will be asked to take the prohibited bags back to their vehicles. Ralph Engelstad Arena will not maintain custody of any such bags on behalf of guests and is not responsible for bags that are left behind, lost, stolen, or damaged.

► **What should guests do with prohibited items?**

Guests should not bring prohibited items into the facility. Prohibited items discovered at the gate will either be discarded or will need to be returned to a vehicle. Ralph Engelstad Arena will not maintain custody of any such items on behalf of guests and is not responsible for items that are left behind, lost, stolen, or damaged.

► **What can I expect when I arrive at the gate?**

All guests will be asked to pass through walk-through metal detectors upon entry. As you approach a gate, remove any keys, cell phones, and cameras from your pockets and place them in the containers provided. Place any bags, purses, or items on the designated tables prior to passing through the metal detectors. Wait for the security officer to direct you through the metal detector. Once through, gather your personal belongings and proceed to a ticket taker.

► **Do I need to remove my belt, shoes, or jacket?**

It's possible, based upon the location of an alarm on the magnetometer (walk-through or hand-held metal detector), that guests will be asked to remove their belt, shoes, or jacket. However, it's not needed unless a guest is directed to do so by a security officer.

► **What happens if the alarm goes off when I walk through the metal detector?**

If a walk-through metal detector alerts a security officer to the presence of items that require further inspection, guests will be directed to the side where they will be re-screened via a hand-held metal detector or a physical pat-down. When items in question are discovered, guests will be asked to display them and/or allow a security officer to examine them. At this time, the security officer will determine whether these items will be permitted into Ralph Engelstad Arena.

► **What if I arrive with a mobility device or if I am medically unable to enter through a metal detector?**

Guests who are unable to enter through a metal-detector will be subject to the use of a hand-held metal detector and/or a light pat-down search, as well as an inspection of the mobility device.

► **Why is Ralph Engelstad Arena limiting bag size and using metal detectors?**

These security measures have been implemented in order to provide a safe environment for our guests and to expedite entry into the facility.

► **What time do the doors open?**

The doors for men's hockey, volleyball, and basketball games open 60 minutes prior to game time. For all other events, please check the Ralph Engelstad Arena website for door opening times.

Ralph Engelstad Arena reserves the right to change or adjust the door opening time for any event held at the facility or on the property. Entry policies (bag checks, security screening, etc.) will be enforced at all REA facilities. Ralph Engelstad Arena reserves the right to prohibit any item(s) that it deems unsafe or potentially dangerous. Ralph Engelstad Arena reserves the right to change or alter venue policies without prior notification in the interest of public safety.

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