

Joseph J. Gentile Arena Norville Center for Intercollegiate Athletics 2015-2016 Facility Policies

The Gentile Arena and Norville Center for Intercollegiate Athletics, in conjunction with the Student Complex of Loyola University Chicago has a strict and all-inclusive set of policies that they expect all uses of the space to adhere to. These policies, which include the general Fan Code of Conduct established by University Athletics, can be found below:

A

- Accessible Parking
 - Available in the main parking structure on campus off of Kenmore Avenue.
- Accessible Seating
 - Located in the upper level unless accommodations are requested and other arrangements are feasible based on the event taking place.
- Address
 - Gentile Arena- 6525 North Winthrop Ave. Chicago, Il. 60626
- Admission
 - All patrons entering Gentile Arena must have a valid ticket to gain admission. If you have any questions or need additional assistance, please check with the Ticket Office prior to attending the event.
- Aisle Courtesy
 - For the safety and courtesy to all guests, aisles must be kept clear at all times. Please allow the directions of the ushers assigned to your section and refrain from sitting or standing in the aisles.
- Alcoholic Beverage Policy
 - Guests are not permitted to bring in any outside alcoholic beverages, nor are they permitted to leave the building with alcohol purchased inside Gentile Arena. Alcoholic beverages may be purchased inside the arena at most events. All alcohol purchases must be accompanied by a valid state issued driver's license or ID, passport or Military ID. You must be 21 years of age to purchase alcohol. Management and Campus Safety have the right to refuse service at any time. Alcohol sales can be terminated at any time at the discretion of Gentile Arena Management or Campus Safety.
- Animals
 - Animals or pets of any kind are prohibited with the exception of service animals. Service animals are welcome inside the building but must remain on a leash or in a harness at all times.
- Announcements/Paging
 - All announcements made within the Gentile Arena, Norville Center for Intercollegiate Athletics, or Hoyne Field must be approved by Student Complex and/or University Athletics administration. This includes announcements regarding event updates/information, crowd control, and any public announcement meant to gain the attention of the general audience, etc.

- Student Complex and/or University Athletics administration reserve the right to discontinue announcement privileges as a result of not following the announcement policy or due to the content of the announcement being deemed as inappropriate and/or disruptive to the normal day to day operations of athletic facilities (Gentile, Norville, Hoyne Field).
 - Audio from personal devices (i.e. cell phones, tablets, TV's) should not be loud enough to be heard by others in the facilities unless those devices are used in a closed and reservable space.
- Assistive Listening Devices
 - Assisted Listening Devices are available upon request on a limited basis.
- ATM's
 - Located in the Northwest corner of Gentile arena.

B

- Baby Changing Stations
 - The baby changing station is located in the family restroom located in the south lobby of the arena.
- Balloons
 - Balloons are allowed into the arena concourse only unless given permission to carry them into the arena.
- Banners and Signs
 - Signs which are hand-held and no greater than 24" x 24" in size are allowed at most events. Signs may not be hung or fastened anywhere in the arena. Signs should not be obscene in nature or cause any disturbance with other fans or to the events/games. Gentile Arena reserves the right to not allow a sign to enter or remove any banner or sign without exception if it is offensive and not following the guidelines of the arena or the University.
- Bicycles/Skateboards/Rollerblades
 - Bicycles, skateboards, rollerblades and similar devices are prohibited in the arena and will need to be left outside. Under no circumstances will they be allowed to be brought into the arena for storage.
- Building Services
 - The building staff is responsible for the setup of all facility spaces and equipment. Individuals, groups, or organizations may not setup rooms for their events, nor should rooms be rearranged by the users. This is a necessary rule to reduce the damage to furniture or injury to user.

C

- Camera Policy
 - No commercial photography of any kind is permitted. Cameras with detachable lenses are prohibited. Flash photography, video cameras or any other audio/visual equipment is prohibited unless authorized by team, promoter or

artist management. Guests should check the events listing on the website to find out the policy prior to the event.

- Candles & Open Flames
 - The use of candles or open flames is prohibited. Violation will result in damage fees, suspension of reservation privileges, and/or cancellation of the event.
- Cell Phone/Computers
 - Cell phones, tablets and laptops are currently allowed in the arena as long as their use does not interfere with other guest's enjoyment of the event or activity. No devices can be plugged into the buildings electrical outlets.
- Chalking
 - The use of chalk on walkways, patios, buildings, paths, etc. for promoting events, playing games, or for any use is prohibited.
- Child Admission Policy
 - Children 3 years of age and younger are admitted free, but are not allowed a seat. Youth ticket pricing is available for children ages 4-14.
- Code of Conduct
 - As posted throughout the arena, link provided.
- Common Areas
 - The main lobby is located on the south end of the arena. This also serves as the main entrance.
- Credit Card Policy
 - Gentile Arena honors Visa, MasterCard, American Express and Discover.

D

- Damage and Loss
 - All individuals are expected to take reasonable steps to ensure proper care of the building and equipment. Accidental damage, repair and replacement costs are the responsibility of the sponsoring organization. Intentional misuse, vandalism, defacing and/or destruction of facilities and/or equipment are prohibited. Property (i.e. furniture, paintings, sculptures, displays, flags, etc.) may not be removed from the facility without approval.
- Decorations
 - Decorations may not obstruct doors, hallways, staircases, and fire exits. The use of adhesive material (tape, tacks, nails, paint etc.) that may damage surfaces is prohibited. Glitter or glitter glue is also not permitted. All spaces must be returned to their original condition after the event.
- Directions
 - From the North: Follow Sheridan Road to Devon Avenue. Turn left (East) on Devon Avenue and proceed to Kenmore Avenue. Turn left (North) onto Kenmore Avenue and proceed to the Loyola parking structure.
 - From the North Suburbs/Wisconsin: Take I-294 or I-94 to Touhy Avenue East exit. Go East on Touhy Avenue to Sheridan Road. Go right (South) on Sheridan. Turn left at the intersection where Devon Avenue and Sheridan Road merge and proceed to Kenmore Avenue. Turn left (North) on Kenmore Avenue and proceed to the Loyola parking structure.

- From Rockford, O'Hare airport, and the Northwest: From Mannheim Road, take Devon Avenue East to Kenmore Avenue. Turn left (North) on Kenmore Avenue and proceed to the Loyola parking structure.
 - From Aurora and the West: Take the East-West Tollway (I-88) East until it merges in to the Eisenhower Expressway (I-290). Follow I-290 into the Loop, following the signs for Lake Shore Drive North. Take Lake Shore Drive until it ends (at Hollywood Road). Stay in the right-hand lane and turn right (North) onto Sheridan Road. As Sheridan Road bends to the West, you will see the campus on the right-hand side of the street. Turn right (North) onto Kenmore Avenue and proceed to the Loyola parking structure.
 - From Joliet and the Southwest: Take the Stevenson (I-55) North to Lake Shore Drive until it ends at Hollywood. Stay in the right hand lane and turn right (North) onto Sheridan Road. As Sheridan Road bends West, you will see the campus on the right-hand side of the street. Turn right (North) onto Kenmore Avenue and proceed to the Loyola parking structure.
 - From the South and Downtown Chicago: Follow Lake Shore Drive until it ends at Hollywood Avenue. Stay in the right-hand lane and turn right (North) onto Sheridan Road. As Sheridan bends to the West, you will see the campus on the right-hand side of the street. Turn right (North) onto Kenmore Avenue and proceed to the Loyola parking structure.
- Drop-Off/Delivery/Pick-up Areas
 - The Northeast entrance to the arena is the only drop-off pick-up area that will be available. Any drop-offs that will take an extended amount of time must receive prior approval.
 - Drugs
 - Use or possession of any illegal drugs is strictly prohibited and punishable by law.

E

- Elevators
 - Located in the Northwest corner of the concourse.
- Emergencies and Evacuations
 - Gentile Arena is committed to providing the highest standard of safety. In case of an emergency, please follow the instructions of the staff and proceed to the nearest exit and out to street level in a calm and safe manner. Guests should use the stairs as a means of evacuation. Elevators and escalators may not be working at the time of an evacuation.
- Entrances
 - Entrances are located at the South (main entrance), Northeast, and Northwest corners of the arena.
- Entry Inspections
 - Any bags, back packs, etc. are subject to inspection upon entry into the arena.
- Entry Times
 - Doors will open two hours prior to each event unless otherwise specified.

F

- Family Restrooms
 - Located on the East end of the South lobby closest to the Damen Student Center.
- Fire Alarms or Drills
 - Fire alarms and other emergency-related equipment are provided for the protection of the public and users of the facilities. Misuse of the equipment is strictly prohibited and punishable by Illinois law. All persons are required to evacuate the building when the alarm sounds.

G

- Gambling
 - Gambling of any form is not permitted.
- Gathering
 - Users may not gather in such a fashion as to physically hinder entrances to, exits from, or walkways within the Student Complex (Athletic) facilities (Gentile, Norville, Hoyne). Patrons may not hinder the natural flow of pedestrian or vehicular traffic on or to the campus
 - Patrons may not gather in a way that creates a volume of noise that prevents members of the university (or patrons to an Athletic contest and/or special event) from carrying on their normal activities. This includes screaming, chanting, or using amplification devices such as megaphones, bullhorns, or microphones to relay a message or topic
 - Patrons may not congregate or assemble with Gentile, Norville, and Hoyne in such a fashion as to disrupt the facilities' normal function (i.e. departmental office work, food service, reserved practices and/or games, events and event related support, etc.)
 - Patrons may not gather at times that fail to observe the established facility building hours
- Guest Services
 - The guest services stand will be located just inside the main entrance of the South Lobby and will be available to help answer any questions and provide information upon entry to the event.

H

- Hallways and Stairwells
 - In compliance with fire and safety codes, hallways and stairwells must be free and clear of unauthorized items.

I

- Ingress/Egress
 - All fire access corridors, mechanical/electrical rooms (including lobbies, stairwells, and staircases) are to be kept clear of storage, displays, and furniture

- No items may be stacked as to impede the egress path. Clear pathways shall be maintained at all times

L

- Lost & Found
 - The lost and found is located at the campus safety office at ? Building staff will not be responsible for any articles lost in the building.
- Lost Children
 - Report a lost child to the nearest Loyola representative so that proper actions can be taken and an announcement can be made when appropriate.

M

- Merchandise
 - Loyola Merchandise can be purchased in the spirit shop located in the North lobby of the Damen Student Center.

N

- Noise Makers
 - Noise makers of any kind are strictly prohibited. Violators are subject to ejection from the event.

O

- Open Containers
 - Empty clear bottles or containers are the only open containers that will be permitted into the arena. Any liquid must be poured out prior to entrance into the arena.
- Outside Vending
 - Outside vendors are not permitted into the arena without prior consent by arena staff.

P

- Panhandling/Soliciting
 - Panhandling is not allowed. If you observe anyone panhandling, please contact the arena staff of Campus Security.
- Parking
 - Parking is available at a fee in the Loyola parking structure located off of the South entrance of campus off of Kenmore Avenue. Additional parking is also available at the Fordham garage the is located off of Sheridan Road behind the Grenada Center.
- Patron Appearance

- Patrons entering the Arena must be properly attired with shoes and a shirt. The items must be worn at all times in the facility.
- Projectiles
 - The throwing of projectiles of any kind is prohibited in the arena and subject to removal and prosecution.

R

- Re-Entry
 - Re-entry will only be allowed with valid proof of original paid entry, wristbands or stamps may be distributed as well.
- Reservations
 - Student Complex staff is only responsible for the set ups and reservations for events taking place in Student Complex facilities.
 - All meetings, programs, events, tabling, and acts of demonstration must make every effort to reserve space via 25Live for their activity in order to receive staffing support and/or utilize resources
 - Any group or department found to be disrupting a confirmed reservation (practices and games included) within the Student Complex facilities will be asked to cease their activity out of respect for the confirmed reservation
 - To request space in Student Complex facilities, please place a reservation through 25Live. Student Complex staff does have final approval for any event that is requesting to use space within its facilities (in conjunction with Campus Reservations)
- Restrooms
 - Restrooms are located on the North side of the concourse in the arena as well as the South lobby near the main entrance.

S

- Security
 - Suspicious activity, disruptive guests and guest related problems should be reported to a Guest Services Team Member or police officer immediately. Uncooperative guests showing disregard may be ejected from the facility. Intoxicated fans will not be allowed into the Stadium. An ejected guest is no longer welcome for the remainder of the game or event and must vacate Gentile Arena and the Loyola Campus. They may not re-enter the building, even with a valid admission ticket.
- Smoking Policy
 - Gentile Arena is a smoke free facility. Smoking is not allowed in the public areas of Gentile Arena by any Guest or employee. Guests wishing to smoke may do so in one of our designated smoking areas. Smoking areas vary by event. Please check with the Guest Service Station.
- Standing Room Only
 - Every ticket has a seat assignment. Please note that there are no standing room only tickets, and ushers will be clearing the top of each section and aisle. We

appreciate your cooperation in keeping the sightlines clear for attendees.

- Strollers
 - Strollers will not be permitted into the arena at any time.

T

- Ticket Office
 - Ticket Offices are located at the South entrance (main office) and the Northeast entrance.
- Ticket Purchase
 - Event tickets can be purchased in person at the ticket office or online at loyolaramblers.com/tickets
- Ticket Scalping
 - Selling of tickets on Loyola University of Chicago is strictly prohibited . Violators will be subject to prosecution.

W

- Water Fountains
 - Water filling stations are located on the concourse in the Northeast corner and Southeast corner.
- Wheelchairs
 - Gentile Arena does not supply or rent wheelchairs for use while attending an event. If you or someone you are traveling with has mobility challenges, a wheelchair or a mobility aid should be acquired before arrival.
- Will Call
 - Will Call is available at the South (main) ticket entrance only.