



FAN GUIDE



**An A-Z Directory of Arena
Services for our Guests**

Memories Are Played Here.



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50/50 RAFFLE

50/50 is a raffle held at Pepsi Center during Nuggets, Avalanche and Mammoth games where 50% of the gross proceeds of raffle ticket sales from each home game are awarded to a single winner and the other 50% benefits youth sports organizations in Colorado.*

Tickets may be purchased from:

- **Lower Level:** Section 132, Sections 124, Section 102 and four roaming handheld sellers.
- **Club Level:** Section 258, Section 232 Concierge Kiosks near Land Rover Denver Club and Peak Pub House and two roaming handheld sellers.
- **Upper Level:** Between Sections 363/364, Section 302 and two-four roaming handheld sellers.

Raffle Ticket Prices:

3 tickets for \$5 • 10 tickets for \$10 • 40 tickets for \$20

Cash and Credit Cards accepted. Sales will end at the end of halftime/ 2nd intermission.

Guests can also play from home or in their seats. Tickets can be purchased online during Pepsi Center sporting events at www.5050colorado.com.

There is no limit on the size of the prize. The more tickets sold, the higher the prize will be. Look at the arena boards and the 50/50 Kiosks located throughout Pepsi Center for the most current pool amount. Winners must redeem their prize online at www.5050colorado.com. The winner does not need to be present to win, however the prize must be claimed within 30 days either in person or by mail.

Official Rules: www.5050colorado.com

**Must be 18 years of age or older to play. Official Rules Apply.*

50/50 Raffle may be cancelled without notice at arena/event management discretion.

A

ACCESSIBLE SEATING

Permanent accommodations for wheelchair seating are available on all levels of Pepsi Center:

- **Entry Level:** Varies depending on the event.
- **Lower Level:** Sections 102, 106, 120, 130, 134, 136, 138, 140 and 144.
- **Club Level:** Sections 216, 236 and 256.
- **Upper Level:** Sections 305, 311, 317, 327, 333, 339, 345, 351, 357, 367, 373 and 379.

See Arena Maps on pages 52-57 for accessible seating locations and entrance ramps.

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.

ACCOMMODATIONS

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. Accessible parking is available on a first-come, first-served basis. For more information on Pepsi Center parking and rates, call 303-405-1299.
- Accessible seating options throughout the arena. For more information on accessible seating, please call the box office at 303-405-1111 x 0. See ACCESSIBLE SEATING on page 5 for more information.
- Assisted listening devices and devices to receive closed captioning are available upon request at the Guest Relations Kiosk in the Grand Atrium. See CAPTIONING on page 12 for more information.
- Accessible restrooms, drinking fountains, ATMs and counters at concession stands.
- Dedicated accessible 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 guests with disabilities. Please locate any Pepsi Center staff member for assistance.
- Open captioning for aural content on dedicated display boards located below Sections 210, 222, 240 and 252.
- Permission for guests to bring service animals. For more information, see SERVICE ANIMALS on page 41.
- Sensory bags provided by KultureCity available at all Guest Relations Kiosks. See SENSORY INCLUSION on page 41 for more information.
- Sign Language Interpreting services and other accommodations for guests who are deaf or hard of hearing. Please contact Guest Relations at 303-405-8548 at least 72 business hours prior to event to schedule.
- Wheelchair escort service provided by Guest Relations. Escorts provided to and from curbside and guests' seats only.

ADDRESS / TELEPHONE / WEBSITE

Pepsi Center, 1000 Chopper Circle, Denver, CO 80204
 303-405-1100 (General offices)
 303-405-1111 x 0 (to speak to a box office representative)
 866-461-6556 (Altitude Tickets charge-by-phone line)
 PepsiCenter.com

AGE RESTRICTIONS

For all Nuggets, Avalanche and Mammoth games, guests three years of age and older are required to have a ticket. Guests under the age of three years may sit in a ticketed guest's lap.

Generally for concerts and special events, guests two years of age and older are required to have a ticket for entry.

Policies may vary for concerts and special events. Please contact Guest Relations for information pertaining to specific events at 303-405-8548.

ALCOHOLIC BEVERAGE POLICIES

Pepsi Center staff 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 may 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 is 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 forms of identification acceptable by Pepsi Center food and beverage providers:
 - 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 Budweiser Good Sport Designated Driver program. The Budweiser Good Sport 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 132 near the First Aid Station.
- 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 is the start of the 4th quarter for Denver Nuggets/Colorado Mammoth games and start of the 3rd period for Colorado Avalanche games. Alcohol cutoff is usually 60 minutes prior to the end of special events/concerts unless otherwise determined by arena/event management. Alcohol cutoff times are subject to change without notice. Please contact any Guest Relations staff for more information.
- Guests found with alcohol brought in from outside the facility will be ejected and subject to citation by Denver Police.

ALTITUDE SPORTS & ENTERTAINMENT

Seen in more than three million homes in a 10 state territory, Altitude is the television home of the Denver Nuggets, Colorado Avalanche, Colorado Mammoth, Colorado Rapids, Denver Outlaws, University of Denver Sports (including hockey, basketball, lacrosse, soccer, volleyball, and gymnastics), University of Colorado and CHSAA High School Football Game of the Week, as well as other local and regional sports, entertainment and public service programming. A full list of Altitude programming and other information can be found at www.AltitudeSports.com.



ATMS – AUTOMATED TELLERS

There are four ATMs located inside Pepsi Center, one in the box office lobby, two on the Lower Level (Sections 120 and 144) and one on the Upper Level (Section 366).

AVALANCHE ICE GIRLS (RAM TRUCKS AVALANCHE ICE GIRLS)

The RAM Trucks Avalanche Ice Girls maintain the playing surface at Pepsi Center per the policies and standards set by the National Hockey League. The Ice Girls are also brand ambassadors of the Colorado Avalanche, representing the organization at various community, marketing and amateur hockey events along with coaching a Learn To Skate program throughout the year.

If you are interested in having the RAM Trucks Avalanche Ice Girls at your next event, please call 303-405-1685 or email Samantha.Poulos@TeamKSE.com for booking information and rates.

For more information about the RAM Trucks Avalanche Ice Girls program, visit www.AvsIceGirls.com.



AVAYA BUSINESS ENGAGEMENT CENTER / CONFERENCE ROOMS

The Avaya Business Engagement Center provides functional, intimate executive meeting space in four breakout rooms of various sizes featuring modern technology in a truly unique facility in downtown Denver. Each room is equipped with HDTVs, wireless Internet, full audio/visual capabilities, floor to ceiling windows with blackout shades and a nonsmoking outdoor balcony for guests to enjoy fresh air and mountain views. Customized room sets can be converted to fit a business meeting, presentation or reception-style event.



Business Engagement Center
at Pepsi Center

To book your next event, please call 303-405-1245 or email meetingsevents@pepsicenter.com.

Please visit www.KSEDenverVenues.com for more information.

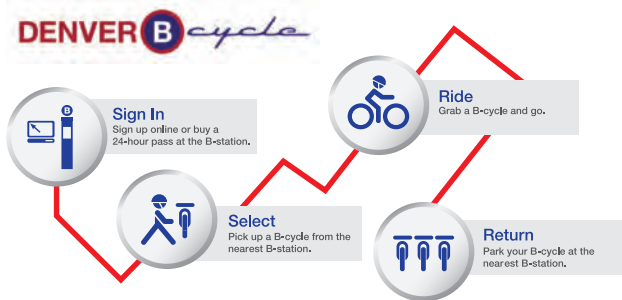
BAG POLICY

Soft-sided personal size bags and containers no larger than 14"x14"x6" are allowed into Pepsi Center. Guests without bags are welcome to use the designated "No Bag Line" at either entrance to expedite the entry process. All permitted bags are subject to search both upon entry and within the arena. Oversized bags and backpacks are not permitted. See

PROHIBITED ITEMS on page 35 for a full list of all prohibited items. Please contact Guest Relations at 303-405-8548 for more information as the bag restrictions can vary for certain special events and concerts.

B-CYCLE PROGRAM

Denver B-cycle is the first large-scale municipal bike sharing system in the United States, placing dozens of special bike stations (B-stations) in downtown Denver as well as the Cherry Creek and University of Denver neighborhoods. Denver B-cycle members will be able to pick up one of the red bikes at any B-station and drop it off at any B-station. Denver Bike Sharing has a B-station located West of Pepsi Center's Grand Atrium entrances, near Toyota Camry Lot North (see map on page 58). Find out more and sign up at denver.bcycle.com.



BICYCLE PARKING

There are three bicycle racks located on Pepsi Center grounds: one outside the East Atrium, one outside the Grand Atrium and one in Toyota Prius Lot South.

BOX OFFICE

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. Visit www.PepsiCenter.com or 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 onsale 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.

BRECKENRIDGE BREWERY MOUNTAIN HOUSE

Breckenridge Brewery Mountain House, located just East of the Pepsi Center Box Office, gives guests the opportunity to enjoy quality food in a mountain lodge setting. Breckenridge Brewery Mountain House offers a wide variety of menu options from burgers and sandwiches to seafood and steaks. It has continued to be "the destination" before, during and after events. Breckenridge Brewery Mountain House is open for most major events at Pepsi Center.

For reservations, call 303-405-6090. To reserve the Breckenridge Brewery Mountain House for a private event please call 303-405-1245 or email meetingsevents@pepsicenter.com.



BUS SERVICE

RTD (Regional Transportation District) bus stop is located adjacent to the grounds of Pepsi Center at 9th Street and Auraria Parkway. For an updated RTD bus route schedule, call 303-299-6000 or 800-366-7433 or visit www.RTD-Denver.com/schedules.

CAMERAS / RECORDING DEVICES

Fans are welcome to bring personal, point and shoot cameras into Pepsi Center. Cameras with telephoto or long interchangeable/detachable lenses longer than four inches and external flash (professional photography equipment) are not permitted inside Pepsi Center at any time. Video recording devices, audio recording devices, monopods, bipods, tripods and selfie sticks are also not permitted. iPads and GoPros, however, are permitted for Avalanche, Nuggets and Mammoth games for use in compliance with Pepsi Center's photography and recording policies. Live streaming of any event is expressly prohibited. Video recording on any device and/or flash photography is prohibited at all times. Management reserves the right to deny any electronic device or camera accessory at their discretion.

For camera/recording device policies concerning a specific event please contact Guest Relations for more information at 303-405-8548.

CAPTIONING

Captioning is available for all Nuggets, Avalanche and Mammoth games. Guests can access the complimentary closed captioning service on their mobile device by going to **mobilecap.net** in the web browser.

The Event ID required is 901 and there is no password to enter. All standard data rates will apply. Guests can also visit the Guest Relations Kiosk in the Grand Atrium to borrow a device to utilize the closed captioning service.

New in 2018, Pepsi Center will have four captioning boards operational during all Nuggets, Avalanche and Mammoth games. The boards are strategically positioned in the four corners on the upper level of the arena bowl for easy viewing.

Closed captioning for concerts and special events is available upon guest request. Please contact Guest Relations at 303-405-8548 at least 72 business hours prior to event to schedule.

CITIFYD

Citifyd is the digital payment system used in all Toyota Pepsi Center Parking Lots. Citifyd allows guests to use credit/debit cards to purchase and transfer parking passes via the Citifyd mobile application. Credit/debit cards will be accepted at all Toyota Pepsi Center Parking Lots for all events. For more information, please call RPM Parking at 303-405-1299. Guests will also be prompted to purchase parking in advance after purchasing event tickets on www.AltitudeTickets.com or www.Citifyd.com/PepsiCenter.

CLOTHING / BODY ART

Shirts and shoes are required for all guests entering Pepsi Center. Guests are prohibited from wearing or displaying any clothing or body art containing profane or offensive material. Guests may be denied entry into the facility until the profane or offensive material is no longer visible. Guests found within the facility wearing clothing or showing body art displaying words or images that can be construed as profane or offensive by management will be asked to provide a solution where the items will no longer be displayed. If no solution can be found or the solutions do not meet the satisfaction of management, the guest may be ejected from the facility without refund. Clothing which conceals a guest's face is also prohibited, including masks and costumes.

CLUB LEVEL

All guests with ticketed seats on Club Level are provided the amenity of in-seat food and beverage service by Levy for Nuggets, Avalanche and Mammoth games.

Menus are available at the Concierge Kiosks or from attendants around the seating bowl. The menu features game day favorites and stadium fare essentials, as well as a wide selection of non-alcoholic and alcoholic drinks.

The Land Rover Denver Club, located across from Sections 202-204, allows for more casual dining featuring Colorado craft beers and spirits and signature chef-made sandwiches. Club Level ticket holders and all other Pepsi Center guests are welcome to enjoy the Land Rover Denver Club for one hour after the conclusion of the game or event. There are two Concierge Kiosks at Sections 228 and 250, designed to assist the Suite and Club Level guests with the Avaya Business Engagement Center, ticketing services, arena amenities and to address all other guest questions. Properly ticketed guests can access the Club Level by the staircases, escalators or elevators located in either the Grand Atrium or East Atrium.

CLUB LEVEL ACCESS

Access to the Club Level varies by event:

For Denver Nuggets games, the Club Level is open to all Suite holders, Club Level ticket holders, Club Lexus members and Prime Loge Sections 102, 124, 126 and 148 (rows AA-8).

For Colorado Avalanche games, the Club Level is open to all Suite holders, Club Level ticket holders, Club Lexus members, AT2 Rinkside Section 128-146 (rows 2-7) ticket members, Prime Loge ticket holders (Sections 102, 126, 128 and 148) and anyone with an official game night pass.

For Colorado Mammoth games, the Club Level is open to all Suite holders, Club Level ticket holders, VIP (all 100 level sections rows 1-3 and all of Sections 102, 124, 126 and 148) ticket holders and anyone with an official game night pass.

For special events, the Club Level is open to all Suite holders, Club Seat members and Club Level ticket holders.

CLUB LEVEL

CLUB LEVEL

Access will only be granted to guests who present appropriate tickets or passes to arena staff.

CLUB LEXUS

Club Lexus is an experience unlike anything else the Denver sports fan has ever seen. The club is accessible via a private entrance from the Land Cruiser Lot adjacent to the East Atrium. All-inclusive chef-curated food and beverage selections, exclusive parking, dedicated concierge service and extraordinary behind-the-scenes access makes Club Lexus truly a 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, 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 www.PepsiCenterClubLexus.com.



CODE OF CONDUCT

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 arena/event management can result in ejection, possible arrest by Denver Police, temporary or permanent suspension from Pepsi Center and our other venues and/or other disciplinary measures as determined by arena management.

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 guests' enjoyment of the event.
- Failing to comply with instructions from 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 guests from the facility including guests engaging in inappropriate behavior, as determined by arena/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. You will receive a response 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 and data rates will apply.

For any show or event-specific policies, please contact Guest Relations at 303-405-8548.



COLORADO MAMMOTH WILD BUNCH DANCERS

The Colorado Mammoth Wild Bunch Dancers electrify the "Loud House", dancing at every Mammoth home game.

The Wild Bunch also proudly represent the Mammoth off the turf, attending the team's community and marketing events, and impacting the next generation of dancers by hosting the Junior Wild Bunch Dance Camp each year.

To book the Wild Bunch or for further information, please contact Dance Team Manager Amy Jo Wagner at AJ.Wagner@TeamKSE.com or at 303-405-1206.

COMMUNITY RELATIONS

See KROENKE SPORTS CHARITIES on page 26 for more information.

COMPLIMENTS, COMMENTS, CONCERNS

During an event, guests are encouraged to express any compliments, comments or concerns at our Guest Relations Kiosks located in the Grand Atrium, Section 120 and 375 or with any Guest Relations employee. After an event, please email guestrelations@pepsicenter.com to give feedback.

CONCESSIONS

LOWER AND UPPER LEVELS

All concession stands on the lower and Upper Levels within Pepsi Center are operated by Aramark Sports & Entertainment. Concession stands at Pepsi Center are designed to accommodate food and beverage service for guests with disabilities. Condiment stands have also been designed for ease of access for guests in wheelchairs. Permanent concession stands and selected kiosks accept credit and debit cards, while other mobile concession and beverage locations only accept cash. Food guides are available at all Guest Relations Kiosks.

Pepsi Center offers various concessions locations that provide gluten friendly and vegetarian options. Guests can visit any Guest Relations Kiosk for food guides, ingredient lists and information regarding concessions locations that accommodate food allergies and other dietary needs.

CLUB LEVEL

Premium concession stands are located on the Club Level and are operated by Levy. All stands are equipped to accept cash, credit/debit cards and Club Cash. Food guides are available at all Concierge Kiosks, as well as wayfinding boards at each elevator and escalator.

CURSING / OFFENSIVE LANGUAGE

Cursing or the use of offensive language is prohibited at all times. Guests cursing or using offensive language may be ejected from the facility. If offensive language is heard, 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. You will receive a response 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 and data rates will apply.

DENVER NUGGETS DANCERS

The Denver Nuggets Dancers support the Denver Nuggets and entertain fans at the Pepsi Center for all Nuggets home games. The Dancers also travel nationally and internationally as ambassadors for the team, participate in community service projects and inspire young dancers through the Junior Nuggets Dancers program.

To book the Nuggets Dancers or for further information, please contact Dance Team Manager Amy Jo Wagner at AJ.Wagner@TeamKSE.com or at 303-405-1206.



DESIGNATED DRIVER PROGRAM PRESENTED BY BUDWEISER

Designed to allow guests to have a safe and enjoyable time at Pepsi Center events, this program helps promote responsible consumption of alcoholic beverages. Guests that are 21 years of age and older wishing to sign up as a designated driver may go to the Budweiser Good Sport Program kiosk across from Section 132 and receive a coupon which allows for a small complimentary Pepsi product or bottled water at a designated concession stand.

DIAPER CHANGING STATIONS

Diaper changing stations are located in all men's, women's and family restrooms.

DIRECTIONS TO PEPSI CENTER

- From the North: take I-25 South; exit Speer Boulevard; proceed South and turn right on Chopper Circle.
- From the South: take I-25 North; exit Auraria Parkway; Pepsi Center will be on the left-hand side of Auraria Parkway.

DISRUPTIVE BEHAVIOR

Fans experiencing displeasure in their seating section at Nuggets, Avalanche, Mammoth or concerts/special events due to unpleasant, rowdy, harassing or otherwise obnoxious fans who are not following the Pepsi Center Code of Conduct 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. You will receive a response 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 and data rates will apply.

If immediate assistance is needed, please notify the nearest event staff member.

DRINKING FOUNTAINS

Drinking fountains are located on all levels of Pepsi Center, most often just outside or near restrooms. All drinking fountains include a water bottle fill up station as well. Exact locations are listed below:

- Entry Level: Grand Atrium, outside restroom.
- Lower Level: outside restrooms across from Sections 112, 116, 120, 124, 128, 134, 140 and 144.
- Club Level: outside Sections 236 and 256.
- Upper Level: outside Sections 319, 323, 327, 333, 341, 345, 369 and 373.

DRONES

Unless specifically authorized by Kroenke Sports & Entertainment, Pepsi Center and its surrounding facilities are a No Drone Zone. Operation of drones or any other unmanned aircraft/vehicle is strictly prohibited. Violators are subject to ejection and possible Denver Police citation and arrest.

E

ELECTRONIC TICKETS

Guests using electronic ticket methods (Flash Seats® Mobile Application, Groupon, INWEGO, AXS Mobile App, Vet Tix or the team Experience apps*) must present the QR/bar code on their phone for scanning upon entrance. Any other ticket(s) that are presented on a smartphone are not authorized by Pepsi Center and will be denied access into the arena. Any tickets that require a reprint will be subject to a \$5 per ticket reprint fee for the tickets to be printed at the box office. See FLASH SEATS on page 19 for more information. Requests for Flash Seats tickets to be printed on hard ticket stock are subject to a \$25 per order fee.

*Not all forms of ticket applications are applicable for each event.

ELEVATORS

Passenger elevators are intended for use by guests who are not able to utilize escalators or stairs to move from one level to another. Guests needing mobility accommodations that limit their ability to use escalators and stairs safely and comfortably, are required to use passenger elevators. Passenger elevators provide access to all concourses and are in the following locations:

- Two elevators at the East Atrium entrance.
- Two elevators at the Grand Atrium entrance.
- Two elevators at Section 122/226/335 (During Nuggets/Avalanche/Mammoth games, one elevator is designated for media use only).

ELITCH GARDENS AND PEDESTRIAN BRIDGE

The pedestrian bridge connecting Pepsi Center to Elitch Gardens is open for all events. Guests are discouraged from using the Elitch Gardens parking lot from Memorial Day through Labor Day as the park will be in

operation. The elevator is open from 8 a.m. until one hour after Elitch Gardens closes or 11 p.m. when Elitch Gardens is closed for the season. Please refer to the maps in the back of this guide for visual directions to all Toyota Parking Lots operated by Pepsi Center. For questions or concerns regarding the pedestrian bridge, please call 303-405-1383.

EMERGENCY PROCEDURES

In the event of an emergency at Pepsi Center, please follow the directions from the Public-Address announcers, signage throughout the venue, emergency personnel and venue staff. Please contact venue staff with any questions or concerns and they will put you in contact with the appropriate venue representative.

EMPLOYMENT

Pepsi Center and its service providers look to hire spirited and friendly people who provide memorable service and share in the excitement of working at a multi-use arena. Please visit www.PepsiCenter.com/arena-info/job-opportunities for information about all the open positions.

ENHANCED SECURITY MEASURES

Pepsi Center was the first professional venue in Colorado to install Walk-Through Metal Detectors (WTMDs) as a permanent security practice. The WTMDs at Pepsi Center are used by venue staff to detect security threats and prevent banned items from entering the building.

Pepsi Center requires that all guests entering the venue pass through a WTMD. Alternative accommodations for screening will be provided upon request. Guests who refuse screening will be denied entry.

ENTRY TO FIELD OF PLAY / PERFORMANCE AREA

Any guests attempting to or entering a field of play or performance area will be immediately ejected, banned and subject to arrest, prosecution and/or other disciplinary measures as determined by arena/event management.

ESCALATORS

Escalators access all guest levels of Pepsi Center. From the entrances, escalators can be found in the East Atrium and the Grand Atrium adjacent

to the staircases. Additionally, there is one escalator that runs from the Lower Level to the Club Level and two escalators that run from the Lower Level to the Upper Level. All wheeled apparatuses are prohibited on escalators. Escalators provide access to all concourses and are in the following locations:

- Lower Level Escalators: Grand and East Atriums
- Club Level Escalator: Across from Section 144.
- 300 Level Escalators: Across from Pepsi Point.

F

FAMILY RESTROOMS

These facilities are larger, private restrooms with changing tables for use by families with small children. All public restroom facilities also have diaper-changing stations. These are the locations of the five family restrooms in Pepsi Center:

- Entry Level: Grand Atrium, across from elevators and Altitude Authentics.
- East Entrance: near Breckenridge Brewery Mountain House.
- Lower Level: adjacent to Section 130.
- Club Level: across from Section 238.
- Upper Level: adjacent to Section 346.

FANSOS

Fans experiencing displeasure at any Pepsi Center event due to unpleasant, rowdy, harassing or otherwise obnoxious fans in their seating section can text their seat location and issue to Pepsi Center personnel. You will receive a response and Event Staff will respond to your seating section.

Texting Example to **69050**: Fansos section 146, Row 12, Seat 5 guy is using foul language.

Fans can contact Guest Relations during an event for further assistance. Participation in our service is free of charge but standard carrier text messaging and data charges will apply.

Text STOP, END, QUIT, CANCEL, UNSUBSCRIBE, STOPALL to 69050 to be removed from any list and end subscription to the service.

FIGHTING

Any guest involved in a physical or verbal altercation is subject to ejection, possible Denver Police citation, arrest and/or disciplinary measures as determined by area/event management. If a guest is ejected from the venue for fighting, in addition to being banned from the venue for the rest of the event, the guest may be banned per league requirements from all related league events for a period of at least one year or longer at the discretion of arena and executive management. If fighting occurs, 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. You will receive a response 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 and data rates will apply.

FIRST AID STATION

The First Aid Station is staffed by certified medical personnel and is located on the Lower Level across from Section 132. Paramedics are available during all events at the First Aid Station and regularly patrol the arena. Please contact any staff member for assistance.

FLAGS

See SIGNS/BANNERS/FLAGS on page 42.

FLASH SEATS

Flash Seats paperless ticketing associates your tickets with the credit card you used to purchase them. Present that I.D. card or the QR code on the Flash Seats® Mobile App to the ticket taker at the entry gate, as you would a standard paper ticket, and your tickets will print out right as you walk into the arena. Please note, swiping an entry ID does not result in a charge on the credit card or provide customer refunds for unused tickets.

To view your tickets, change your entry ID or transfer tickets to another person, you can log into your Flash Seats account on the Flash Seats® Mobile App or FlashSeats.com using the same email address used to set up your AltitudeTickets.com account.



Flash Seats tickets cannot be printed and left in Will Call. Tickets must be transferred via the Flash Seats Mobile Application or on FlashSeats.com. Please ask a ticket taker or Guest Relations representative for assistance.

G

GROUP TICKETS

Tickets are available at a special group rate for all order of 10 or more seats per game. For group ticket information, please call:

Denver Nuggets: 303-352-1000

Colorado Avalanche: 303-4AVS.NHL (428-1645 option 3)

Colorado Mammoth: 303-405-1101 (option 3)

GUEST RELATIONS KIOSKS

Guest Relations representatives are at Pepsi Center to ensure that all Guests have a safe, enjoyable experience. Pepsi Center's three Guest Relations Kiosks are open during events to assist guests with questions and address any needs they may have. The kiosks are located in the **Grand Atrium**, on the Lower Level at **Section 120** and the Upper Level at **Section 375**.

Guest Relations representatives are happy to provide assistance with the following:

- ADA accommodations
- Food Guides
- Informational literature/questions
- Lost and Found
- Lost children/group members
- Resolution of ticket issues
- Seating
- Sensory Bags
- Wheelchair escorts

In addition, Guest Relations staff are stationed throughout Pepsi Center to provide information and assistance.

H

HOCKEY AND LACROSSE – “PUCK/BALL IN PLAY” RULE

For the safety of all fans, while the game is in play during a hockey or lacrosse game, guests must wait at the top of the aisle, or bottom of stairs, until play has stopped to go to their seat. The portal ushers will let guests know when the puck is in play. Guests refusing to comply with this rule may be ejected from the facility.

Please note: For guests to have an enjoyable experience while attending a basketball game, please wait at the top of the aisle, or bottom of stairs, until play has stopped to go to your seat.

K

THE K

Our executive meeting space, The K, offers a sophisticated boardroom setting complete with four large HDTVs and a full technology package, perfect for executive meetings away from the office. Floor-to-ceiling windows run the length of the space and provide beautiful views of the mountains and the private balcony is perfect for guests to enjoy fresh air.

To book your next event, please call 303-405-1245 or email meetingsevents@pepsicenter.com.

Please visit www.KSEDenverVenues.com for more information.

KIDS AND FAMILIES

Pepsi Center is pleased to offer fun and unique experiences and concessions options for kids and families at every event! Visit any Guest Relations Kiosk for more information.

BIRTHDAY CELEBRATIONS

Pepsi Center wants to celebrate your birthday with you and your family! Contact Guest Relations at 303-405-8548 before the game to set up a special birthday surprise. Guests can also request to display celebratory messages in the arena with advance notice. See SCOREBOARD MESSAGING on page 39 for more information or call Guest Relations at 303-405-8548.

BOOSTER SEATS

Booster seats are available to guests on a first come first served basis at all Guest Relations Kiosks.

DANCER, MASCOT AND TEAM AUTOGRAPHS

The Denver Nuggets Dancers, RAM Trucks Avalanche Ice Girls and Colorado Mammoth Wild Bunch sign autographs at Section 140 before games.

Meet Rocky, Bernie or Wooly at one of our mascot autograph sessions! The mascots will sign autographs at most games. See a Guest Relations Kiosk on game nights for more information and autograph locations.

After every Mammoth home game, guests are welcome onto the turf as Mammoth players sign post-game autographs. Guests may begin lining up for autographs at the start of the fourth quarter. The line to access the turf will start just past the Guest Relations Kiosk in the Grand Atrium. Turf access is first come, first served. Please note that guests must follow all Pepsi Center Code of Conduct rules while on the turf and no food or beverage is allowed. Post-game autographs are subject to location change or cancelation based on arena/event management discretion.

FIRST GAME OR EVENT CERTIFICATES AND PINS

Is it your first game or event at Pepsi Center? Stop by any Guest Relations Kiosk to receive a certificate and pin commemorating this special event!

KID FRIENDLY CONCESSIONS

Dip'n Dots, Cotton Candy, Chicken Tenders, Ice Cream, Incredible Berries, Mini Donuts, and Popcorn are just some of the many options that Pepsi Center provides for kids and families. For more information, guests can visit a Guest Relations Kiosk for a Food Guide with the locations of all of these items.

Pepsi Center also has two Candy Walls! Grab 'N' Go candy stations with all of your favorite candy are located at Sections 118 and Section 306.

NURSING MOTHERS

The UHealth Nursing Mothers Suite is located at Section 132. See NURSING MOTHERS on page 29 for more information.

PEPSI POINT

Want to see what you would look like as a Nuggets or Avalanche player? Pepsi Point, located next to the Grand Atrium Escalators at Section 102, features statuettes where guests can take their photo as a Nuggets or Avalanche player. See PEPSI POINT on page 31 for more information.

ROCKY MOUNTAIN HOSPITAL FOR CHILDREN KIDS ZONE

Test your skills in basketball, hockey and carnival games at our new Kids Zone presented by Rocky Mountain Hospital for Children located at Section 375. See KIDS ZONE below for more information.

KIDS ZONE PRESENTED BY ROCKY MOUNTAIN HOSPITAL FOR CHILDREN

The Rocky Mountain Hospital for Children Kids Zone, located outside of Section 375, provides guests with a new and exciting sports simulator experience. Targeted towards children 16 and under, the Kids Zone offers guests an engaging experience that includes basketball, hockey and carnival game play situations. Stop at Section 375 to test your free throw and shootout skills!

KROENKE SPORTS CHARITIES

Kroenke Sports Charities is committed to improving lives through the spirit and power of sports. We strive to serve our community through education, health and fitness initiatives, athletic programs, and direct aid, with the particular purpose of helping families, children, veterans, and the disabled. Kroenke Sports Charities provides relevant programs and support, directly and with other nonprofit organizations, to ultimately assist, encourage, and enrich the lives of those in need.



For more information about our Community Relations programs, please visit the Community section of the team websites.

KROENKE SPORTS & ENTERTAINMENT (KSE)

Kroenke Sports & Entertainment is the owner and operator of Pepsi Center. Other teams and properties affiliated with KSE include the Denver Nuggets, Colorado Avalanche, Colorado Mammoth, Colorado



Rapids, Altitude Sports & Entertainment, Dick's Sporting Goods Park, Paramount Theatre, 1STBANK Center, Altitude Tickets, Outdoor Channel, World Fishing Network, Sportsman Channel, KSE Media Ventures and Elitch Gardens.

L

LAND ROVER DENVER CLUB

Land Rover Denver Club is located across from Sections 202-204 on the Club Level and is exclusive to ticket holders with Club Level access (See CLUB LEVEL ACCESS on page 13 for more information) during events. After the conclusion of the game or event, the club is open to all fans and features post-event drink specials. Land Rover Denver Club features a full-service bar featuring Colorado craft beers, wines and spirits. Try one of the bartender's famous Colorado craft cocktails and enjoy chef-made sandwiches, salads and signature nachos.



DENVER CLUB

LIGHT RAIL SYSTEM

Pepsi Center has a Light Rail station located on the Northwest side of the arena near the Elitch Gardens' Bridge where three of the six Light Rail lines can be accessed; Line C (Union Station to Littleton – Mineral Station), Line E (Union Station to Lincoln Station) and Line W (Union Station to JeffCo – Golden Station). Light Rail schedules are available at the Guest Relations Kiosks located in the Grand Atrium, at Section 120, or at Section 375. For an updated RTD Light Rail schedule, call 303-299-6000 or 800-366-7433 or visit www.rtd-denver.com/schedules.

LOST AND FOUND

Pepsi Center provides lost and found services for its guests from the Guest Relations Kiosk located at Section 120, the concierge desks on the Club Level (Sections 228 and 256) and/or the Upper Level at Section 375. Found items should be taken to these locations or given to a Guest Relations staff member. During an event, guests should visit the Grand Atrium Kiosk to inquire about lost items. After an event, to check on or claim a lost and found item, please call **720-931-1581**. Lost

and found items will be logged and kept for **14 calendar days**. Unclaimed items will be donated to charity after the two-week holding period. Management assumes no responsibility for items lost at events.

LOST CHILD

Should you get separated from your minor child or any other person in your party with a special need, you should proceed to the nearest Guest Relations Kiosk located in the Grand Atrium, at Section 120, or at Section 375. Guest Relations staff will accompany lost guests to either of these locations and keep in contact with other staff members in the building to ensure the party is reunited.

LOST OR STOLEN TICKETS

Lost tickets purchased at the box office may be replaced by calling 303-405-1111 x 0. Lost tickets purchased via Altitude Tickets can be replaced by calling 303-405-6066 x2. With the ticket scanning system at Pepsi Center, new tickets are subject to a \$25 per ticket replacement fee. In accordance, the original lost/stolen tickets will be deactivated and anyone attempting to use them will be denied entry to the building. If tickets are believed to be stolen, the account holder must file a police report with his/her local law enforcement agency and provide the box office with a copy. Once this has been done, the tickets reported as stolen will be replaced.

LYFT

Lyft is the Official Rideshare Partner of Pepsi Center and will service guests traveling to and from games, concerts and events. Pepsi Center features a "Lyft Express Zone," providing guests with immediate access to a Lyft driver and fastest exit times, along with a designated pick-up/drop-off zone. New Lyft users can use the one-time code **PEPSICENTER18** to receive \$10 in Lyft credits.

M

MASCOTS

Denver Nuggets – Rocky

One of the most recognizable and beloved mascots in the NBA, Supermascot Rocky has become a staple at every Nuggets home game.

His daring acrobatics and innovative skits have made his performances eagerly anticipated by fans and players alike. Rocky is an integral part of the community programs of the Denver Nuggets and makes countless appearances at schools of all levels throughout the state of Colorado. In addition, Rocky has made several appearances for other professional sports teams and has performed on behalf of the NBA at the All-Star Game as well as several international functions.

To book a visit from Rocky, call 303-405-1112 or visit www.GoRockyGo.com.

Colorado Avalanche – Bernie (sponsored by Phantom K9)

Bernie was born in Summit County in a litter of five puppies on October 3, 2009. His brothers and sisters loved playing in the snow but Bernie kept running to the hockey rink at the base of the mountain. After many attempts to bring Bernie back to the slopes, the Ski Patrol knew his love was really ice not snow. The Patrol brought Bernie to an Avalanche home game where he saw a perfect sheet of NHL ice. And it was love at first sight. Bernie had found his new home. Bernie now stands as the proud mascot for the Colorado Avalanche. True to his breed, Bernie is devoted to his team as a symbol of integrity, strength and loyalty. Beware of drool, it is unavoidable. He is a gentle giant amongst the community for all ages.

To book a visit from Bernie, call 303-405-7629 or visit www.BernieTheMascot.com.



Colorado Mammoth – Wooly

Wooly, one of the original NLL mascots, is a fan-favorite essential of every Mammoth home game. From pumping up the Loud House pre-game, to urging fans to "GET LOUD!" when the game comes down to the wire, Wooly does it all and has endeared himself to Mammoth fans. As much as Wooly enjoys the Loud House, he loves being a part of the Mammoth's community programs as well, visiting schools of all levels, youth lacrosse clinics, charity functions and more.

To book a visit from Wooly, call 303-405-7629 or visit www.ColoradoMammoth.com/Fan-Zone/Wooly.

MEETINGS + EVENTS

KSE Meetings + Events welcomes your inquiries about any and all private events – award banquets, business meetings, conferences, holiday parties, trade shows, non-profit social gatherings, corporate outings and more. Whether it's an intimate event for 10 or a reception for 2,000, the KSE Meetings + Events team is ready to meet your every need and help aid in a successful event. Consider Peak Pub House, Avaya Business Engagement Center, The K, Land Rover Denver Club, Breckenridge Brewery Mountain House or the arena floor for your next event.

Private event inquiries for Dick's Sporting Goods Park, Paramount Theatre and 1STBANK Center are also welcome. To book your next event, please call 303-405-1245 or email meetingsevents@pepsicenter.com. Please visit www.KSEDenverVenues.com for more information.



meetings+events

MEMORABLE MOMENTS

MEMORABLE MOMENTS PROGRAM

Memories are Played Here at Pepsi Center. Our service standard at Pepsi Center is to create memorable moments by providing exceptional, genuine service to our fans and our teammates.



WHAT IS A MEMORY MAKER?

Memory Makers are here to create memorable moments at all Nuggets, Avalanche and Mammoth games. A Memory Maker's goal is to elevate the guests' experience through unique and exciting elements before, during and after the games. If you see a Memory Maker, get excited because it means fun things are coming your way!

HELP REWARD AND RECOGNIZE OUR STAFF

Filling out a Memory Maker Card is a great way for guests to thank a Pepsi Center teammate who has gone above and beyond to make their Pepsi Center experience memorable. Cards are available at any Guest Relations Kiosk located in the Grand Atrium, Section 120 or Section 375. Once you fill out your card, you can return it to any Guest Relations Kiosk. The cards will be given to management and distributed to the

staff member you have noted on the card. The staff member gets kudos for being recognized and can enter to win fun prizes!

Thank you for rewarding and recognizing our staff who help create memories at all Pepsi Center events.

MOBILE APPLICATIONS

Stay connected year-round with your favorite Pepsi Center teams anytime, anywhere by downloading the Colorado Avalanche and Denver Nuggets mobile applications, sponsored by Xfinity. Features include live in-game updates, player stats, locker room videos, photo galleries, access to team promotions, tickets, merchandise, concessions and much more! Both apps are available for your Apple or Android device now for free on iTunes or Google Play.

N

NURSING MOTHERS

Nursing mothers requesting a more private location to breastfeed may use the UHealth Nursing Suite located near the First Aid Station at Section 132. The suite provides privacy, cleanliness and all necessities for nursing mothers including a fold down table, benches and electrical outlets. Please see the Guest Relations Kiosk at Section 120 or the First Aid Station at Section 132 for additional information and directions on how to access the suite. Guests can also use the First Aid Station to nurse if the Nursing Suite is occupied.

uhealth

P

PARKING FOR GUESTS WITH DISABILITIES

Pepsi Center has more than 135 parking spaces for guests with disabilities. Guests parking in a handicap accessible parking spot must display a state-issued accessible parking permit. The majority of designated spaces are located in Toyota Camry VIP North Lot. There are additional spaces located in Toyota Tundra Lot and Toyota RAV4 Lot. Please note that these lots are first come,



TOYOTA

first served and do fill up quickly. To ensure parking, please arrive early. To access the designated spaces in Toyota Camry VIP North lot from Auraria Parkway, turn left on 7th Street and right on Ring Road. For more information on Pepsi Center parking and rates, call RPM Parking at 303-405-1299. See TOYOTA PARKING LOT INFORMATION on page 49.

PARKING LOT AND DOOR TIMES ON GAME / EVENT DAYS

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. See TOYOTA PARKING LOT INFORMATION on page 49 for more specific information about Pepsi Center parking lots.

PEAK PUB HOUSE

The Peak Pub House is a great place to relax and enjoy a wonderful culinary experience, surrounded by majestic views of the Colorado Rocky Mountains. Levy, the premier food provider at Pepsi Center, offers an array of unique menu items highlighting game day favorites.



Located on the Club Level across from Sections 228-232 the Peak Pub House is open 90 minutes prior to each sporting event and is subject to change for special events and concerts. During this time, all arena guests may dine in the restaurant with an advance reservation.

The Peak Pub House provides the perfect setting for one-of-a-kind corporate outings and social events and is available on non-event days for large private parties or functions. The dining room opens out onto a large patio overlooking the downtown Denver area on one side and a view of the mountains on the other.

Menus may change on an event-to-event basis. Please visit www.PepsiCenter.com/food-drink/Peak-Pub-House or call 303-405-1276 for questions or reservations.

To reserve Peak Pub House for private events, please call 303-405-1245 or email meetingsevents@pepsicenter.com.

PEPSI CENTER PREVIEWS

Stay up to date with all upcoming Pepsi Center events by subscribing to our weekly email, Pepsi Center Previews! Get information on your favorite artists, access to presales, special promotions, sweepstakes and more!

Subscribe today at www.PepsiCenter.com/subscribe.

PEPSI POINT

Located off the Grand Atrium entrance on the main concourse, Pepsi Point is a showcase for your favorite Pepsi products and home to the Spire machine where fans can create new flavor combinations at the touch of a button. Guests of Pepsi Center can join the fun and take their photo as a Nuggets or Avalanche player. Pepsi Point is a great place to meet up with friends, family and your fellow fans! Pepsi Point is also home to the Season Ticket Member Headquarters, an informational location for current season ticket members during sporting events (see SEASON TICKET MEMBER HEADQUARTERS on page 39 for more information).



PEPSI VISION

The center hung scoreboard is a multi-screen all LED scoring, video and information display manufactured by Daktronics. Hanging 35 feet off the floor, the main displays measure 47' wide by 27' tall on the sides, 25' wide by 21' tall on the ends and are capable of full 1080p resolution. In addition, there is a full complement of Daktronics LED displays around the arena, including nearly 1,000s of contiguous display below the Club Level, eight individual displays below the 3rd level and six floor portal displays.



Pepsi Center also features a state-of-the-art On-Ice/On-Court Projection System. This system is comprised of 18 Christie 30K Boxer Projectors. These 18 projectors are rigged in 6 different points, each point consisting of 3 projectors. With this many projectors in this type of rigging array, Pepsi Center is able to achieve a 4K resolution for basketball and even beyond that for hockey. This projector system is capable of displaying "forced 3D perspective animations," or "3D mapped animations," to give fans at Pepsi Center an amazing visual display across the

entire playing surface. The system is primarily used during intros while the building is dark, and is also used during specific times throughout Nuggets, Avalanche and Mammoth games.

PHANTOM K9

Phantom K9 provides explosive detection canine teams in order to ensure a safe and secure environment at Pepsi Center. Phantom K9 is trained in working within large venues and specializes in crowd interaction. They also sponsor Bernie, the Colorado Avalanche mascot!



PHONE CHARGING STATION

Pepsi Center provides a complimentary phone charging locker-style station for guest use at Section 120 near the ATM. The phone charging locker-style station provides a safe way for guests to charge their phones during Pepsi Center events. The locker is compatible with most mobile phones and guests can pick their own locker combination. Please see the Guest Relations Kiosk at Section 120 for assistance.

Any phones left at the charging station will be turned into Lost & Found following every event. Guests can call Lost & Found at 303-405-1383 to retrieve their phone.

PRACTICE COURT (UCHEALTH PRACTICE COURT)

The practice court, sponsored by UHealth, is a full-size basketball court utilized by the Denver Nuggets for all practice sessions. Fans can view and learn about the practice court on a VIP All Access Pepsi Center Tour. Call Pepsi Center Tours at 303-405-8556 or visit www.PepsiCenter.com/tours for more information.

PREMIUM SEATING INFORMATION

Information on premium seats can be obtained by calling 303-405-1250 for Club Seats and 303-405-6161 for Suites. Calls can be taken 24 hours a day via voice mail or between 8:30 a.m. to 5 p.m. Monday through Friday. Guests may also inquire at the Concierge Kiosks located on the Club Level at Sections 228 and 250. For more information go to www.PepsiCenter.com and click on *Premium Experience*.

PRODUCTION STUDIO

Pepsi Center houses a full production studio capable of designing, editing and producing video segments, advertisements, and in-game features in HD. A 40' by 30' sound stage is accompanied by a complete editing facility, featuring eight edit suites complemented with a host of software including Adobe Creative Suite, Final Cut Pro, Cinema 4D and Maya. The facility also includes two live production control rooms for in-arena, TV or web, as well as a full radio production room.

PROHIBITED ITEMS

For the safety and security of everyone at Pepsi Center, the following items are not allowed into the facility:

- Outside alcohol (see ALCOHOLIC BEVERAGE POLICIES on page 7)
- Sealed bottles of water (empty water bottle without the lid may be brought inside)
- Inflatable objects (beach balls, latex balloons, etc.)
- Large or offensive signs (see SIGNS/BANNERS/FLAGS on page 42)
- Cans
- Glass containers
- Outside food/beverages
- Weapons (i.e. knives, pepper spray and other aerosols, key rings/key chains for self defense, stun-guns, any concealed weapons, firearms, etc. and any ammunition or accessories to weapons)
- Laser pointers/pens
- Hard case containers (coolers, briefcases, etc.)
- Air horns/whistles/vuvuzelas
- Animals (see page 41 for more information on SERVICE ANIMALS)
- External flash camera units
- Interchangeable/detachable camera lenses or cameras with lenses longer than four inches
- Audio/video recording devices other than permitted cameras/recording devices (see page 11 for more information on CAMERAS/RECORDING DEVICES)
- Camera monopods/bipods/tripods

- Selfie sticks
- Drones and other unmanned aerial devices/vehicles
- Police/radio scanners of any kind
- Illegal drugs or substances
- Any form of marijuana
- Chemicals
- Fireworks, smoke bombs, etc.
- Backpacks, suitcases, beach bags, equipment bags, etc.
- Any bag larger than 14" x 14" x 6" (see page 9 for more information on the BAG POLICY)
- Skateboards, roller blades, roller skates, roller shoes, ice skates, etc.
- Large umbrellas/golf umbrellas/any umbrella with a pointed end
- Regulation size sports equipment including, but not limited to hockey and lacrosse sticks
- Unapproved pamphlets, handouts, advertisements, stickers, etc.
- Any other devices that may potentially interfere with, harm, and/or distract any sports or event participant, other guest, audio or audio/visual telecast or recording of the game, or any technology-related service provided by the venue
- Other items as determined by facility management

Management reserves the right to handle each occurrence on a case-by-case basis. Management is not able to hold prohibited items for guests. All bags, jackets and guests are subject to search upon entering Pepsi Center.

Items which have varying policies for concerts and special events include: bags, cameras, cell phones, video/audio recording equipment and signs/flags/banners/posters. Contact Guest Relations at 303-405-8548 for event specific information.

Exceptions (Allowed items):

Avalanche games: cow bells

Mammoth games: cow bells, drum sticks, vuvuzelas

Nuggets games: basketballs

iPads and GoPros are permitted for sporting events only.

R

RADIO

Live radio broadcasts of Nuggets and Avalanche games can be heard on Altitude 950 or on the secondary station 92.5. For more information on where to listen, please visit www.Altitude950.com.



RECORDING DEVICES

Guests may not bring audio or video recording devices into the arena. These devices include, but are not limited to, video cameras/camcorders and audio recording devices. GoPros and iPads are allowed in for sporting events ONLY.

RECYCLING

In 2008, Pepsi Center officials announced the creation of the Play Clean program to promote fan recycling during concerts and sporting events at all KSE venues. Fans can recycle plastic cups, plastic bottles and aluminum cans into any of the Pepsi bottle-shaped recycle bins throughout the arena.

RE-ENTRY

Pepsi Center has a NO RE-ENTRY policy. Guests leaving the facility to use the designated smoking area must have their ticket stub to obtain re-entry to the facility. Please refer any questions to a Guest Relations representative.

RESTAURANTS / LOUNGES

Four restaurant and lounge facilities operate within Pepsi Center.

- The **Breckenridge Brewery Mountain House** is located on the East side of the building next to the box office. Reservations can be made by calling 303-405-6090.
- **Club Lexus** is located on the Northeast side of the building next to the East Atrium and is available to all courtside and rinkside guests for Nuggets and Avalanche games. Club Lexus is also open to the public for some special events and concerts. For more information, please visit www.PepsiCenterClubLexus.com.

- **Land Rover Denver Club** is located across from Sections 202-204 and is restricted to Club Level access only during events. Food and beverage service starts 90 minutes prior to sporting events and 60 minutes prior to concerts of special events. All guest are welcome to enjoy the Land Rover Denver Club for an hour after the conclusion of the game or event.
- **Peak Pub House** is located across from Sections 228-232 and is open throughout the event. Food service is provided starting 90 minutes before Nuggets, Avalanche and Mammoth games through halftime or the end of the second period. Visit www.PepsiCenter.com/food-drink/Peak-Pub-House or call 303-405-1276 for more information.

To host a private event in one of our restaurants, please call 303-405-1245 or email meetingsevents@pepsicenter.com.

RESTROOMS

The following is a list of sections where restrooms are located at Pepsi Center:

ENTRY LEVEL / LOWER LEVEL

- Men/Women/Family: Behind Grand Atrium and East Entrance near the Breckenridge Brewery Mountain House on the Lower Level.
- Men: 112, 116, 124, 134 and 144
- Women: 116, 120, 128, 140 and 144
- Family: 130

CLUB LEVEL

- Men: 212, 226, 236 and 256
- Women: 214, 224, 238 and 256
- Family: 238

UPPER LEVEL

- Men: 301, 303, 319, 327, 341 and 373
- Women: 305, 323, 333, 345, 369 and 379
- Family: 346

All restrooms throughout Pepsi Center are wheelchair accessible and have diaper-changing stations.

S

SCALPING OR RE-SELLING TICKETS/MERCHANDISE ON PEPSI CENTER PROPERTY

It is illegal to buy or sell any ticket for any event on Pepsi Center property. Anyone caught attempting to sell tickets or unauthorized merchandise in violation of applicable law or Pepsi Center policies will be prosecuted and, if a season ticket member, face revocation of season tickets and/or other disciplinary measures as determined by arena/event management. Pepsi Center does not guarantee the authenticity of tickets purchased from third parties and reserves the right to refuse entry for duplicate, stolen or inauthentic tickets.

SCOREBOARD MESSAGING

Birthdays, anniversaries or other short messages can be displayed during games. There is a fee for this service and Guest Relations requires 48 hours' notice to ensure the message runs on the night of the special occasion. Messages can be a maximum of 15 words.

Guest Relations also offers to come to your seat location (free of charge), announce the special occasion and get the crowd involved with the celebration. For more information, guests can contact Guest Relations at 303-405-8548.

SEASON TICKET MEMBERSHIPS

For season ticket membership information call:

Denver Nuggets: 303-287-DUNK (3865)

Colorado Avalanche: 303-4-AVSNHL (28-7645)

Colorado Mammoth: 303-405-1101

SEASON TICKET MEMBER HEADQUARTERS

The Season Ticket Member Headquarters is located at Pepsi Point at the top of the Grand Atrium escalators outside of Section 102. Current season ticket members can visit the Season Ticket Member Headquarters during all sporting events. Membership Services Executives will be on site until the start of the third period for Avalanche games, until the start of the fourth quarter for Nuggets games and until the end of the game for Mammoth games to answer questions and address concerns.

SEAT NUMBERING SYSTEM

All seating sections are numbered beginning on the South side of the arena and continuing in a clock-wise direction. Viewed from the floor, seats are numbered across the row from left to right, beginning with 1. The rows are numbered from the bottom of the section to the top, also beginning with 1.

Lower Level: (100 Series) beginning at the aisle, center court/ice or midfield the section numbers increase by even numbers, starting with 102 and ending with 148, in a clock-wise direction.

Club Level: (200 Series) beginning at center court/ice or midfield the section numbers increase by even numbers, starting with 202 and ending with 260, in a clock-wise direction.

Suites: (Lower Level: 1-42 and Club Level: 43-95) Suites are numbered consecutively beginning at center court/ice or midfield South side and continuing in a counter-clock-wise direction.

Theatre Boxes: (Lower Level: A-J) Budweiser Legends Lounge Boxes A-E are located at the top of Section 144. Boxes F-J are located at the top of Section 130.

Upper Level: (300 Series) Lower balcony: beginning at center court or ice, section numbers increase by odd-numbers, starting with 301 and ending with 379, in a clock-wise direction. Upper balcony: beginning at center court/ice or midfield section numbers increase by even-numbers, starting with 302 and ending with 380, in a clock-wise direction.

SEE SOMETHING, SAY SOMETHING

Did you SEE something suspicious in or around Pepsi Center? Then SAY something! Report suspicious activity to event staff or local authorities. Together we can make Pepsi Center and our community safer. The “If You See Something, Say Something”™ is a national campaign from the Department of Homeland Security to raise public awareness of the indicators of terrorism and terrorism related crime, as well as the importance of reporting suspicious activity to state and local law enforcement.

Report suspicious activity in or around the arena to a staff member or by calling **303-405-1383**.

Guests can also text their concerns using the FANSOS system. Text **FANSOS** with seat location and concern to **69050**. Standard carrier text messaging and data charges will apply.

Report suspicious activity around your community to local authorities.

SENSORY INCLUSION

Together with KultureCity, Pepsi Center is working to provide an inclusive and seamless experience for all guests with sensory processing needs. As part of these efforts, Sensory Bags are available for guests to check out at all Guest Relations Kiosks at no cost. Bags include a special badge for guest recognition, fidget tools, noise-canceling headphones and other resources.

Please contact a Guest Relations representative for assistance or additional information.

SERVICE ANIMALS

Pepsi Center welcomes service dogs utilized by guests with disabilities. Service dogs must be harnessed, leashed or tethered at all times, unless special circumstances exist, and will be required to rest in the seating area of the individual with the disability, rather than in the aisle. A guest whose service dog poses a threat to the safety of other guests and employees, or whose dog is not housebroken, may be asked to escort the dog off the premises. Any service dog that displays vicious behavior towards other guests or employees may be denied entry or removed from the facility.

SERVICE PROVIDERS

Pepsi Center has engaged various companies to provide services that enhance the quality and experience of each guest.

These companies include:

- Aramark Sports & Entertainment (concessions vendor on lower and Upper Level)
- Argus Event Staffing (event staff/security)
- Denver Fire Department
- Denver Police Department
- Levy (premier restaurateur, Club Level concessionaire and in-seat food and beverage service provider)
- Phantom K9 (canine event security services)
- Premier Facility Services (housekeeping services)
- Rhino Staging (staging professionals)
- RPM (parking services)
- Stadium Medical (event medical services)

SIGNS / BANNERS / FLAGS

Pepsi Center holds a general policy welcoming signs, banners and flags during events. The following rules/regulations apply to all signs, banners, flags and posters entering Pepsi Center:

- Item may not be attached to a stick, pole or holding device of any sort
- Item may not exceed 22"x28" in size
- Item may not obstruct facility signage
- Item may not contain or display any profane, offensive or obscene language and/or pictures as determined by facility/event management
- Item may not be, in any way, taped, attached, hung or displayed on the facility
- Item may not obstruct the view of other guests or create a safety hazard as determined by facility/event management
- Item may not be constructed of wood, metal or any other material that may cause harm to others
- Item may not contain commercial or political messages or messages that violate the Pepsi Center Code of Conduct
- No whiteboards/markers
- Some concerts/special events may have specific policies regarding signs/banners/flags/posters. Please contact Guest Relations at 303-405-8548 for event specific information.

SKYLINE DRUMLINE

HAVE THE SKYLINE DRUMLINE AT YOUR NEXT EVENT!

The Skyline Drumline is available for public appearances throughout the year! The Skyline Drumline will be an unforgettable addition at your next business convention, corporate meeting, grand opening, golf tournament, or just about any other event you may be hosting. For booking information and rates, please email Nuggets.Entertainment@TeamKSE.com.

Interested in receiving a Skyline Drumline autograph card?

Please send all requests to:

Skyline Drumline, 1000 Chopper Circle, Denver, CO 80204

SMOKING

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 general 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 in need of mobility assistance can access the smoking area via the East Atrium Elevators. Guests must have a valid ticket to access this area and to re-enter the arena.

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.

SOCIAL MEDIA

Join the following Facebook communities for exclusive content, promotions, contests and giveaways!

[Facebook.com/1STBANKCenter](https://www.facebook.com/1STBANKCenter)

[Facebook.com/AltitudeAuthentics](https://www.facebook.com/AltitudeAuthentics)

[Facebook.com/AltitudeTV](https://www.facebook.com/AltitudeTV)

[Facebook.com/AltitudeTickets](https://www.facebook.com/AltitudeTickets)

[Facebook.com/AvsIceGirls](https://www.facebook.com/AvsIceGirls)

[Facebook.com/ColoradoAvalanche](https://www.facebook.com/ColoradoAvalanche)

[Facebook.com/ColoradoMammoth](https://www.facebook.com/ColoradoMammoth)

[Facebook.com/ColoradoRapids](https://www.facebook.com/ColoradoRapids)

[Facebook.com/DenverNuggets](https://www.facebook.com/DenverNuggets)

[Facebook.com/DenverNuggetsDancers](https://www.facebook.com/DenverNuggetsDancers)

[Facebook.com/DICKSSportingGoodsPark](https://www.facebook.com/DICKSSportingGoodsPark)

[Facebook.com/ElitchGardensDenver](https://www.facebook.com/ElitchGardensDenver)

[Facebook.com/KroenkeSportsCharities](https://www.facebook.com/KroenkeSportsCharities)

[Facebook.com/OutdoorChannel](https://www.facebook.com/OutdoorChannel)

[Facebook.com/ParamountDenver](https://www.facebook.com/ParamountDenver)

[Facebook.com/PepsiCenter](https://www.facebook.com/PepsiCenter)

[Facebook.com/PepsiCenterTours](https://www.facebook.com/PepsiCenterTours)

[Facebook.com/SportsmanChannel](https://www.facebook.com/SportsmanChannel)

[Facebook.com/SuperMascotRocky](https://www.facebook.com/SuperMascotRocky)

[Facebook.com/WFNN](https://www.facebook.com/WFNN)

Gain access to inside information, breaking news and more by following these properties on Twitter:

@1STBANK_Center	@ColoradoRapids	@ParamountCO
@AltitudeTickets	@DSGpark	@Pepsi_Center
@AltitudeTV	@KSE_Charities	@PepsiCenterChef
@Avalanche	@MammothLax	@PepsiCenterTour
@AVSBernie	@Nuggets	@TheSuperMascot
@AvsIceGirls	@NuggetsDancers	

Access behind the scenes photos and more by following these properties on Instagram:

@1STBANK_Center	@coloradorapids	@paramountdenver
@AvsIceGirls	@dsgpark	@pepsicenter
@coloradoavalanche	@Nuggets	@pepsicenterchef
@coloradomammoth	@nuggetsdancers	

Receive exclusive content and video by following your favorite teams on Snapchat:

@avalanche	@mammothlax	@nuggets
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SOLICITING / LITERATURE

It is prohibited to solicit contributions, to distribute literature or engage in any other commercial or promotional activity on Pepsi Center property without written approval. Those engaging in any such activity are subject to ejection and Denver Police citation or arrest. A fine will be issued for clean-up expenses of unauthorized literature.

STADIUM VISION

Pepsi Center upgraded to Digital Concession Menu Boards in March 2012. Ninety-six digital menu boards are displayed throughout the concession stands to provide the best visual presentation of food and beverage offerings from Pepsi Center's providers, Aramark and Levy.

STAGE CONFIGURATIONS

For concerts, Pepsi Center features two primary stage configurations, end-stage and center-stage (also known as "in-the-round"). Each of these configurations will accommodate an audience up to 20,000. Pepsi

Center features a drape system that transforms the arena into a more intimate performance setting if needed by reducing seating capacity. Other configurations may be utilized for children's shows, ice shows and corporate events.

STAIRWAYS

Stairways access each concourse of Pepsi Center. The Grand Atrium stairway provides access to all guest levels and concourses. From the East Atrium, the stairway provides access to the Lower Level from which guests may access all other levels. There are additional stairways located throughout Pepsi Center, mainly used for egress after games or events.

STATUES, 3-D VISUALS AND ART DISPLAYS

Pepsi Center features unique displays of statues and three-dimensional visuals: the Pepsi sphere located in Toyota Camry Lot North, a statue of Rocky on the West side of the venue and a statue adorning the Grand Atrium featuring hockey and basketball players in action.

STROLLERS

Strollers are allowed into Pepsi Center. Should they not fit under your seat, they may be checked at a Guest Relations Kiosk or left on the concourse outside the portal entrances at your own risk.

SUITE ACCESS

Suite holders may access Suites up to 90 minutes prior to each game or 60 minutes prior to concerts or special events and may remain in their Suites up to 30 minutes after the conclusion of a game or event.

SUITES AT PEPSI CENTER

Suites are available to lease yearly or to rent on a per event basis. For information on Suite options, please contact the Premium Sales and Service department at 303-405-6161 or via the website at www.PepsiCenter.com and click on *Premium Experience*.

TAILGATING

Tailgating is allowed, but not encouraged outside Pepsi Center. There are no designated areas within the Toyota Parking Lots and guests may only occupy the number of spaces they have purchased. Saving spaces is not allowed and RPM Parking monitors all Toyota Parking Lots. Open consumption of alcoholic beverages is prohibited in all Toyota Parking Lots surrounding Pepsi Center. Open fires using logs and charcoal grills are prohibited. Propane tanks must be less than 20 lbs.

TAXI SERVICE

Taxi service is available outside of Pepsi Center. See Guest Relations for more information.

TEAM LICENSE PLATES

Show your team pride and support Kroenke Sports Charities with a Signature Colorado Avalanche or Denver Nuggets License Plate!

Colorado residents who make a \$45 donation to Kroenke Sports Charities will be eligible to purchase a team signature license plate. Please email communityrelations@teamkse.com or visit www.nhl.com/avalanche/community/license-plate or www.nba.com/nuggets/community/license-plate for more information.

TEAM STORES / SOUVENIRS – ALTITUDE AUTHENTICS

Altitude Authentics is located inside the Grand Atrium (west entrance) at Pepsi Center. The store features official team merchandise of the Denver Nuggets, Colorado Avalanche, Colorado Mammoth and Colorado Rapids. The store is open from 10 a.m. to 5 p.m., Monday through Friday, Saturdays 10 a.m. to 3 p.m. and starting one hour before game time. Regular store hours may be affected by games starting prior to 7 p.m.

All guests must have a ticket one hour prior to game/event start for entry. Other in-arena locations include:

- Grand Atrium next to elevators: Ladies and Kid's Store (open during regular business hours and events).



- Lower Level: Altitude Authentics retail store at Section 144 and 120 and Zephyr Hat Zone at Section 104.
- Club Level: Altitude Authentics across from Section 252.
- Upper Level: Altitude Authentics at Sections 335 and 367.

All locations accept Club Cash and loaded tickets.

All stores, stands and kiosks accept major credit cards (Visa, MasterCard, Discover, American Express) and cash. Guests can contact Altitude Authentics at 303-405-1300 or visit www.PepsiCenter.com for more retail information. Guests can also purchase through mail order toll free at 888-AVS-NUGS (888-287-6847) or online at www.AltitudeAuthentics.com.

For special events/concerts, event specific merchandise stands are usually located on the lower level of Pepsi Center. In-arena team stores will be closed during these events.

TELEVISIONS

Pepsi Center has 557 High Definition Flat Screen TV's throughout the facility. The Club Level has more than 50 HD Flat Screens between Peak Pub House and Land Rover Denver Club. Every Suite at Pepsi Center has two HD Flat Screens to ensure that guests never miss the in-arena action or replays.

The Concession stands on the 100 Level and 300 Level each have 2 HD Flat Screens per stand.

The 100 level and 300 level concourses have more than 70 HD Flat Screen TV's per level to guarantee that all guests in Pepsi Center never miss the game as they walk around the arena.

THEATRE BOXES

Theatre Boxes at Pepsi Center deliver an exciting, new fan experience to ensure event day is unmatched.

With all-inclusive food and beverage options, including a full service bar, the Theatre Boxes are sure to make any event enjoyable. The Budweiser Legends Lounge (Boxes A-E) is located at the top of Section 144. Theatre Boxes F-J are located at the top of Section 130. Contact Premium Sales and Service at 303-405-6161 for more information.



THROWING OBJECTS / PROJECTILES

Throwing objects within the facility is prohibited. Guests found throwing any object within the facility may be ejected, banned and subject to Denver Police citation and arrest.

TICKET SALES TABLES (Season Membership & Partial Membership)

Membership sales tables are located on the Lower Level at Sections 120 and 144, as well as the Upper Level near Section 375 (Nuggets and Avalanche only). These tables allow guests to get information regarding season ticket memberships, partial memberships and group sales. It is also an informational location for current season ticket members during a sporting event.

TICKET OFFICE

See BOX OFFICE on page 10.

TICKET POLICIES

Child Entry: For all Nuggets, Avalanche and Mammoth games, guests three years of age and older are required to have a ticket. Guests under the age of three years may sit in a ticketed guest's lap.

Policies may vary for concerts and special events. Please contact Guest Relations for information pertaining to specific events at 303-405-8548. Generally for concerts and special events, guests two years of age and older are required to have a ticket for entry.

Duplicate Tickets: The facility is not responsible for any inconvenience caused by unauthorized duplication. In the event duplicate copies appear, the facility reserves the right to refuse entry to all ticket holders.

Re-Entry: There is NO re-entry into the facility.

Resale of Tickets: Unlawful resale or unlawful attempted resale is grounds for seizure and cancellation without compensation. Tickets obtained from unauthorized sources may be lost, stolen or counterfeit and if so are void.

Reschedule Policy: In general, if a game or event is cancelled, no refunds will be issued if the event is rescheduled, as you will be issued tickets to attend the rescheduled performance. You may also be provided the opportunity to exchange your ticket for a ticket, comparable in price

and location, to another similar event as designated by management except as otherwise provided by law.

TOURS

Pepsi Center is a world class sports and entertainment venue here in Denver, CO that is home to the Denver Nuggets, Colorado Avalanche and Colorado Mammoth. Our tour is a fun way for both adults and kids to learn about how we convert our floor from hockey to basketball and what it takes to host over 250 events each year. Our 90-minute walking tours are offered at the following times:



IN-SEASON TOUR HOURS (October to May)

Monday, Wednesday and Friday: 10 a.m., 12 p.m. and 2 p.m.
Saturday: 10 a.m. and 12 p.m.

SUMMER TOUR HOURS (June to September)

Monday, Wednesday and Friday 10 a.m., 12 p.m. and 2 p.m.
No Saturday tours

Tours are not offered on Sundays, holidays and when special events are booked. Tour times, dates and stops are subject to change. Private group tours of 10 or more require reservations and can be booked up to 90 days in advance. Tours can be scheduled on a non-tour day for an additional fee. For more information, current rates, cancellations and/or to make a group reservation, please call our tour line at 303-405-8556 or visit our website at www.PepsiCenter.com/tours.

TOYOTA PARKING LOT INFORMATION

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.



• **Toyota Camry** Lots provide VIP parking for sporting events. Vehicles displaying a VIP parking pass receive access for Denver Nuggets, Colorado Avalanche and Colorado Mammoth games. For all other events, parking in this lot is open to the general public and is based on availability.

• **Toyota Prius** Lots provide parking to the general public.

TOYOTA

- **Toyota Tacoma** Lot provides parking to the general public.
- **Toyota Tundra** Lot provides VIP parking for sporting events. Vehicles displaying a VIP parking pass receive access for Denver Nuggets, Colorado Avalanche and Colorado Mammoth games. For all other events, parking in this lot is open to the general public and is based on availability.
- **Toyota Corolla** Lot provides VIP parking for sporting events. Vehicles displaying a VIP parking pass receive access for Denver Nuggets and Colorado Avalanche games. For all other events, parking in this lot is open to the general public and is based on availability.
- **Toyota RAV4** Lot is available to permit holders and the general public and offers Pepsi Center's closest parking spaces.
- **Toyota Land Cruiser** Lot is located outside of the East Atrium. Access to this lot is restricted to permit holders only for Denver Nuggets and Colorado Avalanche games. For all other events, parking in this lot is open to the general public and is based on availability.
- **Valet** drop-off and pick-up is located on the circle drive outside the East Atrium.

Please see the map on page 58 for parking lot locations.

To encourage its fans to Play Clean and drive hybrid vehicles – thus saving energy, reducing smog and cutting down on vehicular-based air pollutants – designated hybrid-only parking spots are now available at Pepsi Center in Toyota Camry, Tundra and RAV4 Lots. Additionally, Pepsi Center has also implemented a No Idling Zone in which fans are encouraged to park their cars (and turn them off) rather than leave them running unnecessarily.

Pepsi Center also has daily and monthly parking available. Please call 303-405-8546 for more information.

TOYOTA DISPLAYS

Your Hometown Toyota Stores have two displays in Pepsi Center! Fans can find these displays located on the Lower Level outside Section 146 and on the Upper Level outside Section 308.

U

UPGRADE EXPERIENCE APP

You can sign up to upgrade your tickets at www.PepsiCenter.com/

upgrade or by downloading the Avalanche or Nuggets mobile phone app available on iTunes or Google Play.

Upgrade offers will be sent 30 minutes prior to the start of the game through halftime or the second period. You must have already purchased tickets to the game to receive this offer.

W

WEBSITES

Find all of the information you want, including schedule of events and games at the following websites:

1STBANKCenter.com	DICKSSportingGoodsPark.com
AltitudeAuthentic.com	FlashSeats.com
AltitudeNOW.com	KSEDenverVenues.com
AltitudeSports.com	Nuggets.com
AltitudeTickets.com	OutdoorChannel.com
Altitude950.com	ParamountDenver.com
ColoradoAvalanche.com	PepsiCenter.com
ColoradoMammoth.com	TheSportsmanChannel.com
ColoradoRapids.com	WorldFishingNetwork.com

WIFI

Free Wi-Fi access is available to all guests at Pepsi Center events.

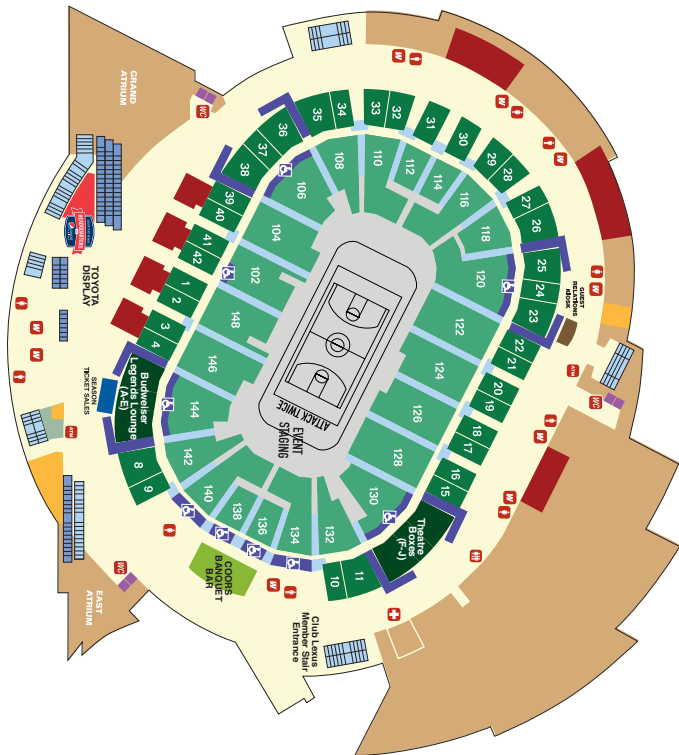
WILL CALL

Tickets left in Will Call may be picked up beginning two hours prior to a game or event. Guests will be asked to provide a picture ID corresponding to the name of the person under which the tickets are held. Will Call will be moved to the East Atrium Lobby once the box office closes on an event night. Flash Seats tickets cannot be printed and left in Will Call. Tickets must be transferred via the Flash Seats Mobile Application or on www.FlashSeats.com. Please ask a ticket taker or Guest Relations representative for assistance.

Fan Guide updated August 2018.

***For most up-to-date fan information, please visit www.PepsiCenter.com/arena-info/arena-policies-faq/**

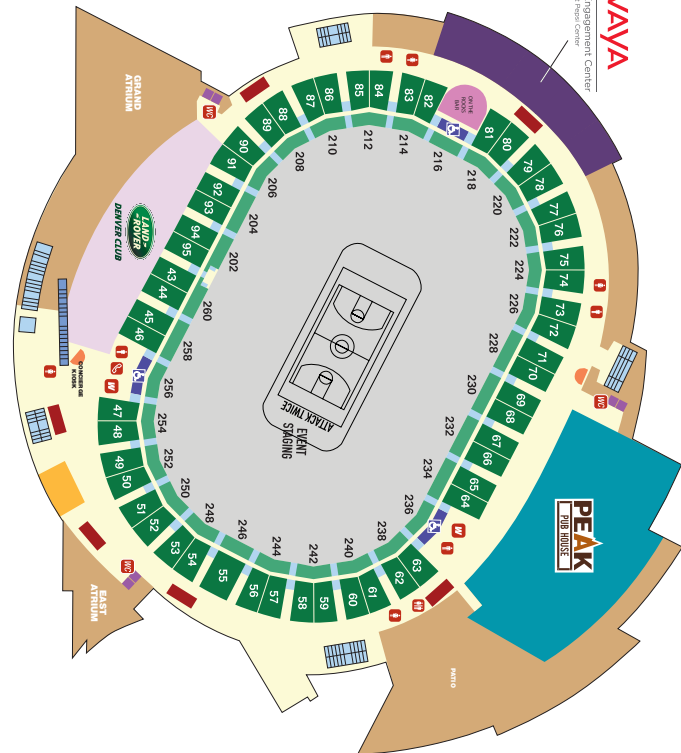
Lower Concourse



- CONCESSIONS
- RETAIL
- BAR
- SEATING
- SUITES
- THEATRE BOXES
- ESCALATORS
- STAIRS
- ELEVATORS
- GUEST RELATIONS KIOSKS
- PEPSI POINT
- SEASON TICKET SALES
- WHEELCHAIR SEATING
- WHEELCHAIR ACCESS
- FAMILY RESTROOM
- FIRST AID
- ATM
- WATER FOUNTAIN



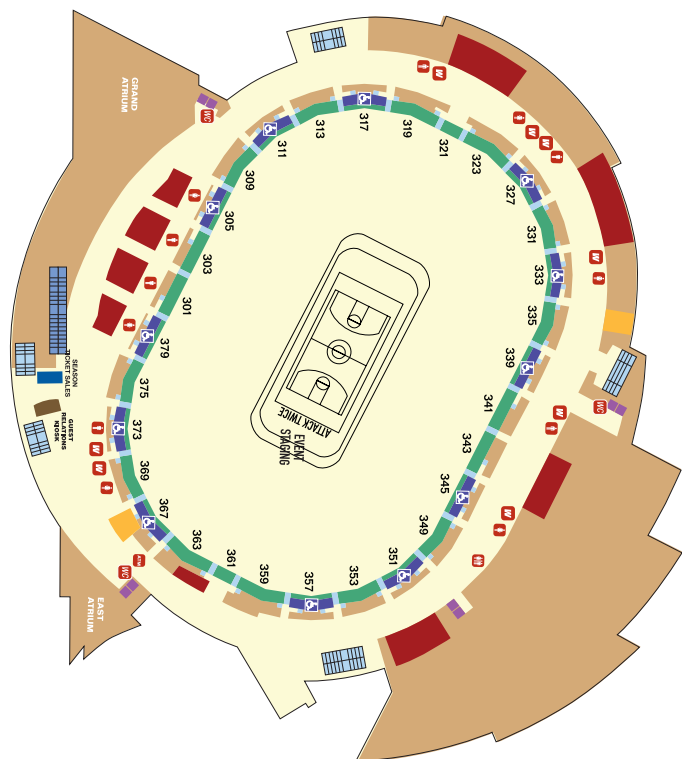
CLUB LEVEL



- CONCESSIONS
- CONCIERGE KIOSKS
- RETAIL
- SEATING
- SUITES
- RESTAURANT
- BUSINESS CENTER
- STAIRS
- ESCALATORS
- BUSINESS CENTER
- BAR
- BAR
- ELEVATORS
- WHEELCHAIR SEATING
- WHEELCHAIR ACCESS
- FAMILY RESTROOM
- ATM
- WATER



Upper Concourse



- CONCESSIONS
- RETAIL
- SEATING
- ESCALATORS
- STAIRS
- ELEVATORS
- GUEST RELATIONS KIOSKS
- SEASON TICKET SALES
- WHEELCHAIR SEATING
- WHEELCHAIR ACCESS
- FAMILY RESTROOM
- ATM
- WATER



Basketball Seating



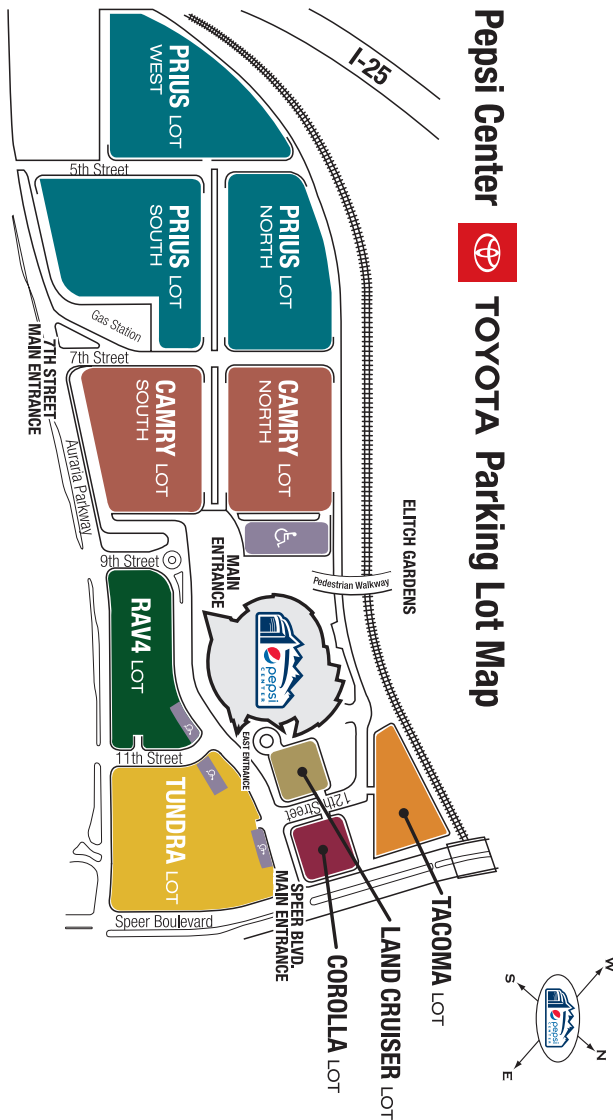
Hockey Seating



Lacrosse Seating



Pepsi Center Parking



Pepsi Center



TOYOTA Parking Lot Map

FUN FACTS ON PEPSI CENTER

EVENTS ON THE PROPERTY OF PEPSI CENTER

- Home to the Denver Nuggets, Colorado Avalanche and Colorado Mammoth.
- More than 200 events are scheduled each year.
- Sporting events, concerts, ice and family shows.
- 1000 staff members to run an event.
- Opened October 1, 1999 with Celine Dion in concert.

COST TO BUILD PEPSI CENTER

- Over \$180 million – which were private funds.
- Approximately 21 months to build.

LAND

- 45 Acres.
- Building is 675,000 square feet.

RETIRED NUMBERS

• Denver Nuggets:

- Alex English – #2
- Fat Lever – #12
- David Thompson – #33
- Byron Beck – #40
- Dan Issel – #44
- Dikembe Mutombo – #55
- Doug Moe – #432 (Total Number of Regular Season Victories)

• Colorado Avalanche:

- Joe Sakic – #19
- Peter Forsberg – #21
- Milan Hejduk – #23
- Patrick Roy – #33
- Adam Foote – #52
- Ray Bourque – #77

• Colorado Mammoth:

- Brian Langtry – #6

Gavin Prout — #9

Gary Gait — #22 (First NLL number ever to be retired and hung at any arena)

John Grant Jr. — #24

SCULPTURE IN THE GRAND ATRIUM

- The sculpture weighs 2,000 pounds.
- Cost \$75,000.
- 1.5 times life size.

MAIN LEVEL CONCOURSE

- Approximate number of seats: Nuggets—8,650; Avalanche—7,400; Mammoth—7,400.

UPPER LEVEL CONCOURSE

- Approximate number of Nuggets, Avalanche and Mammoth seats: 7,650.

SUITES

- 89 luxury Suites that can accommodate up to 20 people each.

THEATRE BOXES

- 10 Theatre Boxes that can accommodate up to 10 people each.

ACCESSIBLE SEATING

- In strict compliance with the Federal Government Americans with Disabilities Act.
- 304 wheelchair accessible seats including companion seats for Nuggets games and 322 seats for Avalanche games.

ARENA

- 5 level arena.
- Seating capacities: Basketball—19,520; Hockey—17,809; Lacrosse—17,861; Concerts—19,854 plus depending on how stage is set; Special Events—20,854.

DENVER NUGGETS

- 60' x 120' Horner Pro King portable basketball floor, incorporating 25/32 x 2 ¼" first grade maple.
- Cost of the basketball court is \$102,000.00.

- Each basketball stanchion weighs approximately 3,300 pounds and is anchored into the basketball floor to prevent it from being tipped over.
- Nets on the basketball goals are replaced every 53 games or as needed.
- There are 233 pieces to the basketball floor — each weighing approximately 185 pounds. The total weight of the entire basketball floor is 41,625 pounds.

COLORADO AVALANCHE

- There are 220 panes of .5" seamless acrylic that surround the hockey rink, weighing between 50 and 150 pounds a piece. It takes 6 people one hour to "hang" the entire rink.
- Starting with the 07-08 NHL season, Pepsi Center became one of a handful of buildings in the country that has the newest, state of the art dasherboard system. The system allows for more consistent puck play, and features a "soft cap" that will cushion a player's impact into the boards. This new system also allows for easier installation and removal of the boards for other Pepsi Center events.
- Each net hung on the ends of the rink has a lifespan of only 66 games.
- For other events in the building, the ice is covered with approximately 600 pieces of a 1" thick, cross-linked polymer and Fiberglas composite.

COLORADO MAMMOTH

- The Mammoth carpet consists of 14'-15' wide rolls of Astroturf and is 1" thick.
- It takes 22 people only 25 minutes to lay the field.
- On January 10, 2007, it took the conversion crew a building record of 36 minutes to switch the arena floor over from an afternoon Avalanche game to an evening Mammoth game.

NOTES

NOTES

IMPORTANT PHONE NUMBERS

1STBANK Center.....	303-410-0700
24-Hour Security.....	303-405-1383
Altitude Authentics Team Store.....	303-405-1300
Altitude Tickets (customer service).....	303-405-6066 x2
Altitude Tickets (pay by phone).....	303-893-8497 (TIXS) or 866-461-6556
Aramark Sports & Entertainment.....	303-405-1225
Argus Event Staffing/Security.....	303-405-1296
Breckenridge Brewery Mountain House Reservations.....	303-405-6090
Community Relations.....	303-405-1104
Concierge (event nights only).....	303-405-1353
DICK'S Sporting Goods Park.....	303-727-3500
Guest Relations.....	303-405-8548
Levy Restaurants.....	303-405-1260
Lost and Found.....	720-931-1581
Meetings + Events.....	303-405-1245
Paramount Theatre.....	303-623-0106
Peak Pub House Reservations.....	303-405-1276
Pepsi Center Box Office.....	303-405-1111 x 0
Pepsi Center Main Line.....	303-405-1100
Pepsi Center Tours.....	303-405-8556
Premier Facility Services.....	303-405-1293
RPM Parking.....	303-405-1299

PREMIUM SALES & SERVICE

Premium Sales & Service.....	303-405-6161
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SEASON TICKET SALES

Denver Nuggets.....	303-287-DUNK (3865)
Colorado Avalanche.....	303-4AVS-NHL (287-645)
Colorado Mammoth.....	303-405-1101
Colorado Rapids.....	303-825-4625

HOURS OF OPERATIONS

Pepsi Center Box Office.....	Visit www.PepsiCenter.com or call 303-405-1111 x 0 for hours of operation.
Altitude Authentics.....	Mon.–Fri. 10 a.m.-5 p.m., Sat. 10 a.m.-3 p.m. Closed all major holidays. Black Friday through Christmas Eve, store hours are Mon.–Sat. 10 a.m.-5 p.m. and Sun. 10 a.m.-3 p.m. Store closes at 3 p.m. on Christmas Eve.





Pepsi Center
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