



# FAN GUIDE



**Memories Are Played Here.**

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



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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.
- **KeyBank 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.

Guests can also play from home or in their seats. Tickets can be purchased online during Pepsi Center sporting events at [www.5050colorado.com](http://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. Take the official winning ticket to the Reception Desk at the East Entrance of Pepsi Center or visit [www.5050colorado.com](http://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](http://www.5050colorado.com)

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

## A

### ACCESSIBLE 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 6 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 CLOSED CAPTIONING on page 11 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.

- Interpreting services and other accommodations for Guests who are hard of hearing. Please contact Guest Relations at 303-405-8548 at least 72 hours prior to event to schedule.
- Wheelchair escort service provided by Guest Relations. Escorts provided to and from curbside and Guests' seats only.
- Permission for Guests to bring service animals. For more information, see SERVICE ANIMALS on page 39.

## ACCESSIBLE SEATING

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

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

See Maps on pages 48-50 for accessible seating locations and entrance ramps.

Wheelchair and accessible seating tickets are available through Pepsi Center Box Office. Companion seating is also available for purchase in each of the wheelchair seating sections. Contact Pepsi Center Box Office at 303-405-1111 x 0 for more information and availability.

## ADDRESS / TELEPHONE / WEBSITE

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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

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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

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Pepsi Center staff and its 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 unexpired forms of identification acceptable by Pepsi Center food vendors:
  - Current, valid Driver's license
  - Current, valid State ID w/photo
  - Current, valid Military ID w/photo
  - Current, valid Passport
- To encourage responsible drinking, Pepsi Center and ARAMARK Sports & Entertainment participate in the 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 130.
- Pepsi Center management reserves the right to eject any individuals under the age of 21 who illegally purchase, possess or consume alcohol or are visibly intoxicated. These individuals are also subject to citation or arrest by Denver Police.
- Individuals providing alcohol to those under 21 will also be ejected and subject to citation or arrest by Denver Police.

- The cutoff time for alcohol sales varies by event. Please contact any Guest Relations staff for more information. Alcohol cutoff times are subject to change without notice.
- Guests found with alcohol brought in from outside the facility will be ejected and subject to citation.

## 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 Air Force Academy weekly shows, 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](http://www.altitudesports.com).



## ATMS – KEYBANK AUTOMATED TELLERS

There are four ATMs located inside Pepsi Center, one in the box office lobby, two on the lower level (Sections 120 & 144) and one on the upper level (Section 366).



## AVALANCHE ICE GIRLS (RAM TRUCKS AVALANCHE ICE GIRLS)

Have the Ram Trucks Avalanche Ice Girls at your next event! The Ice Girls are available for public appearances throughout the year. For booking information and rates, please call 303-405-1682.

Interested in writing your favorite Avalanche Ice Girl a letter?

Please send all fan mail to:

Ram Trucks Avalanche Ice Girls, 1000 Chopper Circle, Denver, CO 80204

For more information about the Ram Trucks Avalanche Ice Girls, visit [www.AvsIceGirls.com](http://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

## BAG POLICY

Soft-sided personal size bags and containers no bigger than 14" x 14" x 6" 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 33 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 56). Find out more and sign up at [denver.bcycycle.com](http://denver.bcycycle.com).

## BICYCLE PARKING

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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

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

## BRECKENRIDGE BREWERY MOUNTAIN HOUSE

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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 [meetingevents@pepsicenter.com](mailto:meetingevents@pepsicenter.com).

## BUS SERVICE

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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](http://www.RTD-Denver.com/schedules).

## CAMERAS / RECORDING DEVICES

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Fans are welcome to bring personal, point and shoot cameras into Pepsi Center. Cameras with telephoto or long interchangeable/detachable lenses and external flash (professional photography equipment) are not permitted inside Pepsi Center at any time. Detachable and attached lenses cannot be longer than four inches. Video recording devices, audio recording devices, monopods, bipods, tripods and selfie sticks are also not permitted. iPads and GoPros, 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 ask it to be removed from the camera at their discretion.

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

## CLOSED CAPTIONING

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Closed 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](http://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.

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

## CLOTHING / BODY ART

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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 items 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. Clothing which conceals a Guest's face is also prohibited, including masks and costumes.

## CLUB LEVEL (KEYBANK CLUB LEVEL)

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

Orders can also be placed digitally with the Bypass Lane application available for Apple or Android devices now for free on iTunes or Google Play. Ask a server or Concierge for more information. Menus are available at the Concierge Kiosks or from attendants around the bowl who come to take orders. 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 carved sandwiches. KeyBank Club Level ticket holders may remain in the Land Rover Denver Club after the conclusion of the game or event where all guests are welcomed. There are two Concierge Kiosks at Sections 228 & 250, designed to assist the Suite and KeyBank 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 KeyBank Club Level by the staircases, escalators or elevators located in either the Grand Atrium or East Atrium.



## CLUB LEVEL ACCESS (KEYBANK CLUB LEVEL ACCESS)

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Access to the KeyBank Club Level varies by event:



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

For Colorado Avalanche games, the KeyBank Club Level is open to all Suite holders, KeyBank 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 & 148), and anyone with an official game night pass.

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

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

## CLUB LEXUS

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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 backstage 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 [PepsiCenterClubLexus.com](http://PepsiCenterClubLexus.com).

## CODE OF CONDUCT

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All Pepsi Center Guests are expected to maintain reasonable and appropriate behavior at all times. Any behavior disregarding the code of conduct as determined by facility management can result in ejection and possible arrest by Denver Police.



Ejected Guests will not receive a refund for their tickets or be compensated in any way. Inappropriate behavior includes, but is not limited to:

- Standing on chairs/seats/tables/platforms/railings.
- Intoxication or disorderly conduct.
- Fighting or challenging others to fight.
- Interference with the event or participants of the event in any way.
- Throwing, tossing or discharging any object.
- Using profanity and/or other offensive words and gestures.
- Harassing, taunting or using offensive language against the players, referees, performers, other Guests or staff.
- Entering a restricted area, seating area or disabled seating platform without the proper ticket.
- Disturbing other 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.

## COMMUNITY RELATIONS

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See KROENKE SPORTS CHARITIES on page 25 for more information.

## COMPLIMENTS, COMMENTS, CONCERNS

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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](mailto:guestrelations@pepsicenter.com) to give feedback.

## CONCESSIONS

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### 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 our 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 does offer 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.

### KEYBANK CLUB LEVEL

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

## CURSING / OFFENSIVE LANGUAGE

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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 PRESENTED BY THE SHARPEST RIDES

HAVE THE NUGGETS DANCERS  
AT YOUR NEXT EVENT!



Want to add some sparkle to your next event? The Nuggets Dancers are available for public appearances throughout the year! The Denver Nuggets Dancers specialize in adding that special something to golf tournaments, corporate meetings, business conventions, store grand openings and many other events. For booking information and rates, please call 303-405-1206.

Interested in receiving a Nuggets Dancers team autograph card? Want to write a letter to your favorite Nuggets Dancer?

Please send all fan mail and poster requests to:  
Denver Nuggets Dancers, 1000 Chopper Circle, Denver, CO 80204



## 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 participate may go to the Budweiser Good Sport Program kiosk across from Section 130 and receive a coupon which allows for a small complimentary Pepsi product 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. Exact locations are as follows:

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

## E

### EJECTIONS

Attending an event at Pepsi Center is something that should be an enjoyable and safe experience for all. The goal is to avoid ejections or arrests whenever possible. However, it is of primary importance that each Guest is able to enjoy a quality experience while in attendance. Therefore, a code of conduct is enforced which emphasizes good sportsmanship and generally accepted standards of behavior. Season ticket members are responsible for the actions of their Guests and are subject to cancellation of tickets. For more information, see CODE OF CONDUCT on page 13. Failure to comply with the code of conduct can result in ejection and possible Denver Police citation and arrest.

### ELECTRONIC TICKETS

The only electronic tickets authorized for entry into Pepsi Center via a smartphone are those tickets connected to the Flash Seats® Mobile App. Any other tickets 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 22 for more information. Requests for Flash Seats tickets to be printed on hard ticket stock are subject to a \$25 per order fee.

### ELEVATION DUNK SQUAD

HAVE THE ELEVATION DUNK SQUAD AT YOUR NEXT EVENT!

The Elevation Dunk Squad is available for public appearances throughout the year! The Elevation Dunk Squad will be a highflying addition to just about any event you may be hosting. For booking information and rates, please email Nuggets. Entertainment@TeamKSE.com.



Interested in receiving an Elevation Dunk Squad autograph card? Please send all requests to:  
Elevation Dunk Squad, 1000 Chopper Circle, Denver, CO 80204

### 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 with disabilities or other mobility issues, which 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.

### 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 or text **FANSOS** to **69050**.

### 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/kse/company/employment/](http://www.pepsicenter.com/kse/company/employment/) for information about all the open positions.

### ENHANCED SECURITY MEASURES

Walk-Through Metal Detectors (WTMDs) were installed at all venue entrances prior to the first Colorado Avalanche pre-season game in 2013. Pepsi Center requires that all guests entering the venue pass through a WTMD. Alternative accommodations for screening will be

provided to those who need it. Guests who refuse screening will be denied entry. Pepsi Center was the first professional venue in Colorado to install 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.

## 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 and prosecution by Denver Police.

## 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 KeyBank 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
- KeyBank 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.
- KeyBank 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, guy in row 12, seat 5 is using foul language.

**Questions or need further technical HELP in regards to this text program? Send your email to [CustomerCare@ISS247.com](mailto:CustomerCare@ISS247.com) or call toll-free 1-877-722-6458. Fans can also contact Guest Relations during an event for further assistance.**

**Participation in our service is free of charge but standard carrier text messaging & 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, Denver Police citation and arrest. If a Guest is ejected from the venue for fighting, in addition to being banned from the venue, 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 40.

## 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.



## 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

### 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

- Informational literature/questions
- Lost and Found
- Lost children/group members
- Resolution of ticket issues
- Seating
- Wheelchair escorts

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

## H

### HOCKEY & 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 have paddles displayed to 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](mailto:meetingsevents@pepsicenter.com).

Please visit [www.KSEDenverVenues.com](http://www.KSEDenverVenues.com) for more information.

## KIDS & FAMILIES

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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 pg. 37 for more information or call Guest Relations at 303-405-8548.

### FIRST GAME CERTIFICATES AND PINS

Is it your first game 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.

\*New to Pepsi Center this season are the Candy Walls! Grab 'N' Go candy stations with all of your favorite candy will be located at Section 120 and Section 309.

### MASCOT AND DANCER AUTOGRAPHS

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.

The Denver Nuggets Dancers, Ram Trucks Avalanche Ice Girls and Colorado Mammoth Wild Bunch sign autographs at Section 142 before games.

### NURSING MOTHERS

The UCHHealth Nursing Mothers Suite is located at Section 132. See NURSING MOTHERS on pg. 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 pg. 31 for more information.

## ROCKY MOUNTAIN HOSPITAL FOR CHILDREN KIDS ZONE

Test your skills in basketball or hockey 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

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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 and hockey game play situations. Stop at Section 375 to test your free throw and shootout skills!

## KROENKE SPORTS CHARITIES

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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)

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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, NDP Championships, NDP Custom Apparel, 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 KeyBank Club Level and is exclusive to ticket holders with KeyBank Club Level access (See CLUB LEVEL ACCESS on page 13 for more information) during events. The club is open to all fans featuring post-event drink specials after the conclusion of the game or event. 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-carved 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](http://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 KeyBank 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. Pepsi Center management assumes no responsibility for items lost at events.

### LOST CHILD / GUEST IDENTIFICATION PROGRAM

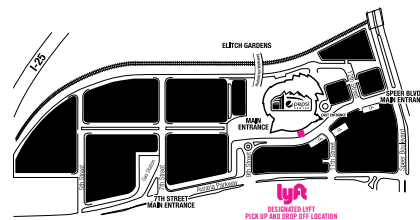
Should you get separated from your child (17 years old or younger) or any other person in your party with a special need, you should proceed to the nearest Guest Relations Kiosk located in the Grand Atrium, at Section 120, or at Section 375. Guest Relations staff will accompany lost Guests to either of these locations and keep in contact with other staff members in the building to ensure the party is reunited. Guest identification stickers are available from any Guest Relations staff member or at any of the Guest Relations Kiosks located throughout the building. Guests can write the section and seat location on the stickers for ease and quicker action should a Guest become separated from their party.

### 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 directly outside of the Breckenridge Brewery Mountain House at Pepsi Center. Guests can use the one-time code **PEPSICENTER17** to receive \$10 off 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 [GoRockyGo.com](http://GoRockyGo.com).

#### Colorado Avalanche – Bernie

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 [BernieTheMascot.com](http://BernieTheMascot.com).

#### Colorado Mammoth – Wooly

Wooly is one of the first original National Lacrosse League mascots! He loves to cheer on the Colorado Mammoth, is great at getting a crowd fired up, and would be happy to make an appearance at any type of event. Fun Fact: Wooly's tusks are 28 inches long!

To book a visit from Wooly, call 303-405-7629 or visit [ColoradoMammoth.com/Fan-Zone/Wooly](http://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.



meetings+events

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](mailto:meetingsevents@pepsicenter.com). Please visit [www.KSEDenverVenues.com](http://www.KSEDenverVenues.com) for more information.

### MOBILE APPLICATIONS

Stay connected year round with your favorite Pepsi Center teams anytime, anywhere by downloading the Colorado Avalanche and Denver Nuggets mobile applications. Features include live in-game updates, player stats, locker room videos, photo galleries, access to team promotions, tickets, merchandise, and 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.

## P

### **PARK HUB**

Park Hub is the digital payment system used in all Toyota Pepsi Center Parking Lots. Park Hub allows for Guests to use credit/debit cards to purchase parking. 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 can also purchase parking for events in advance at [www.altitudetickets.plan2park.com](http://www.altitudetickets.plan2park.com).

### **PARKING FOR GUESTS WITH SPECIAL NEEDS**

Pepsi Center has more than 135 parking spaces for Guests with special needs. 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, 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 47.

### **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



**TOYOTA**  
*Let's Go Places*

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 47 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 regional favorites.



Located on the KeyBank 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/arena-info/restaurants/peak-pub-house](http://www.pepsicenter.com/arena-info/restaurants/peak-pub-house) or call 303-405-1264 for questions or reservations.

To reserve Peak Pub House for private events, please call 303-405-1245 or email [meetingsevents@pepsicenter.com](mailto: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](http://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 38).

## PEPSI VISION

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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 1,000's of contiguous display below the KeyBank 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.

## PHONE CHARGING STATIONS

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Pepsi Center provides two charging locations for Guest use. There is a courtesy phone charging locker at Section 120 near the ATM that is free of charge and 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. There is also a portable charging station near Section 368 sponsored by Cricket. Guests must remain at the charging station to charge their phones at this location.

Any phones left at the charging stations will be turned into Lost & Found following every event. Guests can call Lost & Found at 720-931-1581 to retrieve their phone.

## PRACTICE COURT (UCHEALTH PRACTICE COURT)

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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](http://www.pepsicenter.com/tours) for more information.

## PREMIUM SEATING INFORMATION

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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 5:00 p.m. Monday through Friday. Guests may also inquire at the Concierge Kiosks located on the KeyBank Club Level at Sections 228 & 250. For more information go to [PepsiCenter.com](http://PepsiCenter.com) and click on Suites or Club Seats.

## PRODUCTION STUDIO

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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

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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 40)
- Cans
- Glass containers
- Outside food/beverages
- Weapons (i.e. knives, pepper spray and other aerosols, 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 39 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
- 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"
- 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 items for Guests and there are no check-in areas or lockers available at Pepsi Center. 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, 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, 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 Sports Radio 950 or on the secondary station 92.5 The Wolf. For more information on where to listen, please visit [altitudesports950.com](http://altitudesports950.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.

### **RECYCLE**

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 smoke in 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

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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 [PepsiCenterClubLexus.com](http://PepsiCenterClubLexus.com).
- **Land Rover Denver Club** is located across from Sections 202-204 and is restricted to KeyBank 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. The Land Rover Denver Club is open to all guests after sporting events.
- **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/arena-info/restaurants/peak-pub-house](http://www.pepsicenter.com/arena-info/restaurants/peak-pub-house) or call 303-405-1264 for more information.

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

## RESTROOMS

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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, 144
- Women: 116, 120, 128, 140, 144
- Family: 130

### KEYBANK CLUB LEVEL

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

### UPPER LEVEL

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

All restrooms throughout Pepsi Center are wheelchair accessible.

## S

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

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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. 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

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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

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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

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The Season Ticket Member Headquarters is located at Pepsi Point at the top of the Grand Atrium escalators. 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

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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.

**KeyBank 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 KeyBank 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) 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

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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 **303-405-7620**.

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

Report suspicious activity around your community to local authorities.

## SERVICE ANIMALS

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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 a 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

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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, concessionaire and in-seat service provider)

- Phantom K9 (excellence in canine and terrorism detection)
- Premier Facilities 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" x 28" 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](mailto: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 with mobility issues can access the accessible smoking area via the East Atrium Elevators. The accessible smoking area is located just outside the East Atrium door closest to the elevators. Guests must have a valid ticket to access this area. Any Guests smoking inside the venue or in a non-designated area will be subject to ejection. Any form of marijuana consumption is prohibited on Pepsi Center property. Please note: In accordance with city ordinance, smoking is not permitted within 30 feet of entry doors.

## 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/AvslceGirls](https://www.facebook.com/AvslceGirls)  
[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  
Facebook.com/SportsmanChannel  
Facebook.com/SuperMascotRocky  
Facebook.com/WFN

*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
@AvslceGirls	@NuggetsDancers	

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

@1STBANK_Center	@coloradorapids	@paramountdenver
@AvslceGirls	@dsgpark	@pepsicenter
@coloradoavalanche	@Nuggets	@pepsicenterchef
@coloradamammoth	@nuggetsdancers	

*Receive exclusive content and video by following these properties on Snapchat:*

@avalanche	@mammothlax	@nuggets
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## SOLICITING / LITERATURE

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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

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

## STAGE CONFIGURATIONS

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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

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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

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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

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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

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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

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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 PepsiCenter.com and click on Suites.

## T

### 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 on the South side of Pepsi Center just outside of the Grand Atrium at the red Transportation tent.

### TEAM LICENSE PLATES

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

All 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](mailto:communityrelations@teamkse.com) or visit [www.nhl.com/avalanche/community/license-plate](http://www.nhl.com/avalanche/community/license-plate) or <http://www.nba.com/nuggets/community/license-plate> for more information.

### TEAM STORES / SOUVENIRS – ALTITUDE AUTHENTICS

Altitude Authentics is located off the North side of the Grand Atrium adjacent to the box office lobby. The store features official team merchandise of the Denver Nuggets, Colorado Avalanche, Colorado Mammoth and Colorado Rapids. The store is open from 10:00 a.m. to 5:00 p.m., Monday through Friday, Saturdays 10:00 a.m. to 3:00 p.m. and starting one hour before game time. Regular store hours may be affected by games starting prior to 7:00 p.m. All Guests must have a ticket one hour prior to game/event start for entry. Other in-arena locations include:

- Lower Level: Altitude Authentics retail store at Section 144, New Era retail store across from Section 120 and Zephyr Hat Zone at Section 104.
- KeyBank Club Level: Altitude Authentics across from Section 252.



- Upper Level: Altitude Authentics at Sections 335 & 367.

All locations accept Club Cash.

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 [PepsiCenter.com](http://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 [AltitudeAuthentics.com](http://AltitudeAuthentics.com).

For special events/concerts, merchandise stands are usually located on lower concourse of Pepsi Center.

### TELEVISIONS

Pepsi Center has 557 High Definition Flat Screen TV's throughout the facility. The KeyBank 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. Theatres 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 Tickets & Fan Plans)

Season Ticket and Partial Plan ticket sales tables are located on the lower level at Section 144 and the upper level near Section 375. These tables allow Guests to get information regarding season ticket memberships, partial plan 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 the event of a cancellation or rescheduling of the applicable event, management shall not be required to issue a refund provided that you are given the right to attend a rescheduled performance of the same event or to exchange this ticket for a ticket, comparable in price and location, to another similar event as designated by management except as otherwise provided by law.

Management reserves the right, without the refund of any portion of the ticket purchase price, to refuse admission to or eject any person whose conduct is deemed by management to violate the code of conduct. Breach of the code of conduct terminates this license. No refunds. No exchanges except as provided herein. Event date and time are subject to change without notice. All rights reserved.

## TOURS

Pepsi Center provides a VIP All Access public tour of the arena. The 90-minute walking tour is offered at the following times:

### REGULAR TOUR HOURS (October to May)

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

### SUMMER TOUR HOURS (June to September)

Monday, Wednesday and Friday 10 a.m., 12 p.m.  
& 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 [PepsiCenter.com/tours](http://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 (South and North) are located on the Southwest side of Pepsi Center. During Denver Nuggets, Colorado Avalanche and Colorado Mammoth home games, access is restricted and available only to vehicles displaying a VIP parking pass.
- **Toyota Prius** Lots provide limited parking to permit holders and the general public.
- **Toyota Tacoma** Lot provides parking to the general public.
- **Toyota Tundra** Lot provides parking to the general public.
- **Toyota Corolla** Lot provides parking to the general public 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 available to permit holders and the general public based on availability and offers the most convenient way to arrive and leave Pepsi Center.

- **Valet** drop-off and pick-up is located on the circle drive outside of the East Atrium.

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 CAMRY / TOYOTA HYBRID ZONE DISPLAYS

Your Hometown Toyota Stores are displaying vehicles in Pepsi Center! The Toyota Camry can be found on the lower level outside Section 146. The Toyota Prius C is located on the upper level outside Section 308 at the Toyota Hybrid Zone.

## U

### UPGRADE EXPERIENCE APP

You can sign up to upgrade your tickets at [www.Pepsicenter.com/upgrade](http://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 offer.

## W

### WEBSITES

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

1stBankCenter.com  
AltitudeSports.com  
AltitudeAuthentic.com  
AltitudeTickets.com  
AltitudeSports950.com  
ColoradoAvalanche.com  
ColoradoMammoth.com  
ColoradoRapids.com  
DicksSportingGoodsPark.com

FlashSeats.com  
KSEDenverVenues.com  
NDPCChampionships.com  
Nuggets.com  
OutdoorChannel.com  
ParamountDenver.com  
PepsiCenter.com  
TheSportsmanChannel.com  
WorldFishingNetwork.com

### WILL CALL

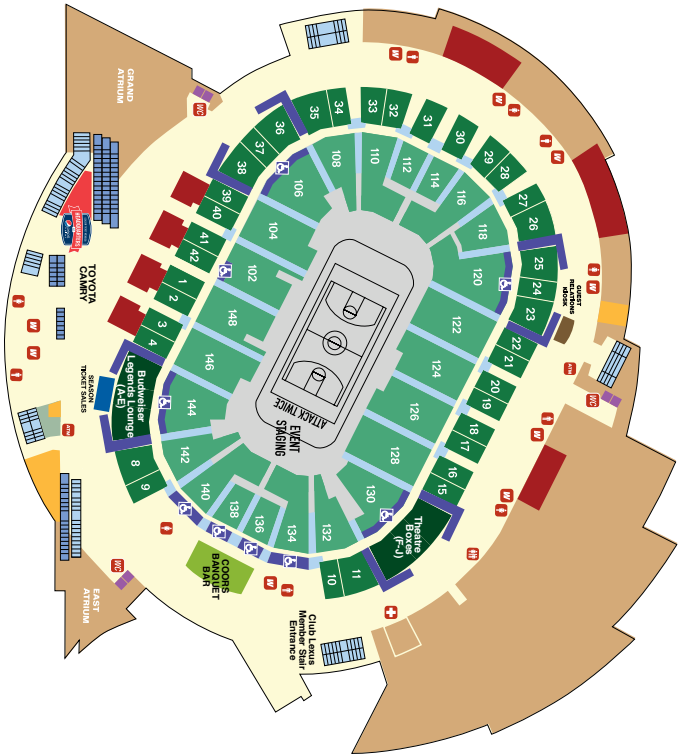
Tickets left in Will Call may be picked up beginning two hours prior to a game or event. Guests will be asked to provide a picture ID corresponding to the name of the person under which the tickets are held. Will Call will be moved to the East Atrium lobby once the box office closes on an event night.

Fan Guide updated September 2017.

**\*For most up-to-date fan information, please visit [www.pepsicenter.com/fan-guide/guest-info/a-z-fan-guide/](http://www.pepsicenter.com/fan-guide/guest-info/a-z-fan-guide/)**



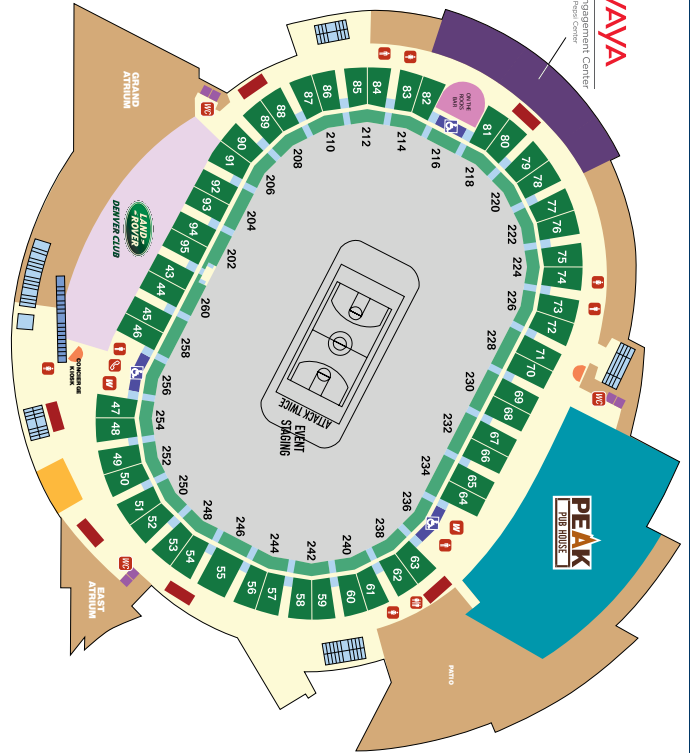
# Lower Concourse



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



# KeyBank CLUB LEVEL



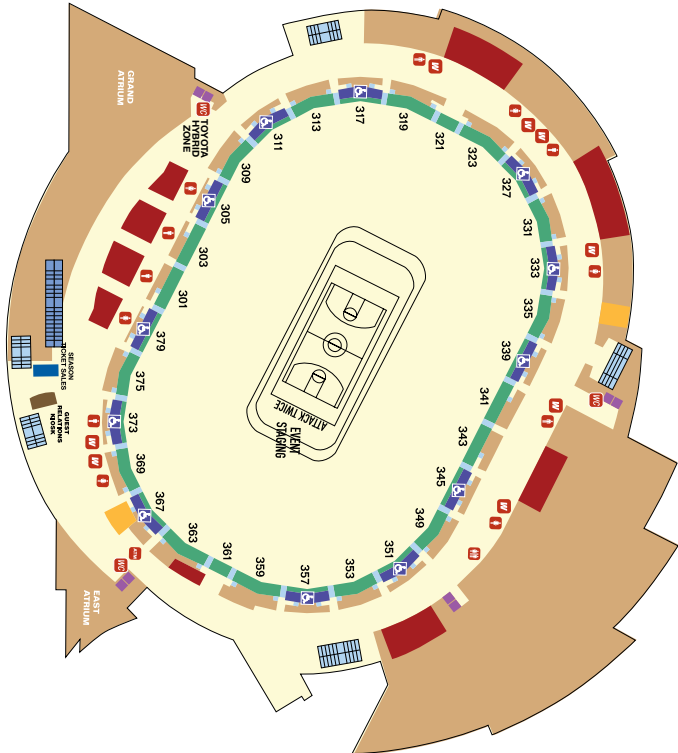
- CONCESSIONS
- CONCEERGE KIOSKS
- RETAIL
- SEATING
- SUITES
- RESTAURANT
- ESCALATORS
- STAIRS
- BUSINESS CENTER
- BAR
- BAR
- ELEVATORS
- WHEELCHAIR SEATING
- WHEELCHAIR ACCESS
- FAMILY RESTROOM
- ATM
- WATER



**AVAYA**  
Business Engagement Center  
at Pepsi Center

**PEAK**  
Club Level

# Upper Concourse



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



# Basketball Seating



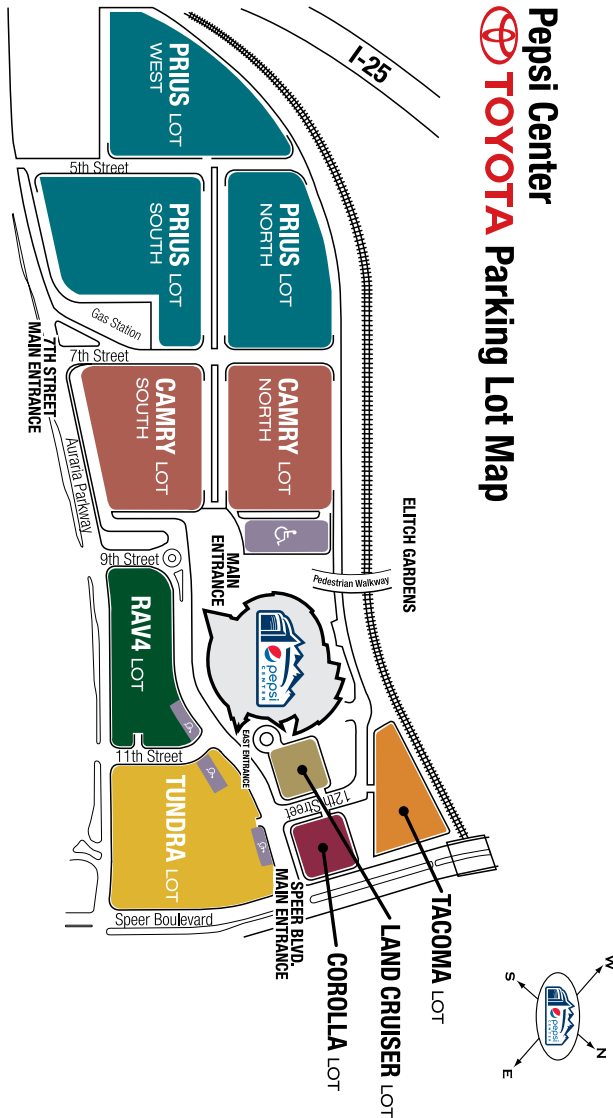
# Hockey Seating



# Lacrosse Seating



## Pepsi Center Parking



## 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 10/1/99 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
- 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
- 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)

## 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 approxi-

mately 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.



## 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.....	303-405-1264
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.....	<b>Summer:</b> Mon-Fri 10am-5pm, Sat & Sun Closed <b>Season:</b> Mon-Fri 10am-6pm, Sat 10am-3pm, Sun Closed
Altitude Authentics.....	Mon-Fri 10am-5pm, Sat 10am-3pm. Closed all major holidays. Black Friday through Christmas Eve, store hours are Monday-Saturday 10am-5pm and Sundays 10am-3pm. Store closes at 3pm on Christmas Eve.







Pepsi Center  
1000 Chopper Circle, Denver, CO 80204  
303.405.1100

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