Magness Arena Guide (adapted for RMCGA event)

No outside food or beverage is allowed.

ADA SEATING

We do offer ADA seating.

ADDRESS

2240 E Buchtel Blvd, Denver CO 80210

ADMISSIONS

All persons must have a ticket for admission into the arena. Ticket holders are restricted to sitting in the location (General Admission or VIP) in which they purchased and agree to abide by facility and University policies. RMCGA/DU reserves the right to revoke tickets by refund of purchase. All persons entering the arena are subject to search.

ALCOHOL

Alcohol is available for purchase, for individuals 21 and older. It is **not** allowed in the seating area of Magness arena. Intoxicated or alcohol impaired individuals may be denied admission into the Arena, or subsequently required to leave upon request. Violators are subject to applicable legal action. Such ejections or denial of admission are not grounds for refunds.

ANIMALS

Magness Arena 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. All other animals are prohibited.

ARENA POLICIES

• All persons are subject to search.

• Clear Bags must not be larger than 12” x 6” x 12”

• Bags brought into the Ritchie Center and Magness Arena will be searched.

• Only authorized personnel with proper credentials will be permitted on the lower level.

• Tobacco (including electronic cigarettes, vapor devices, etc.) use is prohibited on university property.

• Service animals for guests with disabilities are permitted. All other animals are prohibited. All service animals must always remain under the control of the handler.

• No chair backs are allowed in the building.

• Ticket holders are responsible for their conduct as well as the conduct of their guests and/or person using the tickets.

• The following items are not permitted to be brought into the Ritchie Center:

Outside food and drink, artificial noisemakers, air horns, bubbles, whistles, glass bottles, containers, confetti, frisbees, balls, helium balloons, projectiles, laser pointers, oversized signs or banners (larger than 28" x 22"), signage with stick or pole attached, derogatory/defamatory clothing or signage, illegal drugs or alcohol, firearms, weapons, explosives or other harmful items, hard-shell coolers, containers, thermoses, grills, tents, candles, animals (except licensed service animals), other items deemed prohibited by Ritchie Center and Magness Arena staff.

ATM MACHINE

ATM machine is located on the West concourse, next to the ticket office.

BABY CHANGING STATIONS

Baby changing stations are available in restrooms located on the west concourse in the Ritchie Center and Magness Arena.

BAG SCREENING

Bags and other permitted items will be checked prior to entering the arena. Please leave all unnecessary items in your vehicle or at home. There are no provisions to check items at the gates. DU will not be responsible for any item left at the gate. Patrons who refuse to allow visual inspections of bags or purses will be denied entry to the Ritchie Center. Please see the "Arena Policies" section for items that are not permitted in the Ritchie Center. Bags must not be larger than 12" x 6" x 12"

BANNERS, FLAGS OR SIGNS

Signs, banners, large hats, costumes, and similar items must not impair the view of other guests, and must be sized so that they will not interfere with any other guest's seating area.

CAMERAS/VIDEO CAMERAS

Cameras are permitted for personal use as long as their use does not create a disturbance or obstructs the view of other fans, no flash allowed. Photography with any type of camera within Daniel L. Ritchie Center for Sports and Wellness is prohibited unless prior arrangements have been made.

CONCESSIONS

Full service concession stands are located through the concourse. Satellite stands are also available around the concourse. All major credit cards and accepted. Cash is not accepted.

CREDIT CARDS

Major credit cards (Master Card, Visa and American Express) are accepted throughout the building.

DROP OFF

Guest drop is located on the North side of the building, at the North circle off Butchel Blvd.

ELECTRONIC TICKET SCANNING

Pre purchased tickets will be electronically scanned to verify authenticity. Tickets which have been scanned upon entry cannot be reused by another fan.

ELEVATORS

Elevators are available.

EMERGENCY CALL BOXES

For the safety of our fans, there are emergency call boxes located in parking lots and various points around campus. There are blue lights on the top of the emergency call boxes. Pushing the call button activates a direct phone line with DU Campus Safety that pinpoints the caller's location.

EMERGENCY MEDICAL PROCEDURES

Medical and safety personnel are assigned to the venue. For assistance in any medical emergency, please contact an usher, or University of Denver personnel. It is extremely important that the exact location of the medical emergency is given so medical personnel know where the emergency is occurring.

EVACUATION

In the event of an emergency, staff will utilize the public address system and the video boards to inform patrons of the situation and any instructions. In the unlikely event of an evacuation, please remain calm, assist others and follow the instructions of the game day event staff.

FOOD AND BEVERAGES

Patrons may not bring outside food or beverages inside the building. Concession stands are located throughout the arena and offer a variety of food and beverages.

GATE OPENINGS

Gates will be open 90 minutes prior to the start of prelims and 90 minutes prior to the start of finals.

LOST AND FOUND PROCEDURES

All items that have been turned over to Arena personnel, will be taken to Guest Services on the West concourse. Items not picked up by the end of the game will be turned over to the Coors Fitness Center. Please call 303-871-3845 or visit the Ritchie Center to ask about any items left at an event. Items are kept for 30 days.

PARKING - ADA/MOBILITY

ADA/Mobility parking is provided on a first come, first serve basis. To qualify, a vehicle must display a valid state ADA placard, and permit-holder must be present in vehicle upon entry. ADA parking lot is located at the North entrance of the Ritchie Center off Buchtel Blvd.

PARKING – DAY OF EVENT

RMCGA has arranged for spectators to park at no charge, in the proper lots and is on a first come, first serve basis. You must abide by all parking signs or risk receiving a parking ticket. Click here for a detailed parking map.

PUBLIC TRANSPORTATION

Fans are encouraged to use RTD to get to the Ritchie Center. The University of Denver station services the E, F, and H lines, as well as the route 24 bus. For more information regarding RTD, visit https://www.rtd-denver.com/.

RESTROOMS

Restrooms are located throughout the building on the main concourse, as well as the top of sections 3 and 19. All restrooms are wheelchair accessible.

THROWING OF ITEMS

The throwing of any items is prohibited and may result in removal and/or prosecution.

TOBACCO PRODUCTS

University of Denver is designated as a tobacco (including electronic cigarettes, vapor devices, etc.) free campus. We request and appreciate your adherence and compliance with this University Policy.

TRASH

Trash receptacles for the disposal of trash, recycling and composting are placed throughout the campus and arena. Please help keep the campus and the building clean by properly disposing your trash.

VIDEO CAMERAS

Video cameras are not permitted in the arena.

WATER

Water fountains are located throughout the building on the concourse level.

WEAPONS/FIREARMS

No weapons/firearms of any kind are permitted in the Ritchie Center or Magness Arena.