



**LEXUS LOFT**

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**INFORMATION  
& HANDBOOK**

## Your Pacers Premium Experience Team

The Pacers Premium Experience Team is dedicated to providing the best service, ensuring that you and your guests have the most enjoyable experience while at the Gainbridge Fieldhouse. We specialize in taking care of your needs, including purchasing tickets, scheduling meetings, and assisting with special requests you have throughout the year.

This handbook is not exhaustive of all details, but rather serves as a point of reference to assist with most questions you may have. If you need anything, please let us know! Our dedicated team is here to assist with anything and everything.

**General Premium Inbox:** [premiumservices@pacers.com](mailto:premiumservices@pacers.com) / **Premium Hotline:** 317-917-2517



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## **GENERAL INFORMATION**

### **GAINBRIDGE FIELDHOUSE**

125 S. Pennsylvania Street, Indianapolis, IN 46204

(317) 917-2500 (Main Line)

(317) 917-2517 (Premium Experience Hotline) / [premiumservices@pacers.com](mailto:premiumservices@pacers.com)

Business hours are Monday through Friday 9:00 a.m. - 5:00 p.m.

### **LEXUS LOFT ACCESS**

The Lexus Loft is located on the South end of the Krieg DeVault Mezzanine Level which is accessible from the elevators in the Entry Pavilion or the Pedestrian Bridge via the Virginia Avenue Parking Garage.

To ensure the exclusivity of this space is maintained, tickets will be scanned upon entry into the Lexus Loft and a unique identifier (i.e. - wristband) will be used to identify guests with access.

Lexus Loft guests may access the Lexus Loft at the scheduled opening of doors for the event. As door times will vary by event, please visit the Lexus Loft Event Alert page ([HERE](#)) or call your Premium Experience Manager for verification of door times for Indiana Pacers, Indiana Fever, and Gainbridge Fieldhouse events. The Lexus Loft will generally be open 30 minutes after an event, but closing times may vary by event.

### **Tickets:**

All Loge and Theater Box tickets for Indiana Pacers/Indiana Fever games and included special events/concerts will be managed online via the Account Manager and the applicable mobile app or webpage. Additional details and information regarding Account Manager access is provided on page 9.

### **Parking:**

Each Loge and Theater Box licensee will receive two (2) complimentary parking passes in the Virginia Avenue Garage for each included event. Parking passes for the Indiana Pacers/Indiana Fever games will be provided at the start of each season. Special event/concert parking passes will be provided 2-3 weeks in advance of each event.

### **Food and Beverage Experience** (subject to change based on event):

Guests attending events in the Lexus Loft will have the opportunity to enjoy a unique and flavorful all-inclusive menu offering as well as a full-service bar with various beverage selections. Additional details and information are provided on page 11.

### **License Agreement:**

Your use and enjoyment of the benefits discussed in this Handbook shall at all times be governed by and subject to your Lexus Loft License Agreement. In the event of any conflict or inconsistency between your Lexus Loft License Agreement and this Handbook, your Lexus Loft License Agreement shall prevail.

## POLICIES AND PROCEDURES

**Accessible Access:** Guests with disabilities who may benefit from special accommodation may access the Lexus Loft via the Ascension St. Vincent Entry Pavilion elevators or Pedestrian Bridge via the Virginia Avenue Parking Garage. The Virginia Avenue Parking Garage is equipped with several reserved parking spaces for guests with handicap parking permits or license plates.

Theater Boxes: All Theater Boxes are wheelchair accessible. Non-permanent modifications can be made to your Theater Box prior to an event to better accommodate guests with a mobility device. If special accommodation is desired for a particular event, please contact your Premium Experience Manager and we will be happy to work with you.

Loge Boxes: Loge Boxes located in row 2 are all wheelchair accessible. Non-permanent modifications can be made to row 2 Loge Boxes prior to an event to better accommodate guests with a mobility device. Please contact your Premium Experience Manager and we will be happy to work with you. If you are licensing a row 1 Loge Box and need special accommodation, we will be able to provide alternate seating for all four (4) guests.

ADA ramps to access the Row 2 Loge Boxes are located in the Southeast and Southwest corners on the Krieg DeVault Level.

**Videography/Photography/Phone Usage:** Gainbridge Fieldhouse guests may be prohibited by event organizers from using still photography, movie cameras, video or audio recording equipment to record an event. Please check with a Premium Experience Manager for verification. Gainbridge Fieldhouse reserves the right to confiscate images or film used for these purposes.

**Smoking Policy:** Gainbridge Fieldhouse is smoke-free. Per State Law, smoking, including the use of pipes, e-cigarettes, vaporizer, or any similar products, is not permitted within eight (8) feet of any entrance or exit. Any guests wishing to smoke may utilize our designated outdoor smoking terraces located inside the ticket point, on the sidewalk just outside the southeast and southwest stairwells on the ground level.

**Televisions and Lighting within the Loft:** During certain events, such as concerts or family shows, performers require that the building remain dark to create the proper atmosphere for the event. As such, all primary lighting and sound systems must remain at the designated level for the duration of the performance. In addition, you may experience a television blackout during these events. This occurs at the request of the promoter or performing artist. For these events, televisions are available prior to and after the performance.

**Lost and Found:** If an item is left in the Loft or surrounding seating areas, please contact your Premium Experience Manager or Guest Services Department (317.917.2979) for assistance. Be prepared to describe the item and the day it was left. Unless other arrangements are made, items will be taken to Guest Relations 48 hours after an event and guests will be able to claim those items from lost and found.

**Conduct:** Lexus Loft licensees and all attendees are required to adhere to the NBA/WNBA Code of Conduct and Gainbridge Fieldhouse policies. All attendees must refrain from throwing any object into the audience, surrounding seating areas, playing surface, or stage. Violators will be subject to removal and/or prosecution.

**Damage to Suites:** As a Gainbridge Fieldhouse Lexus Loft Lease Holder, you are responsible for replacing any items in the Lexus Loft that are damaged intentionally or as a result of negligence or an accident. You will be billed for any damage to any fixtures and/or equipment not incurred through normal wear and tear.

# **HEALTH AND SAFETY INFORMATION**

## **ENSURING GUEST SAFETY IS OUR TOP PRIORITY**

Our top priority is to make sure you and your family can enjoy the Fieldhouse without having to think twice about the health and safety of those you love.

Please take a moment to read the following safety and security information before you visit Gainbridge Fieldhouse.

### **Key Takeaways**

- All tickets will be mobile
- Guests are allowed bags no larger than **6"x9"x1.5"** and bags will be x-rayed before entering Gainbridge Fieldhouse
- Gainbridge Fieldhouse is a cashless facility and retail purchases will be made more convenient
- Guests will move through low contact security and screening processes
- Dedicated staff and cleaning systems will maintain health and safety throughout the Fieldhouse
- Touchless fixtures in restrooms, enhanced HVAC with UVC and air filtration systems are designed to keep guests safe
- Gainbridge Fieldhouse has successfully achieved **GBAC STAR™ Facility Accreditation**. This accreditation is reserved for facilities that demonstrate the superior ability to prepare for, respond to and recover from biorisk and infectious disease situations.

### **The Fan Experience**

- **Security & Screening**
  - Guests are allowed a small clutch bag, not exceeding **6" x 9" x 1.5"** and bags will be x-rayed before entering Gainbridge Fieldhouse.
  - Guests will go through low-contact security screening.
- **Mobile Ticketing**
  - All tickets will be completely digital and managed via the Indiana Pacers / Fever mobile apps or Indiana Pacers / Fever Account Manager sites (unless purchased directly through Ticketmaster or the Gainbridge Fieldhouse box office)
  - Ticket scanning kiosks will make ticket scanning easy, low-contact, and quick.
  - For a fan mobile ticketing tutorial, click [here](#).
- **Cashless Venue**
  - Gainbridge Fieldhouse is a completely cashless experience.
  - Cash-to-Card machine(s) are available at the Fieldhouse so guests can easily change their cash into cards. Cards and mobile pay can be used inside the arena as well as anywhere credit and debit cards are accepted.
- **Food & Beverage**
  - All concessions and point of sale locations will be cashless.
  - Guests will now be required to open bottles and cans in front of Food & Beverage employees to ensure guest safety.
  - Guests are not permitted to take cans, bottles or glasses outside of the Loft area.
  - Any food & beverage is not permitted to be removed from the Lexus Loft after the event, i.e. any leftover food, non-alcoholic or alcoholic beverages.

## **A Safety-First Facility**

- **HVAC & Air Circulation**
  - Gainbridge Fieldhouse has enhanced HVAC and ventilation systems to ensure a safer environment. This includes using UVC lighting in the system to further sanitize the air system
  - Gainbridge Fieldhouse's new MERV-13 air filtration system is efficient at capturing and filtering airborne viruses.
  
- **Cleaning & Sanitation**
  - Housekeeping will regularly monitor cleanliness to ensure guest safety.
  - Cleaning of restrooms, concessions, and other highly trafficked areas will be cleaned frequently.
  - All cleaning products used will be on the EPA N list.
  - New cleaning systems will be used to regularly disinfect highly trafficked and higher-touch areas, such as restrooms, door handles and other fixtures, and concessions.
  - More than 300 hand sanitizer dispensers and hand-washing stations are placed throughout the Fieldhouse.
  
- **Restrooms**
  - Motion-activated faucets, soap dispensers, and other fixtures have been installed in bathrooms throughout Gainbridge Fieldhouse.

## **Protecting Others & Yourself**

- Guests should stay home if they are sick to ensure the well-being of themselves and other fans.
- Guests who choose not to follow guidelines in place may be subject to removal from the venue.

## **LEXUS LOFT BENEFITS & AMENITIES**

Lexus Loft licensees can enjoy the following benefits as a part of their annual investment with Pacers Sports and Entertainment and Gainbridge Fieldhouse. Additional details on the benefits can be found below.

- Four (4) Tickets to a minimum of 30 events (half-lease) or 60 events (full lease)
  - Included events consist of all Indiana Pacers and Indiana Fever regular season home games as well as many concerts and other special events
- Indiana Pacers and Indiana Fever Playoff Access included for a required additional expense (market rate)
- Two (2) Parking passes for all included events
- Upscale food and beverage experience with all-inclusive food and beverages
  - Beverage service (beer, wine, soda and water for most included events, liquor included for Indiana Pacers and Indiana Fever games)
- Loge Boxes will be equipped with two (2) small televisions (channels subject to availability)
- Theater Boxes will have access to convenient charging stations within the Theater Box to be used during events
- Membership in the Pacers Business Alliance
- Invitations to attend exclusive Premium Member Events
- 30% Merchandise Discount at the Team Store
- Team Store Merchandise credit (per season)
- One Team or Player autographed item per season

### **Lexus Loft Event Alert Website:**

All games and events that are included for Lexus Loft Lease Holders will be listed on the site ([HERE](#))

### **Event Alerts:**

You will be alerted via an email notification when a new event has been announced. If you do not receive these alerts, please reach out to your Premium Experience Manager. We will include the following information for each event once announced (all subject to change):

- Time/Date/Information on the event
- Package(s) the event is included in
- Obstructed locations

### **Pacers Business Alliance:**

Throughout the year, Lexus Loft licensees will be invited to attend select events targeted at various levels of executives and members to aid in growing your network in Central Indiana. More information will be provided in advance to assist with planning.

### **Merchandise:**

We have a selection of apparel at the Team Store featuring the newest on-court gear as well as other related merchandise available for purchase.

- **Discount:** Lexus Loft licenses receive a 30% discount on items purchased in the Team Store \*select items excluded
  - During Indiana Pacers and Indiana Fever games, guests with a Lexus Loft ticket can utilize the 30% discount by presenting their ticket at check-out in the Team Store
- **Team Store Loyalty Credit:** Lexus Loft licenses receive their annual loyalty credit prior to the start of the Pacers season.
  - Credits can only be used for in-store purchases.
  - Credits are accessible through the Pacers mobile app through the email address associated with your lease account.
- If interested in placing an order for merchandise in advance of an event, please contact Premium Experience Manager. All requests should be submitted to your Premium Experience Manager at least 48 hours in advance with applicable payment information. We will make every effort to place the items in your box prior to arrival.

## **EVENTS, TICKETS & PARKING**

### **Included, Non-Included, Excluded Events:**

- **Included Events:** For all included events, the Loge/Theater Box licensee will receive all four (4) tickets for their Loge/theater Box at no additional charge.
  - For events with multi-performance dates (for example: Disney on Ice, Ringling Bros. and Barnum & Bailey Circus) Loge/Theater Box licensees will typically receive up to two (2) included performances which are determined by Gainbridge Fieldhouse Management and the tour promoter.
- **Excluded Events:** As per your License Agreement, your Loge/Theater Box may not be available for your use during events termed as “excluded activities.” For these events, if you would like to purchase tickets, please contact the Premium Experience Team to discuss availability and purchase options.

### **Cancelled/Rescheduled Events:**

In the event of an event cancellation or rescheduling, the Premium Experience Team will provide Loft licensees with details regarding rescheduling, alternate performance dates, change of location or additional information as provided by the event organizer. If the event is rescheduled in a different venue, your Gainbridge Fieldhouse tickets will not be valid. Please note, if an event is rescheduled for a date outside the term of your License Agreement, you will not receive tickets for the rescheduled date.

### **Tickets:**

All Loge and Theater Box tickets for Indiana Pacers/Indiana Fever games and included special events/concerts will be managed online via the Account Manager.

Your Premium Experience Manager will provide login information and instruction on managing your Loge/Theater Box tickets.

**Indiana Pacers and Special Events/Concerts:** to access and manage your tickets, visit <https://am.ticketmaster.com/pacers/> and log in or via the Indiana Pacers mobile app.

- For Indiana Pacers home games, the tickets will be available to be managed before the season starts. Once active, tickets can be transferred via your Account Manager.
- For Special Events/Concerts, the tickets will be managed online 2-3 weeks before the event unless otherwise noted.
  - Your Premium Experience Manager will make every effort to notify you when the tickets are active to be managed online.

**Indiana Fever:** to access and manage your Fever tickets, visit <https://am.ticketmaster.com/fever/> to log in or via the Indiana Fever mobile app.

- For Indiana Fever home games, the tickets will be available to be managed prior to the start of the season. Once active, tickets can be transferred via your Account Manager.

### **Billing Policies:**

Loge/Theater Box license fee payments will be invoiced and due quarterly each year on the first of April, July, October, and January (unless otherwise noted in your License Agreement). The Premium Experience Team will provide invoices for each quarterly payment in advance of the due date. The preferred payment method is check/ACH.

All additional ticket purchases must be made by means of a major credit card.

A credit card authorization form may be updated annually (as needed) and kept on file for relevant charges by the Premium Experience Team to expedite the process of additional ticket ordering. Payment must be received prior to tickets being made available.

**Refunds or Cancellations:**

There are no refunds or order cancellations after an order has been processed, unless a performance is cancelled. Terms and conditions of refunds will be determined by Gainbridge Fieldhouse management in conjunction with event promoter policies.

**Parking:**

Each Loge/Theater Box licensee will receive two (2) complimentary parking passes in the Virginia Avenue Garage for each included event. Parking spaces within the dedicated levels of the Virginia Avenue Garage are not assigned.

- Indiana Pacers/Indiana Fever game parking passes will be provided at the start of each season and will be located on Level 3 or 4 of the Virginia Avenue Garage.
- Special event/concert parking passes will be provided 2-3 weeks in advance of each event and will be located on Level 3 or 4 of the Virginia Avenue Garage.
  - Additional parking passes may be available for purchase (based on event and subject to availability). Contact your Premium Experience Manager for additional information.

**Parking Attendants:** Parking attendants will be on duty to assist you two (2) hours prior to, and up to one hour after each event. The Virginia Avenue Parking Garage will be monitored by security. Gainbridge Fieldhouse and Pacers Sports & Entertainment assume no responsibility for loss due to fire, theft, collision or other damage to vehicles and/or their contents.

**Special Requests:** If you have a guest who may require accessible assistance or parking arrangements, please contact your Premium Experience Manager in advance. Reserved parking spaces for guests who require accessible parking are available in the Virginia Avenue Garage.

## **FOOD & BEVERAGE EXPERIENCE**

### **Lexus Loft - All Inclusive Food and Beverage:**

Gainbridge Fieldhouse, Pacers Sports & Entertainment and Levy Restaurants look forward to creating a new and incomparable experience each time you visit the Loft. We are dedicated to providing quality entertainment and award-winning cuisine and beverages, complemented by efficient and gracious service.

Loft attendees will have access to an all-inclusive menu and full-service bar with various beverage selections while attending any included event at Gainbridge Fieldhouse. The exclusive Loft is intended to provide a social yet intimate atmosphere for Loft attendees. The menu and extent of bar service/offerings will vary depending on the event.

Guests are not permitted to take food & beverage from the Veranda after the event, i.e. any leftover food, non-alcoholic or alcoholic beverages.

### **Beverage Service:**

Loft attendees will have access to in-seat beverage service and a full-service bar during all included events (offerings vary depending on the event). Beverage service will include select beer, wine, soda and water for all included events.

- During all NBA/WNBA games, a select offering of spirits are also included at no additional charge to guests.
- Alcohol service will conclude at varying times based on the event.
  - Indiana Pacers / Indiana Fever games – end of game
    - **Note:** per NBA/WNBA League policies, alcoholic beverages cannot be taken outside of the Loft once the 3<sup>rd</sup> quarter has ended
  - Special Events/Concerts – various times based on the length of show

### **Special Notice on Alcohol Service and Consumption:**

Bringing alcoholic beverages into Gainbridge Fieldhouse is illegal and strictly prohibited. Alcoholic beverages consumed in the Loft must be obtained from Levy Restaurants and may not be removed from the building. PS&E and Levy Restaurants, at their sole discretion, reserve the right to limit or discontinue the service of alcoholic beverages to guests in the Loft based on their behavior or abuse of consumption.

Sharing alcohol with patrons outside of the Lexus Loft is prohibited. Violators will be subject to removal from Gainbridge Fieldhouse.

There may be events where alcohol sales and consumption are prohibited. We will advise you, with as much notice as possible, when alcohol services will be limited or not permitted.

To maintain compliance with applicable laws, rules, and regulations regarding alcohol consumption, PS&E and Levy Restaurants ask that you adhere to the following:

- Each guest is responsible for ordering his or her own alcoholic beverages and must provide an original form of photo ID when asked. If guests are unable to provide such identification, alcoholic beverages may not be served.
- It is essential that Lexus Loft guests monitor and control their alcohol consumption within the Loge or Theater box and other areas of Gainbridge Fieldhouse.
- By law, minors (under the age of 21) are not permitted to consume alcoholic beverages.
- It is unlawful to serve alcoholic beverages to a visibly intoxicated person.

Violators of these guidelines may be subject to ejection from Gainbridge Fieldhouse and/or prosecution. Recurring violation may subject Licensee to suspension of alcohol service or termination of the License Agreement.