



# **VERANDA 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**

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 8:30 a.m. - 5:00 p.m.

### **VERANDA ACCESS**

The East/West Verandas are located on the Northeast/Northwest ends of the KeyBank Suite Level which are accessible from the Ascension St. Vincent Entry Pavilion or the Three Bank Elevator. The primary entrance into the East Veranda is located by suite #1 and the primary entrance into the West Veranda is located by suite #32.

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

Veranda guests may access the Veranda at the scheduled opening of doors for the event. As door times will vary by event, please visit the Veranda 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 Verandas will generally be open 30 minutes after an event, but closing times may vary by event.

#### **Tickets:**

All Veranda tickets for Indiana Pacers/Indiana Fever games and included special events/concerts will be managed online via the Account Manager. Additional details and information regarding Account Manager access are provided on page 9.

#### **Parking:**

Veranda licensees will receive two (2) 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 (when available) 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 Veranda 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 Veranda License Agreement. In the event of any conflict or inconsistency between your Veranda License Agreement and this Handbook, your Veranda License Agreement shall prevail.

## **POLICIES AND PROCEDURES**

**Accessible Access:** Guests with disabilities who may benefit from special accommodations may access the Veranda via the 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 disabilities.

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

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

**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 Key Bank level."

**Televisions and Lighting within the Veranda:** During certain events, such as concerts or family shows, performers require that the building remain dark to create the proper atmosphere for the event. All primary lighting and sound systems must remain at the designated setting for the duration of the performance. In addition, you will 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 Veranda or surrounding seating areas, please contact the Guest Relations Department (317.917.2979) or your Premium Experience Manager for assistance.

**Conduct:** Veranda 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 or onto any surrounding seating areas, playing surface or stage. Violators will be subject to removal and/or prosecution.

**Damage to Verandas:** As a Gainbridge Fieldhouse Veranda License Holder, you are responsible for replacing any items in the Veranda 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**

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 lower 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.
  - The CLEAN TEAM will regularly monitor cleanliness to ensure guest safety.
- **Mobile Ticketing**
  - All tickets will be completely digital and managed via the Pacers/Fever app or Pacers/Fever Account Manager (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.
- **Team Store & Box Office**
  - All transactions at the Team Store and Box Office are cashless.

## **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**
  - 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 have been placed throughout the Fieldhouse.
- **Restrooms**
  - Motion-activated faucets, soap dispensers, and other fixtures have been installed in all 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.
- **Damage to Veranda**
  - As a Gainbridge Fieldhouse Veranda License Holder, you are responsible for the replacement of any items in the Veranda that are damaged due to intentional acts, negligence, or accidents. You will be invoiced for any damage to fixtures and/or equipment that is not attributed to normal wear and tear.

## **VERANDA BENEFITS & AMENITIES**

Veranda 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 20 events (half-lease) or 40 events (full lease)
  - included events consist of all Indiana Pacers and Indiana Fever regular season home games played in Gainbridge Fieldhouse and concerts/events subject to availability based on obstructions
- 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 select beverages
- Beverage service (beer, wine, soda and water for included events - mixed drinks included for Indiana Pacers/Fever games)
- Membership of the Pacers Business Alliance
- Invitations to attend exclusive Premium Member Events
- Ability to host private events/meetings at Gainbridge Fieldhouse (when available)
- Priority access to request and purchase additional tickets for events at Gainbridge Fieldhouse
- Team Store Merchandise credit (per season)
- 30% Merchandise Discount at the Team Store
- One Team or Player autographed item per season

### **Veranda Event Alert Emails and Website:**

- **Event Alerts:** Designated individuals will be alerted via an email notification each time a new event has been announced.
  - We will include the following information for each event once announced:
    - Time/Date/Information on the event (Obstructed vs. Included)
    - Additional ticket purchasing opportunities

[Veranda Event Website:](#) Upcoming events and event details for Veranda Members will be listed on the site. Additional information on included events and ticket access is provided on page 8.

### **Pacers Business Alliance:**

Throughout the year, Veranda licensees will be invited to attend select events targeted for various levels of executives 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 featuring the newest on-court gear as well as other related merchandise available for purchase. Advance orders may be placed through your Premium Experience Manager, and we will make every effort to place the items in your box prior to arrival. All requests should be submitted to your Premium Experience Manager at least 48 hours in advance with applicable payment information.

- Veranda clients receive a 30% discount on items purchased in the Team Store *\*select items excluded*
- All Veranda clients receive an annual Team Store Loyalty Credit prior to the start of the Pacers season.
- The credits are accessible through the Pacers mobile app and linked to the email address in the Veranda account.
- Credits can only be used for in-store purchases.



## **EVENTS, TICKETS & PARKING**

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

- **Included Events:** For all included events, the Veranda licensee will receive all four (4) tickets for their Box at no additional charge.
- **Excluded Events:** Per your License Agreement, your Box may not be available for use during events termed as “excluded activities” or “obstructed view”. 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 a game or event cancellation or rescheduling, the Premium Experience Department will provide Veranda licensees with details regarding rescheduling, alternate performance dates, change of location or additional information as provided by the event organizer. If the show is rescheduled in a different venue, your Gainbridge Fieldhouse tickets will not be valid. **Please note, if a game or event is rescheduled for a date outside the term of your License Agreement, you will not receive tickets for the rescheduled date.**

### **Tickets:**

All 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 log-in information and instruction on managing your tickets.

- **Account Manager:** to access and manage your Veranda tickets for Pacers and Fieldhouse Events, visit [www.pacers.com/myaccount](http://www.pacers.com/myaccount) and log in or via the Indiana Pacers mobile app.
  - For Indiana Pacers home games, the tickets will be available to be managed prior to the start of the season. Once active, you will be able to transfer these seats via your Account Manager.
  - For Special Events/Concerts the tickets will be available to be managed online 2-3 weeks in advance of the event
    - Your Premium Experience Manager will send you an email when the tickets are active to be managed online.
  - **Indiana Fever:** to access and manage your Fever tickets, visit [www.feverbasketball.com/myaccount](http://www.feverbasketball.com/myaccount) to log in or via the Indiana Fever mobile app.

### **Billing Policies:**

License fee installments 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 Department will provide invoices for each quarterly payment in advance of the due date.

- 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 Department to speed up 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:**

Veranda licensees 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.

- **Event Parking Passes:** Each Veranda receives two (2) parking passes to the Virginia Avenue Parking Garage for Pacers/Fever games and included events. Parking passes will be issued for all Pacers/Fever games before the start of the season. For all other events, parking passes will be accessible 2-3 weeks ahead of each event.
- **Parking Attendants:** Parking attendants will be on duty to assist you two hours prior to, and up to one hour after each event. 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**

### **Veranda - 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 East/West Veranda. We are dedicated to providing quality entertainment and award-winning cuisine and beverages, complemented by efficient and gracious service.

Veranda 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 exclusivity of the Veranda is intended to provide a social yet intimate atmosphere for Veranda 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:**

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

- During all Indiana Pacers and Indiana Fever games, a select offering of spirits is 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 Veranda 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 Veranda 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 Veranda based on their behavior or abuse of consumption.

Sharing alcohol with patrons outside of the Veranda 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 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 eviction from Gainbridge Fieldhouse and/or prosecution. Recurring violation may subject Licensee to suspension of alcohol service or termination of the License Agreement.