



VERANDA INFORMATION & HANDBOOK

Your Pacers Premium Experience Team

The Pacers Premium Experience Team is dedicated to providing the best possible 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 ordering tickets, scheduling meetings, and assisting with special requests you may 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 at all, please let us know! Our dedicated team is on hand to assist with anything and everything.

General Premium Inbox: premiumservices@pacers.com / **Premium Hotline:** 317-917-2517



Kristyn Laffoon
Senior Director of Premium Experience
(317) 917-2812; klaffoon@pacers.com



Jake Brown
Premium Experience Manager
(317) 917-2950; jfbrown@pacers.com



Hannah Bromm
Premium Experience Manager
(317) 917-2828; hbromm@pacers.com



Ja'von Langley
Premium Experience Manager
(317) 917-3512; jlangley@pacers.com



Hannah Watkins
Assistant Premium Experience Manager
(317) 917-2852; hwatkins@pacers.com

TABLE OF CONTENTS

GENERAL INFORMATION	4
POLICIES AND PROCEDURES	5
HEALTH AND SAFETY INFORMATION	6
VERANDA BENEFITS & AMENITIES	8
EVENTS, TICKETS & PARKING	10
FOOD & BEVERAGE EXPERIENCE	12

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
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 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 checked upon entry into the Veranda and a unique identifier (i.e. wrist band) will be used to identify guests with access.

Veranda members may access the space when doors open for the event. For Indiana Pacers/Indiana Fever games and special events, doors are scheduled to open **one hour** prior to the start of the event (all times are subject to change).

Hours of Operation (subject to change based on event):

- Indiana Pacers Home Games: Open – 60 minutes prior to tip-off; Close – 30 minutes post-game
- Indiana Fever Home Games: Open – 60 minutes prior to tip-off; Close – 30 minutes post-game
- Concerts/Events: Open – 60 minutes prior to show start time; Close – 30 minutes post-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 is provided on page 8.

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 is provided on page 10.

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 prior to an event to better accommodate guests with disabilities. If you are licensing a row 1 Box and need special accommodation, we will be able to provide alternate seating within the Veranda for all four (4) guests. Please contact your Premium Experience Manager at least 48 hours prior to the event and we will be happy to work with you.

Videography/Photography/Phone Usage: Gainbridge Fieldhouse guests may be prohibited from using phones, still photography, movie cameras, video or audio recording equipment while seated during an event. The NBA, WNBA and event promoters dictate this policy. 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 a smoke-free building. Smoking in the Veranda is not permitted; however, smoking is permitted outside the building. Please contact a team-member of Gainbridge Fieldhouse for approved smoking locations during events.

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. As such, all primary lighting and sound systems must remain at the designated level 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.

HEALTH AND SAFETY INFORMATION

ENSURING GUEST SAFETY IS OUR TOP PRIORITY

We know your family's health comes first because we all feel the same about our own families. As we welcome you back, our top priority is to make sure you and your family can return to enjoying the Fieldhouse, just as you always have, without having to think twice about the health and safety of those you love. Our team has been planning for months to adapt our facility, change our policies, and prepare our staff to welcome you back.

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 has gone cashless 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"x9"x1.5" 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 through the Pacers app / Pacers Account Manager (unless purchase 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 machines are available throughout 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 virus.
- **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 choosing not to follow guidelines in place may be subject to removal from the venue.

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
- In-seat beverage service
 - Select beer, wine and spirits are included for Indiana Pacers and Indiana Fever games
 - Select beer and select wine are included for concerts/events and a cash bar is available for the purchase of spirits
- 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 (Pacers, Fever and concerts/events)
- Team Store Merchandise credit (per season)
- 30% Merchandise Discount at the Team Store
- One Team or Player autographed item per season

Exclusive Veranda Event Alert Emails and Website:

Event Alerts: You will be alerted via an email notification when a new event has been announced and is included in your Veranda package.

- We will include the following information for each event once announced:
 - Time/Date/Information on the event
 - Additional ticket purchasing opportunities (when available)

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.

Team Store Merchandise:

Looking for a unique gift or distinctive piece of sports apparel? 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.

- All Lexus Loft clients receive a 30% discount on items purchased in the Team Store **select items excluded*
- All Lexus Loft 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 Lexus Loft account.
- Credits can only be used for in-store purchases.

Please contact your Premium Experience Manager for more information!

Private Functions/Meetings at Gainbridge Fieldhouse:

As a Veranda licensee, you have access to several banquet facilities within Gainbridge Fieldhouse. These rooms are available for hosting meetings, breakfasts/luncheons, receptions, and evening events (on a limited basis). All food and beverage catering will be provided by Levy Restaurants (for an additional cost).

Due to the nature of the entertainment industry, in most cases we are unable to schedule events earlier than 60 days in advance, to avoid conflict with an event that may be scheduled in Gainbridge Fieldhouse. Please contact your Premium Experience Manager to check availability.

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, the Premium Experience Team will make every effort to offer and secure the best possible alternate seating within Gainbridge Fieldhouse.

Cancelled/Rescheduled Events:

In the event of a show cancellation or rescheduling, the Premium Experience Department will provide Veranda licensees with details regarding alternate performance dates, change of location or additional information as provided by the tour promoter and box office. Please be aware if the show is rescheduled in a different venue, your Gainbridge Fieldhouse tickets will not be valid.

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 as well as instruction on how to manage your tickets.

Account Manager: to access and manage your Veranda tickets for Pacers and Fieldhouse Events, visit 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 to log in or via the Indiana Fever mobile app.

Billing Policies:

License free 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 cancellations after an order has been processed. For tickets that are purchased, refunds will be made only if 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.

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

Lost Parking Passes: Lost or stolen parking tickets may not be replaced.

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 and patrolled 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 Needs: If you have a guest who may require special assistance or parking arrangements, please contact your Premium Experience Manager in advance. We will make every effort to accommodate such requests.

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.

Beverage Service:

Veranda attendees will have access to 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 3rd quarter has ended
- Special Events/Concerts – various times based on the length of show

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.

Special Notice on Alcohol Service and 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, as dictated by the Indiana Alcohol and Tobacco Commission (ATC), 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 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 guests monitor and control their alcohol consumption within the Veranda 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 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.