




# POLICIES & CODE OF CONDUCT

## GENERAL RULES & POLICIES

- A valid ticket is required for entry. Sitting in a location other than the guest's ticketed seat is prohibited. Guests will sit only in their ticketed seats and show their tickets when requested. Entry into a restricted or unauthorized area or an area for which an individual does not have an appropriate ticket, pass, or credential is prohibited. Access to the stage area of the venue is not permitted to guests at any time without proper credentials and authorization.
- Children over 2 years of age require a ticket. Children under 18 must be accompanied by a parent or legal guardian.
- Re-entry is allowed during a show; however, no re-entry will be permitted once a show is over.
- Smoking or vaping (e.g., e-cigarettes and vaporizers) inside the event venue is prohibited. Smoking or vaping is permitted only in designated areas outside the venue.
- No knives, fireworks, firearms, or weapons of any kind are allowed.
- Outside drink or food items, bottles, cans, or beverage containers of any kind are not allowed into Lucas Oil Live. Searches will be conducted at the gates to prevent these and other prohibited items from entering the venue. Exceptions will be made for those with medical and/or special needs.
- No professional recording devices are allowed. Please note that some events may restrict cell phone usage upon artist request. No cell phone flashlights are permitted unless requested by artist/act. Hand-held radios, video cameras, iPads, selfie sticks, audio recording devices, monopods, tripods, Go-Pros, and professional cameras are not allowed.
- Animals are not permitted. Exceptions will be made for service animals to aid guests with disabilities.
- Laser pointers, noisemakers, banners, and signs are not permitted. Costumes, particularly replica of event personnel, are not permitted.
- Use of unmanned or remote-controlled aircraft systems (drones) at Lucas Oil Live, and its surrounding parking areas, is prohibited.
- Chairs, stools, seat cushions, or other seating devices are not allowed. Exceptions will be made for those with medical and/or special needs.
- Ticket scalping or the sale of tickets at any price on any venue property is prohibited.
- Trespassing, peddling, soliciting, or loitering on venue property is prohibited.

- Guests are required to be fully clothed at all times.
- Guests shall comply with all signs and notices.
- Guests shall not impede or disrupt the event and shall act in a respectful manner to all other guests. Guests shall not sit, stand, or congregate in the aisles, other than in the normal course of entering or vacating the seating area. Guests shall not climb on seats, railings, bars, or any other fixtures. Guests shall not damage or deface the event space.
- Abusive, foul, or disruptive language, obscene gestures, displays of affection that are inappropriate in a public setting, throwing of any objects, fighting, and attempts to enter the stage or talent area are prohibited as behavior deemed dangerous or disruptive to the show and may result in being ejected from the venue without a warning. Continued inappropriate behavior may result in guests having their tickets revoked without a refund and may be subject to arrest.
- Guests will be responsible for reporting inappropriate behavior, emergencies, and housekeeping or maintenance concerns. Guests are encouraged to report issues and concerns to a nearby event staff member.
- In the event of a serious emergency at Lucas Oil Live, all event staff, event security, and Lighthorse Police are ready and available to assist guests, including guests with disabilities. Guests will comply with venue staff regarding facility operations and emergency response procedures. In the event of an evacuation, please follow the direction of public safety and venue personnel.
- Lucas Oil Live is committed to outstanding service for guests with disabilities. Our facility is fully accessible as we provide a wide range of services and amenities for guests with special needs.
- WinStar World Casino & Resort reserves the right to use any photograph/video taken at any event held at Lucas Oil Live without the express permission of those included within the photograph/video. By attending an event held at Lucas Oil Live, participants agree to the use of their likeness in publications or other media material produced by WinStar.

## **ALCOHOL POLICY**

- No outside alcohol may be brought into or taken out of Lucas Oil Live. Any attempt to bring alcohol into the venue will be considered a violation of the Code of Conduct as well as Oklahoma liquor laws and may result in the guests being ejected, arrested, or tickets being revoked. Alcoholic beverages may be purchased inside the venue with a valid ID.
  - Guests are expected to obey all state and local laws governing the purchase, possession, and consumption of alcohol. It is illegal for anyone under the age of 21 to consume alcoholic beverages.
  - All guests purchasing alcohol, who appear to be less than 30 years old, must present a valid ID. Guests possessing alcohol, who do not have proof of being at least 21 years of age, may be ejected.
  - Guests passing alcohol to minors will be ejected and subject to arrest.
  - We reserve the right to refuse the sale of alcohol to any guests. No alcohol will be sold to guests who appear to be intoxicated.
  - There is a two (2) alcoholic beverage limit per transaction at concession stands, portable concessions, and roving vendors.
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- Glass beverage containers may not be taken from Suite areas on Level 2 to concourses or the seating bowl.
- Guests are prohibited from exiting the event venue with alcoholic beverages in their possession to any outdoor area, such as parking lots.
- Guests are expected to consume alcoholic beverages in a responsible manner. Intervention with an impaired, intoxicated, or underage guest will be handled in a prompt and safe manner.

### **BAG POLICY**

- No backpacks, briefcases, camera bags, cinch bags, computer bags, coolers, or luggage are allowed. No binocular cases allowed (binoculars may be worn around the neck).
- Clear totes made of plastic, vinyl, or PVC of any size are allowed.
- Plastic storage bags, up to one gallon, that are clear and resealable are allowed.
- Small clutch purses no larger than 12" x 6", with or without a handle or strap, are allowed.
- Exceptions to bag policy will be made for medically necessary items after inspection at gate is performed and determined by staff.
- All bags are subject to inspection upon entry and are subject to additional inspections within the venue.

### **REFUND POLICY**

- No refunds, exchanges, or upgrades.
- For rescheduled events, refunds will be valid until 30 days prior to the new rescheduled date.
- For canceled events, refunds will be automatically processed within 90 days of cancelation notice. An email notification will be sent out to all primary purchasers.
- For more questions regarding our refund policy, please contact the Lucas Oil Live Box Office at 580-276-8510.

