

# A to Z GUIDE

YOUR ALL-IN-ONE RESOURCE FOR ARENA POLICIES,  
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### ACCESSIBLE SEATING

Fans using wheelchairs, plus one companion, will be allowed to purchase our wheelchair accessible seats located in Rows Y and U in various lower level sections and Row T in the third level of Philips Arena. To purchase these seats as a season ticket plan, the customer requiring the wheelchair must attend at least half of the games in the plan.

If a wheelchair accessible location is needed for individual games, please contact your Service Executive directly in advance of the game to make arrangements. We have also made special accommodations for disabled Season Ticket Holders who do not use wheelchairs.

### ADDRESS CHANGES

Please keep us informed of any changes in addresses, phone numbers or contact names. To request a change please contact your Service Executive directly.

### ALCOHOL

Alcoholic Beverages are strictly prohibited from entering into Philips Arena. Beer and alcohol will be sold at designated concession stands within the arena and will be served by vendors in the seating bowl area. Underage drinking will not be tolerated and offenders are subject to arrest.

### ATLANTA HAWKS CUSTOMER SERVICE

Visit the Atlanta Hawks Sales and Service center, located on the Main Concourse across from Portal 9, if you have comments, questions, or concerns while you are at the game. On non-game days or before the beginning of the first period on game days, Hawks Service Executives may be reached at 1-866-715-1500 option 3 to address any ticket issues you may have.

### AWAY GAME TICKETS

NBA teams, including the Hawks, do not handle public sale of tickets for road games. You may contact the host team directly for tickets. Host team contact information can be found by visiting [NBA.com](http://NBA.com) and navigating to the desired team link.

### BAG SEARCH/SCAN

All persons entering the arena and their possessions are subject to a visual search and, if necessary, an electric wand scan. Elevated security concerns could prompt more search procedures. Those guests refusing to allow a search will be denied entry into the arena.

### BOX OFFICE

The Philips Arena Box Office is open Monday-Friday 9:30 a.m. to 5:00 p.m. On weekend game days, the Box Office will open at 12:00 p.m. and remain open until the completion of the third quarter.

### CHILDREN

All children two years of age and older are required to possess a ticket for entry into Philips Arena. Children under 24 months of age may enter without a ticket, provided they sit on the lap of their parent or guardian.

### DOOR OPENINGS

For regular season Atlanta Hawks and Atlanta Dream games, doors open 90 minutes before the start of the game. For family shows, including circus, ice shows and character shows, doors open 60 minutes before show time. For concerts, doors generally open 90 minutes before show time.

### ELEVATORS/ESCALATORS

All elevators are ADA accessible, and they can be found in the following locations:

**Techwood Elevator** – located on the south end of the Main Concourse across from Portal 11, providing access to the Main Concourse, Techwood Entrance, Box office and Upper Level Concourse.

**CNN Letter Elevators**- located on the northeast side of the arena on the Main Concourse, across from Portal 7 by Hangtime Lounge, and provides access to the Main concourse, Philips Experience, and Upper Level Concourse.

**RED Elevator**- located at the north end of the Main Concourse, providing services to RED Restaurant.

For added convenience, guest escalators can be found in the following locations:

**Philips Experience Escalator**- located near the Guest Sales and Service Center on the Main Concourse, providing transportation to Philips Experience and Upper Level Concourse.

**Techwood Escalator**- located adjacent to the Techwood Entrance, providing transportation to the Techwood Entrance/Box Office and Upper Level Concourse.

### EMERGENCY EXITS

All emergency exits are marked with an “Exit” sign that is illuminated at all times. Please familiarize yourself with the exit near your seat. We are very interested in your safety as well as the safety of those around you. Emergency exits may be found in the following locations:

### MAIN CONCOURSE

All Main Concourse exits may be accessed to leave the building.

### UPPER LEVEL CONCOURSE

- Northwest Stairwell Exit- next to Portal 14 at doors 9A/9B
- Northeast Stairwell Exit- between Portals 18 & 19 at doors 2A/2B
- East Stairwell Exit- across from Portals 21 & 22 at doors 3A/3B
- Southeast Stairwell Exit- inside Portal 27 at doors 6A/6B
- Southwest Stairwell Exit- next to Portal 32 at doors 8B

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## ENTRANCES

**Club walkway** – bridge located in CNN parking deck

**Hawk Walk/CNN Center**- located where the CNN Center atrium meets Philips Arena

**International Boulevard**- located at north end of Hawk Walk

**MARTA**- located at the southeast corner of the Main Concourse

**Techwood**- located on Centennial Olympic Park Drive

## FIREARMS AND FIREWORKS

Firearms and fireworks are not permitted within Philips Arena, the surrounding area or parking lots.

## FIRST AID AND MEDICAL ASSISTANCE

For guests in need of assistance, a First Aid Station is located on the Main Concourse across from Portal 9. For immediate assistance, contact your usher or concierge..

## FAN CODE OF CONDUCT

The National Basketball Association, Atlanta Hawks, and Philips Arena are committed to creating a safe, comfortable, and enjoyable sports and entertainment experience. NBA fans have the right to expect an environment where:

- Players respect and appreciate each and every fan.
- Guests will be treated in consistent, professional, and courteous manner by all arena and team personnel.
- Guests will enjoy the basketball experience free from disruptive behavior, including foul or abusive language or obscene gestures.
- Guests will consume alcoholic beverages in a responsible manner.
- Intervention with an impaired, intoxicated or underage guest will be handled in a prompt and safe manner.
- Guests will sit only in their ticketed seats and show their tickets when requested.
- Guests who engage in fighting, throwing objects or attempting to enter the court will be immediately ejected from the game.
- Guests will smoke in designated smoking areas only.
- There will not be any obscene messages on signs or clothing.
- Guests will comply with requests from arena staff regarding arena operations and emergency response procedures
- Guests will be responsible for their own good time by reporting inappropriate behavior.

## FOOD AND BEVERAGES

Food or beverages may not be brought into Philips Arena. Concession

stands located throughout the arena provide a diverse selection of food, alcoholic, and non-alcoholic beverages.

## GROUP OUTINGS

Groups of 20 or more can enjoy special prices and benefits, as well as a night of fun at an NBA game with the Atlanta Hawks. Contact your Service Executive directly for additional information on group seating opportunities.

## HAWK WALK

Located on the Main Concourse between Portals 5 & 6, Hawk Walk provides an extensive array of some of the best food and beverage concessions available in a sports arena. See the full list of Philips Arena Concessions for descriptions of the food and beverage options available on the Hawk Walk.

## LOST CHILDREN AND MISSING PERSONS

Children or adults separated from their parents/guardians or parties are taken to Philips Arena Guest Sales and Service Center located across from Portal 9.

## LOST AND FOUND

All lost and found items that are discovered during the game will be taken to the Philips Arena Guest Sales and Service Center, located across from Portal 9. Once the event has concluded, items will be taken to the Security Office and held for 30 days. After 30 days Philips Arena donates the items to charity. Guests may inquire about lost items by contacting Philips Arena at (404) 873-3000.

## LOST OR STOLEN TICKETS

Season tickets that are lost, stolen, or destroyed may be replaced with new tickets. A police report is required to reprint entire season ticket plans that are stolen and written documentation must be provided for season ticket plans deemed lost. Please treat your ticket like cash, and do not leave them unsecured in your office or home.

Please contact your Service Executive directly to let us know how we can assist you.

## MARTA/MASS TRANSIT

Fans are encouraged to use public transportation to Hawks games. The MARTA East-West Rail Line offers a stop at Philips Arena, just one stop west of the Five Points station. Contact MARTA for schedule and route information at: (404) 848-5000 or <http://www.itsmarta.com/>.

## MASCOTS

The Atlanta Hawks are privileged to have two mascots: **Harry the Hawk** and **Sky Hawk**.

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## MERCHANDISE AND NOVELTIES

The latest in Atlanta Hawks merchandise is available for sale at the Team Gear Store, located across from the CNN Center Entrance on the Main Concourse. Additional merchandise stands can be found across from Portals 2, 5, 12 and between Portals 24 and 25.

The Team Gear Store is open Monday – Saturday from 10:00 a.m. – 5:00 p.m. On event days, the store will be open until 3:30 p.m. You may enter the store through the entrance located on International Drive across from the Georgia World Congress Center.

Season Ticket Holders receive a discount at the Team Gear Store by presenting a discount card. Full Season Ticket Holders receive 20% off and Half Season Ticket Holders receive 10% off regularly priced items. Please contact your Service Executive with any questions.

## PARKING

Parking is available in the various lots around the arena including the CNN Decks and Centennial Garage located on Centennial Olympic Park Drive across from the arena. CNN Decks and Centennial Garage may be entered from Spring Street. Accessible parking is available in both lots.

Season Ticket Holders are eligible to receive discounted parking for Full or Half Season Plans. Please contact your Service Executive with any questions.

## PASS OUTS / RE-ENTRY POLICY

Fans are not permitted to exit and re-enter Philips Arena during a Hawks Game. No temporary passes will be issued.

## PAYMENTS

The Atlanta Hawks accept American Express, Discover, MasterCard and Visa for season ticket payments. Checks made out to the Atlanta Hawks are accepted. Payments may also be made online by visiting [MyHawksAccount.com](http://MyHawksAccount.com).

Ticket payments can be mailed to:  
Atlanta Hawks Season Ticket Department  
101 Marietta Street, NW, Suite 1900  
Atlanta, GA 30303-2720

## PLAYOFF TICKETS

If the Hawks are in playoff contention, we will automatically invoice Season Ticket Holders for a complete playoff plan. After receiving payment for your playoff plan, we will send your playoff tickets to the mailing address of the Season Ticket Holder of Record. If we have not received payment for the playoffs by the announced deadline, your playoff seats will be removed from your account. If you do not wish to purchase the playoff plan for your seats, you must wait until Hawks playoff tickets go on sale to the public in order to purchase the best available seating.

## PROHIBITED ITEMS

For the comfort and safety of all guests, the following items are not permitted to enter into the arena:

- Air horns
- Alcoholic Beverages
- Backpacks/large bags/purses over size of 12" x 12"
- Banners or signs that obstruct view of guests, obscure advertising or impede the operation of Philips Arena, contain objectionable subject matter or are commercial in nature.
- Cans, bottles or other beverage containers
- Chains/spiked wrist or neck bands / spiked belts
- Confetti
- Coolers
- Electronic noise-making devices
- Fireworks
- Flag poles
- Ice chests
- Illegal drugs or paraphernalia
- Laser pens and pointers
- Outside food and drink
- Pepper spray and mace
- Projectiles
- Silly string
- Video cameras or recording devices
- Vuvuzelas
- Weapons (guns, knives, etc.)

While baby strollers are prohibited in the general seating area, if you enter Philips Arena with a stroller, you may store it inside the Philips Arena Guest Sales and Service center located across from Portal 9. Baby diaper bags containing diapers may also enter the arena when accompanied by a baby.

## PURCHASING ADDITIONAL TICKETS

Please contact your Service Executive directly to order additional single-game and/or season tickets. There are no service charges for Season Ticket Holders to purchase individual game tickets through the Hawks office. Seat locations are subject to availability. Orders for specific games are accepted until 1:00 p.m. on the day of the game. All weekend requests must be placed by 1:00 p.m. Friday.

## RESTROOMS

All restrooms are ADA accessible and most contain baby-changing stations. Family restrooms are located at Portals 13, 20, and 27.

Restrooms may be found in the following locations:

- Women Main Concourse
- Men Main Concourse
- Women Upper Level Concourse
- Men Upper Level Concourse

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## SEAT RELOCATION & UPGRADES

To relocate or upgrade your season ticket seating location, the Atlanta Hawks host a Select-A-Seat event every year. Season Ticket Holders are invited to view available seats in Philips Arena, and choose whether or not they would like to move their seat location. If you cannot attend Select-A-Seat, but would like to consider relocation or upgraded seat location of your season tickets, please contact your Service Executive directly.

## SECURITY

To instantly report any incidents that occur during any game or event, you may notify Guest Services and/or Security personnel by sending a text to **(404) 996-1TXT (1898)** from your mobile phone.

## SITTING AND STANDING

To ensure guest safety and enjoyment at all games, sitting or standing in the aisles or portals or in ramps and stairways, is not permitted. Standing on Philips Arena seats is also prohibited.

## SMOKING POLICY

In an effort to promote a healthy game environment, smoking is not allowed inside Philips Arena. Designated accessible smoking areas are located outside the arena. Please ask the nearest usher or staff member for directions.

## SOCIAL MEDIA

Twitter: @ATLHawks  
Facebook.com/Hawks  
Instagram

## SUITE RENTAL

Let the Hawks help you with your next social or business gathering, birthday party, or any other special event that will make a long-lasting, exciting impression on your clients, prospects, employees, family or friends. Contact your Service Executive for more information.

## TICKET FORWARDING

Atlanta Hawks Season Ticket Holders can email their tickets to friends, family, clients, or anyone else. Once the recipient receives his or her tickets by email, the recipient can print his or her ticketFast®-generated tickets from any standard printer. (Note: Once a ticket has been forwarded, the original season ticket will no longer be valid.) When you forward tickets, there may be per ticket charges for authentication and ticketFast® delivery. Visit MyHawksAccount.com and select My Hawks Account Manager for information on how to forward tickets.

## TICKET RESALE

Full Season Ticket Holders (with the exception of shared accounts) may sell their tickets on Atlanta Hawks TicketExchange. If a ticket is sold, your account will be credited 90% of the ticket's Posting Price. The Posting Price is an amount that you will be able to set, subject to a minimum and maximum set by the team. You will receive a credit in your season ticket account that may be used towards season ticket renewals for next season or for the purchase of individual game tickets during the current season. For more information regarding ticket resale and how to resell your tickets on My Atlanta Hawks Account Manager, please visit MyHawksAccount.com.

## TAXI SERVICE

Taxi cab service will be permitted to drop-off guests at the entrance located on Centennial Olympic Park Drive. Taxi cabs can be found following a game at the Bellhop Stand at the Omni Hotel.

## WATER FOUNTAINS

Water fountains may be found at the following locations:

- Main Concourse – between Portals 1 & 2, 3 & 4, 11, 13
- Upper Level Concourse – between Portals 23 & 24, 28, 32

## WILL CALL

The Will Call windows are located at the main entrance to Philips Arena on the Centennial Olympic Park Drive. A valid form of picture identification and the credit card used to charge tickets is required to pick up tickets at Will Call. The Will Call windows open one hour prior to tipoff and close five minutes before the end of the third period.

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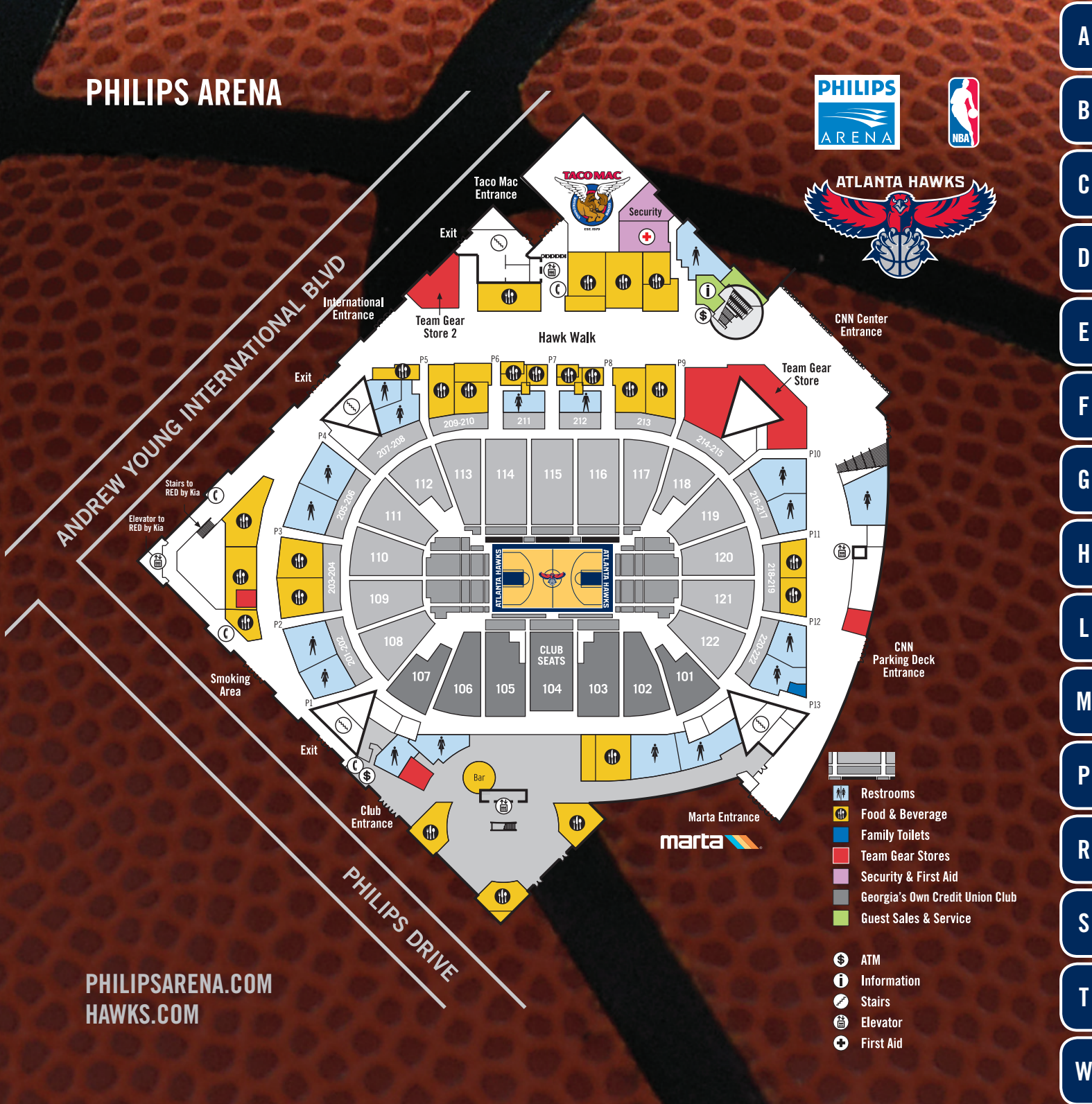
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# A to Z GUIDE

## PHILIPS ARENA



ANDREW YOUNG INTERNATIONAL BLVD

PHILIPS DRIVE

PHILIPSARENA.COM  
HAWKS.COM

- Restrooms
- Food & Beverage
- Family Toilets
- Team Gear Stores
- Security & First Aid
- Georgia's Own Credit Union Club
- Guest Sales & Service
- ATM
- Information
- Stairs
- Elevator
- First Aid

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