

ACCESS

The following areas of Amway Center restrict access accordingly:

Budweiser Baseline Bar: All ticket holders (space and event permitting)

Chairman's Suite presented by The Ritz-Carlton Destination Club:

Members only (event permitting)

Club Level: All Club Level ticket holders (Presidents Suites, Club Level hospitality spaces, Founders Suites, IOA Founders Level hospitality spaces, Loges, Legends Suites, MVP Tables, Club Seats), Jernigan's restaurant patrons (reservation seating required; walk-up access only when space available)

Coors Light Mountain Bar: All ticket holders (space permitting)

Founders Level: hospitality space ticket holders

Gentleman Jack Terrace: All ticket holders (space permitting)

IOA Founders Level: IOA Founders Level suite ticket holders and IOA

Jernigan's Restaurant: All ticket holders with reservations
(walk-up access only when space available)

Kona Brewing Co: All ticket holders

MetroPCS DigitalLOFT: All ticket holders (space permitting)

North Club Bar: All Club Level ticket holders

O₃ Beverage Bar: All ticket holders (event permitting)

ONE80 GREY GOOSE® Lounge: All ticket holders, 21+ (space permitting)

Star Lounge: Courtside and Superstar ticket holders for Magic games.

Limited availability for other events

STUFF's Magic Castle: All ticket holders (event permitting)

ACCESSIBLE PARKING

Convenient accessible parking is located in the GEICO Garage, which is adjacent to the Amway Center. Access to Amway Center may be gained by using the pedestrian bridge on level 5 of the GEICO Garage, which connects to the Terrace Level (L3) of Amway Center. Additional accessible parking is located in lot 9. There are also accessible parking spaces in surface lots and garages in the area surrounding the Amway Center. See the Amway Center parking map on page 54 for details or visit amwaycenter.com for more information.

ACCESSIBLE SEATING

Wheelchair accessible and companion seats are available at locations dispersed throughout Amway Center, offering guests an array of prices, amenities and lines of sight. Seating locations vary depending on particular events. It is important to indicate when buying tickets that you require wheelchair accessible seating. To purchase accessible seating for Amway Center events, please call Ticketmaster at 800.745.3000 or TDD/TTY 800.943.4327. For more information, please visit our accessible seating page at amwaycenter.com or call 407.916.2668.

ADA ELEVATORS

ADA elevators can be found on the Terrace Level (L3) between sections 105 & 106 and sections 114 & 115. Club Seat and MVP ADA elevators are located at the SW and NW ends of the Club Level (L4), behind Club A and Club F. Loge elevators are located at the NE and SE ends of the Club Level, behind Loge A and Loge N. The three (3) main elevators can be used to get to most levels as well. They are located on the NE, SW and NW corners of the building.

ADDRESS/TELEPHONE/WEBSITE FOR AMWAY CENTER EXECUTIVE OFFICES

Orlando Venues - Amway Center

400 West Church Street, Suite 200, Orlando, FL 32801

407.440.7000

amwaycenter.com

E-mail: venuesinfo@cityoforlando.net

Orlando Magic

8701 Maitland Summit Boulevard, Orlando, FL 32810

407.916.2400

orlandomagic.com

Orlando Solar Bears

RDV Sportsplex Ice Den

8701 Maitland Summit Boulevard, Orlando, FL 32810

407.951.8200

orlandosolarbearshockey.com

ADVANCE TICKET SALES

The Box Office sells tickets for all events during standard hours of operation. The Box Office hours of operation are Monday through Friday from 9:00 A.M. to 6:00 P.M. and three (3) hours prior to any event. The Box Office accepts cash, Visa, MasterCard, American Express and Discover. For more information, please call Ticketmaster at 800.745.3000 or for TDD/TTY, 800.943.4327.

ADVERTISING OPPORTUNITIES

To learn more about advertising or sponsorship opportunities at the Amway Center, please contact the Orlando Magic corporate partnerships department at 407.916.2720 or at partnerships@orlandomagic.com.

To learn more about hockey advertising and sponsorship, please call the Orlando Solar Bears at 407.951.8200.

AIRPORTS

The Orlando Executive Airport is four (4) miles away from the Amway Center.

Orlando Executive Airport

365 Rickenbacker Drive

Orlando, FL 32803

Tel: 407.894.9831

Fax: 407.896.5699

Airport Code: ORL

Airport use: private and corporate

Website: orlandoairports.net/orl

The Orlando International Airport is 13 miles away from the Amway Center.

Orlando International Airport

One Airport Boulevard

Orlando, FL 32837

Tel: 407.825.2001 (general inquiries)

Tel: 407.825.8463 (flight information)

Airport Code: MCO

Airport use: commercial

Website: orlandoairports.net

AISLE COURTESY

For safety and as a courtesy to other ticket holders, patrons are prohibited from sitting or standing in the aisles. Any guest not in compliance may be asked to leave the premises.

Orlando Magic Games: Fans will be requested to wait until a stoppage of play before proceeding to their seat.

Orlando Solar Bears Games: As a courtesy to all fans, hockey tradition dictates that fans wait at the top of the aisles and do not return to their seats once play is in progress. At the next whistle, fans will be allowed passage through to their seats.

ALCOHOL SERVICE MANAGEMENT/POLICY

Alcohol is served at most Amway Center events. The Amway Center staff is trained in responsible alcohol service management. To purchase alcoholic beverages, a patron must present a valid state driver's license, passport and/or military ID, which indicates the patron to be at least 21 years of age (state ID cards, duplicate licenses, expired licenses, damaged licenses and driver's licenses which do not have photos will not be accepted).

Guests are not permitted to bring in alcoholic beverages and/or illegal drugs into the Amway Center for Magic games or other events and may not leave the building with alcohol purchased inside the Amway Center. Alcoholic beverages may be purchased once inside the Amway Center. A valid I.D. (state I.D., driver's license and/or military I.D.) is required for purchase of alcohol if you appear to be 30 years of age or younger. The service limit for events is two (2) alcoholic beverages per transaction. Alcohol service cut-off is made at the end of the third quarter for Magic games, except in the Chairman's Suite presented by The Ritz-Carlton Destination Club, Star Lounge, Gentleman Jack Terrace, North Club Bar and ONE80 GREY GOOSE® Lounge.

ALL-STAR DECKS

Located immediately in front of the Silver Suites on the Club Level (L4), there are two of the most unique entertainment spaces in Amway Center, the All-Star Decks. Each All-Star Deck features 16 ledge seats, five (5) high-top tables and VIP Club access. If booked for a Magic home game, 36 game tickets would be included. Bookings are also available for select other Amway Center events. For booking and additional information, please call 407.89.MAGIC (62442) and select option "2."

AMWAY CENTER CODE OF CONDUCT



The Amway Center is committed to creating a safe, comfortable and enjoyable entertainment experience. Guests have a right to expect an environment where:

- Guests will be treated in a consistent, professional and courteous manner by all venue personnel
- Guests will enjoy every event 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/stage will be immediately ejected from the venue
- Smoking is prohibited inside the building or within 25 feet of the building. This is a smoke-free facility
- Guests will not be permitted to either have signs or wear clothing with obscene or indecent messages
- Guests will comply with requests from venue staff regarding facility operations and emergency response procedures
- Guests will also be responsible for their own good time by reporting inappropriate behavior

AMWAY CENTER CODE OF CONDUCT **continued**

The Amway Center staff has been trained to intervene when deemed necessary and to use their best discretion to help ensure that guests who ignore the Code of Conduct do not interfere with other guests' ability to enjoy an event. Guests who violate the Code of Conduct may be subject to ejection without refund and, to the extent their conduct constitutes a violation of law, may be subject to arrest. We thank you for your cooperation.

AMWAY CENTER TOURS

To get an in-depth, behind-the-scenes look at the Amway Center on non-event days, consider taking the guided tour. A minimum of four participants and ten business days advance notice are required, availability is subject to change. For more information, please e-mail amwaycentertours@cityoforlando.net or call 407.440.7000.

ANTHEM SINGERS

See "National Anthem"

APPEARANCES

Orlando Magic: All player, coach, talent, community ambassador, STUFF, Magic Dancer, Fanbulance and MagicRV built by OrlandoRV appearance requests from community-based organizations must be submitted via e-mail to community@orlandomagic.com at least four (4) – six (6) weeks prior to the scheduled event. The request must include the date, time, specific event details and expectations of our talent. For additional information on guidelines, please visit orlandomagic.com and click on the "community" link. For individual appearance information, see also the "Magic Dancers" and "STUFF the Magic Mascot" sections.

Orlando Predators: The Orlando Predators are always around in the community. The Preds host camps for kids and even visit hospitals. To keep track of the Preds, visit orlandopredators.com. The players are also available on game days. After each game the players, Prowlers dance team and coaching staff are on the field for a postgame autograph session. For the latest in Predators merchandise, head down to the floor for that perfect memento of the game.

Orlando Solar Bears: If you have a request for player, coach, SHADES (mascot), and other talent appearances please call the Solar Bears Community Relations office at 407-951-8200 or visit OrlandoSolarBearsHockey.com to download forms.

ASSISTIVE LISTENING DEVICES

Assistive Listening Devices are available for loan at guest assistance located on the north end of the Terrace Level (L3) at section 111 and Promenade Level (L5) at section 219. Guests will be required to leave a valid credit card number at guest assistance when checking out a device. A guest's credit card will be charged a \$225 fee should the device not be returned to guest assistance. For more information, please call 407.440.7900 or TDD/TTY 407.440.7912.

ATMS

ATM machines are located in the following areas:

Level	Section Numbers
Terrace	103, 111, 112
Promenade	204/205, 220/221
Box Office	

AUCTIONS

Silent auctions are held every home game in section 113 in the community zone. The auction begins when doors open and closes at the end of halftime. An online auction can be found at auctions.nba.com. For additional auction information see the "Orlando Magic Youth Foundation" section.

AUTO ASSISTANCE PROGRAM

Should you have car trouble in the Amway Center parking areas after an event, please notify a lot attendant. Parking lot attendants will contact local service providers who can offer locksmith services, "jump starts" and other services.

AUTOGRAPHED MEMORABILIA

Autographed memorabilia is available for bid during games. Select items are displayed at the community zone in section 113 during every Orlando Magic home game. Please visit orlandomagicauction.com to view a complete list of available items as well as place your bid.

AUTOGRAPHS

When autograph sessions are scheduled for players or other celebrities, fans will be notified in advance and guidelines will be given at that time. When soliciting autographs independently, please obey the direction of the security and building staff and respect game participants and those around you.

BABY CHANGING STATIONS

Baby changing stations are located in all restrooms throughout the Amway Center. There are family restrooms located on each level in the following areas:

Level	Location
Event	112
IOA Founders	SW corner, NW corner
Terrace	103, 109, 111, 117
Club	Across from Legends Suites
Promenade	209/210, 225/226

BAGS, BACKPACKS AND PURSES

Only small personal bags (purses, baby bags, etc.) will be permitted inside the Amway Center and all items are subject to search at the entrances. Large bags, coolers and backpacks are not permitted. All unnecessary items must be left in your vehicle as the Amway Center does not have personal storage lockers available.

BAG SEARCHES (also see “Prohibited Items”)

All guests and/or their possessions are subject to search at the Amway Center’s discretion. This includes women’s handbags of normal size that may be allowed entry after such search. Patrons with prohibited articles will be asked to return items to their vehicles. The Amway Center is not equipped with a storage or “check area” for such items. Guests are encouraged to arrive early and travel lightly.

BANNERS AND SIGNS (ORLANDO MAGIC)

Banners and signs are permitted inside the Amway Center. Signs must be no larger than 2’x2’ and may not be attached to any poles/sticks. Amway Center management may prohibit and confiscate signs that are not event-related, excessive in size or that contain indecent or derogatory comments or images, political statements or commercial references. Signs and banners may not be hung anywhere in the Amway Center or displayed in any way that obstructs the view of others or advertising signage. Signs or banners with poles or sticks are not permitted.

BANQUET/MEETING SPACE

From décor to cuisine to in-suite services, Amway Center hospitality and banquet areas are second to none in quality and service. Available for rental on a per-event basis, these rooms come fully furnished exclusively for private parties, corporate meetings and special events. Advance game and event ticket options are available. For booking and additional information, please call 407.89.MAGIC (62442) and select option “2.”

BARNIE'S® COFFEE & TEA COMPANY

Enjoy freshly brewed coffee from Barnie's® Coffee & Tea Company at the cart located on the Promenade Level (L3) between sections 210 and 211 or various concession stands throughout Amway Center. Barnie's® coffee is also available in all premium seating sections as well as Jernigan's restaurant.

BETWEEN PERIODS/INTERMISSION ENTERTAINMENT

Always fun, whether it's a fan shootout for great prizes or youth hockey kids displaying their talents, the Orlando Solar Bears intermissions will be unique and fun for everyone.

BICYCLE PARKING

There are bicycle racks in the GEICO Garage, which is adjacent to the Amway Center and accessible via the GEICO Gateway on the Terrace Level (L3). Storage is on a first-come, first-served basis. Additional bicycle racks are located under I-4, between Church Street and Pine Street.

BINOCULARS

Patrons are welcome to bring a pair of binoculars into the Amway Center to enhance their overall experience.

BIRTHDAY PARTIES

Amway Center birthday party packages: Celebrating birthdays at the Amway Center during non-sporting events depends upon each individual show and promoter. For more information, contact the group services department at 407.440.7021.

Orlando Magic birthday party packages: Want to make your child's next birthday party a hit? Check out STUFF's birthday party special with the Orlando Magic! Your party will include discounted game tickets, party favors, recognition on the MagicTV (scoreboard) and more. Call 407.89.MAGIC (62442) and select option "2" or stop by one of the Magic ticket sales booths behind sections 104 and 222. STUFF can attend birthday parties at other locations as well. For more information, call 407.89.MAGIC (62442) and select option "2" or e-mail grouptickets@orlandomagic.com.

Orlando Predators birthday party packages: For information on birthday parties, call 407.648.4444. Groups of 15 receive a discounted price.

Orlando Solar Bears birthday party packages: A party with the Orlando Solar Bears is a great way to celebrate birthdays. Packages include tickets, cakes, SHADES appearances, all in the comfort of your own party suite. Call the Orlando Solar Bears at 407.951.8200 to book a Solar Bears Birthday Celebration.

BLACK TIE & TENNIES GALA

See “Orlando Magic Youth Foundation”

BOTTLES AND CONTAINERS (also see “Prohibited Items”)

Patrons are not permitted to bring bottles or containers into the Amway Center at any time.

BOX OFFICE

The Box Office is located at 400 West Church Street. Short term (15 minutes) parking is available in front of the Box Office on Church Street except during events. Additional short term parking is located on the south side of Church Street between Hughey Avenue and Garland Avenue. The Box Office does not take ticket orders over the phone. To purchase tickets by phone, please call Ticketmaster at 800.745.3000. For support on previously placed orders, please contact Ticketmaster customer service at 800.653.8000 or the Box Office, depending upon your point of purchase.

The Box Office hours of operation are Monday through Friday from 9:00 a.m. to 6:00 p.m. and three (3) hours prior to any event. The Box Office accepts cash, Visa, MasterCard, American Express and Discover. For more information, please call 407.440.7900.

BROADCASTING

FOX Sports Florida

Providing the very best in regional/local sports television programming targeted to fans across the Sunshine State, FOX Sports Florida's exclusive regional programming includes the NBA's Orlando Magic, MLB's Miami Marlins, NHL's Florida Panthers, year-round coverage of ACC athletics including men's basketball, select SEC games/events and FSN national programming including Big 12, Conference USA, and more. FOXSportsFlorida.com is the online extension of FOX Sports Florida & Sun Sports, offering exclusive commentary, fan interaction, news and unique video designed to engage, entertain and inform Florida sports fans. FSN's regional networks serve as TV home to more than half of all NBA, MLB and NHL franchises in the U.S., producing close to 5,000 live events each year.

Orlando Magic on TV

The Orlando Magic partners with FOX Sports Florida to televise Magic games. FOX Sports Florida has the telecast rights to as many as 77 regular season games scheduled on its networks, including all games scheduled in HD. David Steele (play-by-play) and Matt Guokas (analyst) call the games, with Paul Kennedy hosting “Magic Live” pre- and postgame coverage. FOX Sports Florida also showcases the Magic with its behind-the-scenes,

TV series “Inside the Magic” and offers exclusive video, analysis, live chats and more on FOXSportsFlorida.com.

Orlando Magic on the Radio

Magic Radio Network (Flagship: FM 96.5 and AM 580 News Talk WDBO)

Every preseason, regular season and postseason Magic game is broadcast on the Magic Radio Network, with radio affiliates across the state of Florida. Dennis Neumann provides the play-by-play, Richie Aduabato takes on the color analyst duties, Dante Marchitelli covers the sidelines and Scott Anez serves as pregame, halftime and postgame host.

Spanish Radio, ElOrlandoMagic.com

All pre-season, regular season and post-season games will be broadcast in Spanish on the Magic’s Spanish website, ElOrlandoMagic.com. In an effort to further connect to the growing Hispanic fan base in Central Florida, the Orlando Magic launched ElOrlandoMagic.com in October of 2010. The new-and-improved Spanish website serves as the official source for the Hispanic community. It features original content and coverage of the Magic, including in-depth game coverage, breaking news, features, video clips, photo galleries, podcasts, press releases and team information in Spanish.

Joey Colon will continue to serve as the voice of the Magic in Spanish, handling game play-by-play, pre-game, halftime and post-game analysis. Colon will also host “Inside Magic en Espanol,” a weekly podcast exclusively on ElOrlandoMagic.com.

Additional Orlando Magic Radio Programming

“Inside Magic” on FM 96.5 and AM 580 News Talk WDBO, airs locally in Orlando on game nights, prior to the network pregame show “Magic Tonight.” Host Scott Anez takes questions and comments from Magic fans about the upcoming game, the Magic team and the NBA.

“Magic Drive Time with Dante Marchitelli” airs Monday-Friday from 5:30 p.m. - 6:00 p.m. on AM 740. Each day Marchitelli is joined by a different co-host, including a rotation of Head Coach Jacque Vaughn, GM Rob Hennigan, Magic players, broadcasters and front office personnel. Fans will hear all the latest Magic and NBA news from people in the know.

“Magic Tonight presented by Papa John’s” is a 24-minute statewide pregame show airing on the Magic Radio Network, prior to tip-off. Also, hosted by Scott Anez, the show previews that night’s game with features, interviews from Magic coaches and players, as well as analysis from Dennis Neumann and Richie Aduabato.

“Magic Rewind” airing postgame after each game broadcast, provides fans the opportunity to call in, hear interviews from the Magic locker room and Coach Jacque Vaughn’s postgame press conference, analysis from Dennis Neumann and Richie Adubato and scores from around the NBA. Hosted by Scott Anez, “Magic Rewind” provides all the insight Magic fans need at the conclusion of each game.

“Inside Magic En Espanol” features the Spanish radio broadcast voice of Joey Colon. “Inside Magic En Espanol” airs on select Monday nights at 6:00 p.m. throughout the season and offers fans a chance to call in, win tickets and other Magic items throughout the show.

For a complete list of television and radio affiliates and additional programming, please log on to orlandomagic.com.

Orlando Solar Bears on the Radio

All Orlando Solar Bears games can be heard at IHeartSolarBears.com. Games are broadcast live and feature the voice of the Solar Bears, Bob Mills, the 2011-12 ECHL Broadcaster of the Year.

Orlando Solar Bears Broadcast

Fans can watch all Orlando Solar Bears games on the ECHL’s America One broadcast. Go to OrlandoSolarBearsHockey.com for more information.

BROKEN SEATS

If your seat is broken, please contact the nearest usher, security officer or guest services representative for further assistance.

BUDWEISER BASELINE BAR

Located on the south end of the Terrace Level (L3), the Budweiser Baseline Bar is one of the most prominent fan features of the Amway Center, serving as a popular destination for fans from 90 minutes pregame through the third quarter. Open to the bowl, it is a great place for everyone to enjoy a Budweiser, while never losing sight of the action on the Event Level. It is conveniently located right across from concessions and open to all that have a ticket to the event. The Budweiser Baseline Bar is open during Magic, Predators, and Solar Bears games and during non-sporting events when appropriate.

BUS PARKING

Bus parking or drop off/pick up is located on Central Boulevard and Division Avenue, two blocks north of the Amway Center. Parking fees for charter buses is \$50. Buses choosing to park will be parked on the curb

facing east between Division Avenue and Parramore Avenue (for directions and prepaid parking permits please visit orlandoeventparking.com). Official city attendants will direct buses to ensure driveways, fire hydrants or intersections are not blocked.

Note: Bus operators choosing not to park in the designated area may drop off their passengers on Central Boulevard anywhere west of where parking operations for the buses is occurring at the time. After their passengers are dropped off, they will be directed to leave the immediate area and may return to pick up their passengers two (2) hours after the event start time at the same area they dropped off their fare. For more bus parking information please call the City of Orlando parking division customer service at 407.246.4126.

CAMERA POLICY

Sporting Events: Non-flash, still cameras without a detachable lens (i.e., point and shoot) may be used to take pictures of sporting events or events where house lights are illuminated during a performance. Cameras with detachable lenses longer than six (6) inches are prohibited from all Amway Center sporting events. Tripods or other photography equipment may not be used or admitted without building issued media credentials.

Concerts and Other Events: The event promoter reserves the right to deny camera use at any time during or before the concert and to prohibit the use of any camera that is deemed unacceptable. Cameras with a detachable lens are prohibited at all Amway Center concerts. The use of flash photography is also prohibited. Check amwaycenter.com or call the administration office at 407.440.7000 prior to the event for the camera policy.

CANCELLED/POSTPONED EVENTS

If an Amway Center event is postponed or cancelled, please visit amwaycenter.com for current information on rescheduling or refunds. You may also contact the Box Office at 407.440.7900.

CAREER OPPORTUNITIES

Orlando Magic: The Orlando Magic organization is always looking for talented professionals. The Magic has a variety of full-time, part-time, seasonal and internship opportunities available throughout the year. Please visit orlandomagiccareers.com for the most current career opportunities. The website is updated on a regular basis as new positions become available. You can also follow the Magic openings on Twitter (@MagicJobs) and Facebook (OrlandoMagicCareers).

Amway Center: The Amway Center seeks professional team members for a variety of roles through either the venue or its contractors. Please visit amwaycenter.com under “contact us” for the most current employment information.

Orlando Solar Bears: For career opportunities please visit OrlandoSolarBearsHockey.com/careers.html

CATERING (Special Events)

The Amway Center offers catering services through Levy Restaurants for corporate events, fundraising events, holiday parties and other special events. For catering services at a Magic game or another event, call 407.440.7075 or visit amwaycenter.com.

CHAIRMAN'S SUITE PRESENTED BY THE RITZ-CARLTON DESTINATION CLUB

Located on the Event Level near the Magic locker room, this membership suite is the ultimate in high-end luxury hospitality. It is the most exclusive setting in the Amway Center. Included in the membership is an oasis of luxury offering fine wines, heavy hors d'oeuvres, great company and service beyond compare. Please call 407.916.2650 for membership information.

CHARITABLE DONATIONS (Orlando Magic)

See “Orlando Magic Youth Foundation” or “Community Relations”

CHARITABLE DONATIONS REQUEST (Non-Magic)

Charitable ticket donations are at the discretion of the event promoter. If you are a 501(c)(3) organization and are requesting tickets for a non-Magic event, please read the information below to submit your request.

- Provide a description of your 501(c)(3) charitable organization with contact information; i.e., name, phone number, e-mail address and mailing address, on company letterhead
- Provide a specific description of your request; i.e., number of tickets requesting, name of event etc.
- Please e-mail your request to charities@cityoforlando.net
- All requests must be made no later than two (2) weeks prior to event date

If your request has been approved, a representative from the Orlando Venues marketing department will contact you.

CHARITABLE DONATIONS (Orlando Solar Bears)

Visit OrlandoSolarBearsHockey.com and click the Community tab to request donations.

CHILD'S TICKET POLICY

For Orlando Magic games, any patron who is 36 inches (3 feet) or taller must have a ticket for entry. For Amway Center events, other than Orlando Magic games, all children two (2) years of age or older must possess a valid ticket for entry. A child under two (2) years of age, who is admitted free of charge for events, must sit on a patron's lap. Occasionally, a family show (Disney on Ice, Globetrotters, Ringling Bros., etc.) will require children younger than two (2) years old to purchase a ticket. Please check with the Box Office at 407.440.7900 or online at amwaycenter.com for ticket requirements.

CLOSED CAPTIONING

A Closed Captioning service is available for all Orlando Magic home games where public address announcements are streamed to your mobile device. To access the complimentary captioning service, please visit amwaycenter.com and click on the "Live Event Streaming Captions" link. Your mobile device must support Javascript, and it must be enabled. A limited number of handheld devices are available for loan on a first come, first served basis. Please visit the Terrace Level guest assistance location at section 111. A valid Florida driver's license and/or a valid credit card will be required to borrow a loaned device. Fees will apply should the device not be returned.

Captioning services for other events are subject to the respective sports leagues and/or promoters.

CLUB LEVEL

The Club Level (L4) located just above the Terrace Level (L3), offers exclusive amenities that dial up the sophistication. With its refined wood-trimmed concourse, this level features upscale concessions, private lounges and bathrooms as well as a restaurant that is a destination in itself. Some of the things you will find on this level:

- All-Star Decks
- Jernigan's Restaurant
- Loge Seating
- Legends Suites
- MVP Tables
- North Club Bar
- Premium Club Seats
- Presidents Suites
- Silver Suites
- Wine Bar by Turning Leaf

Access: Reserved for those with seats or suites on the Club Level, IOA Founders Level or for those with reservations to Jernigan's restaurant.

CLUB LEVEL BAR

See “North Club Bar ”

CLUB LEVEL RESTAURANT

See “Jernigan’s restaurant”

CLUB SEATS

See “Premium Club Seats”

COAT CHECK

The Amway Center does not provide a coat check service and/or storage for other personal belongings. The Amway Center is not responsible for any property that is lost, stolen or damaged.

CODE OF CONDUCT

See “NBA Code of Conduct” and “Amway Center Code of Conduct”

COFFEE

See “Barnie’s® Coffee & Tea Company”

COLD STONE CREAMERY

Indulge in the ultimate ice cream experience with Cold Stone Creamery, located across the concourse from the Southwest Airlines Flight Deck on the Terrace Level (L3) and outside of section 230 on the Promenade Level (L5).

COLOR GUARD (Orlando Magic)

Your group can serve as color guard before an Orlando Magic home game and present the colors during the national anthem. With a minimum purchase of 50 tickets, this special experience is broadcast live on Magic TV for thousands of fans to see. For more information, contact the group sales department at 407.89.MAGIC (62442) and select “2” or via e-mail at grouptickets@orlandomagic.com.

COMMUNITY RELATIONS (Orlando Magic)

The Orlando Magic is committed to helping children reach their full potential by investing resources in the areas of education, the arts, health and wellness. The Magic is dedicated to creating an inclusive environment in which fans, community partners and employees feel welcome, valued and appreciated. Annually, the Orlando Magic gives more than \$2 million to the local community by way of sponsorships of events, donated tickets, autographed merchandise, scholarships and grants. Orlando Magic community relations programs impact an estimated 75,000 kids each year, while the Magic staff contributes more than 7,000 volunteer hours annually through the Magic Volunteer Program (MVP). In addition, over

the last 23 years more than \$17 million has been distributed to local non-profit community organizations via the Orlando Magic Youth Foundation (OMYF), a McCormick Foundation Fund (OMYF-MFF), which serves at-risk and disadvantaged youth. For more information, visit orlandomagic.com and click on the “community” section.

COMMUNITY AMBASSADORS PROGRAM (Orlando Magic)

The Orlando Magic Community Ambassadors Program is represented by former Orlando Magic players. Requests for community ambassador appearances must be submitted via e-mail to communityambassadors@orlandomagic.com at least six (6) weeks prior to the scheduled event. The request must include the date, time, specific event details and expectations. For additional information on guidelines please visit orlandomagic.com and click on the “community” section or call 407.916.2409 for more information.

COMMUTER RAIL (also known as SunRail)

SunRail will have a Church Street station location at the intersection of South Street and Garland Avenue beginning in Fall 2014. It will be within walking distance of the Amway Center. For the latest updates on SunRail, please visit sunrail.com.

CONCESSIONS

On each public level of the Amway Center there are a variety of concession stands offering many food and beverage options. Visit amwaycenter.com or locate the directional signage for a list of concessions stands and food offerings. Also available are the maps on page 29-32.

CONCIERGE LOCATIONS

Concierge desks are conveniently located on our premium Club and IOA Founders Levels to assist premium ticket holders with any guest needs—ranging from ticketing, hospitality, catering, car service, reservation requests and general assistance.

Also see “Guest Assistance”

COORS LIGHT MOUNTAIN BAR

The Coors Light Mountain Bar provides fans with the opportunity to cool down with an ice cold Coors Light before and during Amway Center events. The Coors Light Mountain Bar is located on the north side of the Terrace Level (L3) concourse and overlooks the Disney Atrium.

CORPORATE PARTNERSHIPS

See “Advertising Opportunities”

COURTSIDE SEATING (Magic Games)

For Orlando Magic home games, courtside seating consists of the first two (2) rows on the baselines, in sections Floor N and Floor S, and the first three (3) rows along the sidelines in sections Floor E and Floor W. Courtside seat holders have access to the Star Lounge (see “Star Lounge”). For information on courtside seating, please call 407.89.MAGIC (62442) and select option “1” or visit orlandomagic.com and click on “Tickets” and select “2012-13 Season Tickets”.

CREDIT CARD POLICY

The Amway Center accepts American Express, MasterCard, Visa and Discover credit and debit cards at all concession and retail locations.

DAMAGED MERCHANDISE (Orlando Magic)

In the event you purchased damaged or defective merchandise, you can make a return or exchange during the same game or within 30 days at the Orlando Magic Team Shop presented by adidas with proof of purchase. If the above options are not available, please call 407.440.7467.

DIGITAL SIGNAGE POWERED BY HARRIS CORPORATION

The Amway Center contains a state-of-the-art converged network that moves video, voice and data simultaneously through a High Definition video production, distribution and Internet Protocol TV (IPTV) system. This integrated digital signage allows the Magic to program individual displays throughout Amway Center lobbies, concourses, concession areas, loges and luxury suites, with individually tailored messaging and video in High Definition, which includes a combination of replays, highlights, local messaging and out-of-home advertising that enhances the fan experience for Amway Center events.

DIRECTIONS TO AMWAY CENTER

From the North:

Follow I-4 west to exit 82B (Anderson Street) on the right. Turn right onto Anderson Street. Turn right at S. Division Avenue. Turn right onto Church Street. The Amway Center will be on the right side.

From the South:

Follow I-4 east to exit 82B (South Street) on the right. Turn left on W. South Street. Turn right on S. Division Avenue, then right onto Church Street. The Amway Center will be on the right side.

From the West:

Take FL-408 east (toll road) to exit 9 toward US-92/US-17/US-441. Merge onto Carter Street. Turn left at S. Orange Blossom Trail/US-17/US-92. Turn

right onto W. Church Street. The Amway Center will be six (6) blocks down on the right side.

From the East:

Take FL-408 west (partial toll road) to exit 11A toward Rosalind Avenue. Turn left at FL-15E/E. South Street. Turn right onto S. Division Avenue and then right onto Church Street. The Amway Center will be on the right side.

DISNEY ATRIUM

Soaring 80-feet high, the glass and steel Disney Atrium is the entrance to all the excitement, providing patrons with a magical first impression of the Amway Center. Open balconies on the concourses above offer views of the Disney Atrium below and the plaza activities outside the eight-story high windows.

DISTRIBUTION OF MATERIALS

All of the following are expressly prohibited on Amway Center property:

- Distribution of leaflets or other printed material
- Distribution of products or performing of services, whether for a consideration or free
- Conducting surveys or otherwise interfering with the free movement of guests, unless pre-approved by the Orlando Magic or Orlando Solar Bears during hockey games

DIVERSITY & INCLUSION MISSION STATEMENT (Orlando Magic)

The mission of the Orlando Magic community relations department is to create an inclusive environment in which employees, community partners and fans feel welcome, valued and appreciated. The multicultural insights initiative commits to developing opportunities that will positively impact all segments of the community. These initiatives focus on economic development, arts, education and health-related matters, specifically nutrition and exercise. For more information, please call 407.916.2439.

DONATION REQUESTS (Orlando Magic)

The Orlando Magic community relations department considers donation requests for non-profit organizations and charitable events that align with its focus areas of health and wellness, education and the arts. All requests for autographed memorabilia must be submitted online at least six (6) weeks prior to the scheduled event. Personal and individual requests will not be accommodated. For information on guidelines and to submit a request, please visit orlandomagic.com and click on the "community" link.

Also see "Community Relations Charitable Donation Requests."

DOOR OPENING TIMES

The Amway Center door opening times will vary. The typical times are noted below. Please check in advance by calling 407.440.7900.

Orlando Magic: Doors open one hour (1) prior to game time, and one and a half hours (1.5) prior to game time for premium ticket holders (subject to change).

Concerts/Other Events: Doors open one (1) hour prior to the event unless otherwise specifically noted.

Orlando Solar Bears: Doors will open one hour prior to the start of each home game (subject to change).

DRESS CODE

Appropriate shoes and clothing are required.

DROP OFF AND PICK-UP POINTS

Drop-off and pick-up for Amway Center events is located on Hughey Avenue between Church Street and South Street. As certain events may have special set-ups, please visit our website, amwaycenter.com or call 407.440.7000.

EJECTION POLICY

Amway Center Events: Amway Center management reserves the right to eject any patron that is deemed disruptive and/or abusive to other patrons, staff, players or officials.

Orlando Magic: Any patron in violation of the NBA Code of Conduct is subject to ejection. Amway Center management reserves the right to eject any patron that is deemed disruptive and/or abusive to other patrons, staff, players or officials. This will be handled through the police command center.

Orlando Predators: The Orlando Predators reserve the right to, without refund, refuse admission or eject a person whose conduct is deemed by the Orlando Predators to be disorderly or fails to comply with the terms and conditions.

Orlando Solar Bears: Any patron in violation of Amway Center Code of Conduct is subject to ejection. Amway Center management reserves the right to eject any patron that is deemed disruptive and/or abusive to other patrons, staff, players or officials. In addition, anyone throwing objects at, on or towards the ice will be ejected and criminal charges could be filed. This will be handled through the police command center.

ELEVATORS

The Amway Center has 14 accessible public elevators available for all guests:

- There are six (6) elevators, located in the NE, NW and SW corners of the building
- There are two (2) elevators on the east side of the building, providing service to Mezzanine and Terrace Levels and 100 level accessible seating
- There are two (2) elevators on the west side of the building, providing service to the Event, Mezzanine and Terrace Levels and 100 level accessible seating
- There are four (4) elevators in the NE, NW, SE, and SW corners of the Club Level that provide access from the Club Level concourse down to the loge and club seating areas

END TIMES

There is no definitive end time for concerts. Magic games are generally two (2) to three (3) hours in duration.

E-MAILING TICKETS

See “My True Blue Tix” (on orlandomagic.com)/“My Amway Center Account” (on amwaycenter.com)

EMERGENCY EVACUATION

In the event of an emergency, the Amway Center staff will utilize the public address system to inform patrons of the situation and provide instructions to safety. Please follow the instructions of the ushers and security staff. All exits and emergency exits are posted with appropriate signage. Patrons should use the stairwells as a means of evacuation as the elevators will be shut down and prohibited for use during an emergency.

EMERGENCY GUEST CONTACT INFORMATION

For Amway Center events, the front office may be reached at 407.440.7010. The Amway Center will not page ticket holders during an event. The best way to be contacted during an emergency is to set your cell phone to vibrate.

EMPLOYEE RECOGNITION

The Amway Center is committed to excellent customer service and proud to recognize employees who perform their duties in an exemplary manner. If you would like to give any of the Amway Center employees special recognition please e-mail your feedback to fanrelations@orlandomagic.com.

EMPLOYMENT OPPORTUNITIES

See “Career Opportunities”

ENTRY/EXIT

The Amway Center's main entrance is at the middle block of Church Street between Hughey Avenue and Division Avenue.

ESCALATORS

The Amway Center has six (6) escalators conveniently located inside the main entrance that service from the Event Level (Level E) to the Terrace Level (L3). There are stairs located at the following areas: Terrace Level (L3): sections 103, 112, 117, Promenade Level (L5): sections 205, 213, 221 and 229.

EVENT LEVEL

The Event Level is the street level of the building and home of the Disney Atrium where patrons can enter. The Event Level features:

- Chairman's Suite presented by The Ritz-Carlton Destination Club
- Covered Box Office and will call
- Courtside seating
- Disney Atrium
- MetroPCS DigitalLOFT
- Orlando Magic Team Shop presented by adidas
- Outdoor plaza
- Star Lounge
- Superstar seating

EVENT SETUP (ALSO KNOWN AS "CHANGEOVERS")

Changeovers typically require four (4) – six (6) hours and can include concerts to basketball to hockey to ice shows. It is not uncommon for the Amway Center to host different types of events on the same day.

EXCHANGE POLICY (Orlando Magic)

For Orlando Magic game tickets purchased directly from the Orlando Magic, the following ticket policies apply:

Cancelled or Postponed Games

If a game is cancelled or postponed, the account holder will be contacted by the Orlando Magic as soon as possible with refund information.

Replacement and Printed Tickets

The Orlando Magic can replace, print or reprint your tickets if they are lost, stolen, damaged or destroyed by calling 407.89.MAGIC and select "3" for client services. Replacement or printing fees may apply.

Refunds and Exchanges

The Orlando Magic has a policy of no refunds or exchanges on tickets. For more information, please contact 407.89.MAGIC and select "3" for client services.

FAIRWINDS TOWER ROOM

Feel the pulse of I-4 down below while you host an event in this architecturally unique part of the Amway Center. Surrounded by windows with downtown views, this deluxe hospitality room offers exquisite meeting space that is sure to impress. For information on how to reserve the FAIRWINDS Tower Room, please call 407.89.MAGIC (62442) and select option “2” or visit amwaycenter.com and click on “event hosting.”

FAMILY RESTROOMS

See “Baby Changing Stations”

FAN FEST

Orlando Magic: Fans are encouraged to support the team before each Orlando Magic home game at Fan Fest at Amway Center on Church Street. As part of Fan Fest, Church Street will be closed for Magic games beginning two (2) hours prior to each Orlando Magic home game. Fans can enjoy live music and interactive games with food and beverages available for purchase. Fan Fest is open to the public.

Orlando Predators: One hour and forty-five minutes before each home game the Predators host Predfest! Everyone is invited for special promotions and concessions. The event is open to the public.

Orlando Solar Bears: Fans are encouraged to attend IceFest Prior to Orlando Solar Bears home games – The IceFest schedule will be available at OrlandoSolarBearsHockey.com prior to the start of the season. IceFest is located at the Amway Center on Church Street and is open to the public beginning two (2) hours prior to each home game.

FAN MAIL (Orlando Magic)

Fan Mail

c/o Orlando Magic
8701 Maitland Summit Blvd.
Orlando, FL 32810

FAN MAIL (Orlando Solar Bears)

Fan Mail

c/o Orlando Solar Bears
8701 Maitland Summit Blvd
Orlando, FL 32810

FAN SAFETY HOTLINE

The Amway Center is committed to ensuring a safe, comfortable and enjoyable experience for all guests. If you encounter a security concern, please bring it to the attention of any Amway Center employee or use your cell phone to call or text the fan safety hotline at 407.440.7900.

FAN ZONE (Ozone)

Orlando Magic: The Fan Zone, also known as the Ozone, is located on the Promenade Level (L5) on the south side of the building. The area is designed to entertain fans during Orlando Magic games and includes STUFF's Magic Castle for kids, a game area as well as a concession spot that opens to the bowl so you never lose sight of the action. The Kids' Retail Shop presented by adidas is also located in the Ozone, offering newborn (0-9 months), infant (12-24 months), toddler (2T-7), and youth (8-20) sizes as well as assorted plush mini-basketballs, jerseys and other youth novelty items.

FIFTY-FIFTY DRAWING OF CHANCE (50/50)

This is your chance to win big and give back to our community! The 50/50 drawing of chance begins when the event doors open until the end of halftime. Tickets may be purchased at the OMYF 50/50 kiosk at section 113 and at various locations throughout the Amway Center. The winning ticket will be randomly drawn in the third quarter and one lucky fan will win 50 percent of the net proceeds from that game's 50/50 net ticket sales. The remaining 50 percent benefits the Orlando Magic Youth Foundation. The number is announced during the fourth quarter. All participants can view the winning ticket number at OMYF.org, Facebook/Orlandomagicyouthfoundation or by calling the 50/50 hotline at 407.440.7868. You can redeem the winning ticket by e-mailing 5050@orlandomagic.com or by calling 407.916.2644. All individuals who participate must be 18 years of age or older to be eligible. Please see orlandomagic.com for a complete listing of rules.

FIRST AID (Walgreens First Aid)

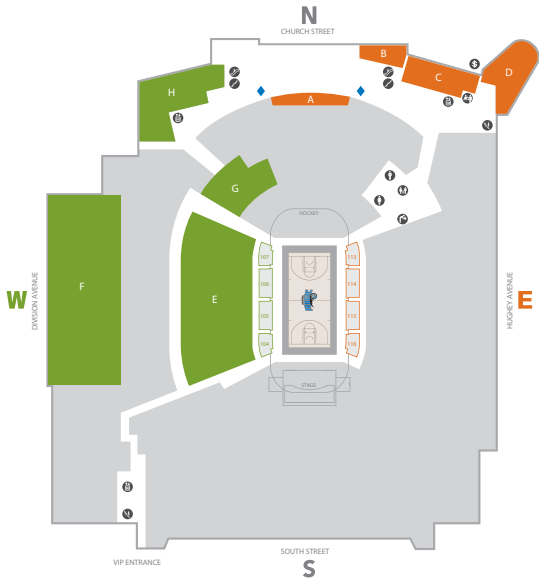
In case of a medical emergency, Walgreens First Aid offices are located on the Terrace Level (L3) at section 117 and Promenade Level (L5) at section 229. These are staffed by the Orlando Fire Department. If immediate assistance is needed, guests are encouraged to contact the nearest guest relations team member (usher) or security officer to call an EMT.

FIRST AMENDMENT ZONES

There are specific locations outside of the Amway Center where handouts, pamphlets and first amendment activity is designated. Go to amwaycenter.com for more information and a map showing the locations.

FOOD AND BEVERAGE MAP

Event Level (Level E)



SERVICES

- Men's Restroom
- Women's Restroom
- Family Restroom
- Water Fountain
- Stairs
- Fire Stairs
- Elevator
- Escalator
- ATM
- Lobby Reception

AMENITIES

- A Disney ATRIUM
- B metroPCS Digital Loft
- C BOX OFFICE
- D TEAM SHOP
- E Mercedes-Benz star lounge
- F PRACTICE COURT
- G The Ritz-Carlton Destination Club® chairman's suite
- H NLA

CARTS (VARIES PER EVENT)

- BEVERAGES

FOOD AND BEVERAGE MAP

Terrace Level (Level 3)



SEATING	ADVERTISING	CONCESSIONS
Seating 1	A. J. REPPED	1. J. REPPED
Seating 2	B. J. REPPED	2. J. REPPED
Seating 3	C. J. REPPED	3. J. REPPED
Seating 4	D. J. REPPED	4. J. REPPED
Seating 5	E. J. REPPED	5. J. REPPED
Seating 6	F. J. REPPED	6. J. REPPED
Seating 7	G. J. REPPED	7. J. REPPED
Seating 8	H. J. REPPED	8. J. REPPED
Seating 9	I. J. REPPED	9. J. REPPED
Seating 10	J. J. REPPED	10. J. REPPED
Seating 11	K. J. REPPED	11. J. REPPED
Seating 12	L. J. REPPED	12. J. REPPED
Seating 13	M. J. REPPED	13. J. REPPED
Seating 14	N. J. REPPED	14. J. REPPED
Seating 15	O. J. REPPED	15. J. REPPED
Seating 16	P. J. REPPED	16. J. REPPED
Seating 17	Q. J. REPPED	17. J. REPPED
Seating 18	R. J. REPPED	18. J. REPPED
Seating 19	S. J. REPPED	19. J. REPPED
Seating 20	T. J. REPPED	20. J. REPPED
Seating 21	U. J. REPPED	21. J. REPPED
Seating 22	V. J. REPPED	22. J. REPPED
Seating 23	W. J. REPPED	23. J. REPPED
Seating 24	X. J. REPPED	24. J. REPPED
Seating 25	Y. J. REPPED	25. J. REPPED
Seating 26	Z. J. REPPED	26. J. REPPED

FOOD AND BEVERAGE MAP

Club Level (Level 4)



SERVICES

- Men's Restroom
- Women's Restroom
- Family Restroom
- Water Fountain
- Fire Stairs
- Elevator
- Concierge
- Defibrillator

AMENITIES

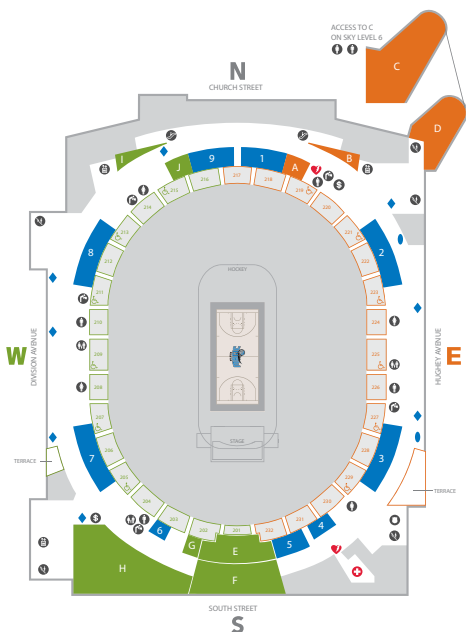
- north club bar
- jernigan's Restaurant

CONCESSIONS

- Seafood Grill
- Sear & Sizzle
- TURNING LEAF wine bar
- The Carvery

FOOD AND BEVERAGE MAP

Promenade Level (Level 5)



SERVICES

- Men's Restroom
- Women's Restroom
- Family Restroom
- Water Fountain
- Fire Stairs
- Elevator
- Escalator
- ATM
- Police
- Defibrillator
- Walgreens FIRST AID

AMENITIES

- A** GUEST ASSISTANCE
- B** TEAM SHOP
- C** ONE80 GREY GOOSE Lounge
- D** FAIRWINDS Tower Room
- E** OZONE
- F** Beverage Bar
- G** MAGIC STUFF
- H** STUFF'S MAGIC CASTLE
- I** TEAM SHOP
- J** SOUVENIRS

CONCESSIONS

- 1** BIG BLUE TACO
Mexican Tastes
- 2** SILVER SPOON
Blue Plate Special
- 3** SOUTH STREET EATS
Fan Favorites
- 4** COLD STONE
Ice Cream & Treats
- 5** Pizzeria
Pizza & Italian Favorites
- 6** STUFF 4 ME
Just For Kids
- 7** SILVER SPARK GRILL
Burgers & More
- 8** 400 WEST CHURCH STREET
Fan Favorites
- 9** KONA BREWING CO.

CARTS (VARIES PER EVENT)

- BEVERAGES
- FOOD

FOOD AND BEVERAGES BROUGHT TO AMWAY CENTER

Guests may not bring food and/or beverages into the Amway Center at any time except for medical purposes. Guests must dispose of the unauthorized items prior to entering the Amway Center. Guests with specific/special dietary needs due to medical conditions or religious requirements should contact Amway Center at 407.440.7010.

FOUNDERS LEVEL

See "IOA Founders Level"

FOUNDERS SUITES

Located only 19 rows from the floor on the IOA Founders Level (L2), the Founders Suites redefine the game time and mega-event experience. There are 32 suites offering the height of luxury combined with some of the best views of the action. Only patrons with Founders Suite tickets have access to the IOA Founders Level. For information on all Amway Center premium seating, please call 407.89.MAGIC (62442) and select option "7" or visit amwaycenter.com.

FUNDRAISING (Orlando Magic)

Use Orlando Magic ticket fundraising programs to raise money for your school, non-profit organization or charitable event. You can select games and number of tickets to sell. The Magic will provide all of the promotional material. For more information, contact the Orlando Magic group sales department at 407.89.MAGIC (62442) and select "2" or e-mail us at orlandomagic.com.

GAME DATE AND/OR TIME CHANGE

Amway Center Events: Visit amwaycenter.com for details regarding concerts, sports and other events. Date and/or times are noted on amwaycenter.com and changes are sent via press releases from the Amway Center marketing department as soon as a change is announced.

Orlando Magic: The complete Orlando Magic schedule can be found on orlandomagic.com. Any time changes to games will be reflected and updated as necessary on orlandomagic.com.

Orlando Solar Bears: Schedule is subject to change. Please visit OrlandoSolarBearsHockey.com for the up to date schedule.

GAME LENGTH

Amway Center Events: There is not a definitive length, as they vary for each event.

GAME LENGTH continued

Orlando Magic: The length of each game is approximately two (2) to three (3) hours, but that can vary from game-to-game.

Orlando Predators: Games consist of four, 15 minute quarters with a continually moving game clock. As a result, games usually take approximately two and one-half hours (2.5) to complete. Postgame player access is available for thirty (30) minutes after the game.

Orlando Solar Bears: The length of each game is approximately two and one half hours (2.5), but that can vary from game-to-game.

GATES OPEN (Doors Open)

The Amway Center door opening times will vary. The typical times are noted below. Please check in advance by calling 407.440.7000.

Orlando Magic: Doors open one and a half hours (1.5) prior to game time.

Concerts/Other Events: Doors open one (1) hour prior to the event, unless otherwise specifically noted on amwaycenter.com.

GEICO GATEWAY

Located on the southwest corner of the Amway Center, the GEICO Gateway is the pedestrian bridge connecting level five of the GEICO Garage to the Terrace Level (L3) entrance of Amway Center.

GENTLEMAN JACK TERRACE

Located on the Terrace Level (L3), facing Church Street, enjoy the contemporary open-air setting at the Gentleman Jack Terrace while catching game highlights on the flat screens or simply relax with friends. With a full bar and the city as your backdrop, Amway Center's front porch is always inviting. The Gentleman Jack Terrace is open before, during, and after all Amway Center events.

GIFT CARDS

Orlando Magic: Orlando Magic retail gift cards are available for purchase at the Team Shop presented by adidas on the Event Level, as well as all team shop locations throughout Amway Center on game nights. Gift cards can be purchased in any denomination, and are redeemable at all Magic Team Shop locations within Amway Center.

Amway Center: For information on Amway Center gift cards, please visit the Amway Center web site or call the Box Office at 407.440.7900.

GROUP REFERRAL PROGRAM (Orlando Magic)

Do you have friends, family or business associates who would be interested in bringing a group to a Magic game? If so, provide the Magic with the names of potential group ticket buyers, and should any of those individuals purchase a group ticket package you will be rewarded... IT'S THAT EASY! For more information, contact the group sales department at 407.89.MAGIC (62442) and select "2" or via e-mail at grouptickets@orlandomagic.com.

GROUP TICKETS

Amway Center Events: There are three (3) easy ways to purchase group tickets for shows that extend an offer to the Central Florida community.

- Order in person at the Box Office Monday – Friday, 10:00 a.m. – 6:00 p.m.
- Order online at amwaycenter.com, under "tickets" on the navigation bar. Look for the "group services" option and proceed to order form.
- Purchase over the phone by calling, 407.440.7021 or 407.440.7900.

Orlando Magic: There's no better way to catch the action at the Amway Center than to share the experience with a group. Your group could have the opportunity to play on the Magic court or "high-five" the players before the game. Call the group sales department at 407.89.MAGIC (62442) and select "2" or via e-mail at grouptickets@orlandomagic.com.

Orlando Predators: Groups are encouraged to attend Predator games. They are a great way to foster company morale and unity or to celebrate a birthday or other special occasion. Groups of 15 or more receive a price discount. Contact धारbin@orlandopredators.com, 407.447.3332.

Orlando Solar Bears: Group tickets are a great way to entertain employees, co-workers, clients, friends and family. For more information on discounted group tickets and a list of group benefits, call 407.951.8200 or visit OrlandoSolarBearsHockey.com.

GUEST ASSISTANCE/GUEST RELATIONS

The Amway Center is committed to providing a safe and enjoyable atmosphere. Any guest in need of assistance should seek a guest relations team member or security officer. Guest assistance is located on the north end of the Terrace Level (L3) at section 111 and Promenade Level (L5) at section 219.

GUEST CODE OF CONDUCT

Orlando Magic: See "NBA Code of Conduct" and "Amway Center Code of Conduct".

GUEST CODE OF CONDUCT continued

Orlando Predators: Guests must refrain from throwing any objects onto the field for the safety of the players and other game day staff. All guests must be respectful and fully clothed at all times. Please drink responsibly. Public drunkenness will not be tolerated. The Orlando Predators reserve the right, without refund, to refuse admission or eject a person whose conduct is deemed by the Orlando Predators to be disorderly or fails to comply with the terms and conditions.

Orlando Solar Bears: See “Amway Center Code of Conduct”.

HALFTIME/INTERMISSION ENTERTAINMENT (Orlando Magic)

The Orlando Magic offers exciting halftime entertainment for the fans at each home game; from amazing acts of skill to funny and entertaining performers. The halftime entertainment schedule (subject to change) is available online at orlandomagic.com. For fans interested in performing at halftime, please send your audition DVD to the following address or e-mail a link with your act:

Event Presentation Department

Orlando Magic
8701 Maitland Summit Blvd.
Orlando, FL 32810
Entertainment@orlandomagic.com

Always fun, whether it's a fan shootout for great prizes or youth hockey kids displaying their talents, the Orlando Solar Bears intermissions will be unique and fun for everyone.

HISTORY

Amway Center: On July 26, 2007, by a 5-2 vote, the Orange County Commission approved a public building program that includes a new state-of-the-art events center, a new performing arts center, and a renovation of the Citrus Bowl Stadium. By a 6-1 vote, the City of Orlando gave its approval on July 23. An official groundbreaking celebration was held July 25, 2008, and on August 5, 2009 the new events center was named Amway Center.

Amway Center opened in October 2010 and is home to the Orlando Magic, the Orlando Predators and the Orlando Solar Bears. The Orlando Magic served as the developer of the Amway Center, which hosts major national events, concerts and family shows. The facility is owned and operated by the City of Orlando on behalf of the Central Florida community. The Leadership in Energy and Environmental Design (LEED) Gold certified building features 875,000 square feet of space with unmatched technology—featuring 1,100 digital monitors, the tallest high-definition videoboard in an NBA venue and multiple premium amenities available to all patrons in the building along with

seating which is expandable to 20,000 seats to accommodate major national events. Amway Center is located just south of Church Street on the west side of I-4 in downtown Orlando.

Orlando Magic: Orlando's NBA franchise since 1989, the Magic's mission is to be world champions on and off the court, delivering legendary moments every step of the way. On the court, Orlando has won five division championships (1995, 1996, 2008, 2009, 2010), had seven 50-plus win seasons, and won the Eastern Conference title in 1995 and 2009. Off the court, on an annual basis, the Orlando Magic gives more than \$2 million to the local community by way of sponsorships of events, donated tickets, autographed merchandise, scholarships and grants. Orlando Magic community relations programs impact an estimated 75,000 kids each year, while a Magic staff-wide initiative provides more than 7,000 volunteer hours annually. In addition, over the last 23 years more than \$17 million has been distributed to local non-profit community organizations via the Orlando Magic Youth Fund, a McCormick Foundation Fund (OMYF-MFF) since 1994, which serves at-risk youth. Ticket highlights for the 2012-13 season in the Amway Center include: 2,500 seats priced \$20 or less, 8,000 seats priced \$40 or less and 9,000 seats priced \$50 or under. For ticket information log on to orlandomagic.com or call 407.89.MAGIC.

Orlando Predators: The Orlando Predators joined the Arena Football League in 1991 and quickly became one of the league's most successful franchises. Throughout their 20 year history, the Predators have won two league championships (1998, 2000) and seven division titles (1992, 1993, 1994, 1997, 2000, 2002, 2006). The Predators also have one of the longest consecutive playoff streaks in professional sports, having made 17 straight appearances from 1992 to 2008.

Orlando Solar Bears: The Orlando Solar Bears played in the International Hockey League (IHL) from 1995 until the league ceased operations in 2001. In their six seasons in the IHL, the Solar Bears were Eastern Conference Champions three times. In 1996 they were swept by the Utah Grizzlies in the finals, in 1999 they lost in seven games to the Houston Aeros, and in their final season they won the Turner Cup in five games defeating the Chicago Wolves.

After the 2001 season, several IHL teams joined the AHL. To this day, the Turner Cup still remains in the Hockey Hall of Fame with the Orlando Solar Bears' name inscribed as the last IHL team to win it. In their six IHL seasons, the Solar Bears compiled a 286-162-20 record.

On November 1, 2011 the ECHL awarded a franchise to Orlando, FL and on November 16, 2011 the new ownership group, made up of Jason Siegel, Bob Ohrablo, and Joe Haleski, held a press conference along with ECHL

HISTORY continued

Commissioner Brian McKenna, Orlando Mayor Buddy Dyer, Orlando Venues Executive Director Allen Johnson and Orlando Magic CEO Alex Martins to announce that the team would once again be called the Orlando Solar Bears. The Orlando Solar Bears are the ECHL affiliate of the NHL's Minnesota Wild and AHL's Houston Aeros, and are coming "Out of Hibernation" to play 36 regular season home games at the Amway Center, named Sports Business Journal's 2012 Sports Facility of the Year, beginning October 20, 2012.

HONORARY BALL KID PRESENTED BY NBA CITY (Orlando Magic)

The Orlando Magic offers the opportunity to purchase a package for your young one to be an Honorary Ball Kid presented by NBA City through orlandomagic.com. A package includes four (4) tickets to a selected game and a chance for your young one (ages 10-14) to help rebound for the pros during warm-up, pregame and at halftime. There are a limited number of packages available. For more information on ball kid packages, please call 407.89.MAGIC (62442) and select "2" or via e-mail at grouptickets@orlandomagic.com.

HOSTING AN EVENT

Break away from the ordinary and book the extraordinary at the Amway Center! From 50 to 20,000 people, the Amway Center is the place for any event. For more information about hosting an event at the Amway Center, please call 407.89.MAGIC (62442) and select option "2", or visit amwaycenter.com and click on the "event hosting" section.

HOTELS

The Orlando area is home to many hotels. Visit amwaycenter.com for a list of hotels near the Amway Center.

ICE CREAM

See "Cold Stone Creamery"

INCLEMENT WEATHER POLICY

If an Amway Center event is postponed or cancelled due to inclement weather, please visit the Amway Center website for current information or call the Box Office at 407.440.7900.

INTERPRETIVE SERVICES

The Amway Center can arrange, with advance notice of 14 days, for interpretive services for concerts and family shows. For more information, please call 407.440.7900 or TDD/TTY 407.440.7912.

INTOXICATED GUESTS

Amway Center reserves the right to deny entry to intoxicated guests. Any

intoxicated guest causing a disturbance during an event will be asked to leave the venue without a refund and may be subject to arrest.

IN-GAME EQUIPMENT (Game Ball)

Football and basketballs that fly into the stands during their respective games must be returned to a guest relations team member. Pucks that go into the stands during hockey games may be kept by the patron who catches the puck. Please note that while protective netting is put in place at each end of the rink, pucks may still go into the stands. The hockey pucks are made out of 100% vulcanized rubber and are chilled. When the pucks go into the stands it can cause serious injuries, so please stay alert at all times. Please notify a guest relations team member if you get hit or are hurt by a puck.

IOA HARDWOOD SUITES

Located on the IOA Founders Level (L2), the IOA Hardwood Suites offer a totally new meeting experience. With executive level décor and service, and a view of all of the action in the bowl, executives will look forward to meetings in these hospitality suites. The area accommodates up to 30 people and is available for all Magic home games, and select non-Magic events. Please call 407.89.MAGIC (62442) and choose option "2" or go online to amwaycenter.com or orlandomagic.com for more information on this premium seating.

IOA FOUNDERS LEVEL

The IOA Founders Level (L2) provides the ultimate in service, comfort and amenities. Home to the 32 Founders Suites that are located just 19 rows from the event floor, this level comes complete with concierge services and suite attendants to cater to the specific needs of each individual private party. The IOA Founders Level features:

- Concierge Desks
- IOA Hospitality Rooms
- IOA Hardwood Suites
- Founders Suites

Access: reserved for suite holders and their guests

JERNIGAN'S RESTAURANT

The Amway Center features an exclusive Club Level (L4) restaurant which hosts reservation-only seating for all Magic games and for limited major shows and concerts. Priority seating will be given to premium guests and Magic season ticket holders. To access the restaurant, please utilize the elevators in the southwest corner of the Amway Center. There are

two seating times available on a game night for restaurant reservations, 90 minutes prior to tip-off and right at tip-off. For parties of 1-6 people, you will be able to make your reservations online. For parties of seven or greater, please contact the restaurant directly at 407.440.7500. Walk-up reservations are only available when space permits.

KIA MOTORS TERRACE

Located on the Terrace Level (L3), the Kia Motors Terrace provides a unique hospitality experience for approximately 30 guests. This area resembles an upscale contemporary showroom with a Kia Motors vehicle featured on a central platform. Please call 407.89.MAGIC (62442) and select option “2” for more information on utilizing this space for your events.

KIDS’ RETAIL SHOP PRESENTED BY ADIDAS

The Kids’ Retail Shop presented by adidas is located on the Promenade Level (L5) in the southwest corner of the building next to STUFF’s Magic Castle. The shop offers newborn (0-9 months), infant (12-24 months), toddler (2T-7), and youth (8-20) sizes as well as assorted plush mini-basketballs, jerseys and other youth novelty items.

KIDS’ TUNNEL (ORLANDO MAGIC)

Your group can experience a once in a lifetime opportunity to “high-five” the Magic players as they enter the court for warm-ups, before tip-off or during halftime. With a minimum purchase of 50 tickets, up to 20 kids can participate in this memorable experience. For more information, contact the group sales department at 407.89.MAGIC (62442) and select “2” or via e-mail at grouptickets@orlandomagic.com.

KIDS’ ZONE

See “STUFF’s Magic Castle”

KONA BREWING CO.

Located on the north side of the Promenade Level (L5), the Kona Brewing Co. bar provides Amway Center guests with a craft beer destination featuring an array of beer options from Kona Brewing Co., as well as a full liquor bar. The Kona Brewing Co. area is open through the end of the third quarter and is accessible by all ticket holders.

LEED GOLD CERTIFICATION PRESENTED BY OUC

The Amway Center is the first NBA facility to earn Leadership in Energy and Environmental Design (LEED) new construction certification from the U.S. Green Building Council. In April 2010, the Amway Center was awarded the prestigious LEED Gold Certification.

Amway Center “green” features include:

- Preferred parking for hybrids and other energy-efficient vehicles
- High-efficiency heating and cooling systems
- Ultra low-flow toilets
- A reflective and insulated roof that will reduce cooling costs
- High-tech monitoring systems that will shut off the lights when a room is empty
- Bicycle racks, showers and changing rooms for workers who bike to work
- Systems to treat storm runoff before it can pollute nearby lakes
- Recycling bins for fans and concert goers

Additionally, many of the points that went toward LEED certification for the Amway Center were earned during construction. For example, of the facility’s building materials, 20 percent are recycled and 30 percent come from local sources. Approximately 89 percent of the wood, concrete and steel construction waste has been recycled rather than sent to a landfill.

LEGENDS SUITES

There are two Legends Suites located on the Club Level (L4) of the Amway Center. Legends Suites are the only premium option for ticket holders featuring all-inclusive food, limited beverage and tickets to all events at Amway Center. Legends Suites seat holders receive access to the Club Level including the North Club Bar. For more information on Legends Suites seating, please call 407.89.MAGIC (62442) and select option “7”, or visit amwaycenter.com for more information.

LEVEL NAMES/NUMBERS

- Club Level (L4)
- Event Level (Level E)
- IOA Founders Level (L2)
- Mezzanine Level (L1)
- Press Level (L7)
- Promenade Level (L5)
- Sky Level (L6)
- Terrace Level (L3)

LIMOUSINE PARKING

Limousine parking is designated on the west side of Division Avenue between Church Street and Central Boulevard. Post-event limousines may queue at this location.

LOGE SEATING

Located on the Club Level (L4), loge seating offers your own space for four (4) or six (6) people and is accessible for all Amway Center events

(available for non-Magic events to loge licensees as right of first refusal). Loge licensees receive in-seat service, VIP parking and have access to the Club Level including the North Club Bar. For more information on loge seating, please call 407.89.MAGIC (62442) and select option "7."

LOST AND FOUND

Amway Center management assumes no responsibility for lost items. All lost and found items may be claimed at guest assistance locations on the north end of the Terrace (section 111) and Promenade Levels (section 219) during events. Guests should visit guest assistance during the event to inquire about lost items. Items lost on the IOA Founders Level, the Club Level, or in the VIP lobby located on the Terrace Level will be reported to the concierge where items will be cataloged and stored there through the end of event. At the conclusion of an event, all items will be sent to Amway Center security and guests may contact Amway Center security command center at 407.440.7010 to inquire about lost items. To fill out a lost and found form visit amwaycenter.com.

LOST CHILDREN

Children should be directed to the nearest Amway Center staff member should they become lost. Lost children will be taken to guest assistance on the north end of the Terrace (section 111) or Promenade Levels (section 219). Parents should visit guest assistance immediately if a child is lost.

LOST OR STOLEN TICKETS

If you have lost your ticket(s) or they have been stolen, please return to your point of purchase for further assistance. If you purchased tickets over the phone through Ticketmaster or online through ticketmaster.com, please call Ticketmaster customer service at 800.653.8000.

LUXURY SUITES

Luxury Suite seating is located on the IOA Founders Level (L2) and on the Club Level (L4). Founders and Presidents Suites are secured on a contractual basis only. Individual event hospitality rentals are available on both the IOA Founders and Club Levels. For information on individual suite rentals, please call 407.89.MAGIC (62442) and select option "2." For more information on becoming a luxury suite licensee, please call 407.89.MAGIC (62442) and select option "7", or visit amwaycenter.com for more information.

MAGIC DANCERS

The Magic Dancers are an exciting part of the Magic game experience! The Magic Dancers greet fans at the gate, perform during the game and sign autographs for fans during every pregame and select halftimes.

In addition, the Magic Dancers add excitement and class to special and charitable events, grand openings, conventions, trade shows and many other functions. If you would like to book the Magic Dancers call 407.916.2675 or e-mail magicdancers@orlandomagic.com. For more information, log onto orlandomagic.com and select “dancers.”

MAGIC GRAMS

Have a message for a special someone that you want played during halftime of an NBA game? Whether it is a birthday, anniversary or just a welcome message, say it in style! For an investment of just \$50, you can have your special message displayed. To place your message in advance, contact the Orlando Magic at entertainment@orlandomagic.com or call 407.916.2786.

MAGIC LIVE

Magic Live is a brand of entertainment that excites, engages and electrifies the audience. Each game is a ‘live’ show put on for you, the fans, every night. Here is our cast of performers...

3-D Dancing Dancer Dads: This unique dance team is made up entirely of fathers of current and former Orlando Magic Dancers. The first team of its kind in the NBA made their debut in the spring of 2005. Their hilarious and comical dance routines have been a hit from the start and prove to everyone the genesis of their daughters’ dance talent.

Dunking Dancers: The first team of its kind, the Dunking Dancers consist of several Magic Dancers, who perform dunk routines throughout the year. Since their debut in 2003, STUFF has taught these girls a thing or two about how to dunk mascot-style, introducing amazing aerial dunks with style and grace that will amaze you. Talented, beautiful and athletic, these women have it all and you can catch them at select Magic home games...all part of Magic Live. For information on booking the Dunking Dancers at your next event, call 407.916.2675 or e-mail magicdancers@orlandomagic.com.

Magic Minis Dance Team: Hosted by Starz Studios of Casselberry and choreographed by Michelle Colon, these future Magic Dancers ages 6-12 will dazzle you with their energy and steal the show. Watch and enjoy them at select games during timeouts and you might be able to pick up a step or two.

Magic Silver Stars Dance Team: Don’t let their ages fool you. This energetic bunch of ladies and gentlemen ages 55 and older can really shake their groove things. Residents of the Villages of Lady Lake, these folks will entertain you like no other group can and prove that age is just a number.

Magic Stunt Team: The Magic Stunt Team is a group of talented former college and all-star cheerleaders. Fans are amazed by their high-flying, athletic ability. This talented group will perform at select Magic home games throughout the season.

Megan: Megan fills the duty of co-emcee to Scotty B and is a former Orlando Magic Dancer and 2009 Miss Florida USA. You can see her interviewing fans, giving you great deals on retail items and more throughout Orlando Magic home games.

The “Music Guy”: Simon and Scotty B work together to keep the fans energized throughout the game. Simon plays all the sound during play, as well as many of the tunes you hear from the time you walk into the Amway Center until the time you leave. View a complete music log of all home games on orlandomagic.com.

Paul Porter: One of the NBA’s most veteran public address announcers, Paul Porter returns for his 24th season with the Orlando Magic. Porter is no stranger to the microphone. He is currently the morning news/sports anchor at ESPN 1080-AM in Orlando and ESPN 1040-AM in Tampa. Porter also hosts The Home Team, a Saturday sports talk show on ESPN 1040-AM in Tampa Bay. In addition, he is the voice for the Tampa Bay Lightning of the NHL, the Tampa Bay Storm of the AFL and the Tampa Bay Buccaneers of the NFL.

Rhythm in Blue Drum Line: Rhythm in Blue is the Orlando Magic’s Drum Line! This group will keep the rhythm and entertain all. Rhythm in Blue performs at select games during player introductions, timeouts and keep the rhythm going at Fan Fest following Magic wins. To have the Rhythm in Blue Drum Line at your next event, call 407.916.2675 or e-mail entertainment@orlandomagic.com.

Scotty B: The official “entertainment jockey” for the Magic, Scotty B is the in-arena DJ and brings contests and skits to life on the court and in the stands. Scotty B is well recognized around the NBA as one of the best emcee’s.

Southwest Airlines Flight Crew: The Southwest Airlines Flight Crew is the Magic interactive team. The crew helps with on-court contests, entertaining fans in-game, before the game, on the concourses and at the pregame Fan Fest. Perhaps most importantly, they are responsible for launching prizes like T-shirts into the crowd during timeouts. For information on booking the Magic Southwest Airlines Flight Crew at your next event, call 407.916.2675 or e-mail entertainment@orlandomagic.com.

MAGIC TV

Magic TV is the four (4) primary high definition LED video displays housed on the center hung scoreboard. Each Magic TV video board measures 17-feet high by 24-feet wide each. On Magic TV, you will see an in-house production of live game action, game stats, game highlights and replays, in-game promotions and more at all Orlando Magic home games. The overall hi-def center hung scoreboard is 42-feet by 41-feet by 41-feet (HxWxD), making it the largest video board system in any North American arena facility.

MAGIC TEAM SHOP PRESENTED BY ADIDAS

The team shop is located on the Event Level (Level E) at the corner of Church Street and Hughey Avenue. Hours of operation for the store will vary between non-event days, non-Magic event days, and Magic game days. Hours of operation are: **Non-event days: Mon. - Sat.** 10:00 A.M. - 6:00 P.M., **Sun.**, closed. **Magic game days: Mon. - Sat.** 10:00 A.M. - 4:30 P.M., 5:30 P.M. - 10:30 P.M., **Sun.**, doors open - doors close. **Non-Magic event days: Mon. - Sat.** 10:00 A.M. - 5:00 P.M., **Sun.**, closed. For Magic game days, the Team Shop will remain open for 30 minutes following the conclusion of the game. Game day hours are subject to change based on tip-off times for each home game. The store accepts the following credit cards: American Express, Visa, MasterCard and Discover. For more information, visit orlandomagicshop.com or call 407.440.SHOP (7467).

MAGIC RETAIL SHOPS PRESENTED BY ADIDAS

Orlando Magic and NBA merchandise can be purchased at ten (10) different locations around the Amway Center. Jerseys, apparel, headwear and novelties can be found in designated retail store locations. Full season ticket holders receive a 10% discount when they provide their True Blue Passport. Additionally, a personalized jersey station is located at the southeast Terrace Level (L3) team shop at section 117. Merchandise can also be purchased online by visiting the official Orlando Magic Team Shop at orlandomagicshop.com. All stores accept American Express, Visa, MasterCard and Discover. Retail store offerings are often changed to provide new choices, but some of the current specialty stores provide the following:

Kids' Team Shop @ Section 203 – Southwest Promenade Level (L5)

Youth-sized 8-20 apparel, toddler-sized 2T-7 apparel, newborn and infant sizes up to 24 months, youth headwear and youth novelties

Team Shop @ Club Level – Southwest Club Level (L4) concierge desk

High-end men, women and youth apparel; jerseys; headwear and novelties

MAGIC RETAIL SHOPS PRESENTED BY ADIDAS continued

The Team Shop – Event Level

Officially licensed Orlando Magic products include men, women, youth and toddler/infant apparel. Additionally, the store offers headwear, jerseys, novelties, wall decorations, glassware, automotive items, basketballs, footwear, golf merchandise and personalized jerseys.

Team Shop @ Section 103 – Southwest Terrace Level (L3)

Jerseys; women, men, youth and toddler/infant apparel; headwear and novelties

Team Shop @ Section 109 – Northwest Terrace Level (L3) Novelty booth.

Clearance Store - Jerseys, women, men and youth apparel; Headwear and novelties also available.

Team Shop @ Section 113 – Northeast Terrace Level (L3)

Jerseys; women, men and youth apparel; headwear and novelties.

Team Shop @ Section 117 – Southeast Terrace Level (L3)

Personalized Jersey Station - Customize a team jersey with any name and number. Jerseys, women, men, youth and toddler apparel, headwear and novelties also available.

Team Shop @ Section 219 – Northeast Promenade Level (L5)

Magic 4 Him Shop- Men's apparel, headwear, jerseys and novelties; Women's and youth apparel also available.

Team Shop @ Section 214 – Northwest Promenade Level (L5)

Magic 4 Her Shop- women's apparel, headwear, jerseys and novelties. Men's and youth apparel also available.

Team Shop @ Section 215 – Northwest Promenade Level (L5) Novelty

booth. Clearance Store - Jerseys, women, men and youth apparel; Headwear and novelties also available.

MAIN LOBBY

See “Disney Atrium”

MASCOTS

Orlando Magic: See “STUFF, the Magic Mascot”

Orlando Predators: KLAW the Orlando Predators Mascot

Roaming the “Jungle” for 17 seasons, KLAW can be seen greeting fans during one of Orlando's most exciting sporting events, Arena Football. Come see KLAW and the two-time ArenaBowl Champions Orlando Predators. There is

no doubt you will have a GREAT TIME! If you would like to schedule KLAW for a special event, corporate gathering or birthday party, call 407.694.9323 or e-mail masklaw@aol.com.

Orlando Solar Bears: SHADES is the Orlando Solar Bears Mascot. After a long, relaxing sleep, SHADES is coming “Out of Hibernation.” To schedule SHADES for a special event, corporate gathering or birthday party, please visit OrlandoSolarBearsHockey.com.

MEDIA ACCESS

Amway Center concerts /shows: Media credentials can be requested by calling the particular artist’s publicist, record label or promoter. You must be an accredited member of the media on assignment to be considered. Media requests can be made by e-mailing the Amway Center marketing department at mediarequests@cityoforlando.net.

Orlando Magic: Media credentials can be requested by contacting the Orlando Magic communications department at 407.916.2623 or magiccredentials@orlandomagic.com. You must be an accredited member of the media on assignment to be considered.

Orlando Predators: Media credentials can be requested by contacting the Orlando Predators public relations department 407.648.4444.

Orlando Solar Bears: For media credentials please contact Bob Mills at the Orlando Solar Bears Public Relations Department at 407.951.8200 or bmills@orlandosolarbearshockey.com

MEDICAL EMERGENCIES

See “First Aid”

MERCHANDISE

The Amway Center has many points of sale where guests may purchase merchandise at an event. Merchandise stores are located on the north side of the Event Level (Level E), in each of the corners of the Terrace Level (L3), and the north and south side of the Promenade Level (L5). For more information, see “Magic Team Shop”.

METROPCS DIGITALLOFT

The MetroPCS DigitalLOFT provides fans with an interactive experience featuring touch screen games, cell phone charging stations, new mobile applications and more. The 950 square foot space is located next to the Box Office and within the Disney Atrium. Fans can access the space from the exterior of the building, as well as through the Disney Atrium.

MVP TABLES

MVP Tables are located on the Club Level (L4) and offer a premium view of all the action of Magic home games and non-Magic events and shows. MVP Table seat holders have access to the Club Level and all its amenities including the exclusive Wine Bar by Turning Leaf. For more information on this premium product, please call 407.89.MAGIC (62442) and select option "7."

MY AMWAY CENTER ACCOUNT MANAGER

Orlando Magic premium seat holders can manage their Amway Center events quickly and easily by logging onto amwaycenter.com and clicking on "premium accounts." Once on the "Manage Your Amway Center Premium Account" page, simply log in by using your e-mail address or account ID and password and you can forward tickets by e-mail to family, friends, co-workers and clients, make payments and update your account information.

MY TRUE BLUE TIX

Orlando Magic season ticket holders can manage their account quickly and easily by logging onto orlandomagic.com and selecting the season ticket holder's account access on any page of the site. Once on the "My True Blue Tix" page, simply log in by using your e-mail address or account ID and password and you can forward tickets by e-mail to family, friends, co-workers and clients, make payments and update your account information.

NATIONAL ANTHEM

Orlando Magic: For fans interested in singing the national anthem at an Orlando Magic game, please send an a cappella rendition of the national anthem on CD, DVD or e-mail a video link. In addition, please send a short bio that describes your singing credentials along with a headshot. The package can be sent to the following address:

Event Presentation Department

Orlando Magic
8701 Maitland Summit Blvd.
Orlando, FL 32810
Entertainment@orlandomagic.com

Orlando Predators: For fans interested in singing the national anthem at an Orlando Predators game, please send an a cappella rendition of the national anthem on CD, DVD or e-mail a video link. In addition, please send a short bio that describes your singing credentials along with a headshot. The package can be sent to the following address:

Event Presentation Department

Orlando Predators
302 S. Graham Avenue
Orlando, FL 32803
407.648.4444
pr@orlandopredators.com

Orlando Solar Bears: For fans interested in singing the national anthem at an Orlando Solar Bears game, please send an a cappella rendition of the national anthem on CD, or DVD to the address below. In addition, please send a short bio that describes your singing credentials along with a headshot. The package can be sent to the following address:

Event Presentation Department

Orlando Solar Bears
Event Presentation Department
8701 Maitland Summit Blvd.
Orlando, FL 32810
OrlandoSolarBearsHockey.com

NBA CODE OF CONDUCT

The National Basketball Association, Orlando Magic and Amway Center are committed to creating a safe, comfortable and enjoyable sports and entertainment experience. NBA fans have a right to expect an environment where:

- Players respect and appreciate each and every fan
- Guests will be treated in a consistent, professional and courteous manner by all Amway Center and team personnel
- Guests will enjoy the basketball experience free from disruptive behavior, including foul or abusive language and 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 Amway Center
- This is a smoke-free facility. Smoking is prohibited within the building or within 25 feet of any building entry
- Obscene or indecent messages on signs or clothing will not be permitted
- Guests will comply with requests from Amway Center staff regarding Amway Center operations and emergency response procedures

NBA CODE OF CONDUCT continued

The Amway Center staff has been trained to intervene where necessary to help ensure that the above expectations are met, and guests are encouraged to report any inappropriate behavior to the nearest usher, security guard or guest services staff member. Guests who choose not to adhere to these provisions will be subject to ejection without refund and revocation of season tickets, and may also be in violation of city ordinances resulting in possible arrest and prosecution. The NBA, Orlando Magic and Amway Center thank you for adhering to the provisions of the NBA Fan Code of Conduct.

NORTH CLUB BAR

Located on the Club Level (L4), this premium Amway Center hotspot features beer and liquor beverages with a host of flat screens and a view overlooking the court. This upscale atmosphere is exclusive to Club Level guests.

NUTRILITE MAGIC FAN EXPERIENCE

Located on the east Terrace Level (L3), the Nutrilite Magic Fan Experience is an interactive area that features a journey through moments that bring the history of the Orlando Magic and its players to life. Biographies, timelines and personal narratives take you through magical moments of the team's storied past. With optimal health at the heart of the Nutrilite brand, the Nutrilite Magic Fan Experience offers a life age calculator and an interactive simulation basketball game that allows the fan to become part of the game action.

OMYF OPEN GOLF TOURNAMENT

See "Orlando Magic Youth Foundation"

ON-SALES (Random Number Distribution)

For many shows appearing at the Amway Center, Random Number Distribution (RND) is used during the on-sales to ensure the most fair and equitable system to purchase tickets.

Box Office Line-Up Rules:

- We accept cash, AMEX, Discover, MasterCard and Visa
- You must be at least 12 years old to receive a line-up ticket
- Beginning at a predetermined date and time, each person will be issued one line-up ticket and a matching stub will be entered into the random number drawing. If you are not present at this time, you will not be issued a line-up ticket
- The beginning number will be drawn by someone in the crowd
- The line will then be arranged according to the random beginning number
- If you arrive after that time, please take your position in the late line (which is at the end of the number line)

Everybody has the chance to be first in line. There is no need to camp out in the parking lot or anywhere on property. First draw does not guarantee first in line. We reserve the right to refuse ticket service to anyone that does not abide by the above ticket policy.

ONE80 GREY GOOSE® LOUNGE

ONE80 GREY GOOSE® Lounge is a tribute to style and class with attention to every detail. Located at the top of the Amway Center tower, the venue caters to guests' every need featuring exclusive VIP seating, bottle service,

elegant hors d'oeuvres and unparalleled views of the City Beautiful. Join your friends up at the skytop every Monday, Wednesday, Friday, Saturday and Amway Center event night and set the tone for a memorable evening.

For VIP and private group reservations, please call 407.913.0180 or visit www.180downtown.com.

Must be 21 years of age or older. Stylish dress required.

OPERATIONS

The Amway Center is operated by the City of Orlando.

ORLANDO MAGIC TRUE BLUE CONNECTION PRESENTED BY SOUTHWEST AIRLINES

Keep up with all the breaking news, game previews and insider fan specials that the Orlando Magic has to offer. Sign up for the Orlando Magic True Blue Connection E-newsletter presented by Southwest Airlines today by visiting orlandomagic.com.

ORLANDO ON DEMAND

Located on the west Terrace Level (L3), Orlando on Demand is the place for Amway Center visitors to learn about what's going on in Orlando and the countless things to see and do that give the city its local flavor. This interactive info garden will keep guests in the know about anything that's coming up in and around Amway Center and features Orlando's great sports legends in the Central Florida Sports Hall of Fame.

ORLANDO MAGIC YOUTH FOUNDATION (OMYF)

About the OMYF

The Orlando Magic Youth Foundation is committed to helping children throughout Central Florida, especially those most at-risk, reach their full potential by supporting non-profit agencies with programs that empower families and change lives. Since its inception in 1988, the Orlando Magic Youth

ORLANDO MAGIC YOUTH FOUNDATION (OMYF) continued

Fund, a McCormick Foundation Fund (OMYF-MFF), has granted more than \$17 million dollars to non-profit organizations that support our mission statement through donations, fundraising events and contributions from the Orlando Magic and its ownership group. For additional information, please visit omyf.org or call 407.916.2641. If you would like to make a tax deductible charitable donation, please visit omyf.org or mail your check payable to the OMYF to:

Orlando Magic Youth Foundation

8701 Maitland Summit Blvd.
Orlando, FL 32810

OMYF Black Tie & Tennies Gala

The Orlando Magic Youth Foundation (OMYF) holds the annual Black Tie & Tennies Gala each spring and gives fans and foundation supporters the opportunity to enjoy a night of incredible food, drink, and entertainment with the rare opportunity to interact with the entire Magic team. The Gala was voted #1 Charity Gala in Orlando by Orlando Magazine in 2009. The funds raised are distributed through an annual grant process to Central Florida non-profit agencies through the Orlando Magic Youth Fund, a McCormick Foundation Fund (OMYF-MFF). To learn more about this event, please visit omyf.org or call 407.916.2641.

OMYF Open

The OMYF Open is one of the Orlando Magic Youth Foundation's marquee events. Held each fall, the round of golf is followed by a silent auction and luncheon which allows some of Orlando Magic's biggest fans to meet some of their favorite celebrities. To learn more about this one-of-a-kind event, visit omyf.org or call 407.916.2644.

Donations to the OMYF

If you would like to make a tax deductible charitable donation, please visit omyf.org or call 407.916.2644 or mail your check payable to the OMYF to:

Orlando Magic Youth Foundation

8701 Maitland Summit Blvd.
Orlando, FL 32810

In-Game Silent Auctions & Online Auctions

Throughout the season, the Orlando Magic Youth Foundation hosts numerous in-game and online auctions. Each auction features sports memorabilia autographed by your favorite Orlando Magic players and other NBA superstars. All proceeds benefit the OMYF. To bid on auction items in-game, please visit the Nutrilite Magic Fan Experience located on the east Terrace Level (L3) or to bid online please visit auctions.nba.com.

ORLANDO PREDATORS DANCERS

The Orlando Predators Dancers are called the “Prowlers.”

The Prowlers cheer on the Predators at every home game. They perform during pregame and halftime. The Prowlers also hold an annual dance camp. Students, ages 6-17, will have the chance to learn the Prowler way of dancing and cheering from members of the Prowlers squad and also have the chance to perform at an upcoming home game.

OUTDOOR PLAZA

Located at the northwest corner of the Event Level, this central meeting spot, with front-and-center views of Amway Center’s soaring glass panes above, is the perfect place to jumpstart the main event; gather your group, do some shopping, grab a bite to eat and enjoy the scene. It also plays host to Orlando Magic’s Fan Fest, Predators Predfest and Orlando Solar Bears’ IceFest on game nights. (see “Fan Fest” for a full description)

OUTSIDE FOOD AND BEVERAGE

No food, beverages, coolers, bottles or cans may be brought into the Amway Center.

OUTSIDE VENDING

The selling or sampling of merchandise, food, beverages, tickets or other items on the property without written authorization by Amway Center management is strictly prohibited.

OVERSIZED VEHICLES

See “Bus Parking”

O₃ BAR

Located on the south end of the Promenade Level (L5), this space offers beverages and concessions, features a view of the bowl and is conveniently adjacent to STUFF’s Magic Castle, a playground for children. The O₃ Bar will be open during every Magic and Predators game, select Orlando Solar Bears games, and during non-sporting events when appropriate.

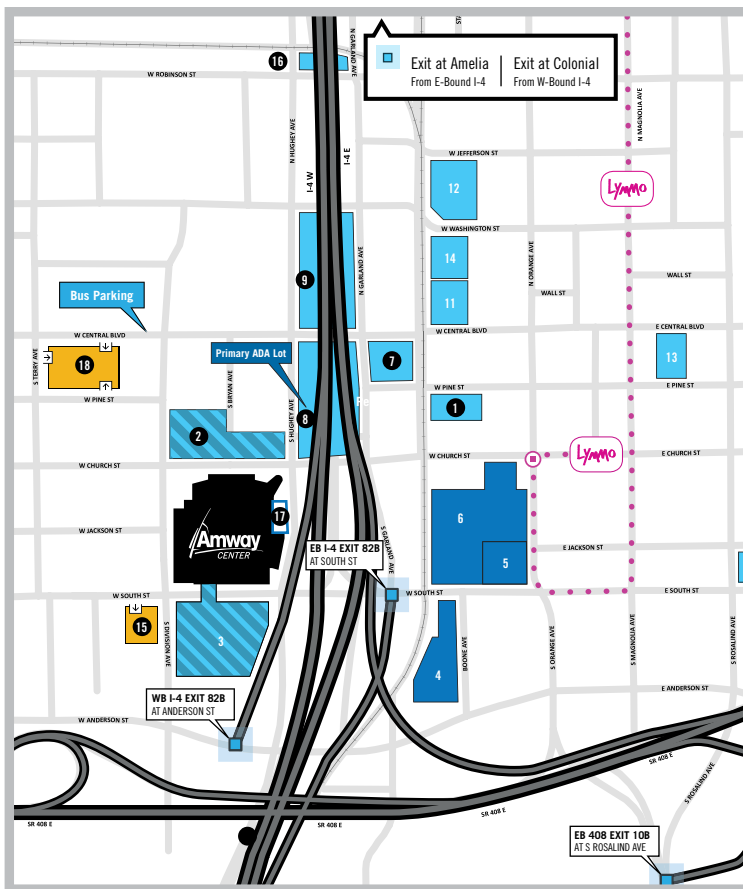
PAPA JOHN’S

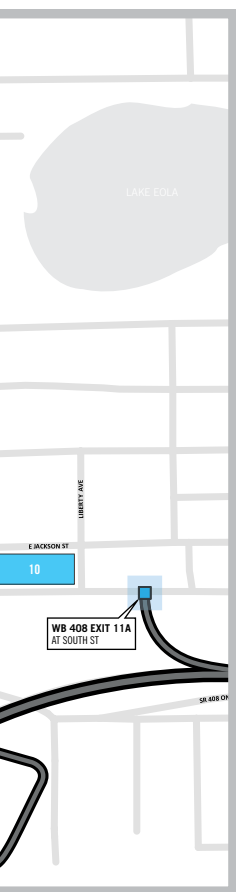
Enjoy fresh cheese and pepperoni Papa John’s Pizza products located on the south side of both the Terrace (L3) and Promenade Levels (L5).

PAPERLESS TICKETS™/TICKETS DELIVERY METHOD


With Paperless Ticket™ there is no waiting in will call lines. All it takes is a single swipe of the credit card used for purchase at the door of the venue which leads to a quick, secure and simple way to experience live entertainment.


Amway Center – Nearby Event Parking





PARKING GARAGE / LOT	PARKING SPACES	ADA ACCESSIBLE SPACES
1 55 West Garage	350	9
2 Church Street Garage	423	accessible spaces available for \$15
3 GEICO Garage	685	accessible spaces available for \$15
4 City Commons Garage	1,657	36
5 Lincoln Plaza Garage	387	9
6 SunTrust Center Garage	1,041	25
7 Garland Ave Lot	75	6
8 Lot 9 (under I-4)	100	50
9 Lot 10 (under I-4)	300	10
10 OC Administration Garage	250	18
11 Central Blvd Garage	300	9
12 Jefferson St Garage	800	23
13 Library Garage	200	12
14 Washington St Garage	277	9
15 Orange Lot (NEW)	276	10
16 Robinson Lot	24	2
17 Blue Lot	23	2
18 Gold Lot (NEW)	47	1

 **\$10 Parking** – Magic season ticket holder prepaid, reserved parking available for purchase. Purchase at cityoforlando.net/parking

 **\$20 Parking** – Magic season ticket holder prepaid, reserved parking available for purchase. Purchase at ticketmaster.com

 **\$10** – General public paid parking*

 Key Highway Exit Points

 Garage Entrances/Exits

 **VARIABLE PARKING**

Event Hours:

\$20 Major Events

\$15 Major Event Disabled Parking

\$10 Non-Major Events

Non Event Hours:

\$1 First 30 min

\$2 Hourly

\$15 Daily Max

FOR SEASON TICKET PARKING PRIVILEGES PLEASE CONTACT YOUR ORLANDO MAGIC TICKET SERVICE REPRESENTATIVE. FOR GENERAL PARKING INFORMATION CALL 407.246.2155 OR VISIT CITYOFORLANDO.NET/PARKING.

**These are private parking garages that are not part of the prepaid, reserved parking purchase opportunity; prices subject to change.*



amwaycenter.com

PAPERLESS TICKETS™/TICKETS DELIVERY METHOD continued

You will not receive paper tickets for Paperless Ticket™ events. Instead of going to the Box Office will call window, you should go directly to the door and present the credit card used to purchase the tickets for that event. The credit card will be swiped and seat location passes will be issued to you for each ticket you purchased on your credit card. Your entire party must enter the venue at the same time. Tickets are non-transferable. Virtual credit card users: do not use your virtual credit card account number for any Paperless Ticket™ purchase, as you will need to present your physical credit card at the time of entry. If you no longer have the credit card used to purchase your tickets with Paperless Ticket™ as the delivery method, please contact Ticketmaster customer service immediately at 800.745.3000.

PREMIUM & CLIENT SERVICES TEAM REPRESENTATIVES (Orlando Magic)

Each Orlando Magic full season account holder will be paired with a premium services representative who will be assigned to service your account throughout the year. Meet our premium services team:

Andrea Brown, ticket services representative, abrown@orlandomagic.com

Brandon Blahnik, ticket services representative, bblahnik@orlandomagic.com

Chris Morello, event staff supervisor, cmorello@orlandomagic.com

Edward Smith, ticket services representative, esmith@orlandomagic.com

Isabelle Poette-Chang, premium suites manager, ichang@orlandomagic.com

Kristyn Rogers, club level manager, kr Rogers@orlandomagic.com

Michael McLain, ticket services representative, mmclain@orlandomagic.com

Natalie Pounds, ticket services coordinator, npounds@orlandomagic.com

Taylor Meier, ticket services representative, tmeier@orlandomagic.com

Tramayne Russell, premium client services manager, trussell@orlandomagic.com

PREMIUM CLUB SEATS

If you are attending an event with a club seat ticket, you may enter through any general public gate. You must then access an elevator or stairwell in the northeast corner of the building to gain entry to the Club Level (L4). Your club seat ticket also allows access to all Club Level amenities including the Wine Bar by Turning Leaf and North Club Bar, located at the northwest end of the Club Level. Club Level seats are a Magic season ticket that offers right of first refusal seat access to most major non-Magic events. For more information, please call 407.89.MAGIC (62442) and select option "7", or go online to amwaycenter.com.

PRESALE INFORMATION

For select Amway Center events, special presale tickets may be available. This is at the sole discretion of the show. During a presale, a limited number of tickets are available for sale within a specified amount of time prior to the actual sale of tickets to the general public. Please note that while a presale can afford you the opportunity to purchase tickets before

the general public sale, there is no guarantee that you will be able to obtain tickets since, as in normal ticket-selling situations, there is a limited supply of tickets. In order to participate in most presales a special code is required. For events where a promoter has arranged for Orlando Venues All Access members to participate in a presale, Orlando Venues All Access members will be notified of the guidelines of the presale via e-mail. The promoter of the event determines the decision of whether a presale takes place and who may participate. The only access is all access, become a member of Orlando Venues All Access by visiting amwaycenter.com/e-mail-alerts and sign up for e-mail alerts.

PRESIDENTS SUITES

There are 28 Presidents Suites located on the Club Level (L4) only 27 rows from the floor. Patrons with Club Level tickets have access to this premium level, which includes the North Club Bar. Presidents Suite ticket holders have access to most Amway Center events. Please call 407.89.MAGIC (62442) and select option "7", or go online to amwaycenter.com for more information.

PRIORITY SEAT RELOCATION (Orlando Magic)

As an Orlando Magic season ticket holder, you have the opportunity to relocate or upgrade your seats after each season. Available inventory is based on locations from non-renewed season ticket accounts and those season ticket accounts with earlier priority dates that have already relocated their seats. You will also have the opportunity to purchase additional seats for your account. For more information, please call 407.89.MAGIC (62442) and select "3."

PROHIBITED ITEMS

All items brought into the Amway Center are subject to inspection. Items that are prohibited from the Amway Center are: weapons, oversized bags, outside food and beverage, cans, bottles, alcohol, illegal drugs, laser pens, video cameras, monopods, tripods, audio recording devices and certain cameras depending on event, please see CAMERA POLICY for rules and regulations.

PROMENADE LEVEL

Surprise and delight await you around every corner of the Promenade Level (L5). With multiple conveniently-located concessions providing a variety of offerings, and interactive zones for kids and teens, this level makes coming to Magic games the ultimate entertainment experience for fans of all ages. Some features on the Promenade Level (L5):

- Guest assistance
- Kid's Stuff Retail Team Shop
- Kona Brewing Co.

PROMENADE LEVEL continued

- O₃ Bar
- Promenade seating sections I through IV
- Teen zone and game area
- STUFF's Magic Castle

PROMENADE SEATING SECTIONS I THROUGH IV

Promenade seats can be accessed from the Promenade Level (L5) of the Amway Center. Please see a copy of our pocket schedule at any one of the sales booths located near sections 104, 116 or 202 or the concierge booths for basic pricing or go online to orlandomagic.com or amwaycenter.com for upcoming events.

PROMOTIONAL ITEMS (Orlando Magic)

Promotional items have individual restrictions and giveaway dates are subject to change without prior notice. A schedule of promotional dates is listed at orlandomagic.com.

PROTECTIVE NETTING

During arena football and hockey games at the Amway Center, protective netting is hung above the glass behind both goals. This precaution limits the amount of footballs and pucks that leave the field/rink and enter the seating area. The Amway Center reminds you to stay alert at all times.

PUBLIC ADDRESS PAGING

Orlando Magic: During Orlando Magic games, the Orlando Magic staff control the public address system. In the event of an emergency, the Amway Center's staff will utilize the public address system at all events to inform patrons of the situation and provide instructions to safety. Please follow the instructions of the ushers and security staff.

All Other Events: In the event of an emergency, the Amway Center's staff will utilize the public address system to inform patrons of the situation and provide instructions to safety. Please follow the instructions of the ushers and security staff.

PUBLIC TELEPHONES

There are no public telephones in the Amway Center. In the case of an emergency, please locate the nearest usher or security agent for assistance.

PUBLIC TRANSPORTATION

Lynx provides a bus service throughout the Orlando metropolitan area. For schedules and routes, please visit their website at golynx.com. Lymmo, the free downtown shuttle has a stop at the corner of Orange Avenue and Church Street, two (2) blocks from the Amway Center. During

office hours, it runs every five (5) minutes. In the evenings, it runs every ten (10) minutes. The hours of operation are as follows:

Monday - Thursday: 6:00 a.m.-10:00 p.m.

Friday: 6:00 a.m.-midnight

Saturday: 10:00 a.m.-midnight

Sunday: 10:00 a.m.-10:00 p.m.

PUBLICATIONS

Orlando Magic: The Magic media guide can be accessed online at orlandomagic.com by clicking on “press room.” GameDay programs are distributed at every Magic home game (excluding preseason games). A limited number of game programs may be obtained by calling the Orlando Magic communications department at 407.916.2532.

Orlando Predators: “Jungle Access” game day program – available at every home game.

Orlando Solar Bears: Game Scorecard – available at every home game.

PURCHASING TICKETS

Amway Center tickets may be purchased at the following authorized points of purchase: online at amwaycenter.com, in person at the Box Office, at a Ticketmaster retail location or by calling Ticketmaster at 800.745.3000.

RANDOM NUMBER DISTRIBUTION (RND)

See “On Sales”

RE-ENTRY

There is no re-entry to the Amway Center. Guests who wish to return a prohibited item to their vehicle or need to exit and re-enter due to personal emergencies (i.e. retrieve medicine from vehicle), must first make contact with a guest relations supervisor to make necessary arrangements. Guest assistance is located on the Terrace Level (L3) at section 111 and the Promenade Level (L5) at section 219. For information on the Amway Center smoking re-entry policy, please see ‘Smoking Policy.’

RECYCLING

Waste Management, North America’s largest environmental services and recycling company, is proud to Think Green® and bring single-stream recycling to Amway Center as the official waste services provider. Silver recycling bins are stationed throughout the Amway Center for fans to deposit empty plastic bottles, cups, coffee cups and soda cans, as well

RECYCLING continued

as any signs and programs. Single-stream recycling makes taking care of the environment easy. There's no need to separate recyclable materials – Waste Management will do it for you. All you need to do is make sure you do not throw any food or liquids into recycling bins. Magic fans, single-stream recycling is a slam dunk. Thank you for taking the time to recycle. You are making a difference!

In a continuing effort to be “green,” the Orlando Magic have partnered with PepsiCo, a ‘Champions of the Community’ partner, and Waste Management to bring PepsiCo Dream Machines to the patrons of the Amway Center. For every bottle or can that is inserted into the Dream Machine at the Amway Center, patrons will have the opportunity to receive a coupon offer from Walgreens or discounts at the Orlando Magic Team Shop presented by adidas. A machine is located on the Promenade Level (L5) and another is located on the Terrace Level (L3).

REFUNDS AND EXCHANGES

The Box Office has a no refund, no exchange policy on tickets for all events, unless otherwise noted.

RENTING THE AMWAY CENTER

The Amway Center offers many opportunities to host events. For more information, please call the special event services department at 407.440.7000 or visit the events hosting section of amwaycenter.com.

REPORTING AMWAY CENTER ISSUES

Guests who would like to discreetly notify our game day staff of guest services issues (e.g. security needed, spilled drink, medical issue, etc.) may do so by texting “AMWAY” [space] followed by the issue and location to 69050. For example: AMWAY drink spilled in section 123, row 15. Text messages are received and responded to by Amway Center personnel during all events. Message and data rates may apply.

RESTAURANT RESERVATIONS

The Amway Center features an exclusive Club Level (L4) restaurant, Jernigan's, which hosts reservation- only seating for all Magic games and for limited major shows and concerts (walk-up reservations permitted only upon availability). Priority seating will be given to premium guests and Magic season ticket holders. Call in advance for availability at 407.440.7500. You may also book a reservation online by visiting amwaycenter.com, and clicking on “venue information/restaurants, concessions and bars.” Premium seat holders may access Jernigan's from the Club Level (L4) at either the southeast or southwest host stands. Guests that do not have seats on the Club Level may access Jernigan's through the southwest elevator or stairs

and check in with the restaurant host upon arrival. All guests exiting the restaurant must show a Club Level ticket to remain on the Club Level.

RESTAURANTS

See “Jernigan’s Restaurant”

RESTROOMS

Men and women’s restrooms are located at the following sections:

Level	Men’s Restroom	Women’s Restroom
Event	112	112
Mezzanine	East End, West End	East End, West End
Founders	Corners of Amway Center	Corners of Amway Center
Terrace	103, 104, 109, 113, 117	103, 107, 111, 116, 117
Club	Corners of Amway Center	Corners of Amway Center
Promenade	204, 210, 219, 226	208, 214, 224, 229

SCHEDULE OF EVENTS

The Amway Center calendar is updated as soon as events are confirmed. Please visit amwaycenter.com and click on “event calendar” for an updated listing.

SCOREBOARD MESSAGES

See “Magic Grams”

SEARCHES

In the best interest of guest and staff safety, a search process may be required for select events in order to prevent guests from bringing unauthorized and/or prohibited items into the Amway Center. Guests who refuse to submit to either visual or pat down searches shall be refused entry. Security officers will conduct searches.

SEASON TICKETS

Orlando Magic: The Orlando Magic offers a variety of season ticket packages. For more information on season tickets:

- Log onto orlandomagic.com and select “tickets”
- Call the season ticket sales department at 407.89.MAGIC (62442) and select “1”
- Via e-mail at tickets@orlandomagic.com
- During a Magic game, visit a ticket sales kiosk located near sections 104, 222, or near the entrance to the Gentleman Jack Terrace on the Terrace Level (L3).

SEASON TICKETS continued

Orlando Predators: The Orlando Predators offer priority seat relocation to their season ticket holders on an annual basis. Each season ticket holder receives an upgrade/relocation form with their renewal packet that allows them to relocate their seats for the following season on a priority number basis. Season ticket holders reserve the right to upgrade their seats at any time during the year based on seating availability. Some seating areas may only be available for upgrade during the renewal process.

Orlando Solar Bears: For more information on season tickets:

- Visit OrlandoSolarBearsHockey.com and select "Tickets"
- Call the Orlando Solar Bears at 407.951.8200 E-mail at orlandoprohockey@gmail.com

SEAT UPGRADE

See "Priority Seat Relocation Event"

SEATING CAPACITIES

Magic Basketball	18,500
College/Special Basketball	20,000
Football	17,000
Hockey	17,000
Concert, End Stage	360 - 18,500
Concert, End Stage	270 - 16,000
Concert, End Stage	180 - 13,000
Ice Shows	16,000
Wrestling	17,500
Circus	17,000

SEATING CHART (SEAT VIEW FINDER)

View seating chart on page 64.

SEATS 3D

Orlando Magic: The Orlando Magic have partnered with Ballena Technologies, Inc. to offer fans on-line 3D visualizations of the Amway Center on orlandomagic.com. By entering the virtual tour, website users can see what the view is like from virtually any seat in the Amway Center. The virtual tour, designed to aid patrons in the ticket-buying process, includes overhead views, seat section panoramas and luxury suite overviews with interior spins. To view the virtual tour, go to orlandomagic.com or amwaycenter.com and click on the "Seats 3D" graphic.

Orlando Predators: Virtual seating is a convenient on-line tool for ticket purchasers. Simply go to orlandopredators.com and move the cursor to the section you are interested in. A view from that section will appear on your screen.

Orlando Solar Bears: Virtual seating is a convenient on-line tool for patrons to view Amway Center Seating Locations. To view our virtual seating map please visit OrlandoSolarBearsHockey.com, click on seating chart under tickets and then click on a section of your choice.

SECURITY

The Amway Center is committed to providing a safe and enjoyable atmosphere. A guest in need of assistance should seek a guest relations team member, security officer or visit guest assistance located on the north end of the Terrace (section 111) and Promenade Levels (section 219) or call 407.440.7010.

SERVICE ANIMALS

Service animals are animals individually trained to do work or perform tasks for the benefit of an individual with a disability. Guests with disabilities are welcome to bring their service animals inside the Amway Center. Service animals may not use additional seats unless a ticket has been purchased for the adjacent seat, but may request accessible seating.

SILVER SUITES

Available on a per event basis, these four (4) suites are just 27 rows from the floor on the Club Level (L4). Each suite features access via VIP elevators, an exclusive concourse and concierge service to make certain that every guest truly feels like a VIP. Each Silver Suite features 16 fixed in-bowl seats, plus additional ledge seating and club level access. If booked for a Magic home game, 24 game tickets will be included. For booking and additional information, please call 407.89.MAGIC (62442) and select option "2", or go online to amwaycenter.com.

SMOKING

The Amway Center is a smoke-free venue. Smoking is not allowed anywhere inside the Amway Center, on outside patios or within 25 feet of the venue.

For all games and events, beginning at opening of all doors, guests can access the designated smoking area toward the northwest side of the venue via the Disney Atrium. Guests can utilize the designated area for smoking by exiting out the Disney Atrium doors located on the west side of the Disney Atrium near the west elevators. Guests must remain 25 feet from the venue when smoking. Guests must present their ticket stub to be scanned out before exiting the venue. No drinks are permitted to leave the building.

Upon re-entering the venue, guests must present their ticket stub to be scanned in again, before they re-enter the Amway Center. Guests must have a ticket that can be scanned back in to be allowed re-entry into the venue. Guests may be subject to search upon re-entering the venue. This policy is subject to change per Orlando Venues management.



SOCIAL MEDIA

The Amway Center, as well as other Orlando Venues' properties and teams, can be found on social networking websites. For the latest updates on show announcements and on-sale ticket information, the online communities are one of the best ways to stay in the loop. "Like" us on Facebook or "follow" us on Twitter to talk with fellow guests, share your experiences and receive exclusive updates.

Twitter:

Amway Center: @AmwayCenter

Orlando Magic: @Orlando_Magic

Orlando Magic en Español: @El_OrlandoMagic

Orlando Predators: @ORLPredators

OrlandoSolarBears: @OrlandoHockey

Facebook:

Amway Center: facebook.com/AmwayCenter

Orlando Magic: facebook.com/OrlandoMagic

Orlando Magic en Español: facebook.com/ElOrlandoMagic

Orlando Predators: facebook.com/orlandopreds

Orlando Solar Bears: facebook.com/OrlandoSolarBears

SOUTHWEST AIRLINES FLIGHT DECK

Located on the Terrace Level (L3), the Southwest Airlines Flight Deck provides a unique hospitality experience for guests during each Orlando Magic home game. To purchase tickets in the Southwest Airlines Flight Deck, please call 407.89.MAGIC (62442) and select option "2" or go online to amwaycenter.com.

SPONSOR DECKS

See "KIA Motors Terrace"

See "Southwest Airlines Flight Deck"

SPONSORSHIP OPPORTUNITIES

See "Advertising Opportunities"

STANDING

All guests are asked to remain seated during events. Depending on event (such as concerts), standing may be accepted as normal protocol. Guests are permitted to stand if the majority of the audience is doing the same. Standing on seats or any other building structure is not permitted and may result in ejection from the event.

STAR LOUNGE

Located on the Event Level (Level E) near the Orlando Magic locker room, the Star Lounge is the exclusive destination for courtside and superstar season ticket holders during Orlando Magic home games. Only ticket holders sitting in rows 1-3 on the floor, and in rows 1-5 of superstar seating will have access. Once access is gained in-game, it is not transferrable for that ticket. With plenty of room to eat, mix and mingle – along with all-inclusive food and beverage – the game is ON like never before. Please call 407.440.7843 for more information about the Star Lounge. For non-Magic events, please contact the catering sales manager at 407.440.7085.

STROLLERS

If necessary, guests may bring strollers to events at the Amway Center. Strollers must be collapsible and fit under your seat. You may not leave strollers in the walkways, gates or concourses, and our staff will not be responsible for these items. The Amway Center is not responsible for any lost, stolen or damaged strollers.

STUFF, THE MAGIC MASCOT

STUFF, the Magic Mascot, is the number one Magic fan and cheerleader! See STUFF at every Magic game on the court, in the stands and in game.

STUFF, THE MAGIC MASCOT continued

STUFF's Magic Castle! You can have STUFF appear at your next event, birthday party or corporate gathering. To have STUFF at your next event, call 407.916.2675 or e-mail stuff@orlandomagic.com. For more information on having STUFF at your next event, call 407.916.2675 or e-mail stuff@orlandomagic.com.

STUFF'S CENTER COURT STARS

Have your loved one recognized on the court with STUFF during pregame of a Magic home game. Whether presenting the honoree with a birthday present, or any other special occasion, this exclusive opportunity is sure to be a memorable experience. The package includes the opportunity to be recognized on center court with STUFF, a photo of the occasion, a PA announcement and a live shot on Magic TV. Also included is an Orlando Magic premium gift pack... all for only \$150. To book a package, please e-mail entertainment@orlandomagic.com or call 407.916.2786.

STUFF'S MAGIC CASTLE

STUFF's Magic Castle, a children's play area for kids, is located on the Promenade Level (L5) in the southwest corner of the building. This unique Amway Center experience is available when the doors of Amway Center are open to the public. While there, kids can take their pictures with STUFF

STUFF'S MAGIC CASTLE continued

during pregame of any Magic home game, climb their way through STUFF's amazing castle, play a game of S-T-U-F-F (our version of H-O-R-S-E) or just shoot some hoops, try out their dunk skills or test their memory by playing STUFF's match game. Just like the big green dragon himself, there is always something fun going on in STUFF's Magic Castle. Children must be over two (2) years old and under 48" and be accompanied by a parent or guardian to play. Parents/guardians are responsible for monitoring and controlling the behavior and safety of their children.

SUITE RENTALS

For some events, Hospitality Suites may be rented to entertain guests and clients on a single event basis. For more information about executive suite rentals, please call 407.89.MAGIC (62442) and select option "2", or go online to amwaycenter.com for more information.

SUPERSTAR CLUB

See "Star Lounge"

SUPERSTAR SEATING (ORLANDO MAGIC)

Superstar seating is located in the first seven (7) rows of sections 105, 106, 114, 115 and the first five (5) rows of sections 104, 107, 113 and 116. Superstar seats are sold on a season ticket holder only basis, and offer exclusive access to the Star Lounge for all Magic home games (which features all-inclusive food and limited beverage). For more information on superstar seat season tickets, please call 407.89.MAGIC (62442) and select option "1", or go to orlandomagic.com.

TAXIS

The taxi queue is located on Garland Avenue between Church Street and South Street. See map on page 50 or visit amwaycenter.com.

TERRACE LEVEL

The Terrace Level (L3) has something for every fan with interactive attractions like Orlando on Demand and the Nutrilite Magic Fan Experience; to food options that cater to a variety of tastes ranging from burgers to ice cream to hot dogs to barbecue along with healthy choices and vegetarian options. All ticket levels are invited to feel the excitement from the prominently displayed Budweiser Baseline Bar and the food court area on the south concourse or travel north to feel the chill of the Coors Light Mountain bar overlooking the bustling Disney Atrium. The Terrace Level is a destination with a variety of options:

- Southwest Airlines Flight Deck
- Budweiser Baseline Bar
- Coors Light Mountain Bar

- GEICO Gateway
- Gentleman Jack Terrace
- Guest assistance
- Kia Motors Terrace
- Magic Team Shops presented by adidas
- Magic personalized jersey station presented by adidas
- Nutrilite Magic Fan Experience, including the OMYF silent auction and 50/50 drawing
- Orlando on Demand
- Panera Bread kiosk
- Terrace seating sections I-VII

TERRACE SEATING SECTIONS I-VII

The Terrace seating sections are located in the mid-level of the building and are accessible from the Terrace Level (L3) concourse. Please see a copy of our pocket schedule at any one of the sales booths located near section 104, 116 or 202 or concierge booths for basic pricing or visit amwaycenter.com or orlandomagic.com for upcoming events.

TICKET EXCHANGE

Orlando Magic: Can't make it to a game? Use Ticket Exchange to sell your season tickets anonymously to other fans via Ticketmaster's secure online exchange service. You can post and sell your tickets that you can't use – quickly and securely through “My True Blue Tix” on orlandomagic.com. For more information, please contact your client services account representative at 407.89.MAGIC (62442) and select “3” or visit orlandomagic.com.

Orlando Predators: “Never waste a ticket” is a season ticket holder benefit that allows you to exchange tickets that are not going to be used for tickets to an upcoming game. This gives season ticket holders added value and scheduling flexibility. Please call 407.648.4444 for more information.

Orlando Solar Bears: As an added benefit for full and half-season ticket holders, games will be selected prior to the start of each season and listed as “Exchange Night Games.” For more information please contact an Orlando Solar Bears account manager at 407.951.8200.

TICKET KIOSKS

For your convenience, the Amway Center has four (4) self-service ticket kiosks. Avoid the lines and purchase tickets to all Amway Center events or print tickets left for you at will call. The self-service ticket kiosks provide a one-stop ticketing experience. There are two (2) ticket kiosks located just outside of the Box Office and two (2) ticket kiosks on the fifth level of the GEICO Garage.

TICKET INFORMATION (Orlando Magic)

Purchasing single game tickets for Orlando Magic games is a simple and convenient process. Tickets are sold on the Internet at orlandomagic.com, at the Box Office, Amway Center self service kiosks, all Ticketmaster locations or by calling 800.4NBA.TIX. To purchase season tickets, ticket packages, or group tickets, please call 407.89.MAGIC (62442) or toll free at 800.338.0005. For more information about season tickets, ticket packages, single-game tickets, or group tickets, log onto orlandomagic.com and select “tickets.”

TICKET RESELLING

There are many secondary market options for reselling tickets to Amway Center events. TicketExchange by Ticketmaster is the preferred ticket resale platform of the Amway Center. If you wish to sell tickets in-person near the venue, there is one designated location in the plaza located at Church Street between Hughey Avenue and Garland Avenue. Please check with the Amway Center’s main number whether any permits are necessary. Please call the Box Office at 407.440.7900, should you have any questions.

TICKET SALES BOOTHS (Orlando Magic)

The Orlando Magic ticket sales department has three (3) kiosks at the Amway Center. Two (2) sales kiosks are located on the Terrace Level (L3). One is located near the Gentleman Jack Terrace entrance on the northeast Terrace Level. An additional sales kiosk is conveniently located by the Orlando On Demand area near section 104 on the west Terrace Level. On the Promenade Level (L5), you can visit the ticket sales booth near section 222 within close proximity to the Fairwinds Tower Room. Our experienced and friendly account executives are available to assist guests with any questions, comments or concerns. The hours of operation are from gate (door) opening until the crowd departs.

TICKET SCALPING

Please note that Florida law prohibits the resale of tickets within one thousand five hundred (1,500) feet from the Amway Center.

TICKETING PROCEDURES

The Amway Center uses bar code scanning for ticket admissions. As a result, guests should purchase tickets from an Amway Center licensed ticket seller, such as orlandomagic.com, the Box Office, Amway Center self service kiosks, all Ticketmaster retail locations, Ticketmaster by phone and Ticketmaster.com. Otherwise, you may be purchasing a ticket that is invalid and will be denied admission.

Accessible Services

The Amway Center provides disabled ticketing accommodations through our Box Office phone line, which may be reached at 407.440.7900.

TICKETMASTER EXCHANGE POLICY

Cancelled or Postponed Events

If an event is cancelled, the cardholder will be contacted by Ticketmaster, as soon as possible. All refunds are processed at the point of purchase. In most cases, Ticketmaster will refund the amount you paid for your tickets (less the order processing and delivery fees) using the same payment method used for purchase. If you purchased your tickets at a retail center, please return them at the same location. If the event is postponed, Ticketmaster will contact you with the new date and time.

Refunds and Exchanges

The standard policy for many artists, teams, venues, etc. is a no refunds or exchanges policy. However, in the event you are unable to attend, please call the Ticketmaster customer service line at 800.653.8000 and they will do what they can to assist.

Replacement Tickets

If your tickets are lost, stolen, damaged or destroyed, please contact Ticketmaster's customer service line at 800.653.8000. Their fan support team is happy to assist. For damaged or destroyed TicketFast (print-at-home) tickets, just print again from the link in your confirmation e-mail or your "My Ticketmaster" account.

TICKETMASTER FEES

Ticketmaster fees cover the cost of performing the administrative functions to process ticket orders and shipping. Ticketmaster purchasing options include the telephone, internet or retail locations. If you choose to use Ticketmaster's phone or Internet service, you will be assessed a facility fee, a convenience and shipping charge. If you choose to utilize a Ticketmaster outlet to purchase tickets, you will be assessed a facility fee and a convenience charge. You may avoid Ticketmaster charges only by purchasing tickets in person at the Box Office.

TICKETMASTER PHONE NUMBERS

Ticketmaster - 800.745.3000

Ticketmaster Customer Service - 800.653.8000

Ticketmaster Express - 866.448.7849

Ticketmaster TDD/TTY - 800.943.4327

TICKETS/SEAT LOCATOR PASSES

Upon a successful scan at an entrance, your ticket is proof that you are the valid party attending the event, and also designates your correct seat location. A seat locator pass is proof of a valid paperless ticket for the event you are attending. The seat locator pass is not a ticket and has no monetary value. This information will also help our staff locate your party in the event that you become separated. The Amway Center staff may ask to see your ticket or seat locator pass at any time during the event. You will also need to keep your ticket or seat locator pass in the rare occurrence an event is cut short for any reason.

TOWER, THE

As the signature design element of the Amway Center, the tower features a spire rising 180-feet in the sky and translucent stainless steel mesh illuminated by LED lights. This will allow for an ever-changing kinetic light display that changes color based on the events inside the Amway Center. It creates an iconic feature and beacon for the Amway Center and downtown Orlando.

Destinations you will find in the tower:

- FAIRWINDS Tower Room
- Gentleman Jack Terrace
- ONE80 GREY GOOSE® Lounge
- Orlando Magic Team Shop presented by adidas

TRUE BLUE PASSPORT

As part of the True Blue Tix program, Magic season ticket holders receive a season ticket card pre-loaded with all home games scheduled for the 2012-2013 season. With the True Blue Passport, coming to Magic games is as simple as a single swipe of the True Blue Passport upon entry to Amway Center.

Replacement True Blue Passports: To request a replacement card, contact your Magic account representative directly, or call 407.89.MAGIC (624442), press '3.' Replacement cards will be issued only to the primary season ticket holder on the account. Delivery of your replacement card may take 7-10 days. Until your new card arrives, you may manage your tickets via your My True Blue Tix account.

TRUE BLUE TEXT

Keep up with the Orlando Magic when you are on the go by signing up for True Blue Text. Text 'magic' to 78307 to get game-time announcements, score updates, breaking news and more. For more information visit orlandomagic.com.

TRUE BLUE TIX

In our continued commitment to be on the cutting-edge of technology and entertainment, we are excited to introduce a new fan-friendly, digital ticket system for the Amway Center, the True Blue Tix program.

Managing your tickets via True Blue Tix is a quick, secure and simple process that allows you to tailor ticket management to a style that works best for your needs. For more information regarding the True Blue Tix program, visit orlandomagic.com.

TOURS

See “Amway Center Tours”

UMBRELLAS

Umbrellas are permitted inside the Amway Center. Umbrellas should be placed under your seat and out of the way of other guests. Please utilize the umbrella sleeves to help keep the floors dry.

VIDEO AND AUDIO EQUIPMENT POLICY

Use of video and/or audio recording equipment is strictly prohibited by event promoters, and the Amway Center reserves the right to confiscate any tape, film or memory card.

VIDEO BOARD MESSAGES

See “Magic Grams”

WATER FOUNTAINS

Water fountains are located near the following locations at the Amway Center:

Event Level	Under section 112, A-Vom
Mezzanine Level	Near restrooms
IOA Founders Level	NE, NW, SE and SW corners
Terrace Level	104, 107, 113, 116
Club Level	NE, NW, SE and SW corners
Promenade Level	204, 210, 214, 219, 226

WAYFINDING SYSTEM

The sign system at Amway Center is organized to simplify way finding throughout the building. For ease of navigation, the building is divided into two (2) segments by use of color-coded signs—orange on the east and green on the west. These identify seating sections, concessions and other destinations and features around the building. Major directional and identification signs also incorporate large, colored “E” and “W” markers

WAYFINDING SYSTEM continued

to reinforce that information and aid in orientation. Bold type and strong contrast make the signs easy to read. Primary building directories are located in the Disney Atrium, and on the Terrace and Promenade Levels, and secondary directories occur by the elevators on all public levels. Seating sections are noted throughout the concourses and around the bowl.

WEAPONS

Guests, including law enforcement personnel not present in an official capacity, are prohibited from bringing weapons into the Amway Center. The Amway Center does not provide weapon lockers. See more at “Prohibited Items”.

WEBSITES

Amway Center: Please visit the official Amway Center website at amwaycenter.com for the latest in concerts, family shows, sporting events and updated parking information.

Orlando Magic: Please visit orlandomagic.com for the latest team news, information, video clips, statistics and more. In addition, the site provides ticket plan and seating information along with account access for season ticket holders. Spanish-speaking fans can log onto elorlandomagic.com. Visit orlandomagiccareers.com to find out about career opportunities. For retail needs please visit orlandomagicshop.com.

Orlando Predators: Please visit orlandopredators.com.

Orlando Solar Bears: Please visit OrlandoSolarBearsHockey.com for the latest team news, information, video clips, statistics and more. In addition, the site provides ticket plans and seating information. Orlando Solar Bears merchandise can be purchased online at: shop.OrlandoSolarBearsHockey.com

WHEELCHAIR ESCORTS

Wheelchair escorts are available for guests with disabilities who require assistance getting to and from their seats. Our escorts will meet a guest at the entry doors and assist the guest to his/her seat, and will meet the guest at the end of event and escort him/her to the nearest exit. For more information, please call 407.440.7900 or TDD/TTY 407.440.7912.

WHEELCHAIRS

See “Accessible Seating”

WILL CALL

The will call window at the Box Office is located on Church Street. To pick up tickets, you must have a valid photo ID. If you have a Ticketmaster order that is to be picked up at will call, you also must have the credit card you used to purchase your tickets. Will call can be picked up throughout the event. If the box office is closed at your time of arrival, you will be directed to the main entrance to collect your will call tickets.

WINE BAR BY TURNING LEAF

Located on the Club Level (L4), the Wine Bar by Turning Leaf provides an upscale atmosphere playing host to an array of Turning Leaf Wines and a full liquor bar.

YOUTH BASKETBALL

Orlando Magic Youth Basketball programs are designed to improve the skill level of any young player while letting him or her experience all the fun and excitement of an NBA team.

Each year, the Magic host over 30 week-long camps throughout Central Florida which feature expert instruction and a premium giveaway package for each participant. Many Magic camps also feature special guest appearances by current and former Magic players as well as other Magic celebrities, including STUFF and the Magic Dancers.

Through the Junior Magic program and in partnership with local organizations, the team also offers kids ages 5-17 the opportunity to learn and play the sport within a league setting. Participants receive a reversible jersey and, as with all Orlando Magic Youth Basketball programs, a free ticket to a Magic home game at the Amway Center. To learn more about these and other programs, including skills clinics, tournaments and private training, visit OrlandoMagicCamps.com or call 407.916.HOOP (4667).

You, our guests, are the focus of everything we do. Amway Center employees are here to make your experience a special and memorable one. We welcome your comments and suggestions at either of our guest services locations or by calling 407.440.7900 or e-mail fanrelations@orlandomagic.com.



400 West Church Street, Orlando, FL 32801