



TRUIST ARENA PROCEDURES

TRUIST ARENA IS CASHLESS: Box office, & concession stands, are **100% cashless**. They will accept all major credit cards, debit cards, Apple Pay and Google Pay.

TRUIST ARENA PARKING: Parking will accept cash and credit cards.

METAL DETECTORS: All persons will walk through a metal detector or be screened with a hand-held metal detector, to search for prohibited items any time they enter or re-enter the building. **Please allow extra time** to your arrival to the arena to account for this process.

NO COLOR GUARD EQUIPMENT will be allowed in the main spectator arena entrances. Equipment may only enter the building through the warm/up guard check-in entrance, prop unloading/loading area, and the designated performance entrance.

See additional page regarding clear bag policy and prohibited items.

TRUIST ARENA CLEAR BAG POLICY

SPECTATOR ENTRANCE

We ask all guests to arrive early and travel light, as you may be subject to search, which includes metal-detecting hand wands upon entry. For safety reasons, prohibited items include but are not limited to:

- Aerosol cans
- Alcohol, drugs, illegal substances or any paraphernalia associated with drug use
- Animals
- Audio/Video recorders
- Backpacks
- Bags larger than 12" by 6" by 12" - See Clear Bag Policy below.
- Balloons
- Camera cases
- Cameras with removable lenses or flash
- Cans, bottles, coolers or other similar containers
- Fireworks
- Flags, signs or banners
- Flowers or Gifts
- Hover boards
- Laser pens/pointers
- Noisemakers such as air horns or whistles
- Outside food or drinks or personal drink containers
- Tripods, monopods, other professional photography equipment or selfie sticks
- Pepper spray/mace
- Weapons of any type, including chains, knives, firearms and spiked jewelry
- No Smoking or Vaping is permitted at Truist Arena

****Other items deemed unacceptable by event/building management****

If an item is revealed during a search, patrons may dispose of the item or they may return the item to their vehicle. Truist Arena does not safeguard any personal belongings or items of any type.

A Clear Bag Policy is in effect all shows/events. You must abide by the following:

- 12" by 6" by 12" clear bag + 1 clutch bag per guest permitted.
- One Gallon Ziploc storage bag permitted.
- One Clutch bag no larger than 4.5"x 6.5" with or without straps permitted. Clutch does not have to be clear.
- Exceptions can be made for Medical bags after a proper inspection.

