

UD Arena Entry Procedures

- All persons will walk through a metal detector or be screened with a handheld metal detector, to search for prohibited items any time they enter or re-enter the building. **Please allow extra time** for your arrival to the arena to account for this process.
- All bags are subject to search. **No backpacks are permitted in the spectator entrances.** We ask you to please limit the number of bags/purses/small backpacks being brought into the arena. Personal bags may be allowed after a thorough inspection. Bags larger than 16" x 16" x 8" are not permitted except for diaper bags and medical equipment which are subject to inspection at any time.
- **Prohibited Items:** Including, but not limited to, firearms, weapons of any kind, outside food and drink, strollers, signs larger than 8.5" x 11", tripods, balloons, animals (with the exception of service animals), camera lenses longer than eight (8) inches, laser points, and noisemakers
- Box Office, concession stands, and the UD team store are now **100% cashless**. They will accept all major credit cards, debit cards, Apple Pay, and Google Pay.
- No equipment will be allowed in the main spectator arena entrances. Equipment may only enter the building through the designated performance entrance at the top of the tunnel. **Flag bags, equipment bags, and cymbal bags are not permitted through the spectator entrance.**
- All tickets are mobile delivery and must be scanned to obtain a wristband prior to entering the arena.
- **Avoid the line! World Class Finals** tickets may be scanned at any time during the day on Saturday in the Connor Lobby or starting at 3:30 PM at the white tents outside of the North, East, and South entrances to receive wristbands for entry.
- Tickets may NOT be scanned at the tunnel entrance.