



## **GUEST SERVICES INFORMATION**

The Greatest Showcase On Earth® strives to provide excellent service to all our guests, including those guests with disabilities and special needs.

### **Venue Accessibility**

Cathedral High School is located at 1253 Bishops Road, Los Angeles, CA 90012. The venue is fully accessible; however guests should plan according to their personal needs. Additionally, the guest services staff does not provide complementary wheelchairs on site; any guests who require assistive mobility devices, such as wheelchairs or walkers, should make arrangements prior to arriving at the tournament. Only limited manual wheelchairs, walkers, motorized wheelchairs and 3 or 4-wheeled power scooters can be accommodated inside the gymnasium so it is important to RSVP with Nia Alafia at (626) 394-6433 at least 48 hours prior to the event.

Service animals and pets cannot be accommodated inside the gymnasium.

Accessible entry is staged on both Bishops Road as well as around the corner on Cottage Home Street. Guests requiring accommodation and their companions will be assisted to their seating area by event staff.

Any questions regarding accessibility or requests for accommodation of any kind on game day should be directed to Nia Alafia at (626) 394-6433 at least 48 hours prior to the event.

### **Alcohol Beverage Policy**

No alcohol may be brought into the gymnasium or onto the campus of Cathedral High School.

### **Credit Card Transactions**

The event is able to conduct credit card transactions for purchases. A fee of \$2.50 is added to all credit card transactions conducted.

### **Bag Search**

All guests entering the gymnasium may be subject to a bag or clothing search. Items that do not pass a security search must be returned to vehicles.

### **Banner and Signs**

The Tournament has a no banner policy. Small signs may be allowed (poster board size), but larger signs mounted on sticks or poles are not. Signs may not be hung or fastened anywhere in the gymnasium. Small signs should not be commercial or obscene in nature,



or cause any disturbance with the teams or other fans. Tournament Management reserves the right to have any banner or sign removed at its sole discretion.

### **Cameras, Video Cameras, & Audio Recorders**

Cameras, video cameras and any other type of recorders are prohibited unless accompanied by appropriate media credentials.

### **Emergency Evacuation Procedures**

The event staff has been properly trained in emergency evacuation procedures to ensure the safe evacuation of all patrons, including those guests with disabilities, in the case of an emergency. Please listen for PA instructions during an evacuation.

### **First Aid**

First Aid Certified medical professionals are onsite and available to assist guests with medical needs. Guests in need of emergency first aid should contact the nearest guest services representative for assistance.

### **Lost and Found**

If you lose or find an item during the Tournament, please proceed to the front table for assistance. Tournament Management is not responsible for lost items.

### **Merchandise / Concessions**

Tournament merchandise and concessions will be available for purchase in the lobby entrance of the gymnasium. at the following locations:

### **Parking**

NO PARKING is available on-campus. If you park on campus, your vehicle is subject to immediate tow-away. Please park on city streets or in the parking garages adjacent to the campus. There is limited free street parking as well as metered parking and fee based garages.

### **Prohibited Items**

For safety reasons, patrons may be refused entry if they are in possession of prohibited items including, but not limited to: alcoholic beverages, illegal drugs, cameras, video recorders, audio recorders, fireworks, laser pointers, backpacks, coolers, knives, weapons of any type, baby seats or carriers, unauthorized noise makers, glitter, confetti, Frisbees, streamers, helium balloons, beach balls, parcels or packages, inflatable items, silly string, or large bags of any kind.



All guests entering the gymnasium may be subject to a bag or clothing search. The guest must throw the prohibited item in the trash or return the item to their vehicle. Tournament Management reserves the right to confiscate any prohibited items and/or escort the guest from the building.

**Restrooms**

Restroom facilities are located inside the gymnasium lobby.

**Smoking Policy**

Smoking is not permitted anywhere in public areas of Cathedral High School or any audience areas. Smoking is expressly prohibited within 25 feet of any area of the campus.

**Souvenir Program**

Souvenir Programs will not be available for this year's event.

**VIP Room**

The VIP Room is located on the 2nd Floor of the gymnasium building. A special ticket or appropriate credential is needed for entry.

**Ticket Policies**

All patrons are required to wear armbands upon purchasing their tickets. If you remove your armband, IT IS NOT LONGER VALID and to re-enter the venue you MUST purchase another ticket.

**Ticket Prices**

\$10 – General Admission

\$25 – Select Front Row Seats

\$75 – Select VIP Seating and VIP Room Entry