

# Marriott Center

# GUEST GUIDE

## Marriott Center Ticket Office

Local: 801-422-BYU1 (2981)  
Toll Free: 800-322-BYU1 (2981)

**BYU**tickets.com

## Marriott Center Arena

500 East University Parkway  
Provo, UT 84602

### Advertisements and Handouts

All advertisements and handouts must be approved prior to an event. For information regarding advertising at BYU Athletic events, contact BYU Athletic Marketing at 801-422-9196.

### Alcohol and Smoking

Utah State law prohibits smoking inside any building as well as within 25 feet from any entrance. Alcohol is strictly prohibited on BYU Campus.

### Animals

Pets are not allowed inside Edwards Stadium. For rules regarding dogs used for disability services, see "Service Dogs."

### Assisted Listening Devices

Assisted listening devices are available free of charge at the Marriott Center Sound Booth, which is located inside the arena between the entrances to portals G and H. To ensure the devices are returned, guests must leave a driver's license or a major credit card as collateral. The devices are operable from any seat in the arena.

### ATM Locations

An ATM is not available at the Marriott Center. However, most concessions stands accept credit cards.

### Banners

See "Signs and Banners."

### Bicycle Parking

Bicycle racks are available on each of the four corners of the Marriott Center, adjacent to the glass entrance doors.

### Bus Services

Visit [RideUTA.com](http://RideUTA.com) for information on bus transportation to and from the Marriott Center.

### Cellular Phones

The use of cellular phones is permitted inside the Marriott Center provided their use does not interfere with another guest's ability to enjoy the event.

### Children

- **Children two and older require a ticket to all ticketed events.** Younger infants not requiring a ticket must be seated on a lap and must not interfere with the sightlines or enjoyment of other guests.
- **Strollers and infant car seats** must be checked at a stroller check. For BYU Men's Basketball games, the stroller check is located at Guest Services at portal X on the concourse.
- **To use a Mother's Room**, ask an usher for directions.
- **Diaper changing stations** are located inside each disability restroom inside the disability-accessible stall (see "Restrooms").
- **For large events, such as BYU Men's Basketball games, lost children** are taken to the First Aid Station on the concourse. For other events, ask an usher for assistance.

### Concessions Sales

For information regarding food items sold at the Marriott Center during events, please contact BYU Concessions at 801-422-1738. Multiple concessions locations are available on the Marriott Center concourse

### Cosmo Kids Club

For more information on Cosmo's Kids Club, visit [CosmoCougar.com](http://CosmoCougar.com).



## Cougar Club

For information on joining Cougar Club, visit [CougarClub.com](http://CougarClub.com).

## Cougar Pep Band

The Cougar Pep Band performs at most BYU Basketball games. During the game, its members are seated in section 23 in the north bleachers.

## Courtside Cougar Seating

For more information regarding premium Courtside Cougar Seating, contact the Cougar Club at 801-422-2583. Courtside Cougar Tickets include priority parking, a pre-game meal and halftime amenities.

## Deaf and Hard of Hearing Seating

- **For CES Firesides, BYU Devotionals, BYU Women's Conference, and Campus Education Week**, deaf seating is available on rows 3 and 4 of section 8 for individuals who need sign language interpreters. Enter through portal H.
- Guests with questions about Deaf and Hard of Hearing accommodations for other events should contact the Marriott Center Ticket Office (801-422-2981) for ticketed events and the Marriott Center Special Events Office (801-422-6022) for non-ticketed events.
- **Requests for sign language interpretation** for events other than those listed above must be placed at least 72 hours prior to the event.
- **BYU students** who need interpreters should contact the University Accessibility Center at 801-422-2767. All other patrons should direct requests to the Marriott Center Special Events Office at 801-422-6022.

## Disability Ticket Exchanges

The Marriott Center Ticket Office will exchange tickets in order to accommodate guests with disabilities. Non-disabled guests who hold tickets to wheelchair sections may be relocated when necessary in order to accommodate guests with disabilities. If a guest in a wheelchair exchanges a conventional seat ticket for a wheelchair section ticket, the Marriott Center Ticket Office will make an effort to place the guest in the closest or comparable wheelchair section to the ticket that was exchanged.

## Disability Tickets and Seating

Seating accommodations for guests in wheelchairs or with other physical disabilities are available at the Marriott Center. Disability seating is located on the concourse level of the arena just inside portals F, H, L, T, and Y.

- **For ticketed events**, wheelchair section tickets are required. With each disability-accessible ticket, up to three companion tickets may be available for purchase. If you have already purchased your tickets and are concerned they will not meet your accommodation needs, please contact the Marriott Center Ticket Office as early as possible before the event.
- For **free, general admission events**, seats in the wheelchair section are first-come, first-served. Each guest is allowed one companion to accompany him or her in these areas. We recommend coming at least one hour early to these events. For most of these events, additional disability seating may be

available at the playing floor level. Inquire of the Marriott Center ushers upon arrival.

- For **away basketball games**, disability-accessible tickets are available upon request. Please inform ticket office personnel of any necessary accommodations at time of purchase.

## Disability Parking

See "BYU Men's Basketball Parking" and "General Event Parking."

## Driving Directions

The Marriott Center is located in Provo, Utah, on the campus of Brigham Young University. We recommend the following routes:

### **From Salt Lake City (north of Provo):**

Heading south on Interstate 15, take Exit 269-University Parkway in Orem. Merge left to go east on University Parkway. Continue eastbound until you reach the Marriott Center, located on the corner of University Parkway and 450 East.

### **From St. George (south of Provo):**

Heading north on Interstate 15, take Exit 263-University Avenue in Provo. Drive north on University Avenue until you reach University Parkway (1650 North). Turn right and continue eastbound. The Marriott Center is located on the corner of 450 East and University Parkway.

## Earplugs

For BYU Men's Basketball games, complimentary earplugs are available at the Guest Services station, just inside the northeast doors, between portals A and Y.

## Elevators

For your convenience, an elevator is located directly in the middle of the north side of the building. This is the only elevator for this facility and stops on three levels:

- **Level 1:** playing floor level, at the bottom of sections 1 to 27.
- **Level 2:** Ticket Lobby, located south of the lobby entrance.
- **Level 3:** concourse level, between the upper and lower sections.

## Emergencies

If you must contact a guest during an event due to an emergency, please call the Special Events Office at 801-422-6022. Ushers and University Police officers will do their best to locate them quickly inside the venue. See also "Guest Text Messaging Service" above.

## Entering the Building

- **For BYU Men's Basketball games**, all entrances will open ninety minutes prior to the published tip-off time. All Sport Pass holders who wish to line up early to enter the general admission student section should do so at the northwest doors of the building. All Sport Pass holders may be admitted up to 30 minutes prior to ticket holders.
- **For BYU Campus productions** such as Homecoming Spectacular, Christmas Around the World and Ballroom in Concert, the building will open for admission one hour prior to the start of the performance.
- **For information regarding other events**, contact the Special Events Office at 801-422-6022.

## Evacuation Procedures

In the event of an emergency, please direct your attention to the video walls and listen for announcements on the PA system. BYU Event Staff members will also provide direction. Guests with disabilities should contact the nearest usher for assistance.

## First Aid Locations

For large events, such as a BYU Men's Basketball games, medical assistance is available at the First Aid Station, which is located on the concourse between portals R and Q. For smaller events, contact an usher for assistance.

## Floor Access

During BYU Basketball games, only authorized and properly credentialed personnel will be permitted on the playing floor before, during, or after a game. Any unauthorized person who enters the playing floor will face a fine and ejection from the arena.

## Game Programs

BYU Basketball game programs can be purchased on the concourse until halftime. After that time they are available at Guest Services on the concourse between portals A and Y.

## Guest Services Station

For BYU Men's Basketball games, a Guest Services station is open on the concourse level by portal X. This station opens as soon as guests are permitted into the arena and closes approximately fifteen minutes after the event ends. Please visit this location with any questions, concerns, or comments you may have during an event. Wheelchairs to borrow to transport guests to their seats are also available here. (See "Wheelchairs.") For these services for other events, see "Special Events Office."

## Lost and Found

Lost and Found articles should be reported or turned into the Marriott Center Special Events Office or to an usher. Any articles not claimed after the event will be sent from the Marriott Center to University Central Lost and Found in Room 118 WSC. This office can be reached at 801-422-3024.

## Merchandise Sales

BYU Cougar merchandise is for sale during BYU Men's Basketball games on the concourse at BYU Bookstore locations on the north side of the building. Unauthorized merchandise sales on BYU Campus are strictly prohibited.

## PA Announcements

All public address announcements are carefully scripted for each event. It is not possible for guests to facilitate any personal announcements during an event unless there is an emergency.

## Parking, BYU Men's Basketball

- **Cougar Club Parking** is located in several lots surrounding the Marriott Center. All reserved parking lots will be held for pass holders until halftime of each game. Passes are permits for the specified lot only.

- **Disability parking** is located in Lot 3, northeast of the arena.
- **RV parking** is located northwest of the Smith Fieldhouse.
- **Public parking** in non-reserved parking lots is available at such places as Edwards Stadium and the BYU administration building.
- To view a **map of BYU Campus**, go to <http://map.byu.edu>.

## Parking, General Event

- **Public parking** is available for other events (excluding Women's Conference) in all lots surrounding the Marriott Center. Overflow parking is available at Edwards Stadium.
- **Disability parking** is available in the lot directly north of the building. For larger events, an expanded disability area will be created in the same location as for BYU Men's Basketball games.

## Police

While their staff is headquartered at the First Aid Station, University Police officers are also strategically positioned throughout the Marriott Center during an event. University Police can also be contacted 24 hours a day at 801-422-2222.

## Radio Broadcast

KSL Radio broadcasts a play-by-play synopsis of each BYU Men's Basketball game. At the Marriott Center it can be accessed on personal radios on 102.7 FM or 1100 AM (not 1160 AM). All personal radios must be used with headsets.

## Restricted Items

The Marriott Center reserves the right to inspect all items brought into the facility. By using a ticket to enter the arena, each guest consents to such a search and waives any related claims against BYU. Guests who refuse to consent to these searches will be denied entry into the arena. Additional security measures may be implemented to ensure the safety of all guests and personnel within the facility.

### For most stadium events, the following items are not allowed inside Edwards Stadium:

Weapons of any type	Artificial noisemakers
Bags larger than 12"x12"x12"	Signs larger than 22"x28"
Other large items	Sticks or poles
Food or drink (including bottled water)	Laser pointers
Umbrellas (ponchos recommended)	Video cameras
Fireworks	Whiteboards
Glass bottles, cans, or coolers	Any other items deemed dangerous by management
Battery operated megaphones	

### The following items are permitted after inspection:

Bags 12"x12"x12" or smaller	Ponchos
Personal radios (with earpiece)	Medical supplies
Poster board signs (see "Personal Signs")	Blankets
Still cameras (no large camera bags)	Binoculars
Empty water bottles or cups	Baby supplies

## Restrooms

All public restrooms are located on the concourse level. Men's disability restrooms are located near portals L and Y. Women's disability restrooms are located near portals U and G.

## Service Dogs

Certified service dogs and dogs-in-training are welcome inside the Marriott Center but must remain on a leash or in a harness at all times. If you intend to bring a service dog to a ticketed event, please notify the Marriott Center Ticket Office representative at the time of ticket purchase so that accommodations can be made for you before your arrival to the event.

## Signs and Banners

Guests are welcome to display signs inside the arena during events, provided they are not in poor taste, political, offensive to teams, groups, or individuals, profane, or an advertisement. The sign should not be larger than 22"x28" (the size of one piece of poster board), impede another guest's view of the floor, cause a disturbance among other fans, be affixed to any railings or walls, cover any arena signage, or be made of any material deemed hazardous by Event Management. The Marriott Center reserves the right to confiscate any signs.

## Special Events Office

The Marriott Center Special Events Office is the guest services headquarters of the Marriott Center. It is located inside the Ticket Lobby on the north side of the building. This office opens as soon as guests are permitted into the arena and closes approximately thirty minutes after the event ends. Please visit this location with any questions, concerns, or comments you may have during an event. Prior to or after the event, you can do the same by calling the Marriott Center Special Events Office at 801-422-6022.

## Stadium Chairs

Personal stadium chairs are permitted inside the Marriott Center, but the stadium chairs must not exceed 18 inches in width or depth. Chairs larger than 18 inches will encroach on the seating area of others and guests may be asked to discontinue their use. No stadium chairs are available to rent at the Marriott Center.

## Tailgating

Individuals are permitted to tailgate as long as it does not take additional stalls or block the travel lanes of the parking lots. Tailgating activities should occur directly behind or in front of one's vehicle. Large group spaces for RVs, etc., are located in the lot north of the Indoor Practice Facility near the Smith Fieldhouse. The use of propane grills is permitted, but charcoal or open flame (wood) grills are not allowed due to safety reasons.

## Text Messaging Service

During men's basketball games, guests may report security or guest services concerns by texting the keyword **BYU**, followed by their location and issue to **69050**. Arena management will follow up immediately on any valid requests (e.g. *BYU spilled soda section 6 row 3 seat 11*).

**Questions or need further HELP in regards to this text program?**  
Send your email to [CustomerCare@ISS247.com](mailto:CustomerCare@ISS247.com) or call toll-free 1-877-722-6458

**Participation in our service is free of charge but standard carrier text messaging & data charges will apply.**

**Text STOP, END, QUIT, CANCEL, UNSUBSCRIBE, STOPALL to 69050 to be removed from any list and end subscription to the service.**

## Tickets, Policies

- **Reselling tickets:** Season ticket holders who wish to resell their tickets may do so securely on BYU Ticket Marketplace through the Marriott Center Ticket Office. Visit [BYUtickets.com](http://BYUtickets.com) for more details. BYU cannot be responsible for any ticket purchased through any third party organization, Web site or person other than [BYUtickets.com](http://BYUtickets.com). Scalping tickets is not permitted on BYU property (*Provo City Code*, sec. 6.27.010).
- **Re-entry:** Guests who leave the Marriott Center and wish to return must get their hand stamped by a ticket taker before they exit. An already-scanned ticket by itself will not be accepted for re-entry.
- **All tickets are non-transferrable.** Once a ticket is scanned, it may not be used by another guest to enter the venue, even if the original guest is leaving.
- **All guests two and older require a ticket.** (See "Children.")
- For any ticketing questions or concerns, contact the Marriott Center Ticket Office.

## Tickets, Purchasing

The Marriott Center Ticket Office facilitates all ticket sales for events at LaVell Edwards Stadium and the Marriott Center and at all BYU athletic venues. It is located inside the north entrance of the Marriott Center on the Brigham Young University campus. This office is open Monday through Friday, 9:00 AM to 5:00 PM, to answer all ticketing questions. Office hours vary on event days and on holidays.

Tickets can be purchased:

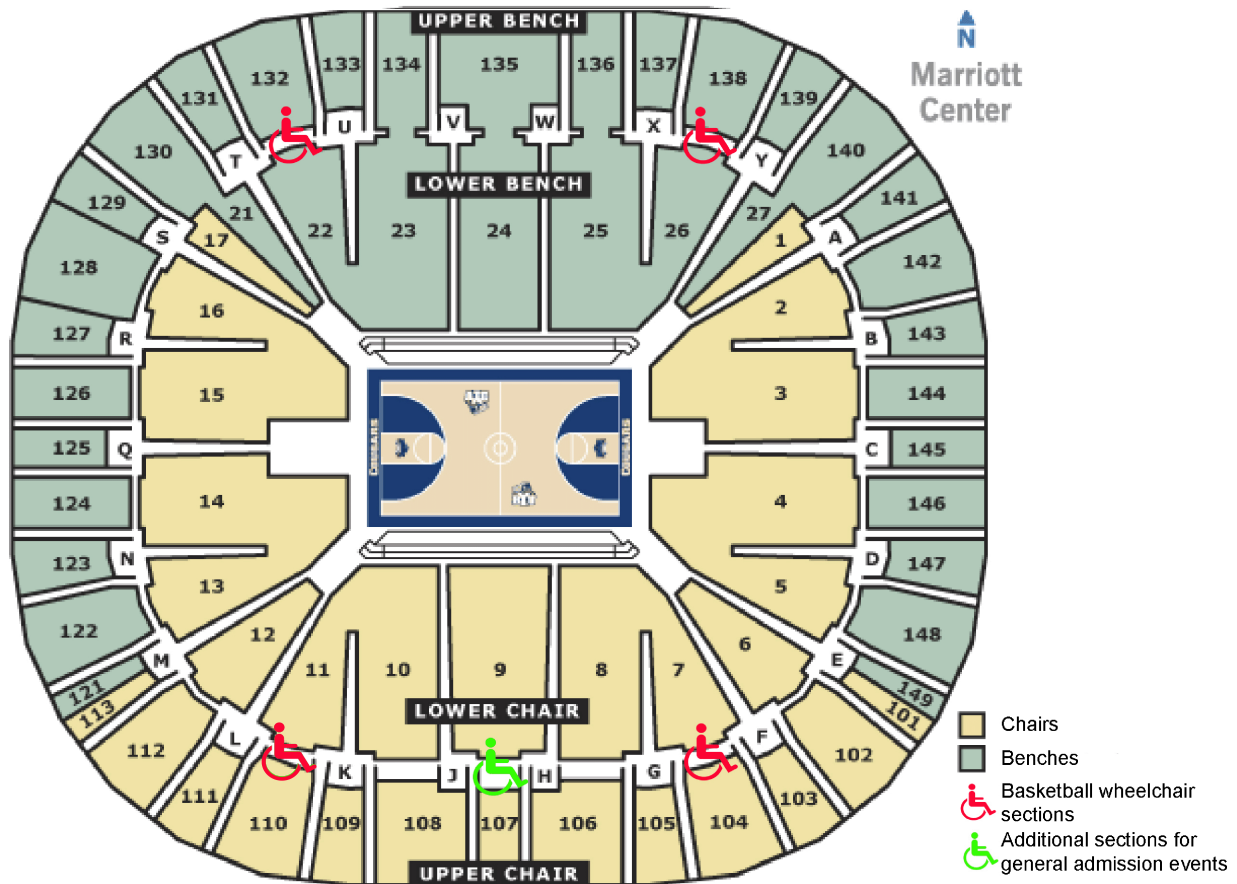
- **Online at [BYUtickets.com](http://BYUtickets.com).**
- **On the phone:**  
Toll Free: 800-322-BYU1 (2981)  
Local Calls: 801-422-BYU1 (2981)  
**In person at the Marriott Center Ticket Office windows (during office hours).**
- **Additional point-of-sale locations:** During BYU Basketball games and other large events, tickets may be on sale at the satellite ticket booths outside the northwest and northeast corners of the building.

## Will Call Locations

All Will Call locations (Public and Player Guest) are located at the main Marriott Center Ticket Office on the north side of the building.

## Video Walls

With the four-sided DiamondVision screen in the center of the arena, every guest seated in the arena is able to see live game footage, replay action, as well as informational footage.



### Visually Impaired Seating

- **Season Tickets:** Visually impaired guest requests are accommodated as seats become available in the preferred areas.
- **Individual Events:** Seating arrangements for visually impaired guests can be made for most special events by contacting the Marriott Center Ticket Office prior to the opening of ticket sales. Following the opening date, every effort will be made to find suitable seating.

### Wheelchair Checks

If you are able to sit in a regular Marriott Center seat, but require a wheelchair for transportation, please leave your wheelchair at the stroller check for non-ticketed events or in the wheelchair sections for ticketed events. Please ask an usher for assistance if necessary.

### Wheelchairs To Borrow

Although there are no wheelchairs available for rent at the Marriott Center, a limited number are **available to borrow** to transport guests to their seats only. These wheelchairs are available in the Special Events Office which is in the Ticket Lobby on the north side of the building. For some events, wheelchairs are also available at Guest Services at portal X on the concourse. To ensure the wheelchairs are returned, please bring a driver's license to leave as collateral.

Please direct any disability comments or questions to the Marriott Center representatives listed below.

#### Regarding ticketing or seating concerns:

**Elaine Jarvie**  
*Assistant Ticket Office Manager*  
 Brigham Young University  
 2132 Marriott Center  
 Provo, UT 84602  
 801-422-2981 (ask to speak to Elaine)  
 Fax: 801-422-0881  
 Email: byutickets@byu.edu

#### Regarding other requests and concerns:

**Special Events Office Secretary**  
 Brigham Young University  
 2103 Marriott Center  
 Provo, UT 84602  
 801-422-6022  
 Fax: 801-422-0806  
 Email: marriottcenter@byu.edu