

# NCAA® Men's Final Four®

## Reliant Park Policies

### Animals

- Guests of Reliant Park are not permitted to bring animals into the facilities. Exceptions are permitted for guide, signal or service animals to aid guests with disabilities and any animals integral to an approved event at Reliant Park.

### Appearance

- Reliant Park strives to create a very positive environment for all guests. All guests entering Reliant Park must be appropriately dressed, including shirt and shoes. Guests wearing obscene, offensive or indecent clothing will not be permitted to enter. Reliant Park reserves the right to determine what clothing is obscene, offensive or indecent without any liability.

### Automobile Trouble

- The Reliant Park Parking Department provides complimentary assistance service to guests experiencing automobile trouble, before, during and up to one hour after any event. Please contact a Reliant Park Team Member to request assistance.

### Banners/Signs

- Handheld banners and signs are permitted at Reliant Park facilities provided they are in good taste as determined by Reliant Park management. Signs may not be commercial in nature or utilize wood, metal or similar types of materials for support. Banners and signs may not be affixed or hung anywhere in the facilities or displayed in a manner that obstructs guests' views of the event or facility advertising signage.

### Budweiser Plaza

- Budweiser Plaza is a full-service bar located on the South side of Reliant Stadium. It is open to all guest three hours prior to and for the duration of every Reliant Stadium event.





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## Camera Policy

- A camera policy is determined by each show, and therefore varies from event to event. Small, point and shoot cameras are allowed for Houston Texans games and RodeoHouston events. No audio or video recorders are allowed for any event.

## Credentials

- Certain areas of the Reliant Park facilities are restricted areas and access requires either an official credential or ticket. We ask that guests please honor this policy. Guests entering restricted areas without official credentials or tickets will be escorted out of the restricted areas into unrestricted areas.

## Disorderly Conduct

- Reliant Park strives to create enjoyable environments for all guests. Any guest not complying with Reliant Park policies or local, state and federal laws is subject to ejection. Your ticket to an event is a revocable license. The ticket bearer must abide by facility and governing regulations. A guest creating a nuisance, disturbance or interruption for other guests shall be warned first to correct behavior. Recurring disorderly conduct shall be cause for ejection from Reliant Park.

## Lost and Found

- Please report any lost items to any Guest Services booth located on the 100, 300 and 500 levels of Reliant Stadium and the Hall C Lobby of Reliant Center. Guests must call before coming to Reliant Park to pick up any lost items to verify that the item has actually been turned in. To request information on a lost item, please call 832.667.1714.

## Lost or Stolen Tickets

- Lost tickets may be replaced by calling the Reliant Park Box Office. New tickets will be printed and the lost tickets will become void and invalid for entry. All lost tickets will be reported to Reliant Park Security for monitoring.





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## Multiple Chemical Sensitivity

- Reliant Park understands that many guests are allergic or sensitive to chemicals in aftershaves, colognes and perfumes. Reliant Park requests that guests refrain from wearing artificial scents of any kind when attending events.

## Re-entry

- Reliant Park facilities have a No Re-entry policy, unless otherwise posted. Once you exit a facility, you will not be permitted to return.

## Refunds and Exchanges

- All ticket sales are final with the exception of canceled events or refused admission by Reliant Park staff. Guests wanting to return tickets for canceled events must do so at their point of purchase.

## Scalping

- The reselling of Reliant Park admission tickets on Reliant Park property is strictly prohibited. Guests engaged in such activity will be escorted off premises without any liability to Reliant Park.

## Smoking Policy

- Reliant Park facilities are smoke free. Smoking is not permitted in public areas of the building. Designated smoking areas are located outside each facility.

## Solicitation/Vending

- Unauthorized soliciting or collecting of contributions, vending, distribution of flyers or other promotional/advertising materials is not permitted at Reliant Park.





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## Tailgating

- Tailgating is allowed in all of the Parking Lots at Reliant Park, but only during Houston Texans Football games or at the discretion of the management. There are areas of Port-A-Cans, Trash Dumpsters and Ash Bins in every parking lot. All tailgaters must use these responsibly.

## The following rules must be followed to tailgate in the lots:

- Parking lots will open 4 hours prior to kickoff for the Houston Texans and at the discretion of management for all other events.
- You must purchase from the parking cashier or in advance additional spaces used to accommodate oversized vehicles or additional space for tailgating.
- Parking is first come/first served; saving of spots will not be permitted.
- Gates to Reliant Stadium will open 2 hours prior to kickoff for the Houston Texans and at the discretion of management for all other events.
- Tailgating will be limited to the parking spot and space directly behind or in front of each vehicle, whichever is adjacent to the drive lane, but not blocking the lane. You may not tailgate beyond the blue lines marked in the drive lane.
- Each valid parking receipt/hangtag is good for one 8'x16' parking spot.
- Fans can purchase one additional parking space/hangtag for the additional tailgating area (subject to availability).
- RV's will need to purchase a minimum of two parking spots and need to park in designated RV areas in each lot. You will need to purchase additional spaces for canopies.
- Barbeques in tow will need to purchase an additional space and be able to provide receipts upon request.
- Open flames are allowed but guests must extinguish flames before entering Reliant Stadium.
- For safety purposes, all tents, chairs, etc. must be put away prior to kickoff.
- Large balloons are not permitted as decoration.
- The use of golf carts, bikes and scooters are strictly prohibited.
- Music should be kept to a minimum.
- Reliant Park will conform to all Texas Alcoholic Beverage Commission laws, including the section that prohibits the public consumption of alcoholic beverages outside of licensed areas on Sundays prior to 10:00 a.m. **Violation of state law could result in arrest or citation.** Reliant Park urges you to drink responsibly and never drink and drive.
- Please observe and obey the parking attendants and police when parking your vehicle.
- You must park as directed by the parking attendants. Vehicles will be parked systematically, stall by stall, row by row, regardless of the occupancy status of the lot. Failure to park as directed can result in termination of your parking privileges.
- Blocking or saving parking spaces is prohibited. Fans who wish to tailgate together must arrive together.
- Overnight parking is not allowed, unless authorized by management.





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- **Fire Extinguisher:** Minimum rating of 2-A:10-B:C Must be fully charged and available at all times.
- **Charcoal:** Must be match-light or quick-light type of charcoal. Use of lighter fluid is strictly prohibited. Provide a metal pan under the B-B-Q pit to prevent ashes from falling onto the ground. Deposit coals in the orange containers provided. Do not throw trash in the ashbins.
- **Propane:** Ensure connections are tight to prevent leaks. Drippings from gas grills must not fall onto the ground.
- **Trash:** Keep area clear of trash. Avoid allowing trash to accumulate around B-B-Q pits. Deposit trash in green dumpsters, not in orange ash containers.
- **Pit Safety:** Keep combustible materials at least three (3) feet away from pits. Placement of pits should be such that passers by cannot come into contact with the pit. Watch for children playing in the area. Do not leave burning pits unattended. **DO NOT PLACE HOT PITS OR COALS UNDER VEHICLES. ALLOW TIME FOR PITS TO COOL.**
- **Generators:** Use of Generators is allowed; however, fuel must be stored in (UL) approved metal safety cans with spring-loaded lid and flashback guard.

## Ticket Policy

- A valid ticket for the event is required for admittance to Reliant Park facilities unless otherwise indicated. For most Reliant Park events, children two years of age and older will require a ticket to attend. However, some family shows require children above the age of one to have a ticket. To find out for sure whether your child needs a ticket, go to \*Events & News\* and select the event you would like to know more about. You may also contact [guestservices@reliantpark.com](mailto:guestservices@reliantpark.com) or call 832.667.1400.

## Will Call

- Guests ordering tickets through Ticketmaster Charge-by-Phone may pick up tickets at the will call line located at the box office during box office hours prior to the event. A valid picture I.D. and the credit card used to purchase the tickets will be required before releasing the tickets. Guests are not permitted to pick up tickets under another name without proper written authorization. Ticketmaster accepts American Express, Discover, Visa and Mastercard.

