



## **FAQ's**

### **2019 Boise School District and West Ada School District Graduation Ceremonies**

#### **Where do I park?**

Free public parking is available to attendees in the lot at University and Broadway and the parking garage at University and Lincoln Ave. Please do not park in spaces with signage designated for specific purposes or service vehicles. All metered spaces require payment at all times. Accessible parking spaces are reserved for guests requiring those provisions.

#### **What entrances are open for public entry and when do they open?**

Entrances 1 and 2, located on the East end of the Arena (facing Albertsons Stadium), open one hour before the ceremony start time.

#### **Is wheelchair transportation assistance available for guests with mobility limitations?**

Guest Services staff wheelchair escorts are available at any entry point for transportation to and from seating areas. As it is important that Arena wheelchairs remain available to escort all guests that request this assistance, please work with staff if help in finding a seat for the duration of the ceremony is needed.

#### **What seating accommodations are available for guests that have difficulty with stairs?**

The top two rows of seating on the Parquet level is designated for people having mobility limitations. ADA transfer seats are located in the top row of the Parquet and Mezzanine levels.

#### **Where are wheelchair spaces available for viewing the ceremony?**

Wheelchair spaces are limited and reserved specifically for patrons with this need. These spaces are located on the Parquet Level, Sections 6, 7, 9, 10, 11, 12, 13, 14, 15, 17, 18 and the Mezzanine Level, Sections 31, 34, 37. Adjacent companion seating is available in these areas.

#### **Is hearing impairment assistance available?**

Taco Bell Arena has an Assistive Listening System (ALS). At the entry, simply ask a Guest Services staff member for a receiver unit. Open Captioning (similar to Closed Captioning on a television), displays spoken word in text on video screens in the arena.

#### **How long do the ceremonies usually last?**

On average, approximately two hours.

#### **Can I use a camera tri-pod to take pictures during the ceremony?**

Tri-Pods may be used within the floor space in front of a guest's seat; but not in the aisles.

#### **Where can I meet my graduate after the ceremony?**

The graduates will exit out of Lobby 4 on the Northwest side of the building.

#### **Are concession stands open for these events?**

Yes, light snacks and beverages are available.

## Entry/Re-Entry Policies

- By entering Taco Bell Arena, you voluntarily assume all risks incident to the event, including the risk of lost, stolen or damaged property or personal injury with respect to yourself and, if applicable, children under the age of 18 in your care.
- Arena re-entry (entering, exiting and entering again) is permitted for these events, however, it is necessary for guests to go through the security screening process each time they enter.
- Smoking and vaping are permitted in designated areas only.
- Taco Bell Arena is not responsible for any items left inside or outside the facility.

***For your safety all guests entering are subject to a metal-detector screening, visual inspection, and bag inspection conducted by Arena security personnel. Refusal to agree to the search may result in non-admittance. Prohibited items include anything that can be deemed a threat to public safety regardless of permit. In the event that prohibited items are revealed during a search, guests may either return the item to their vehicle or the item will be confiscated. Confiscated items will be disposed of and not returned.***

### Prohibited items include, but are not limited to:

- Large bags greater than 14"x14"x6" and/or backpacks
- Weapons of any kind or items that could be used as a weapon (Leatherman, knives, brass knuckles, metal chains, sharp metal objects, pepper sprays, bullets, etc.)
- Fireworks / Pyrotechnics of any kind
- Laser pointers, glow sticks or flash bulbs
- iPads, Google Glass, Selfie-sticks, Laptops, Drones, Video/Audio Recorders, Professional Cameras with a detachable lens OR lens greater than or equal to 4"
- Outside food & beverage (cans, bottles, coolers, alcohol, etc.)
  - For exceptions such as medications, diaper bags/formula, etc. please see staff
- Artificial noise-makers (such as air horns, cowbells, etc.)
- Wrapped packages
- Objects that can be used as projectiles
- Unapproved pamphlets, handouts, signs, banners, etc.
- Animals (Exception: recognized service animals under titles II and III of the ADA)
- Unauthorized chemicals
- Beach Balls, Skateboards, roller blades, ice skates, roller shoes
- Any and all items/controlled substances that are illegal at the city, county, State and/or Federal level or deemed suspicious due to quantity or uniqueness
- Any other item deemed by security to be inappropriate for the event or a threat to public safety

### Graduate Gifts

Guests are permitted to enter with the following items, but they are restricted from being brought into the Arena and must be checked once inside the entry. A claim tag will be issued for retrieval of the item at the same location after the ceremony, prior to exiting the Arena:

- Helium filled balloons
- Glass flower vases (Flower arrangements not in glass vases are permitted in the Arena.)

\*In addition to the foregoing, the following are applicable to students entering the Auxiliary Gym staging area:

- Taco Bell Arena or Boise State University are not responsible for personal valuables left in this room during the ceremony. These items should be retained in possession, locked in vehicles or left with family members.
- Only students and school district administration are permitted access; no parents or friends allowed. (Exception: Guests with accessible needs)

For more information about Arena safety and guest services, please visit:

[www.tacobellarena.com/plan-your-visit/a-z-guide](http://www.tacobellarena.com/plan-your-visit/a-z-guide)