**50/50 RAFFLE**
The Detroit Red Wings Foundation 50/50 Raffle, presented by Michigan First Credit Union, takes place at every Red Wings home game. There are kiosks and walking raffle sellers throughout each concourse, as well as on the Blue Cross Suite Level. Tickets can be purchased through the end of the second intermission. The winning raffle ticket will be announced during the third period. Proceeds benefit the Detroit Red Wings Foundation and Little Caesars Amateur Hockey League. Winning raffle tickets can be redeemed at the Guest Services Office outside PORTAL 10.

For more information, please visit DetroitRedWings.com/5050.

**ACCESSIBILITY**
ADA seating can be purchased through all announced ticket sales locations, based on availability.

Additional companion seating may be purchased, based on availability, by calling 313-471-7929.

All entrances are ADA accessible.

**ACCESSIBLE PARKING**
Disabled parking spots are available in the Little Caesars Arena Garage, as well as the surrounding Olympia-owned parking lots. These spots are available on a first-come, first-served basis, at the going event rate.

**ADDRESS**
Little Caesars Arena’s address is 2645 Woodward Avenue, Detroit, MI 48201.
ADVERTISING OPPORTUNITIES
Please see Sponsorship Opportunities.

AGE REQUIREMENTS
For all Red Wings and Pistons games, guests 2 years of age and older are required to have a ticket. Guests under the age of 2 may sit in a ticketed guest’s lap. Age restrictions vary for all other events at Little Caesars Arena. For more information, please call 313-471-7444.

AIRPORTS
Detroit Metropolitan Airport is the closest major airport to Little Caesars Arena and is recommended if you are flying in to visit us.

ALCOHOL
Guests must be at least 21 years of age to purchase alcoholic beverages. Guests are not permitted to bring alcohol into the arena and no alcohol is permitted to leave the facility. Alcohol cut-off times vary by event. Please contact the nearest concessions stand for more information regarding alcohol cut-off times. Little Caesars Arena reserves the right to change or modify the alcohol policies at any time.

All patrons who appear to be 30 years of age or younger will be required to show valid government-issued picture identification or ID before purchasing alcoholic beverages.
Patrons will be limited to two alcoholic beverages per purchase.

ANIMALS
The only animals allowed inside Little Caesars Arena are those serving as a guide, signal or service animal to aid guests with disabilities. Guests escorted by service animals may not take up any additional seats unless a ticket has been purchased for the adjacent seat, but may purchase accessible seating.
ARENA DESIGN & INFORMATION
Rich with the storied tradition of the Red Wings, Pistons and Detroit’s incredible musical heritage, Little Caesars Arena features state-of-the-art technology, fan amenities geared toward creating memorable experiences, innovations throughout and active community spaces like a streetscape-inspired concourse and an outdoor plaza with a massive video wall.

ASSISTED LISTENING DEVICES
Assisted listening devices are available on the street level concourse outside PORTAL 10 and on the upper concourse outside PORTAL 67. The devices operate on an FM system. Guests wishing to check out a device must leave a driver’s license or credit card, which will be returned upon receipt of the device in the same condition. Devices are distributed on a first-come, first-served basis and are provided free of charge.

ATMS
There are six ATMs inside Little Caesars Arena, at the following locations:

STREET LEVEL CONCOURSE:
• Outside PORTAL 2
• Between PORTALS 9 and 10
• Outside PORTAL 20

UPPER CONCOURSE:
• Outside PORTAL 27
• Outside PORTAL 49
• Outside PORTAL 61

AUDIO/VIDEO RECORDING DEVICES
Audio/video recording devices are prohibited for all Little Caesars Arena events.
**AUTOGRAPHS**

Autographs for a Cause is a program that supports charitable causes close to the hearts of Red Wings players, in partnership with the Detroit Red Wings Foundation. Through this program, fans are invited to send hockey cards and/or photos (8” x 10” or smaller) through the mail for players to autograph in exchange for a donation to benefit the player’s charity of choice. For more information, please visit DetroitRedWings.com/Autographs.

Pistons players make several appearances throughout the season at various locations for sponsors and promotional events. Fans seeking autographs can visit Pistons.com for further details.

**AUTO ASSISTANCE**

If at any point your car breaks down on Olympia property, inform one of our parking attendants and they will be happy to assist you.

**BABY CHANGING FACILITIES**

Please see Family Restrooms.

**BABY BAGS**

Please see Diaper Bags.

**BACKSTAGE ACCESS**

Little Caesars Arena does not distribute or issue backstage passes for any event.

**BAG POLICY**

Little Caesars Arena prohibits items such as bags, backpacks and briefcases larger than 14” x 14” x 6” from entering the arena. Hard-sided bags of any kind are also prohibited. Diaper bags and medical bags are permitted.
All persons and bags exiting or entering the arena will be subject to inspection.

To review the full Little Caesars Arena Bag Policy, please visit DetroitRedWings.com/BagPolicy.

**BALL/PUCK-IN-PLAY POLICY**

During a Red Wings game, when the puck is in play, all guests are encouraged to use courtesy and restrict movement in the aisles. Please refrain from walking up and down the aisles as this obstructs other guests’ view of the game action. You should travel to and from your seat only during stops in play. Persons who violate this rule are subject to ejection.

During a Pistons game when the basketball is in play, all guests are encouraged to use courtesy and restrict movement in the aisles, but will be allowed to walk up and down the aisle during game action.

**BANNERS AND SIGNS**

Banners and signs may not obstruct the view of guests. Banners and signs must be hockey, basketball or show-related and may not contain objectionable subject matter or be commercial in nature. Banners and signs may not be attached to the building or hung over railings. Little Caesars Arena reserves the right to remove any banner at any time.

(1) Banners and signs must (a) utilize only cloth, paper or other light, flexible materials, rather than be comprised of or supported by wood, metal or other hard materials that could be dangerous in a crowded public setting, and (b) not be affixed to or draped over any part of the arena structure.

(2) Banners and signs may be displayed only (a) in areas where they do not obscure advertising, arena signage or impede the operation of Little Caesars Arena, and (b) so as not to unduly
obstruct any person’s view of the ice surface.

(3) Banners and signs may only be shown (a) prior to the start of the game, (b) during stops in play and (c) after the conclusion of the game.

(4) Banners and signs may not bear a message that (a) is slanderous, (b) is obscene, vulgar or indecent and inappropriate for viewing by children, (c) contains “fighting words” likely to provoke a breach of the peace, (d) contains commercial advertising or commercial product or service identification or (e) is political in nature.

BARS
There are a variety of domestic, craft and international beers available at Little Caesars Arena. Craft cocktails are also available throughout the arena. Please ask a staff member for specifics regarding bar options. Some options are listed below:

- 1701 Pub
- Bud Light Bar
- Canadian Club Bar
- Craft Cocktail Bar
- Founders Bar
- Goose Island Pub
- Jack Daniel’s Bar
- Labatt Blue Zone
- Via Sports Bar
- Presented by New Amsterdam

BELFOR TRAINING CENTER
The BELFOR Training Center is the official practice facility of the Detroit Red Wings. It is also home to Little Caesars Amateur Hockey. For more practice facility rental information, please see Ice Rentals.

BINOCULARS
Guests are permitted to bring binoculars into Little Caesars Arena to enhance their overall experience.
BIRTHDAYS
Please see Scoreboard Messages.

BOOKING INFORMATION
To book an event, please visit
OlympiaEntertainment.com/Book-an-Event.

BOTTLES AND CONTAINERS
Guests are not permitted to carry bottles or containers into
Little Caesars Arena at any time.

BOX OFFICE
The XFINITY Box Office is on the northeast corner of the
arena, off Woodward Avenue. Will Call is located within the
Box Office.

HOURS:
Monday - Saturday ............. 9:30 a.m. - 6 p.m.
Sunday ................................. Box Office only open for games,
events or for event on-sale dates.

CONTACTS:
Ticketmaster ....................... 800-745-3000
Event Line ............................. 313-471-6606
Group Sales ......................... 313-471-3099

BROKEN SEATS
If your seat breaks at any point during an event, contact
the nearest staff member and they will address the situa-
tion immediately.

BUDWEISER BIERGARTEN
The Budweiser Biergarten, which is located outside the arena
between PORTALS 17 and 18, is a large outdoor area that
features a spacious patio and lawn area for various public
and private events, along with a glass-enclosed, four-season
pavilion bar – the Budweiser Lounge – with a retractable roof and walls to accommodate all types of weather.

**BUS/LIMO DROP OFF**
Please see Parking.

**CAMERAS, VIDEO CAMERAS AND AUDIO RECORDERS**
Cameras with detachable lenses under 80MM are allowed into Little Caesars Arena on game days. NO video recorders or flash photography are allowed. Professional cameras are prohibited. Camera policies vary for events, concerts and other shows.

**CANADIAN EXCHANGE RATE**
Canadian Currency (CAD) will be accepted and valued at a rate in relation to the United States Dollar (USD).

**CHARITABLE DONATIONS/IN-KIND DONATIONS**
For information regarding Red Wings donation requests, please visit DetroitRedWings.com/Donations.

For information regarding Pistons donations, please visit Pistons.com/Community.

For information and to submit a donation request for tickets to an Olympia Entertainment event, please visit OlympiaEntertainment.com/Donation-Requests

**CLUB SEATS**
There are six options for club seating: Comerica Players Club, East Club, Huntington Legends Club, Rehmann Club, East and West Sideline Club. For more information for Red Wings game night access, please contact a Ticket Sales or Service Executive at 313-471-7575.
For more information for Pistons game night access, please contact a Ticket Sales or Service Executive at 248-377-0100.

**CODE OF CONDUCT**
Little Caesars Arena intends to provide all our guests with a safe, comfortable and enjoyable atmosphere. Therefore, we have established the following rules for expected guest conduct. Those failing to abide will be subject to ejection and possible arrest.

- Avoid using foul language
- Drink responsibly
- Refrain from moving up and down aisles during play
- Show ticket to arena staff when asked
- Treat opposing fans as “guests in our home”
- Fans who engage in excessive verbal abuse of patrons in their area, engage in fighting, throw objects or attempt to enter the playing surface will be removed from Little Caesars Arena
- Those observing other guests violating Little Caesars Arena policies should report the incident to the nearest event staff member or text LCAHELP to 69050.

**COMMENTS, COMPLAINTS AND CONCERNS**
Please direct all comments, complaints and concerns to 313-471-7000. From there, you will be directed to the proper department.

**COMMUNITY RELATIONS**
The Red Wings, Pistons and Olympia Entertainment are committed to making a difference in our community. For more information on Red Wings community relations, please visit DetroitRedWings.com/Community.

For more information on Pistons community relations, please visit Pistons.com/community.
CONTACT INFORMATION
Little Caesars Arena Main Line .................. 313-471-7000
Ticketmaster ........................................ 800-745-3000
Handicapped Seating/Special Needs .......... 313-471-7929
Security ................................................. 313-471-7000
Lost & Found .......................................... 313-471-7460
Suite Services ........................................ 313-471-7441
Event Group Sales .................................. 313-471-3099
Detroit Red Wings Tickets ...................... 313-471-7575
Detroit Red Wings Group Sales ............... 313-471-7574
Detroit Pistons General Information .......... 248-377-0100
Detroit Pistons Group Sales .................... 248-377-8660
Guest Experience Department ................ 313-471-7422

CORPORATE PARTNERSHIPS
Please see Sponsorship Opportunities.

COURT SURFACE
Our basketball court is made of maple from Dollar Bay in Michigan’s Upper Peninsula. The vendor is Horner Flooring, a Michigan-owned company.

COURT TIME
To inquire about reserving time on the Pistons court, please contact 248-377-8660 or GroupSales@PalaceNet.com.

DAMAGED MERCHANDISE
Please see a sales associate in the Team Store or at the place of purchase for assistance. On non-event days, we can assist you at the Team Store, Hockeytown Authentics in Troy or by phone at 248-680-0965.
**DESIGNATED DRIVER PROGRAM**
Fans who sign up to be a Designated Driver during Red Wings games will receive a free small fountain Coke.

**DETROIT INFORMATION/VISITORS GUIDE**
For a visitors guide that lists various hotels, restaurants and other general Detroit information, please call 800-DETROIT (338-7648) or go to VisitDetroit.com.

**DETROIT PISTONS FOUNDATION**
The mission of Detroit Heart is to inspire and impact the community through a commitment to education and mentoring, health and fitness, military recognition and basic needs, as well as NBA-sponsored programs and player charities. In support of these goals, the Detroit Pistons Foundation administers funds for charitable purposes in the metro Detroit region in the areas of education and mentoring, health and fitness, and youth leadership and development.

For more information, please visit Pistons.com/Foundation.

**DETROIT RED WINGS FANTASY CAMP**
The Detroit Red Wings host an exclusive Fantasy Camp to give participants the chance of a lifetime to spend three days on and off the ice with their favorite Hockeytown legends. For more information please visit DetroitRedWings.com/FantasyCamp.

**DETROIT RED WINGS FOUNDATION**
The Detroit Red Wings Foundation, an affiliate of Ilitch Charities, is committed to providing funds and resources to worthy causes that contribute to the growth of the sport of hockey. For more information about the Detroit Red Wings Foundation, please visit DetroitRedWings.com/Foundation.

**DETROIT RED WINGS YOUTH HOCKEY CAMP**
All youth hockey players aged 6-14 are invited to participate
in this one-of-a-kind hockey camp. Coached by scout and former Red Wings forward Kirk Maltby, this three-day camp features on-ice and off-ice age-specific training. For more information, please visit DetroitRedWings.com/YHC.

**DIAPER BAGS**
Diaper bags are permitted into the arena. To ensure fan safety, Little Caesars Arena reserves the right to refuse admittance of any item deemed hazardous or suspicious.

**DIETARY REQUIREMENTS AND RESTRICTIONS**
Please visit the Guest Services Office outside PORTAL 10 or 67 for information and assistance.

**DONATION REQUESTS**
Please see Charitable Donations/In-Kind Donations.

**DOOR OPEN TIMES**
Doors for Red Wings and Pistons games open 90 minutes prior to game time. Doors for concerts and general events open 60 minutes prior to the scheduled event time.

Door times are subject to change.

**DRINKING FOUNTAINS**
There are drinking fountains between PORTALS 9 and 10, PORTALS 13 and 14, PORTALS 4 and 5 and between PORTALS 20 and 1.

**DRONES**
Drones are not permitted in or around Little Caesars Arena.

**DUPLICATE TICKET POLICY**
If duplicate tickets are granted access into Little Caesars Arena, the tickets from our Box Office or Ticketmaster will be honored. We cannot guarantee the authenticity of tickets
bought through any other vendor.

E

ELEVATORS
There are 10 publicly accessible elevators in the arena. The elevators in the northwest and northeast corners of the arena go to every level.

EMERGENCY GUEST CONTACT INFORMATION
Little Caesars Arena is unable to provide a guest’s seat location or contact a guest during an event. The best way to reach a guest during an event is by contacting him/her directly. In an emergency, babysitters or family members may contact the Call Center at 313-471-7000 with the guest’s name and seat location. A guest services staff member will be immediately dispatched to deliver the message to the guest in his/her seat location.

EMPLOYMENT OPPORTUNITIES
If you would like to join our team, employment opportunities are listed at OlympiaEntertainment.com/Careers.

END TIMES
There is no standard end time for concerts. Red Wings and Pistons games tend to last anywhere from two and a half to three hours.

ENTRANCES
There are four main entrances to the arena. They are the Chevrolet Entry Northeast, Comerica Entry Southeast, Meijer Entry Southwest and Huntington Entry Northwest. There is also a VIP entry from the Little Caesars Arena Garage straight into the Blue Cross Lounge.

ENTRY INSPECTION
All guests will be subject to screening upon entry, which in-
cludes a walk-through metal detector, handheld wand and bag check.

**ESCALATORS**
There are escalators in the northeast, southeast and southwest corners of the arena, which connect the street level concourse to the upper concourse. There will be attendants at the top and bottom of each escalator to ensure everyone’s safety.

**EVENT SEATING POLICY**
To ensure all fans receive the full value of their ticket investment, only those with a ticket for a specific seat may occupy that seat. Our event staff members will be checking tickets to safeguard each customer’s investment as a ticketed seat holder.

**FAMILY RESTROOMS**
Family restrooms are available at the following locations:
- On the street level concourse outside PORTALS 9 and 14, as well as in the mothers room outside PORTAL 20.
- Three family restrooms are located throughout the Blue Cross Suite Level.
- On the upper concourse outside PORTALS 39/40 and 41/42.
- On the Michigan First West Gondola Level.

**FAN/TEXT ASSIST**
For non-emergency attention from a Little Caesars Arena staff member, text LCAHELP to 69050. Standard message and data rates may apply.

**FAN COURTESY**
If any guest disturbs you, please contact the nearest guest
services staff member or security personnel. Persons throwing or attempting to throw objects onto the event floor will be subject to immediate ejection from the arena and/or criminal prosecution. Persons observed breaking the law while on Little Caesars Arena property are subject to immediate ejection and/or criminal prosecution. Guests who are ejected from the building will not be entitled to a refund or any compensation.

**FAN MAIL**

General fan mail for the Red Wings can be mailed to:

*Player Name c/o Detroit Red Wings*
*2645 Woodward Ave., Detroit, MI 48201*

The Red Wings do not accept outside items for autographs unless they are for the Autographs for a Cause program (please see Autographs for more information).

General fan mail for the Pistons should be mailed to:

*Player/Personality Name c/o Detroit Pistons,*
*6 Championship Dr., Auburn Hills, MI 48326*

Little Caesars Arena is unable to accept artist fan mail.

Red Wings and Pistons players, management and staff are not responsible for anything sent to the organization. This includes responses or the return of items. All fan mail must be sent via mail. We do not accept items personally delivered to Little Caesars Arena.

**FIRST AID**

There are two DMC First Aid stations inside Little Caesars Arena. They are located outside PORTAL 20 on the street level concourse, and outside PORTAL 67 on the upper concourse.
FIRST GAME CERTIFICATES
First game certificates are available for Red Wings games at the Kids Club kiosk outside PORTAL 14 through the first intermission. After the first intermission, these certificates can be found at the Guest Services Office outside PORTAL 10.

FOOD
There are a wide variety of food options at Little Caesars Arena. We offer arena classics, chicken, a variety of grilled options and Little Caesars pizza throughout both concourses. There are also a variety of pop-up stands. Please ask a staff member for exact locations of certain food items.

FOOD ALLERGIES
Please see Dietary Restrictions.

GENERAL ADMISSION
For some events, there is a general admission seating section. This is a first-come, first-served area. There is no general admission at Red Wings and Pistons games.

GONDOLA SEATING
The Michigan First West Gondola is designed to entertain from the most unique vantage point imaginable. Perched above the action, the Gondola will give you and your guests an experience few venues today can provide. The ability to cater the space means fans can enjoy great food and drink without ever leaving their seats. We do not recommend guests with a fear of heights purchase Gondola seating.

GROUP SALES
Contact the Red Wings Group Sales Department at 313-471-7574 or Group.Sales@Hockeytown.com.
Contact the Pistons Group Sales Department at 248-377-8660 or GroupSales@Pistons.com. For general event group sales, call 313-471-3099.

The Group Sales kiosk is on the street level concourse in the southwest corner of Little Caesars Arena outside PORTAL 14.

**GUEST CONNECT**
Committed to creating memorable sports and entertainment experiences, Guest Connect is designed to engage colleagues in all departments and levels to deliver exceptional service in the form of responsiveness, helpfulness, sincere interest, assurance and empathy.

The program is founded on the “Five Points of Common Sense for Memorable Events” to include:
- Great First Impression
- Understand and Empathize
- Exceed Expectations
- See It Through
- Thank Them

For more information on the Guest Connect program, visit OlympiaEntertainment.com/GuestConnect.

**GUEST DROP OFF**
Guest drop off is on Cass Avenue.

**GUEST SERVICES**
The Guest Services Office is on the street level concourse outside PORTAL 10. There is also a Guest Services Office on the upper concourse outside PORTAL 67.
HEALTHY OPTIONS
Healthy options are offered throughout the arena. Look for the St. Joseph Mercy Health System Healthy Choice logo on menus around the arena.

HERITAGE
Located throughout Little Caesars Arena, the stories of the Red Wings, Pistons and entertainment in the city of Detroit are celebrated through artifact exhibits, interactives and artwork, including:

- Coca-Cola Fan Experience
- Fan Interactive Touch Screens
- “Great Moments” Case
- Heritage Hall
- “Milestones” Case
- Red Wings Statues
- Red Wings Team Bench
- “The Now Team” Case
- The Ring of Honor
- Walk of Fame

HOCKEY CAMPS
Please see Youth Hockey.

HOCKEYTOWN AUTHENTICS
Get all your authentic Red Wings, Pistons and Tigers collectibles, game-worn jerseys, game-used equipment and more at Hockeytown Authentics in Troy.
1845 E. Big Beaver Road (next to the Troy Sports Center)
Troy, Michigan 48083 | 248-680-0965

**STORE HOURS**
Monday - Saturday ............. 11 a.m. - 7 p.m.
Sunday ................................ 12 - 5 p.m.

**HUNTINGTON BANK RED PATROL**
The Huntington Bank Red Patrol plays a critical role in creating unforgettable experiences for fans at Red Wings games. Red Patrol members assist in the coordination and execution of in-game elements that include promotions, welcomes, etc., as well as engaging with fans throughout their experience. In addition to Red Wings home games, the Red Patrol also assists with several events in The District Detroit and throughout the community.

**ICE RENTALS**
To rent the practice ice or arena ice, please contact Jamie Clark-Drewke at 313-471-7138 or email Jamie.Clark@Hockeytown.com.

**ICE SURFACE**
The ice surface measures 200 feet by 85 feet. The ice is only one inch thick.

**ID**
United States residents must present a valid Michigan driver’s license, state ID card, passport or military ID, which indicates the patron to be at least 21 years of age (expired licenses, damaged licenses and driver’s licenses which do not have photos will not be accepted).

International visitors must present a valid passport that
shows the patron to be at least 21 years of age (expired/damaged passports or any other form of identification will not be accepted).

**INCLEMENT WEATHER POLICY**
Little Caesars Arena rarely cancels or postpones events due to inclement weather. Please be advised that tickets for all events are sold on a non-refundable and non-exchangeable basis (this stipulation is clearly marked on each ticket). Should a decision be made to cancel or postpone an event, information will be posted immediately through the venue's social media outlets.

**IN-ARENA SILENT AUCTION**
In partnership with Second Story Interiors Inc., the Detroit Red Wings Foundation and Detroit Pistons host an in-game silent auction of exclusive, framed memorabilia on the street level concourse between PORTALS 7 and 8 during every Red Wings and Pistons home game. A portion of the proceeds from the Red Wings sale benefit the Detroit Red Wings Foundation.

**IN-GAME EQUIPMENT**
Please be aware that a puck or ball can be propelled into the spectator area with enough force to cause serious injury. Stay alert at all times in the seating area. If you are injured, please ask the nearest staff member for help and directions to a medical station. Little Caesars Arena patrons assume all risk and danger incidental to the games of hockey and basketball – including, specifically, but not exclusively, the danger of being injured by a puck, hockey stick or basketball, and agree that Little Caesars Arena, the NBA, NHL and their affiliates and employees, the participating clubs, their agents and players are not liable for injuries from such causes.
**INTOXICATED GUESTS**
Little Caesars Arena reserves the right to deny entry to intoxicated guests. Any intoxicated guests causing a disturbance during an event will be asked to leave the arena and may be subject to arrest.

**K**

**KIDS CLUB & JR. PISTONS**

Become a member of the Jr. Pistons Kids Club today by visiting Pistons.com/KidsClub.

**L**

**LAPTOPS/TABLETS**
Laptops are not allowed in the arena. Tablets are allowed for Red Wings and Pistons games but may not be allowed for all other events. Please call 313-471-7444 for questions regarding the event you are attending.

**LASER POINTERS**
Laser pointers and other laser devices are not allowed inside Little Caesars Arena.

**LEVELS OF THE ARENA**
The arena has seven levels. Two of which are the main concourses. There is public access to every level of the arena, although not in all areas.

**Arena Levels:**
EL – Event Level
CL – Club Level
1 – Street Level Concourse
2 – Blue Cross Suites
3 – Upper Concourse
4 – Labatt Blue Club
5 – Michigan First Gondolas

**LIGHTING**
Please be advised that lasers, mist and strobe lights, or any combination of those, may be used during any given event.

**LITTLE CAESARS AMATEUR HOCKEY**
The BELFOR Training Center, the practice rink of the Red Wings, is the home of Little Caesars Hockey, with world-class amenities available to all Little Caesars AAA Hockey players.

The major goal of Little Caesars Hockey is to develop well-rounded student athletes, both on and off the ice, through instruction, discipline and positive feedback provided by outstanding coaches.

For more information, visit LittleCaesarsHockey.com or LCAHL.org.

**LITTLE CAESARS PIZZA**
Little Caesars pizza is served on the north and south end of the arena on both the street level and upper concourses.

**LOCKERS**
There are no public lockers at Little Caesars Arena.

**LOST AND FOUND**
Found items are turned into the Guest Services Office outside PORTAL 10 on the street level concourse. Guests may inquire about items at any point during the event. After an
event, guests may call the Little Caesars Arena Lost and Found Hotline at 313-471-7460.

**LOST OR MISSING INDIVIDUALS**
If you become separated from your child or family member during an event, please seek the nearest security personnel. When bringing children to an event, it is always helpful to make sure the children have their contact information, ticket and seat location with them at all times. There are wristbands available at the Guest Services Office outside PORTAL 10 on the street level concourse to assist with guest relocation.

**LOST OR STOLEN TICKETS**
With the high value of tickets, we recommend they be treated like cash and kept in a secure place. If, despite your best effort to protect them, your tickets are stolen, replacements will be produced only after an official police report is received by the Little Caesars Arena Box Office.

**M**

**MASCOTS**
The Pistons’ mascot is Hooper. To contact Hooper for autographs, photo submissions or general messages, email Hooper@Pistons.com. For appearance bookings, in-game visits or general questions, contact entertainment coordinator Paul Fisher at 248-475-8509 or PFisher@Pistons.com.

**MEDIA ACCESS**
Red Wings media credentials can be requested by calling 313-471-7599. You must be an accredited member of the media, on assignment, to be considered for a credential.

Pistons media and press inquiries should be directed to the Public Relations Department at 248-377-0135.
All media credential requests for concerts should be directed to the Olympia Entertainment publicity department at OlympiaPR@OlyEnt.com. All requests received by Olympia Entertainment will be forwarded to the tour publicist/band management and are subject to show policies.

**MILITARY RECOGNITION**

The Red Wings are honored to welcome service men and women in attendance at each home game as part of our Military Welcome during a TV timeout. Active and veteran service men and women can be recognized for their service. To be included or to nominate someone, please visit DetroitRedWings.com/GameExperience and submit the form.

For the Detroit Pistons, contact the Pistons Group Sales Department at 248-377-8660 or GroupSales@Pistons.com.

**MINI WINGS INTERMISSION PROGRAM**

This is a once-in-a-lifetime opportunity for Mites and Mini-Mites to experience life as a professional hockey player and skate in front of 20,000 fans at Little Caesars Arena! The Mini Wings scrimmage takes place during intermissions at Red Wings home games. Each team member receives a Kids Club membership and goody bag. If you have questions, please call Jamie Clark-Drewke at 313-471-7138 or email Jamie.Clark@Hockeytown.com.

**MOBILE APPLICATIONS**

Download the Detroit Red Wings app for the most up-to-date information on your favorite team and players.

Download the official mobile app of the Detroit Pistons, presented by Budweiser, to your mobile device for free at Pistons.com/MobileApp, and keep up to date with everything Pistons, anytime and anywhere.
The District Detroit Mobile App, presented by XFINITY, will enhance your Little Caesars Arena and The District Detroit experience with features that include real-time answers to your questions, mobile event tickets and parking passes, express pickup for food and beverages and wayfinding to navigate around The District Detroit and Little Caesars Arena. For more information, visit DistrictDetroit.com/App.

**MOTHERS ROOM**
Please see Nursing Mothers.

**MY DETROIT PISTONS ACCOUNTMANAGER**
My Detroit Pistons AccountManager gives Season Ticket Members the ability to manage, transfer and resell tickets through NBA TicketExchange. This service is accessible at Pistons.com/MyAccount. For more information, please call 248-377-0140.

**MY DETROIT RED WINGS ACCOUNTMANAGER**
My Detroit Red Wings AccountManager gives Season Ticket Holders the ability to manage, transfer and resell tickets through NHL TicketExchange. This service is accessible through RedWingsSeasonTickets.com.

**N**

**NETTING**
During hockey games at Little Caesars Arena, protective netting is hung above the glass behind each goal. This limits the number of pucks that leave the ice and end up in guest areas. This does not eliminate the chance of a puck going into the stands. Please stay alert at all times and do not go up and down the aisles until the puck is no longer in play.

**NOISE MAKERS**
Airhorns, bullhorns, bugles, cowbells or any other type of
noisemaker that is deemed offensive or dangerous to guests or players are prohibited. Thundersticks are allowed at Pistons games.

**NURSING MOTHERS**
For the comfort of nursing mothers, there is a mothers room on the street level concourse outside PORTAL 20. There is also a family restroom inside this area for your convenience.

**OFFENSIVE ZONE**
The Red Wings shoot twice on the goal on the south side of the arena (Sections 113-118/PORTALS 8-15).

**OLYMPIA ENTERTAINMENT**
Olympia Entertainment is one of the most diverse sports and entertainment companies in the industry, featuring some of the most popular venues and offering the most diverse range of shows in the country.

Headquartered in downtown Detroit, in the heart of The District Detroit, Olympia Entertainment owns and operates the Fox Theatre and City Theatre and is responsible for booking and operating Comerica Park and Little Caesars Arena. Olympia Entertainment also books events at Sound Board inside MotorCity Casino Hotel.

Olympia Entertainment is a division of Ilitch Holdings, Inc., the company founded by Detroit entrepreneurs Mike and Marian Ilitch, best known for owning Little Caesars Pizza, the Detroit Red Wings and the Detroit Tigers.

**OVERSIZED VEHICLE PARKING**
Please see Parking.
PARENTS LOUNGE

For certain events, there is a parents lounge available for parents whose children have tickets, but do not have tickets themselves. This is simply a waiting area for parents with no view of the show. Guests without tickets may not enter the arena bowl at any time.

PARKING

ADA and Guest Drop Off Location
Located on Clifford St. just North of Henry St. Enter designated area from the intersection of Clifford and Henry.

Bus/Limo Drop Off
Charter buses park on the Eastbound (North) I-75 Service Drive between Woodward Ave. and Brush St., and the Southbound (West) Service Drive between Brush St. and John R. St. Parking is free. There is no designated drop-off/pickup location for buses.

Limo parking is the same as charter buses.

Bar/restaurant shuttle buses park on the Southbound (West) lane of Clifford St. between the I-75 Service Drive and Columbia St.

Oversized Vehicle Parking
No oversized vehicle parking is allowed in any ODM parking lot.

Oversized vehicle parking is allowed on the Fisher Service Drive.

Accessible Parking
ADA Accessible parking is available in all ODM parking lots.
Additional ADA spaces will be reserved in ODM Lot 2721 Cass. These spaces are on a first-come, first-served basis at the going rate with presentation of ADA license plate or hang tag.

Parking Locations
North of Fisher Freeway
- Garages
  - Little Caesars Arena Garage
- Surface Lots
  - 2756 Cass (Summer 2018)
  - 2721 Cass
  - 2501 Cass
  - 2440 Second
  - 510 W. Fisher
  - 2955 Cass
  - 2961 Second
  - 489 Peterboro (Summer 2018)

South of Fisher Freeway
- Garages
  - Fox Garage
  - The D Garage
- Surface Lots
  - 127 W. Fisher
  - 2301 Clifford
  - 2220 Cass
  - 2301 Cass

Pricing
Parking prices are $10 - $40, depending on the lot and event. Availability varies by event type and is subject to change.

Hours of Operation
Little Caesars Arena Parking Facilities open a minimum of three hours before the scheduled event and are open two hours after the conclusion of the event.

Pre-Paid Parking
Parking passes can be purchased in advance via Ticketmaster.com and Parkwhiz.com.
Ride Sharing Pickup Area
Ride sharing is available in the North curb lane of the South-bound (West) side of the I-75 Service Drive between Woodward Ave. and Park St.

PHONE CHARGING STATIONS
Phone charging stations are located throughout the street level and upper concourses.

PISTONS ENTERTAINMENT TEAM
Visit Pistons.com/Entertainment to learn about your favorite Pistons entertainers and request an appearance today.

PLAYER APPEARANCES
To request a Red Wings player appearance, please contact the Red Wings Community Relations Department at DetroitRedWings.com/ContactUs. There are no appearances on game days. To request a Pistons player appearance, please contact the Detroit Pistons Community Relations Department at 248-377-8222.

POCKET SCHEDULES
Red Wings and Pistons pocket schedules are available at the Guest Services Office outside PORTAL 10 on the street level concourse and other various locations inside Little Caesars Arena, as well as participating sponsor locations throughout metro Detroit. You can also download the full Red Wings schedule at DetroitRedWings.com and the full Pistons schedule at Pistons.com.

PORTALS
Little Caesars Arena uses a PORTAL system as the primary way for guests to locate their seats. PORTAL signage is located near the seating “portals” or passageways into the arena seating area.
There are 82 PORTALS inside Little Caesars Arena.

- PORTALS 1-20 are on the street level concourse.
- PORTALS 21-72 are on the upper concourse.
- PORTALS 73-77 are in the Labatt Blue Club.
- PORTALS 78-82 are in the Michigan First Gondolas.

Look on your ticket for PORTAL and a corresponding number.

Each PORTAL provides a unique entry point that leads, in most instances, to two seating sections – one to the left and one to the right. Once you approach your PORTAL, you will see secondary section signage that indicates whether to go left or right.

Please Note: PORTAL numbers are included on most tickets. However, two premium spaces at Little Caesars Arena – Blue Cross Suites and Huntington Legends Club do not have PORTALS.

PRE-GAME YOUTH HOCKEY SCRIMMAGE
The Red Wings are proud to host “Waiting in the Wings” youth hockey games prior to home games. These 50-minute games provide Mini-Mite through Bantam teams the opportunity to skate on the home ice of the Red Wings. Each team member receives a Kids Club membership and goody bag. If you have questions, please call Jamie Clark-Drewke at 313-471-7138 or email Jamie.Clark@Hockeytown.com.

PREMIUM SEATING
For Red Wings premium seating options, please visit DetroitRedWings.com/Premium.

For Pistons premium seating options, please visit Pistons.com/Premium or call 248-377-8477 for more information.
PRESALE OPPORTUNITIES
Gain access to exclusive presales and ticket offers for our premier concert and event locations. Be the first to know about contests, special events, breaking news and more by signing up at OlympiaEntertainment.com/StayConnected.

PRIVATE EVENTS
Please see Venue Rental.

PROHIBITED ITEMS
Prohibited items at Little Caesars Arena include, but are not limited to, bottles, cans, liquid containers, coolers, outside food and beverages, weapons of any kind, laser light pointers, flagpoles, air horns and umbrellas. To ensure the safety of all fans, any carry-in parcels may be checked by Little Caesars Arena security.

PROMOTIONAL GIVEAWAY NIGHTS
Throughout the Red Wings and Pistons seasons, each team hosts several exciting giveaway nights. Each giveaway is different, with some being a first-come, first-served basis. Each guest may only claim one giveaway item per ticket, per night, unless otherwise noted. Ticket holders who are not in attendance the night of a giveaway are not eligible for giveaways. Giveaway locations are by each of the building entrances.

PUBLIC PHONES
There are no public phones at Little Caesars Arena.

PUBLIC TRANSIT
The nearest bus stop to Little Caesars Arena is at the corner of Woodward Ave. and Sproat St.

The QLINE is a rail system that covers a 3.3-mile stretch along Woodward Ave., from Grand Blvd. to Congress St.
QLINE fares are $1.50 for a three-hour pass or $3.00 for an all-day pass. Monthly and annual passes are also available. The nearest QLINE stop to Little Caesars Arena is at Sproat St. There is also a stop at Grand Circus Park that lets you connect to the Detroit People Mover.

The Detroit People Mover runs in a circle throughout the downtown area. It stops near the city’s main bus depot and stops near major buildings downtown. Each ride on the People Mover costs 75¢.

**PUCKS**

Guests are welcome to keep pucks that are launched into occupied seating areas as souvenirs, but are asked to be cautious and courteous to other fans when collecting a puck. At no time is a puck allowed to be thrown back onto the ice. The ticket holder assumes all risk and danger incidental to the game of hockey, including specifically, but not exclusively, the danger of being injured by pucks, sticks, etc.

**RADIO PROGRAMMING**

To listen to Red Wings and Pistons radio broadcasts, tune in to FM 97.1 The Ticket.

**RANDOM NUMBER DRAWING**

For many shows at Little Caesars Arena, a random number drawing method is used during the on-sale time frame to ensure the fairest system to purchase tickets and to help eliminate the threat of ticket scalpers.

**RECYCLING**

There are recycling bins throughout the arena on all levels.
REFUNDS OR EXCHANGES
There are no refunds for Red Wings, Pistons or event tickets. All sales are final. Playoff ticket refunds will be issued for any un-played postseason games. These refunds will be issued in the form of a check or a credit towards the next year’s season tickets. For online or in-person purchases, refunds will be delivered via method of payment.

RESTAURANTS AND CONCESSIONS
Please see Food.

RESTROOMS
There are restrooms throughout every level of the arena. If you cannot find a restroom, please ask the nearest staff member and they will direct you. Please see Family Restrooms for information on their exact locations.

RETAIL
The main Team Store is on Henry Street near the Meijer Entry Southwest. The Team Store can be accessed through the street level concourse or from the street side.

Team Store Hours on Non-Event Days:
Monday – Saturday, 11 a.m. - 6 p.m.
Sunday, 12 p.m. - 5 p.m.

Team Store Hours on Event Days:
Hours of operation subject to change based on event schedules. Additionally, there are retail locations on the street level concourse outside PORTALS 7, 8 and 19. There is a secondary Team Store on the upper concourse outside PORTAL 64. Retail locations can also be found on the upper concourse outside PORTALS 27, 46 and 57. The Team Store offers the best selection in town for all your Red Wings and Pistons gear.
SCHEDULE OF EVENTS
Our schedule of events can be found by visiting OlympiaEntertainment.com/Events.

For Red Wings schedule information, please visit DetroitRedWings.com/Schedule.

For Pistons schedule information, please visit Pistons.com/Schedule.

SCOREBOARD DETAILS
Providing a world-class display for guests at all games and events, the Little Caesars Arena Scoreboard is 44’ x 44’ and weighs 9,639 pounds.

SCOREBOARD MESSAGING
To have a birthday, anniversary, special occasion or welcome message displayed on the Little Caesars Arena Scoreboard for Red Wings games, please visit DetroitRedWings.com/WishClub and submit the form. Messages must be submitted at least 24 hours prior to the preferred game date. Messages require a minimum donation of $75 to the Detroit Red Wings Foundation.

To have a message displayed on the scoreboard during Pistons games, visit Pistons.com/Community/Get-Involved. Birthday messages are displayed during halftime at Pistons home games only. A $75 minimum donation to the Detroit Pistons Foundation is required for a Birthday Message. Birthday Messages must be received at least 48 hours before the requested Pistons game date.

Scoreboard messaging is not available at concerts or events.

SEARCHES
For the safety and security of everyone in the arena, all guests,
performers and team members are subject to search before being granted entrance into Little Caesars Arena. Searches include visual inspection, bag checks, pat-downs and metal detecting.

SEASON TICKETS
There are a variety of Little Caesars Arena ticket packages available. For more information on Red Wings season tickets, please call 313-471-7575 or visit LittleCaesarsArenaTicketPlans.com.

For more information on Pistons season memberships, please call 248-377-0100 or visit Pistons.com.

SEAT NUMBERING
When looking towards the playing surface, all seats are numbered in a clockwise pattern. Seat 1 is the first seat at the right end of the row.

SEATING CAPACITIES
The arena seats around 20,000 for hockey games, 21,000 for basketball and seating options vary for all other events.

SEATING/TICKETS
All guests are required to have a ticket for their seat. Guests may be asked to show their tickets for entry into the ticket holder’s specific section.

SEE SOMETHING, SAY SOMETHING
“If You See Something, Say Something™” is a national campaign that raises public awareness of the indicators of terrorism and terrorism-related crime, as well as the importance of reporting suspicious activity. If you see something suspicious, please report it to security or an usher.

SERVICE ANIMALS
Please see Animals.
SIGN LANGUAGE INTERPRETERS
A sign language interpreter can be provided, however, a four-week notice is required before an event. To request a sign language interpreter, please call 313-471-7274.

SOCIAL MEDIA
DETROIT RED WINGS
Facebook: @DetroitRedWings
Twitter: @DetroitRedWings
Instagram: @DetroitRedWings
Instagram: @DRWCommunity
Snapchat: @OfficialDRW

DETROIT PISTONS
Facebook: @DetroitPistons
Twitter: @DetroitPistons
Instagram: @DetroitPistons
Snapchat: @NBAPistons

LITTLE CAESARS ARENA
Facebook: @LittleCaesarsArena
Twitter: @LCA_Detroit
Instagram: @LittleCaesarsArena

OLYMPIA ENTERTAINMENT
Facebook: @OfficialOlympiaEntertainment
Twitter: @OEontheGo
Instagram: @OlympiaEntertainment

THE DISTRICT DETROIT
Facebook: @TheDistrictDetroit
Twitter: @DistrictDetroit
Instagram: @DistrictDetroit

SOLICITING
No loitering, trespassing, soliciting/peddling, resale of tickets, merchandise or other items is permitted on Little Caesars Arena property without Little Caesars Arena approval.
SPECIAL NEEDS
Little Caesars Arena is dedicated to accommodating the needs of guests with disabilities and their families/friends so they can all enjoy their visit.

Ticket requests for ADA seating should be directed to 313-471-7929.

SPONSORSHIP OPPORTUNITIES
For more information on corporate partnership opportunities with Olympia Entertainment, please call Rob Croll at 313-471-7558 or email Robert.Croll@OlyEnt.com.

For information on partnering with the Pistons, please call Brad Lott at 248-377-0166 or email Partnerships@Pistons.com.

STAGE CONFIGURATIONS
The set-up for each concert or event stage can be found on Ticketmaster.com.

STAIRWAYS
There are stairways at all four corners of the arena to provide access to the upper levels.

SUITES
The Blue Cross Suites are located on the street level concourse as well as on the Blue Cross Suite Level. For information about leasing or renting a suite for Red Wings games or events, please call 313-471-3075.

For information about purchasing a suite for Pistons games, please call 248-377-8477.

SUITE ACCESS
Suites A-Q can be accessed on the street level concourse on the east and west sides of the arena. Suites 1 - 48 can be accessed via the north elevators or a staircase on the inte-
rior side of the street level concourse outside PORTAL 11.

TAILGATING
Tailgating is prohibited in surrounding parking lots operated by Olympia Development before, during or after games and events at Little Caesars Arena.

TEAMS
Little Caesars Arena is home to both the Detroit Red Wings and the Detroit Pistons.

TEAM STORE
Please see Retail.

TELEVISION BROADCASTS
The broadcast schedule for the Red Wings can be found at DetroitRedWings.com/BroadcastSchedule. The broadcast schedule for the Pistons can be found at Pistons.com.

THROWING OBJECTS/PROJECTILES
Please see Fan Interference.

TICKETMASTER FEES
Ticketmaster fees vary by event but are waived if you purchase tickets in person at the Little Caesars Arena Box Office or Fox Theatre Box Office.

TICKET OFFICE
Please see Box Office.

TICKETING
Tickets for Little Caesars Arena events may be purchased through the Little Caesars Arena Xfinity Box Office, or
through Ticketmaster at 800-745-3000, Ticketmaster.com or any Ticketmaster location. Red Wings tickets may also be purchased through NHL TicketExchange. These sources are the only authorized ticket-selling agents of Little Caesars Arena. Please be advised that we cannot guarantee the authenticity of tickets obtained through any other source. Guests must always have their tickets on their persons when attending an event.

For information on Red Wings tickets, visit DetroitRedWings.com/Tickets.

For information on Pistons tickets, visit Pistons.com/Tickets or call 248-377-0100.

To inquire about ticket packages during a game, please visit the Ticket Sales kiosk on the street level concourse in the southeast corner of the arena outside PORTAL 8. There is also a Ticket Sales kiosk on the upper concourse between PORTALS 57 and 58.

**TICKET RESALE**

Red Wings Season Ticket Holders can sell their tickets through NHL TicketExchange. Resale of tickets above face value without express written permission is strictly prohibited and may be in violation of applicable state and local laws.

**TICKET RETENTION**

To contact the Red Wings Ticket Sales and Service Office, please call 313-471-7575.

To contact the Pistons Member Services Department, please call 248-377-0140.

There are two service kiosks at Little Caesars Arena. They can be found outside PORTAL 6 and between PORTALS 68
TICKET SCANNING
For each game or event, ushers scan guest tickets upon entry into Little Caesars Arena. Ticket scanning provides quick and accurate attendance figures and controls fraudulent, duplicate or invalid tickets from entering Little Caesars Arena. Guests must have a hard-copy ticket or valid mobile ticket. PDFs or tickets from email do not qualify as “mobile tickets” and must be printed out prior to arriving at the arena.

TICKET STUB
Always keep your ticket stub on your person. If you lose your ticket inside the arena, you may lose access to your seat.

TOURS
To schedule a tour of Little Caesars Arena, please call 313-471-7475.

UMBRELLAS
Umbrellas are not allowed into Little Caesars Arena.

UNITED SHORE PARTY PATROL
The United Shore Party Patrol will enhance your Pistons game night experience by coordinating giveaways, pregame activities and unique VIP Experiences throughout the season. In addition to Pistons home games, the United Shore Party Patrol will be on site at several community events and festivals throughout the season.

VENUE RENTAL
To book a private event, please call 313-471-3333 or email
Special.Events@OlympiaEntertainment.com.

For more information, please visit
OlympiaEntertainment.com/Book-an-Event.

**VISITING TEAM FANS**
Visiting team fans are our guests. Harassment of the visiting team or their fans will not be tolerated and may result in ejection.

**WEBSITES**
For Red Wings general information, visit
DetroitRedWings.com.

For Red Wings Season Ticket Holder information, visit
RedWingsSeasonTickets.com.

For Pistons general information, visit Pistons.com.

For Olympia Entertainment information, visit
OlympiaEntertainment.com.

For The District Detroit general information, visit
DistrictDetroit.com.

**WHEELCHAIRS**
Wheelchairs are available at each entrance for transportation to and from the seating areas. Upon arena entry, please ask a staff member for wheelchair assistance and they will be happy to help you. Wheelchairs are not available for individual use during events. Please be aware that wheelchairs are assigned on a first-come, first-served basis. Therefore, during periods of heavy volume, guests may be asked to wait until a wheelchair becomes available to transport them either to
their seats or back to the doors. In the event of a medical emergency in which wheelchair service is required, please contact the nearest staff member. Guests are permitted to bring their own wheelchairs to Little Caesars Arena.

**WILL CALL**
Please see Box Office.

**WI-FI**
Little Caesars Arena has free public Wi-Fi access, presented by XFINITY.

To connect:
- Open your phone’s settings application
- Select the “Wi-Fi” option in your settings menu
- Connect to The District Detroit XFINITY
- Start using wireless Internet connection

**YOUTH BASKETBALL**
For more information on Pistons Academy youth basketball programming, please contact Geo Thomas at 248-371-2048 or GThomas@Pistons.com or visit PistonsAcademy.com.

**YOUTH HOCKEY**
For more information, please visit DetroitRedWings.com/YouthHockey.

**YOUTH HOCKEY SKATER OF THE GAME**
Youth hockey players ages 6-16 have the experience of a lifetime as their names are announced during the starting lineup and they stand alongside the Red Wings players during the National Anthem. Participants must provide their own equipment and be a registered USA Hockey or Hockey Canada member. The Youth Hockey Skater of the Game is presented by
Blue Cross Blue Shield of Michigan and Michigan First Credit Union. If you have questions, please call Jamie Clark-Drewke at 313-471-7138 or email Jamie.Clark@Hockeytown.com.

For the most up-to-date Little Caesars Arena information, please review the online A-Z Guide by visiting DetroitRedWings.com/ArenaGuide or OlympiaEntertainment.com.