



## ROCKY MOUNT EVENT CENTER

### Policies & Procedures

Welcome to Rocky Mount Event Center  
Eastern North Carolina's Premier Sporting & Entertainment Venue

We are proud to welcome you to Rocky Mount Event Center. Our goal is to provide every guest with an excellent, safe, and enjoyable experience. To help ensure that, we ask all guests to review and follow the policies outlined below.

#### Parking & Transportation

Parking is available on-site and in nearby off-site lots within walking distance of the venue. When applicable, parking is \$10 per vehicle and is cash only. Parking opening times vary by event. Guests utilizing off-site parking should plan accordingly and allow extra time to walk or use shuttle services. Complimentary shuttle services may be available for select events; wait times may occur. Guests are encouraged to check the weather in advance and prepare appropriately when parking off site. All guests must follow posted signage and parking attendant instructions. Guests who bypass attendants, refuse to pay required parking fees, or engage in abusive behavior toward staff or other guests may be removed and barred from the facility.

#### Entry, Security & Prohibited Items

For the safety of all guests, security screenings are conducted at all events. Firearms or weapons of any kind, smoking or vaping, and outside food or beverages are prohibited. Bags may be subject to search, and for some events, bags may be discouraged to help expedite entry.

#### Outside Food, Drinks & Seating

Outside food or drinks of any kind are not permitted in the facility, including coffee containers, mugs, flasks, team snacks, coolers, or canisters. Guests are encouraged to visit our concessions, which offer a variety of food and beverage options. Alcoholic beverages are available to guests 21 years of age and older with valid identification in accordance with state law. Outside chairs are not permitted; however, seat cushions and seat pillows without frames are allowed.

#### Ticketing & Credentials

Ticket pricing is determined by the event organizer or tournament director. Rocky Mount Event Center does not control ticket pricing. Any questions regarding pricing should be directed to tournament staff. All guests must keep a valid ticket, wristband, or credential visible at all times while inside the facility.

## Personal Belongings

Guests are encouraged to keep up with their personal belongings during the event. Rocky Mount Event Center is not responsible for any personal items left in vehicles or inside the facility. A lost and found log is available at the Guest Services desk.

## Guest Conduct & Enforcement

Rocky Mount Event Center maintains a zero-tolerance policy for verbally abusive behavior toward staff or guests. Guests who fail to follow protocols, cause disruptions, or do not adhere to clearly displayed traffic and parking patterns may be removed from the facility by security or local law enforcement. Any individual who intentionally drives past parking attendants without paying for parking will be barred and trespassed from the facility.

## Youth Supervision

Parents, guardians, coaches, and group leaders are responsible for supervising minors at all times. Unsupervised minors are not permitted to loiter in the facility.

## Restrooms, Locker Rooms & Facility Care

Guests must use restrooms and locker rooms appropriately. Loitering in these areas is prohibited. Any damage to the facility caused by an individual or group may result in financial responsibility for repairs or cleaning.

## Failure to Comply

Failure to follow these policies may result in guests being asked to exit the facility.