



HENRICO SPORTS & EVENTS CENTER FACILITY FAQS & POLICIES – A-Z GUIDE	
ADA Accessibility	ADA seating is available in Row A of all sections. ADA parking is available onsite and is on a first come first serve basis.
Address	11000 Telegraph Road, Glen Allen, VA 23059
Animals	Animals, except for service animals, are prohibited inside the building.
ATMs	The HSEC does not have the ability to process cash payments.
Baby Changing Stations	Changing stations are in each Family Restroom.
Banners/Signs/Flags	Posting or displaying banners/signs/flags requires prior approval from ASM staff. If signage is approved, it may only be displayed in designated areas. Signs that are offensive, vulgar, or commercial in nature will not be permitted inside or outside the facility.
Bag Policy	Staff reserves the right to check all bags that enter the facility. Please see the “Know Before You Go” page for your event’s specific bag policy.
Box Office	Please see the “Know Before You Go” page for your event’s specific ticketing policy.
Cameras	Video recording or photography is not allowed except in designated areas. Tripods cannot be used without prior approval.
Catering	Catering can only be provided by ASM.
Children’s Tickets	Tickets for children are dependent on the event organizer protocols. Please see the “Know Before You Go” page for your event’s children’s ticket policy.
Concessions	<p>Guests cannot bring in outside food or beverages. One empty, refillable container will be permitted to use at the various water fountains. Concessions will be available to guests for any large-scale event or in-house programming. Catering will be provided at request only through ASM.</p> <p>Vending machines are located inside the building.</p> <p>Alcohol will be available for purchase for guests 21 and older with valid ID at certain events.</p>
Credit Cards	Only credit cards are accepted for concessions and box office payments. Staff are not capable of processing cash payments.
Directions	
Drones	Drones are not permitted inside or outside the building.
Elevators	Elevators are located on both sides of the court.
Entrances	Please see the “Know Before You Go” page for your event’s specific entrance instructions.

Firearms/Weapons	Firearms or weapons are not permitted inside the building.
First Aid & Guest Services	Any issues affecting guests will be addressed by ASM staff. Should an injury or incident occur please report this immediately to an ASM employee or visit the front desk.
Group Sales	Please see the "Know Before You Go" page for your event's specific group sales policy.
Guest Conduct	<p>Guests should always display courtesy, impose self-control, and abide by HSEC policies. Spectators should remain in the spectator area and will not have access to or speak to any official, coach, or player during game play. Inappropriate and disrespectful language or signage is not tolerated.</p> <p>No guest may kick, throw, or hit balls or other items against the wall (interior or exterior) except on courts during warm-up or game play. Those engaging in any athletic activities must follow the Code of Sportsmanship.</p>
Lost & Found	Should you lose or find any items please report this immediately to an ASM employee. Items that are found, unclaimed, within the premises will be kept in Lost & Found for one week after it is logged. Lost and Found is located at the front desk.
Lost Children & Companions	Any issues affecting guests will be addressed by ASM staff. Should an incident occur please report this immediately to an ASM employee or visit the front desk.
Media	All media inquiries can be directed to Dawn Miller at dawn.miller@henrico.us .
Parking	No overnight parking. Parking is free. Visit our "Directions & Parking" page for more information.
Prohibited Items	<ul style="list-style-type: none"> Beach balls Bullhorns Chewing gum Chewing tobacco Confetti E-cigarettes Firearms Glass containers Helium balloons Hoverboards Ice chests or coolers Illegal substances Inflatables Laser pointers Noisemakers Outside chairs Recreational scooters Selfie sticks Skateboards

	<p>Sunflower seeds Tailgate or folding chairs Thermos containers Weapons Wheeled shoes</p>
Re-Entry	Re-entry for ticketed events will be based on that specific event's policy. Please see the "Know Before You Go" page for your event's re-entry policy.
Restrooms	The HSEC has multiple restrooms throughout. Restrooms are accessible for everyone.
Smoking	The use of tobacco and e-cigarettes is banned inside and within 25 feet of all doorways.
Solicitation	No one may hand out any written material including flyers or pamphlets, or collect signatures, without written permission from the Henrico Sports & Entertainment Authority.
Strollers	Please see the "Know Before You Go" page for your event's specific stroller policy.
Tailgating	Setting up tents, coolers, large umbrellas, tables, grills, furniture, mattresses, cots, or other tailgating related items is not allowed in the parking lot.
Tickets	Please see the "Know Before You Go" page for your event's specific ticket policy. All ticket issues will be handled by ASM.
Tours	Contact Rob Welch at robert.welch@henrico.us to schedule a tour.
Venue Management	HSEC is operated by ASM Global .
Wheelchairs	HSEC does not have courtesy wheelchairs for guests.
Water Fountains	Water fountains are located throughout the building.
Umbrellas	Please see the "Know Before You Go" page for your event's specific umbrella policy.
<p>Staff reserves the right to require those who do not comply to leave the premises or restrict building privileges. Unlawful activities will be reported to law enforcement. Individuals utilizing the Henrico Sports & Events Center do so at their own risk. Violation of any policies & procedures could result in facility suspension or financial responsibility.</p>	