



# PEGULA ICE ARENA

## Premium Seat Manual

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# ADMINISTRATIVE TEAM

Our goal is to provide you with the very best service possible! We ask that you direct all of your questions to Jennifer Russell at [jar57@psu.edu](mailto:jar57@psu.edu) or 814.867.1252.

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# INTERCOLLEGIATE ATHLETICS

Athletics Compliance Office

The Pennsylvania State University  
111 Bryce Jordan Center  
University Park, PA 16802-7101

814-863-8048  
Fax: 814-863-3472

Dear Suite, Club, Loge, or On the Glass Seat Patron:

On behalf of The Pennsylvania State University, I would like to thank you for your interest in Nittany Lion Hockey. This letter is to inform you of the NCAA rules that apply to the use of premium seating areas in Pegula Ice Arena. Penn State is responsible for the actions of its fans and guests with respect to NCAA rules, so I hope that you will take time to review these brief but important reminders.

### Current Penn State Student-Athletes

NCAA rules and/or Penn State policies prohibit current Penn State student-athletes and members of their families from being guests in suite or club areas during or after any athletics contest or other event in Pegula Ice Arena. Of course, there is an exception available if a current student-athlete is a member of your immediate family. Outside of that specific circumstance, it is not permissible for anyone to host a current student-athlete in a suite or club area of Pegula Ice Arena. Please note that a pre-existing relationship does not provide any additional leeway from the above standards.

### High School Aged Individuals

It is also not permissible to invite or host individuals who are of prospect age, which is defined as anyone in high school grades 9-12, in the suite or club areas of Pegula Ice Arena. This restriction applies to all individuals in grades 9-12, regardless of their participation in athletics or their recruitment status. Of course, an exception exists for prospect aged members of a club/suite patron's family. However, this exception may not be extended to prospect aged friends of a club/suite patron's family unless A) the prospect aged friend is not being recruited to participate in any sport a Penn State and B) the relationship is long-standing and originated outside of athletics.

I recognize that it is not possible to address every situation in this letter. Therefore, you are encouraged to call Penn State's Athletics Compliance Office at 814.863.8048 if you have questions about the application of NCAA rules. Please enjoy your time at Pegula Ice Arena and thank you for your continued support of Penn State Intercollegiate Athletics.

We are Penn State!

*Matt Stolberg*

Matt Stolberg  
Associate Athletic Director for Compliance and Student-Athlete Services

# GENERAL PREMIUM SEATING GUIDELINES AND PRIVILEGES

## HOURS

The Pegula Ice Arena will open to Premium Seat Holders one and a half (1.5) hours prior to puck drop and remain open approximately one hour after the game.

## ENTRANCES

Guests arriving more than one (1) hour prior to game time may enter through Gate A or Gate C. These gates will open 1.5 hours prior to game time. If entering through Gate A, guests will be greeted in the main lobby and have their tickets scanned. Guests wishing to access the Club/Suite level should then proceed up the grand stairway or utilize the elevator next to the Guest Services counter. A concierge will greet and direct guests at the top of the grand stairway and elevator.

Guests entering through Gate C will have their game tickets scanned and will then be directed to the elevator. An elevator attendant will greet guests and take them to the Club/Suite or Main Concourse level.

The Student Gate, Gate B, will be available for entrance one (1) hour prior to puck drop. Upon entering Gate B, guests will have their game tickets scanned. Suite Holders only may utilize the staircase directly to their left to access the Club/Suite level. All premium seat holders using Gate B may access the Club/Suite level via the grand stairway near Gate A or the elevator next to the Guest Relations booth at Gate A.

## EXITS

Guests may exit the Club/Suite level via the grand staircase or the elevator located at the Northeast end of the Club which leads to Gate A. Guests may also exit via the stairwell and elevator at the Southwest end of the Club which leads to Gate C. Suite holders may exit via the staircase at the northwest corner of the suite level which leads to Gate B.

## TICKETS

All season tickets are bar-coded and all fans will have their tickets scanned upon entrance to Pegula Ice Arena. Guests wishing to access the Club/Suite level should retain their tickets for the duration of the game as they will be asked to show it each time they wish to gain access to the Club/Suite level.

No guests are permitted in the Pegula Club without their own premium seat ticket regardless of age. This is to ensure the exclusivity of the Club area and allow guests to move about the Club level freely.

# **GENERAL PREMIUM SEATING GUIDELINES AND PRIVILEGES (continued)**

## **SMOKING POLICY**

The Pegula Ice Arena is a smoke free facility. Smoking is not permitted anywhere within the arena or outside under any overhang.

## **ADULT BEVERAGES**

Adult beverages of any kind are strictly prohibited in Pegula Ice Arena, including the premium seating areas.

## **TEAM ROSTERS**

Complimentary team rosters and line-ups are available to all Premium Seat Holders as they enter the arena.

## **MEDIA GUIDES**

Media guides will be available for sale at the Guest Services desk behind section 112.

## **PENN STATE MERCHANDISE**

The Penn State Bookstore's Hockey Valley Team Shop is located on the main concourse across from the Mount Nittany Room, behind section 116. A kiosks with a limited selection of merchandise will be stationed inside Gate A.

## **RENTALS**

Premium Seat Holders are given first preference for renting the Pegula Club and Mount Nittany Room. Contact Al Karosas for rental arrangements and information on catering at (814) 865-1824.

## **EVENTS NOT WITHIN THE UNIVERSITY'S CONTROL**

Please understand that if because of unforeseen events not within the University's control, including acts of nature (flood, fire, storm, tornado, earthquake, hurricane, and other natural disasters), strike, lockout, civil violence, inability to procure materials, failure of electricity or other utilities, epidemics (including outbreaks of influenza and government imposed quarantines), restrictive governmental laws or regulations, riots, insurrection, or wars, events may be cancelled or services and amenities such as parking, food service, elevators, and separate entrances may be interrupted or curtailed.

# ADVANCED TICKETING SERVICES

## ADVANCED TICKETING SERVICES - TICKET EXCHANGE

As the hockey season rapidly approaches, we know you are making plans with friends, family, and associates that may require you to transfer your tickets to a friend, sell your tickets, or purchase tickets from another patron. We will give you the opportunity to use the advanced ticketing services to make transferring, selling and/or purchasing as easy as possible. The combination of the barcodes on your tickets and the access control system at the arena will enable you to electronically distribute your tickets to others.

Each of your tickets carries a unique and secure barcode, and it is this barcode that is the key to entry to the game. The barcode on any specific ticket can be disabled and a new barcode can be issued on a new ticket for the same seat at a specific game.

Therefore, if you decide to forward tickets via the Internet, or if you wish to sell your seats to another fan, the technology cancels your original ticket's barcode, and issues a new ticket with a new barcode on a replacement electronic ticket.

You end up with the convenience of being able to manage your tickets electronically and the security of knowing the barcode technology is matching your requests.

You can also use the same system to pay your Nittany Lion Club contribution, hockey season ticket invoices, update your account information and see your Nittany Lion Club Point Total.

Just follow the simple instructions below:

1. Go to the University web site at: [www.gopsusports.com](http://www.gopsusports.com)
2. Select the following links:  
Nittany Lion Club  
My Account

Log into your season account, using your Account ID or E-mail, and Password

If you haven't supplied us with an e-mail address on your account yet, you will be taken to the account profile section to update it with an e-mail address which is required for all online transactions so that you can receive notices and receipts.

Upon successful login, you will be brought to the Account Manager main menu, below, where you may select **Invoices, Points, Account Settings or Buy Tickets**.

## FORWARDING TICKETS

Select the desired seat(s) with your mouse and choose the **Transfer** button.

Follow all subsequent self-explanatory screens to indicate the desired email address to which you would like to transfer the tickets.

After successful completion, make sure to throw away your original tickets as they are no longer valid and those tickets will not be granted admission into the Pegula Ice Arena.

# ADVANCED TICKETING SERVICES (continued)

## SELLING TICKETS

Select the desired seat(s) with your mouse and choose the **Sell** button.

Follow all subsequent self-explanatory screens to indicate the date you wish to be notified and have your posting offer expire in the event that they don't sell.

The buyer will pay a 15% buyer's fee and \$1.95 per ticket authentication and delivery fee.

Sellers may list their tickets to be sold at a maximum of 15 times the face value of the ticket.



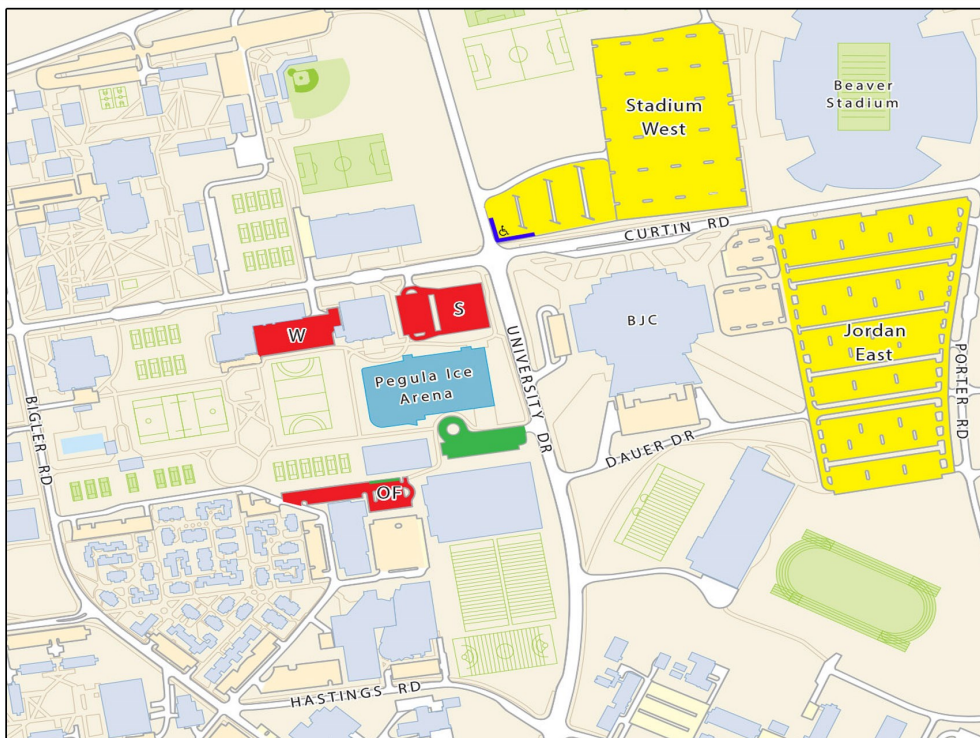
# PARKING

Premium Seat Holders will have access to premium parking lots. The Shields (S), Wagner (W), and East Area Locker Room/Tennis Center (OF) parking lots will be reserved for premium seat holders. Premium parking passes will grant access to the guest's assigned lot and guests may park anywhere within each lot. Please consult the parking map (below) to see the location of the premium parking lots.



## PENN STATE MEN'S HOCKEY PARKING INFORMATION

To avoid unnecessary traffic delays, all visitors must follow the directions of Police and Penn State traffic control. We appreciate your cooperation.



- General Parking<sup>1</sup>
- Premium Parking<sup>2</sup>
- ADA
- Team, Staff, & Media

<sup>1</sup>General Parking lots accept parking vouchers or \$5 upon arrival.

<sup>2</sup>Premium Parking lots only accept premium season ticket holder passes.

\*Due to the volume of events on campus, please visit [GoPSUsports.com](http://GoPSUsports.com) for the most up to date parking and traffic information.

### Updated Pegula Ice Arena Bag Policy

No backpacks are permitted. All bags subject to search. Visit [GoPSUsports.com](http://GoPSUsports.com) for further details.

1-800-NITTANY  
[GoPSUsports.com/PegulaIceArena](http://GoPSUsports.com/PegulaIceArena)

PennStateMensHockey

@PennStateMHKY

Penn State Intercollegiate Athletics reserves the right to modify parking procedures at any time.

# BAG POLICY

## PEGULA ICE ARENA BAG POLICY

Guests are not permitted to bring backpacks, briefcases, or duffle bags of any size in the arena. Bags and purses smaller than 8.5" x 11" x 6" are permitted and are subject to search upon entrance to Pegula Ice Arena.

Penn State Athletics Bag Policy – <http://www.gopsusports.com/ot/psu-bag-policy.html>

Please refer to the following graphic for additional information:

The graphic features the Pegula Ice Arena logo at the top, which includes a stylized building icon and the text "PEGULA ICE ARENA". Below the logo is a dark blue banner with the text "PEGULA ICE ARENA BAG POLICY".

The main content is divided into two sections: "YES" and "NO".

**YES**

- Clear, one-gallon plastic bags (1 bag per person)
- Wristlet
- Small Purses/ Handbags
- Fanny Packs
- Diaper Bags
- Camera Bags/ Binocular Cases

**NO BAGS LARGER THAN 8.5" x 11" x 6" PERMITTED**

**NO**

- Brief Cases
- Large Purses/ Totes
- Backpacks

At the bottom of the graphic is a dark blue banner with the text: "FOLLOW: @PegulaIceArena and @PennStateMHKY for the most up to date information on shows and policies."

# On the Glass Seat Policies



# ON THE GLASS SEAT POLICIES

## **NAMES**

On the Glass Seat Holders' account name will appear on the chair, unless otherwise specified.

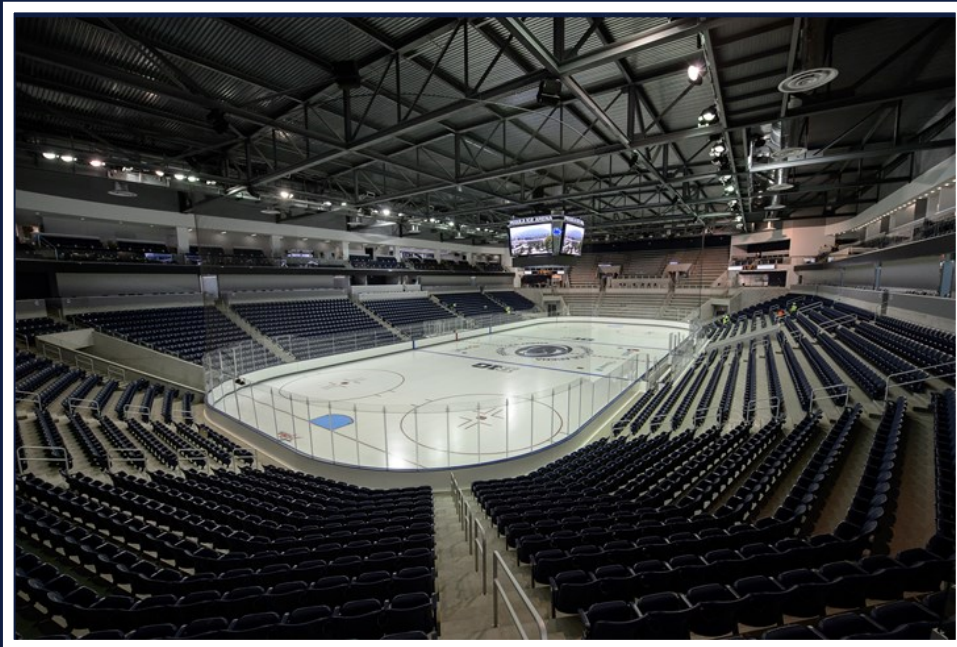
## **MOUNT NITTANY ROOM**

All On the Glass Seat Holders will have access to the Mount Nittany Room between periods for complimentary beverages and snacks. The Mount Nittany Room is located in the Southeast corner of the Main Concourse behind Sections 115-117. Guests will need to present their game ticket for entry.

## **FOOD SERVICE**

In addition to the Mount Nittany Room beverage and snack service, a variety of food items are offered throughout the main concourse at the general concession stands.

# Loge Seat Policies



# LOGE SEAT POLICIES

## NAMES

The names of each Loge Seat Holder are displayed on a plaque along the drink rail. Loge Seat Holders' account name will appear on the plaque, unless otherwise specified.

## MOUNT NITTANY ROOM

All Loge Seat Holders will have access to the Mount Nittany Room between periods for complementary beverages and snacks. The Mount Nittany Room is located in the Southeast corner of the Main Concourse behind Sections 115-117. Guests will need to present their game ticket for entry.

## FOOD SERVICE

All Loge Seat Holders will have access to the Pegula Club for complementary beverages, snacks, and desserts. Loge Seat Holders also have the opportunity to purchase the Pegula Club Buffet for each ticket. The Pegula Club Buffet options are as follows:

### Season Package

\$6.95 X 18 games = \$125.00

### Half Season Package

\$10.00 X 9 games = \$90.00

### Single Game

Adult: \$15.00 per game

Youth: \$7.50 per game (ages 5-11)

Youth buffet only available for purchase at the Pegula Club Concierge on game day.

The Pegula Club Buffet is accessed via the grand staircase in the main lobby at Gate A.

In addition to the dinner buffet option, a variety of food items are offered throughout the main concourse at the general concession stands.

# Club Seat Policies



# CLUB SEAT POLICIES

## TELEVISIONS

Television sets are located throughout the Pegula Club with easy viewing for all Club patrons and their guests.

## FOOD SERVICE

All Club Seat Holders will have access to the Pegula Club for complementary beverages, snacks, and desserts. Club Seat Holders also have the opportunity to purchase the Pegula Club Buffet for each ticket. The Pegula Club Buffet options are as follows:

### Season Package

$\$6.95 \times 18 \text{ games} = \$125.00$

### Half Season Package

$\$10.00 \times 9 \text{ games} = \$90.00$

### Single Game

Adult: \$15.00 per game

Youth: \$7.50 per game (ages 5-11)

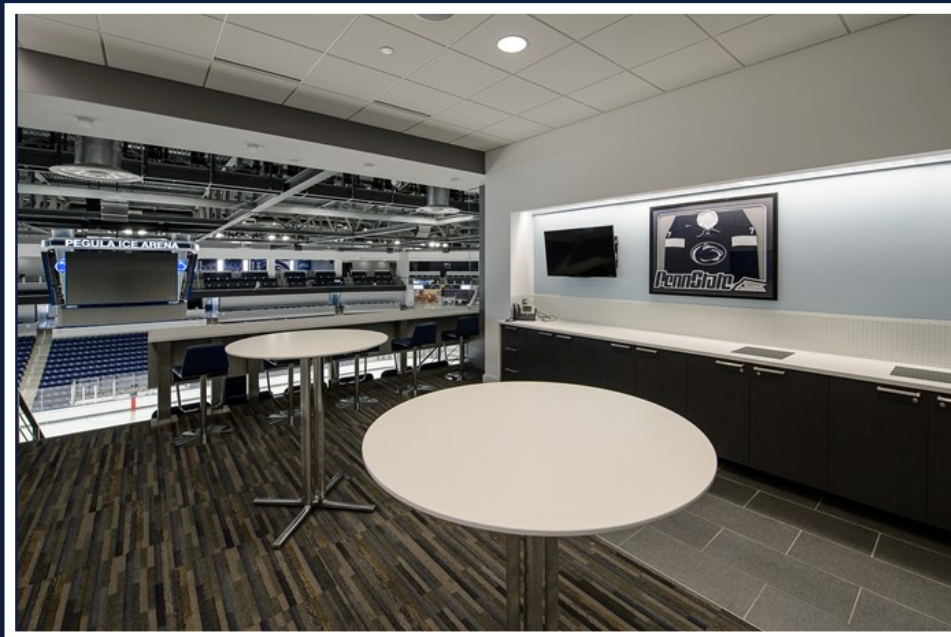
Youth buffet only available for purchase at the Pegula Club Concierge on game day.

The Pegula Club Buffet is accessed via the grand staircase in the main lobby at Gate A.

In addition to the dinner buffet option, a variety of food items are offered throughout the main concourse at the general concession stands.



# Luxury Suite Policies



# LUXURY SUITE POLICIES

## **NAMES**

The names of each Suite Holder are displayed on a nameplate adjacent to the suite door. Each Suite Holder will determine what is listed on their nameplate.

## **EQUIPMENT/UTILITIES**

Each Luxury Suite is equipped with a minimum of (16) seats and two (2) high top tables. Additional features include a refrigerator, sink, ice maker, counter tops with built in hot plates, telephone, and wireless internet access.

Each Suite is also equipped with two (2) flat screen televisions. The University cable listings are available in each Suite. Please utilize the remote control in the suite to turn on/off, or utilize the buttons on the side of each television.

## **KEYS/LOCKS**

Suites are leased only for the Penn State home Men's Hockey games. The suite doors will be unlocked prior to arrival by the arena staff. Suite Holders are not provided a key to their suite. Patrons not using their suites for a given game should advise the office in advance.

Each Luxury Suite will have locks on the cabinets under the sink. Each Suite Holder will receive a key to these cabinets to store personal items at the Suite Holders' own risk.

## **TICKETS/SEATING POLICY**

The tickets are numbered for control purposes only. The upholstered seats and stools in the suites are not numbered. Seating assignments are to be determined by the Suite Holder.

Each suite can accommodate up to four (4) Standing Room Only tickets that can be purchased on a game by game basis. Standing Room Only tickets are \$40 per ticket and can be ordered by calling or emailing Bryan Markiewicz at 814-867-2695 or [bjm40@psu.edu](mailto:bjm40@psu.edu).

## **RENTALS**

Luxury Suite Holders have the opportunity to access their suite for business meetings or special presentations during the day. Advance notification is required by contacting Jennifer Russell at 814-867-1252.

# Luxury Suite Policies (continued)

## FOOD SERVICE

All Luxury Suite Holders have the opportunity to purchase the Pegula Club Buffet for each ticket. The Pegula Club Buffet options are as follows:

### Season Package

\$6.95 X 18 games = \$125.00

### Half Season Package

\$10.00 X 9 games = \$90.00

### Single Game

Adult: \$15.00 per game

Youth: \$7.50 per game (ages 5-11)

Youth buffet only available for purchase at the Pegula Club Concierge on game day.

The Pegula Club Buffet is accessed via the grand staircase in the main lobby at Gate A.

In addition to the Pegula Club Buffet option, Penn State Hospitality Services (Nittany Lion Inn/The Penn State) provide all catering to the Suites. Suite Holders should use the following link to access ordering and menu details: [Luxury Suite Menus](#).