



# **SUITE HOLDER INFORMATION & HANDBOOK**

## Your Pacers Premium Experience Team

The Pacers Premium Experience Team is dedicated to providing the best service, ensuring that you and your guests have the most enjoyable experience while at the Gainbridge Fieldhouse. We specialize in taking care of your needs, including purchasing tickets, scheduling meetings, and assisting with special requests you have throughout the year.

This handbook is not exhaustive of all details, but rather serves as a point of reference to assist with most questions you may have. If you need anything, please let us know! Our dedicated team is here to assist with anything and everything.

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# **GENERAL INFORMATION**

## **GAINBRIDGE FIELDHOUSE**

Gainbridge Fieldhouse  
125 S. Pennsylvania Street, Indianapolis, IN 46204  
(317) 917-2500 (main line)  
(317) 917-2517 (Premium Experience Hotline) / [premiumservices@pacers.com](mailto:premiumservices@pacers.com)  
Business hours are Monday through 9:00 a.m. - 5:00 p.m.

## **SUITE ACCESS**

Gainbridge Fieldhouse Suites are located on both the KeyBank Suite Level and Krieg DeVault Club Level are accessible from the Ascension St. Vincent Entry Pavilion. Guests should carry their mobile devices to show proof of mobile suite ticket at all times. The KeyBank Suite Level is exclusive to KeyBank Suite and Veranda ticket holders, while the Krieg DeVault Club Level is open to general ticketholders for the entirety of the game/event.

**KeyBank Suite Level Access:** Guests may access via the Ascension St. Vincent Entry Pavilion elevators or via the KeyBank Suite Level stairwell located to the left of the elevators.

**Krieg DeVault Level Access:** Guests may access via the Ascension St. Vincent Entry Pavilion elevators, Pedestrian Bridge via the Virginia Avenue Parking Garage, or by proceeding through the Main Concourse to the stairs in the East/West Pavilion.

- Guests must present Suite tickets or Suite guest passes to be admitted to both the KeyBank Suite and Krieg DeVault Level suites. For all included events, Suite Holders receive the number of tickets shown in their Suite Holder License Agreement (unless otherwise noted). Suite Holders may also choose to purchase additional Standing Room Only tickets for included events or purchase all Suite tickets for non-included events (based on availability).

### **Entry Times:**

Suite Holders may access their Suite at the scheduled opening of doors for the event. As door times will vary by event, please visit the Suite Event Alert page ([HERE](#)) or call your Premium Experience Manager for verification of door times for Indiana Pacers, Indiana Fever, and Gainbridge Fieldhouse events.

- Suite Holders and their guests must allow PS&E and Levy staff members access to the Suite as needed throughout the event.
- When available, for select events not included in the Suite package, a minimum of six (6) tickets must be purchased in order to open and activate your Suite. For example, one of the non-included Disney on Ice performances.

**Accessible Suite Access:** Guests with disabilities who may benefit from special accommodations may access both Suite Levels via the elevators located in the Entry Pavilion. The Virginia Avenue Parking Garage is equipped with several reserved parking spaces for guests with disabilities. Guests can also be dropped off at the Simon Family Plaza on Pennsylvania Street.

- Temporary modifications can be made to your Suite prior to an event to better accommodate guests with disabilities. Please contact your Premium Experience Manager and we will be happy to provide the appropriate modifications.

### **License Agreement:**

Your use and enjoyment of the benefits discussed in this Handbook shall at all times be governed by and subject to your Suite License Agreement. In the event of any conflict or inconsistency between your Suite License Agreement and this Handbook, your Suite License Agreement shall prevail.

## **POLICIES AND PROCEDURES**

**Certificate of Insurance:** Each Suite Holder is responsible for liability insurance on their Suite prior to using the Suite, including host liquor liability coverage (unless specifically notified in writing otherwise). If two or more companies lease a Suite in partnership, all partners within the Suite must be insured. Partners may desire to purchase insurance individually or appear on one certificate listing all partners as insured. MyCOI is a service we use to collect and store certificates of insurance to verify compliance. Designated administrators may receive a request via email to create an account and upload your COI as needed. Please see your License Agreement for further details. If you have specific questions, please contact your Premium Experience Manager directly or Paula Maxwell (Vice President / Risk Management) at [pmaxwell@pacers.com](mailto:pmaxwell@pacers.com) / 317-917-1213.

**Photography:** Gainbridge Fieldhouse guests may be prohibited by event organizers from using still photography, movie cameras, video, or audio recording equipment to record an event. Please check with a Premium Experience Manager for verification. PS&E staff reserves the right to confiscate images or film used for these purposes.

**Smoking Policy:** Gainbridge Fieldhouse is smoke-free. Per State Law, smoking, including the use of pipes, e-cigarettes, vaporizer, or any similar products, is not permitted within eight (8) feet of any entrance or exit. Any guests wishing to smoke may utilize our designated outdoor smoking terraces located inside the ticket point, on the sidewalk just outside the southeast and southwest stairwells on the Key Bank level.

**Suite Décor and Personalization:** All branding and décor opportunities will be presented by your Premium Experience Manager.

- With PS&E's prior approval, Suite Holders may provide items such as plastic cups and napkins containing the Suite Holder's logo.

**Televisions/Lighting In-Suite:** During certain events, such as concerts or family shows, performers may require that the building remain dark to create the proper atmosphere for the event. As such, all primary lighting and sound systems must remain at the present level for the performance. In addition, you will experience a television blackout during these events. This occurs at the request of the promoter or performing artist. For these events, televisions are available prior to and after the performance.

**Telephone and Internet:** Suites are equipped with one telephone for internal use such as calling the pantry for food/beverage assistance or security. Free public Wi-Fi is accessible throughout Gainbridge Fieldhouse for all guests to use while on-site.

**Damage to Suites:** As a Gainbridge Fieldhouse Suite Holder, you are responsible for replacing any items in the Suite that are damaged intentionally or as a result of negligence or an accident. You will be billed for any damage to any fixtures and/or equipment not incurred through normal wear and tear.

**Suite Cleaning and Maintenance:** Every Suite will be cleaned and sanitized following each event when occupied. In the event of multiple events being held on the same day, the Suite will be spot checked between events and completely cleaned following the last event of the day.

- PS&E and Levy staff are available to clean spills and empty trash during events. For assistance, please contact a Levy server by using the phone in the suite and selecting the dial option "food".
- PS&E staff handle the maintenance and repair of the utility systems within the Suite, including heating, air conditioning, water, and lighting. PS&E staff will also perform routine maintenance and repair as needed. PS&E is not responsible for any damage or destruction to the Suite (including the cost of removing food or beverage stains) aside from normal wear and tear. Promptly contact a Premium Experience Manager or a Levy server if there are immediate maintenance concerns.

**Lost and Found:** If an item is left in the Suite, please contact the Guest Services Department or your Premium Experience Manager for assistance. Be prepared to describe the item and the day it was left. Unless other arrangements are made, items will be taken to Guest Relations 48 hours after an event and guests will be able to claim those items from lost and found.

**Conduct:** Suite Holders and guests must refrain from throwing any object into the audience or onto any playing surface or stage. Violators will be subject to removal and/or prosecution.

- Suite Holders are responsible for the conduct of their guests at all times. If you suspect there may be an uninvited guest in your Suite, please reach out to your Premium Experience Manager directly or contact our Security Team by pressing the “Security” button on your suite phone. Uninvited guests may be subject to ejection from Gainbridge Fieldhouse.

**Alcohol:** Bringing alcoholic beverages into Gainbridge Fieldhouse is illegal and strictly prohibited. Alcoholic beverages consumed in the Suites must be obtained from Levy Restaurants and may not be removed from the building. PS&E and Levy Restaurants, at their sole discretion, reserve the right to discontinue the service of alcoholic beverages to guests in the Suites based on their behavior or abuse of consumption.

- When tickets have been transferred, your Suite will be available when doors open. The liquor cabinet and refrigerator will be locked unless prior arrangements have been made. Locked refrigerators and cabinets will be opened by Levy, but only for Authorized Signers and/or the Designated Liquor Representative. These individuals must be present throughout the entire event. If you require immediate assistance upon arrival at the Suite, call the Levy pantry at ext. 3590 (KeyBank Suite Level) or ext. 3571 (Krieg DeVault Level).
- Sharing alcohol with ticketed patrons outside of the Suite is prohibited. Violators will be subject to removal from Gainbridge Fieldhouse.
- There may be events where alcohol sales are prohibited. We will advise you, with as much notice as possible, when alcohol services will be limited or not permitted. For events where alcohol is only being served in the Suites and not in other areas of the building, guests will not be permitted to take alcoholic beverages out of the Suite.

To maintain compliance with applicable laws, rules and regulations regarding alcohol consumption, PS&E and the Levy Restaurants ask that you adhere to the following:

- Each guest is responsible for pouring his or her own alcoholic beverages unless a Levy Restaurants representative is requested in advance. Guests are not permitted to serve as bartenders for other guests. If you wish to hire a bartender for your Suite, contact Levy Restaurants as they can provide this service. If a Suite Holder wishes to provide his/her own bartender, the bartender must be licensed by the ATC and have a Suite ticket for that specific event to be in the Suite. Suite Holders must notify Levy Restaurants of anyone designated to provide this service within the Suite.
- The Indiana Alcohol and Tobacco Commission requires monitoring twice an hour by the Levy server; however, it is essential that the Suite Holder or the Designated Liquor Representative monitor and control alcohol consumption within the Suite.
- By law, minors (under the age of 21) are not permitted to consume alcoholic beverages. It is unlawful to serve alcoholic beverages to a visibly intoxicated person.
- Violators of the Gainbridge Fieldhouse Guidelines may be subject to eviction from Gainbridge Fieldhouse and/or prosecution. Recurring violations may subject Suite Holder to termination of the Suite License Agreement.

**BE A TEAM PLAYER...DRINK RESPONSIBLY**

PS&E is dedicated to providing quality events that promote enjoyment and safety for everyone.

This is best achieved when moderation in alcoholic consumption is practiced.

**PLEASE DO NOT DRINK AND DRIVE**

# **HEALTH AND SAFETY INFORMATION**

## **ENSURING GUEST SAFETY IS OUR TOP PRIORITY**

Our top priority is to make sure you and your family can enjoy the Fieldhouse without having to think twice about the health and safety of those you love.

Please take a moment to read the following safety and security information before you visit Gainbridge Fieldhouse.

### **Key Takeaways**

- All tickets are mobile.
- Guests are allowed bags no larger than 6"x 9"x 1.5" and bags will be x-rayed before entering Gainbridge Fieldhouse
- Gainbridge Fieldhouse is a cashless facility and retail purchases will be made more convenient
- Guests will move through lower contact security and screening processes
- Dedicated staff and cleaning systems will maintain health and safety throughout the Fieldhouse
- Touchless fixtures in restrooms, enhanced HVAC with UVC and air filtration systems are designed to keep guests safe.
- Gainbridge Fieldhouse has successfully achieved **GBAC STAR™ Facility Accreditation**. This accreditation is reserved for facilities that demonstrate the superior ability to prepare for, respond to and recover from bio risk and infectious disease situations.

### **The Fan Experience**

- **Security & Screening**
  - Guests are allowed a small clutch bag, not exceeding 6"x 9"x 1.5" and bags will be x-rayed before entering Gainbridge Fieldhouse.
  - Guests will go through low-contact security screening.
  - The CLEAN TEAM will regularly monitor cleanliness to ensure guest safety.
- **Mobile Ticketing**
  - All tickets will be completely digital and managed through the Pacers/Fever app or Pacers/Fever Account Manager (unless purchased through Ticketmaster or the Gainbridge Fieldhouse box office)
  - Ticket scanning kiosks will make ticket scanning easy, low-contact, and quick.
  - For a fan mobile ticketing tutorial, click [here](#).
- **Cashless Venue**
  - Gainbridge Fieldhouse is a completely cashless experience.
  - Cash-to-Card machine(s) are available at the Fieldhouse so guests can easily change their cash into cards. Cards and mobile pay can be used inside the arena as well as anywhere credit and debit cards are accepted.
- **Food & Beverage**
  - All concessions and point of sale locations will be cashless.
  - Guests will now be required to open bottles and cans in front of Food & Beverage employees to ensure guest safety.
  - Suite Holders are not permitted to take cans, bottles or glasses outside of the suite area. All purchased food & beverage is not permitted to be removed from the suite after the event, i.e. any leftover food, non-alcoholic or alcoholic beverages.
- **Team Store & Box Office**
  - All transactions at the Team Store and Box Office are cashless.

## **A Safety-First Facility**

- **HVAC & Air Circulation**
  - Gainbridge Fieldhouse has enhanced HVAC and ventilation systems to ensure a safer environment. This includes using UVC lighting in the system to further sanitize the air system
  - Gainbridge Fieldhouse's new MERV-13 air filtration system is efficient at capturing and filtering airborne viruses.
  
- **Cleaning & Sanitation**
  - Cleaning of restrooms, concessions, and other highly trafficked areas will increase in frequency and be conducted by increased dedicated staff
  - All cleaning products used will be on the EPA N list.
  - New cleaning systems will be used to regularly disinfect highly trafficked and higher-touch areas, such as restrooms, door handles and other fixtures, and concessions.
  - More than 300 hand sanitizer dispensers and hand-washing stations have been placed throughout the Fieldhouse.
  
- **Restrooms**
  - Motion-activated faucets, soap dispensers, and other fixtures have been installed in all bathrooms throughout Gainbridge Fieldhouse.

## **Protecting Others & Yourself**

- Guests should stay home if they are sick to ensure the well-being of themselves and other fans.
- Guests who choose not to follow guidelines in place may be subject to removal from the venue.



# **SUITE BENEFITS & AMENITIES**

## **Suite Holder Event Alert Website:**

All special events/concerts that are included for Suite Holders will be listed on the site ([HERE](#))

## **Event Alerts:**

You will be alerted via an email notification when a new event has been announced. We will include the following information for each event once announced (all subject to change):

- Time/Date/Information on the event
- Package(s) the event is included in
- SRO pricing
- Obstructed suite locations

## **Suite Host Program:**

The Premium Experience Team offers Gainbridge Fieldhouse Suite Holders a Suite Host ticket for Pacers and Fever games as well as included and unobstructed events (unless otherwise noted). This ticket would enable you, the Suite Administrator, or your Host to enter the building when doors open (or 15 minutes early **upon approval from your Premium Experience Manager**) and gain access to your Suite for set-up purposes and to check on food and beverage before your respective clients arrive. Early entry for your Host is not guaranteed and is subject to change by event.

*\*Exception – if a suite is obstructed, a suite host pass will not be available for the event.*

- **Only one Host ticket per Suite, per included event, will be issued.**
  - Indiana Pacers and Indiana Fever Host tickets are available at the start of the season for all games.
  - For included concerts and special events, the Host ticket will be available 2-3 weeks in advance via the Pacers Account.
    - Pacers Account Manager (<https://am.ticketmaster.com/pacers/>) or via the Pacers Mobile App.
    - Fever Account Manager (<https://am.ticketmaster.com/fever/>) or the Fever Mobile App.
- **The Host ticket must be transferred from the suite account to the host and accepted by the individual in advance of the event.** Upon arriving to Gainbridge Fieldhouse, the host should have the mobile ticket ready and available for scanning to gain access to the suite. We recommend saving the ticket to the individual's Apple Wallet or Google Pay app for easy access.
  - The Host will proceed through the inspection point and present their mobile ticket to be scanned by a Gainbridge Fieldhouse staff. The Host can remain in the Suite for the entire event, acting as their Suite's representative. Premium Experience Managers will stop by each Suite ensuring you have everything needed during the event.

## **Private Functions at Gainbridge Fieldhouse:**

Gainbridge Fieldhouse has a number of rooms that can be used for hosting meetings, luncheons, etc. All food and beverages will be provided by Levy Restaurants (for an additional cost). Due to the nature of the entertainment industry, in most cases we are unable to schedule events earlier than 60 days in advance to avoid conflict with an event that may be scheduled in Gainbridge Fieldhouse. Please contact your Premium Experience Manager for further details and availability.

**Annual Tipoff Event:**

Each year, with Levy, the Premium Experience Team hosts a Tipoff Event before the Pacers' regular season opener. This event gives us the opportunity to thank you for your loyalty and gives you a chance to preview new food and beverage selections for the upcoming season.

**Suite Holder Parties and Events:**

Throughout the year the Premium Experience Team will host events for our Suite Holders and their guests. More information will be provided in advance to assist with planning.

**Pacers Business Alliance:**

As a Suite holder, you are an eligible member of our Pacers Business Alliance. Our goal with the PBA is to connect local businesses and their representatives through meaningful relationships with a common interest of Pacers basketball. We frequently host events throughout the season and will provide information in advance to assist with planning.

**Autograph Items:**

Suite holders will be provided one team or individual player autographed item per season. Distribution will be communicated by your Premium Experience Manager.

**Merchandise:**

We have a selection of apparel featuring the newest on-court gear as well as other related merchandise available for purchase. Advance orders may be placed through your Premium Experience Manager, and we will try to place the items in your suite before arrival. All requests should be submitted to your Premium Experience Manager at least 48 hours in advance with applicable payment information.

- All Suite clients receive a 30% discount on items purchased in the Team Store *\*select items excluded*
- All Suite guests on Indiana Pacers & Indiana Fever gamedays will receive a 30% discount on items purchased at the Team Store *\*select items excluded*
- All Suite clients receive an annual Team Store Loyalty Credit prior to the start of the Indiana Pacers season.
- The credits are accessible through the Pacers mobile app and linked to the email address in the Suite account.
- Credits can only be used for in-store purchases.

Please contact your Premium Experience Manager for more information!

# **EVENTS, TICKETS & PARKING**

## **Event Alert Notification:**

The Premium Experience Team will notify you of all relevant events and updates via email notification. You will be provided a link via email and will be redirected to the Gainbridge Fieldhouse website where you can view all available information relating to upcoming events and more specifically, information relating to your Suite.

## **Suite Tickets:**

The number of Suite tickets received for each event will be determined by the Suite License Agreement. Event tickets will be distributed to the primary licensee listed on the account as the Suite Administrator. While the theater seats are numbered, the barstools are not and standing room only tickets will not have a dedicated seat; therefore, alternate suite seating (interior barstools) may be available for your guests.

- Suite tickets for all Pacers and Fever games are distributed prior to the start of the regular season. Pacers/Fever playoff tickets will be issued prior to the start of the NBA/WNBA Playoffs.
- All tickets will be managed digitally online (via Account Manager / Pacers or Fever mobile app).
  - Pacers Account Manager (<https://am.ticketmaster.com/pacers/>) or via the Pacers Mobile App\*
  - Fever Account Manager (<https://am.ticketmaster.com/fever/>) or the Fever Mobile App.

\*Suite tickets for all Gainbridge Fieldhouse concerts and special events will also be managed digitally via Pacers Account Manager or the Pacers mobile app. Event tickets will be available for transfer 2-3 weeks prior to the event (unless otherwise noted).

## **Standing Room Only Tickets (SROs):**

Standing Room Only tickets may be used for each event (up to the max quantity) specified in your License Agreement – unless otherwise noted. For Pacers and Fever games, you will have access to these tickets ahead of each game and they can be distributed and used at your discretion. Following each game, the credit card on file will be automatically charged for any SRO tickets used.

For concerts and special events, the credit card on file will be used for all requested SRO tickets and must be paid for at the time of purchase. These SRO tickets will be made available in the online Account Manager as soon as the transaction has been processed. Once processed, SRO's are non-refundable, so please keep this in mind when requesting these tickets.

## **Included, Non-Included, Excluded Events:**

- **Included Events:** For all included Suite events, the Suite Holder will receive all bowl-facing tickets for their Suite at no charge. SRO tickets are available for purchase in advance of the event. Please see Standing Room Only tickets for more information.
- **Non-Included Events:** For all non-included events, the Suite Holder can activate their Suite for such events (based on availability) by purchasing their Suite tickets at the designated price associated with the event. To activate your Suite for a non-included event, you must purchase a minimum of six (6) tickets to the event. The price for the entire Suite and individual ticket price will vary based on the event.
- **Excluded Events:** As per your License Agreement, the Suite may not be available for your use during events termed as “excluded activities.” For these events, (when applicable) if you would like to purchase tickets, please contact the Premium Experience Team to discuss availability and purchase options.

### **Suite Guest Passes:**

Based on your Suite location, you can request up to two or four (2 or 4) Suite guest passes for all Pacers/Fever games, and you may request up to two or four (2 or 4) Suite guest passes for all included Suite events (unless otherwise noted). A Suite guest pass will be valid only when used by a guest who already has an admission ticket to the event in the Lower Level or Krieg DeVault Level. This will allow your guests to visit your Suite at any time during the game or other event. Contact your Premium Experience Manager for more information.

- The guest must have an admission ticket in the Lower Level or Krieg DeVault Club Level and must be shown in conjunction with the guest pass to access the Suite. The guest pass is not a ticket into the event.

### **Cancelled/Rescheduled Events:**

In the event of an event cancellation or rescheduling, the Premium Experience Team will provide Suite Holders with details regarding rescheduling, alternate performance dates, change of location or refund information (when applicable). If the show is rescheduled in a different venue, your Gainbridge Fieldhouse tickets will not be valid. [Please note, if a show is rescheduled for a date outside the term of your License Agreement, you will not receive tickets for the rescheduled date.](#)

- If alternate arrangements need to be made regarding the tickets or parking passes, your Premium Experience Manager will notify you as soon as possible.
- If doors have not opened and the event is cancelled or postponed, you will not be charged for your suite catering (if a preorder was placed).

### **Obstructed View Tickets:**

Due to the stage configuration for events, some Suites may be located behind the stage creating an obstructed view. In these cases, for each included event, we will relocate your Suite's bowl-facing tickets to best available seating via the Gainbridge Fieldhouse Box Office (unless otherwise noted in your agreement). For non-included events, when available, you will be given the opportunity to purchase comparable seats before a predetermined deadline, equal to the number of bowl-facing seats in your Suite.

It is also possible that the promoter may change stage backdrops, sound, and lighting systems at the last minute, which may impact your view. As this information is made available, the Premium Experience Team will promptly notify you to arrange for relocation seating if possible.

### **Ticket Distribution:**

Each month, we will activate your bowl-facing tickets and any applicable SRO ticket purchases at least 2-3 weeks ahead of the event (unless otherwise noted). There are two methods of distribution to your guests:

- Pacers Mobile App (smartphone)
  - Tickets can be transferred to your guest via email or text message. Your guest must accept and create a new account (or log into an existing Pacers account) to claim the tickets.
- Pacers Account Manager Site (desktop) (<https://am.ticketmaster.com/pacers/>)
  - Tickets can be transferred to your guest via email. Your guest must accept and create a new account (or log in to an existing Pacers account) to claim the tickets.

If someone's plans change and they can no longer attend the game or event as intended, please instruct them to transfer the tickets back to the primary account and those tickets can then be redistributed to another guest.

Please call your Premium Experience Manager if you need assistance with the ticket transfer process or visit [www.pacers.com/mobile](http://www.pacers.com/mobile) for additional information on the mobile ticket process.

**Parking:**

Per the Suite License Agreement, parking arrangements for four (4) parking passes per game and included event have been made for Suite Holders with Denison Parking in the Virginia Avenue Parking Garage.

- **Event Parking Passes:** Each Suite receives four (4) parking passes to the Virginia Avenue Parking Garage for Pacers/Fever games and included events. Parking passes will be issued for all Pacers/Fever games before the start of the season. For all other events, parking passes will be accessible 2-3 weeks ahead of each event.
- **Parking Attendants:** Parking attendants will be on duty to assist you two hours prior to, and up to one hour after each event. Gainbridge Fieldhouse and Pacers Sports & Entertainment assume no responsibility for loss due to fire, theft, collision or other damage to vehicles and/or their contents.
- **Special Requests:** If you have a guest who may require accessible assistance or parking arrangements, please contact your Premium Experience Manager in advance. Reserved parking spaces for guests who require accessible parking are available in the Virginia Avenue Garage.

**Billing Policies:**

Unless otherwise noted in your Suite License Agreement, Suite License payments are due quarterly each year on the first of April, July, October, and January. The preferred method of payment is check or ACH/wire transfer.

All additional ticket purchases must be made by means of a major credit card. VISA, MasterCard, American Express, and Discover are accepted forms of payment.

- The dedicated card (or cards) will be stored in your account for relevant charges by the Premium Experience Team to expedite payments or ticket orders. Payments must be received prior to tickets being issued and a receipt will be sent via email upon request.

As a Suite Holder, you can request a post-event receipt from Levy, which will include all food and beverage charges made in-event as well as re-stock charges. Your order confirmation will serve as a receipt for any pre-orders submitted on e-Levy.com. Questions concerning catering charges should be directed to Levy Suite Services at (317) 917-3555 or [fieldhousesuiteeats@levyrestaurants.com](mailto:fieldhousesuiteeats@levyrestaurants.com).

**Refunds or Cancellations:**

Refunds or order cancellations are not available once payment for SROs has been processed, unless an event is cancelled. If a guest is no longer able to attend, we suggest another guest be invited.

Tickets purchased through the Gainbridge Fieldhouse Box Office are non-refundable.

In the case of an event cancellation, terms and conditions of refunds will be determined by Gainbridge Fieldhouse Management, as well as the event promoter.

## **FOOD & BEVERAGE**

### **Levy Restaurants:**

As the exclusive catering provider to Gainbridge Fieldhouse, Levy provides all food and beverage services including General Concessions, Suite catering, Club service and special event catering.

Important information regarding catering needs in your suite:

- As a licensed suite holder, you have the ability to conveniently order online through the dedicated [e-Levy Website](#) 24 hours a day.
- All online orders must be submitted by 2:00p.m. EST at least 3 business days prior to the event
  - For events taking place on Saturday, Sunday and Monday, please place your order by Wednesday at 2:00p.m.
  - For events taking place on Tuesday, please place your order by Thursday at 2:00p.m.
  - For events taking place on Wednesday, please place your order by Friday at 2:00p.m.
- If you are unable to place your catering order by the required time, you can still arrange catering for your suite; however, the menu will be limited to the Day of Event menu (which is also located inside the suite)
- We recommend setting up a beverage restock for all events to ensure that beverages will always be available for guests in the suite. After an event concludes, if beverages reach a certain level, they are automatically replenished and your credit card on file will be billed accordingly by Levy.
- For assistance with your catering selections, beverage restock or special requests, you can call a Levy Premium Representative at 317-917-3555 or email [fieldhousesuiteeats@levyrestaurants.com](mailto:fieldhousesuiteeats@levyrestaurants.com). Someone will be available to assist with your catering needs or questions Monday through Friday 9:00a.m. - 5:00p.m. EST