

**EASTERN ILLINOIS UNIVERSITY**  
**LANTZ ARENA CONCERTS**

***POLICIES & PROCEDURES***

**For the safety and welfare of all of our Concert patrons, the following policies and procedures will enhance your visit and help to ensure that you enjoy your concert experience to the fullest at EIU.**

**Concert patrons are reminded to carry proper identification and important phone numbers, or medical information at all times.**

**TICKETS**

The Panic! At The Disco Concert is currently "**SOLD-OUT**". However, please check back on-line Day of Concert in the event tickets become available. Please visit the Ticket Box Office at the MLK Jr. Union M-F, 9am-3pm, or go to [www.eiu.edu/union](http://www.eiu.edu/union). Please contact the Ticket Box Office at **217-581-5122** for more information

**ARRIVAL**

Lantz Arena will open 1- hour prior to the start time of the concert event, with the opening act schedule to begin at 8:00pm. Concert Patrons should plan to arrive "Early" prior to the start of the concert to allow ample time to avoid long lines, go thorough security screening, baggage checks, find seats, and settle in for the concert performance.

**PARKING**

General parking is available at Lantz Arena. Please be advised that Eastern Illinois University is not responsible for theft or damage to vehicles or its contents. Parking is at the risk of the owner.

## **CAMERAS/VIDEO CAMERAS/AUDIO RECORDING EQUIPMENT**

As a common courtesy to the artists and other Concert Patrons, and due to contractual requirements, the use of the following is strictly prohibited: **NO FLASH** photos/photography are prohibited. Professional Cameras audio and video recording devices/equipment are expressly PROHIBITED in Lantz Arena during the concert performance. **PHOTOGRAPHY, VIDEOGRAPHY, and AUDIO RECORDING of any kind is strictly prohibited at ALL TIMES in Lantz Arena.** This policy will be strictly enforced and EIU reserves the right to deny any electronic device at its discretion.

## **ADMITTANCE/Re-ADMITTANCE**

EIU does not have a "Re-admittance Policy" for concert events. If at any time Concert Patrons leave Lantz Arena, there is **NO RE-ADMITTANCE**.

## **FOOD/BEVERAGES**

A concession stand is located in Lantz Arena for Concert Patrons on the Upper Level/Mezzanine. Containers such as bottles, cans, thermos bottles, or plastic coolers are not prohibited for the safety of Concert Patrons. Outside food and beverages are prohibited in Lantz Arena.

## **SMOKING/USE of TOBACCO PRODUCTS**

In compliance with local and state laws, EIU is a "Smoke-free" Campus. Smoking is expressly PROHIBITED in Lantz Arena. Smoking and/or the use of Tobacco products will be prohibited throughout the EIU campus including Lantz Arena and in its parking lots. **Any Concert Patron who refuses to comply with this policy shall be subject to ejection from Lantz Arena.**

## **FIRST AID STATION/SERVICES**

Concert Patrons requiring medical attention will be directed to the designated First-aid Station staffed by (2) on-duty EMT Personnel and located on the SW corner of the Upper Level. Concert Patrons in need of emergency first aid should contact the nearest EMT personnel, University Police and/or Concert staff for assistance.

## **SECURITY SCREENING / BAGGAGE SEARCH**

ALL Concert Patrons should be prepared to going through "Security Screening" and must pass through metal detectors at the main entrance PRIOR to admittance. In addition, Concert Patrons should be prepared for bags carried into Lantz Arena being subject to search for items that are not permitted in the venue.

**Failure to allow a bag search will result in denial of entry.** EIU reserves the right to confiscate items which may be deemed to cause danger or disruption to the concert event or Concert Patrons or which violate state, federal laws, or EIU policies with regards to illegal or prohibited items.

**For security and safety reasons, Concert Patrons may be refused admittance to Lantz Arena if they are in possession of "Illegal" or "Prohibited" items including, but not limited to:**

### **Illegal Items**

## **NOT Allowed**

**Explosives**

**Narcotics**

**Drug Paraphernalia**

### **Prohibited Items**

## **NOT Allowed**

**FLASH PHOTOGRAPHY**

**Professional Cameras/Recording Devices**

**Laser Pointers\* Pocket Knives**

**Firearms \* Flasks \* Glass Bottles**

**Alcohol \* Coolers \* Backpacks\* Confetti**

**Multi-pocketed bags \* Pepper Spray \* Air Horns**

**EXCEPTIONS include for medical reasons syringes, inhalers, etc..**

## **CONDUCT/MISCONDUCT**

EIU is committed to creating a safe, comfortable and enjoyable concert experience at EIU for all. Although Concert Patrons at Lantz Arena are encouraged to have an enjoyable concert experience and although some Concert Patrons, prefer to stand, dance and cheer to enjoy the concert performance, other Concert Patrons prefer to sit and enjoy the concert performance without undue obstruction.

Some Concert Patrons may have disabilities or impairments that may restrict or prohibit their level of participation in the concert experience. Hence, all Concert Patrons are advised to be respectful and courteous of the rights of those around them by abiding by concert policies, in particular, refraining from standing along the railings and in seating sections that may obstruct the view and concert experience of others.

Concert Patrons displaying inappropriate behavior may be ejected from the Lantz Arena, not given a refund and subject to further disciplinary charges, arrest or prosecution. Inappropriate behavior includes, but is not limited to:

- **Impaired, intoxicated and disorderly conduct**
- **Fighting or challenging others to fight**
- **Interference with the concert or patrons at the concert in any way**
- **Throwing, tossing or discharging any object or liquid substance**
- **Using profanity and/or other offensive words, obscene gestures**
- **Disturbing other Concert Patrons enjoyment of the event**
- **Attempting to enter stage or backstage areas**
- **Failure to comply with University Police or Concert personnel**

## **WHEELCHAIR ACCESSIBILITY**

EIU Concert staff can provide wheelchair accessibility and service for Concert Patrons in need of assistance. Staff assistance is available at any main entrance. Concert Patrons are encouraged to may make advance arrangements for concert assistance by calling the MLK Jr. Union Box Office at go to [www.eiu.edu/union](http://www.eiu.edu/union). Please contact the Ticket Box Office at 217-581-5122 for more information during normal hours.

## **TICKETING/REFUND POLICY**

If for any reason Concert Patrons are unable to attend a concert event at Lantz Arena, Eastern Illinois University does not provide TICKET REFUNDS, unless a concert event is cancelled. Ticket exchanges are subject to availability.

## **LOST & FOUND**

A Lost & Found area will be available during the concert where items may be turned in or claimed after the concert performance, located on the Upper Level of Lantz Arena. Concert Patrons seeking lost items, can call 217-581-5122. **EIU is not responsible for Lost or stolen Items.**

## **GENERAL INFORMATION**

For more information, regarding Concert events at Eastern Illinois University please contact the EIU Box Office located in the MLK Jr, Union. Box Office Business Hours: **Monday – Friday, 8am – 3pm**. Call - [www.eiu.edu/union](http://www.eiu.edu/union). Please contact the Ticket Box Office at 217-581-5122.