

ADA:

The Stroh Center is an ADA-compliant facility. Patrons in need of assistance are asked to make their requests in advance by calling the BGSU Ticket Office at 419-372-0000.

ADDRESS:

1535 E. WOOSTER ST.
BOWLING GREEN, OH 43403

ALCOHOL:

Alcohol and beer will be served at select Stroh Center events to those who are of age and are able to show valid identification. During select Bowling Green State University athletic events, alcohol and beer will only be sold to those individuals in the Anderson Club. Alcohol sales will cease at the start of the second half. No alcohol is allowed to be brought into or out of the Stroh Center.

ANDERSON CLUB:

Located above center court on the south side of the facility, the Anderson Club is a 40-60-person rentable meeting space. The Anderson Club has an independent sound system and the room can be configured in numerous different ways.

ANIMALS:

With the exception of service animals, no animals are allowed in to the Stroh Center.

ANNOUNCEMENTS:

No private announcements will be made over the public address system. Please visit the Marketing Kiosk located on the east concourse (opposite of the video board) for emergency assistance.

ATMS:

For your convenience, a Farmer's Merchant ATM is located in the south lobby entrance of the Stroh Center.

BABY CHANGING STATIONS:

Baby changing stations are located in all women's and family restrooms on the concourse level.

BAG SEARCHES/PAT DOWNS:

Bag searches take place at the discretion of Stroh Center Management and the Bowling Green State University Police Department or security officers. Some events may have pat downs and/or metal detectors in use as well. It is recommended that guests travel light.

BOOKING:

Please contact Jamie Ann Baringer, Assistant Athletic Director for Arena Operations, by phone at 419-372-2764 to book an event at the Stroh Center.

BOX OFFICE:

Please check the box office web page at bgsufalcons.com/tickets for hours of operation, phone numbers, and other general information.

CAMERAS/RECORDING DEVICES:

Our camera policy will vary depending on the event. Please go to our event calendar and click on the event of interest for information that is specific to that event. Please be advised that the camera policy is given to facility management by the touring act, so we may not have that information until the day of the event. Please check back occasionally to see if there is more up-to-date information.

CHILDREN'S TICKET POLICY:

Age restrictions and the amount of the discount may vary by event. Specific event information can be found by clicking on the event calendar and navigating to the event of interest. For BGSU athletic contests, children 2 years of age and under, that sit on another individual's lap, do not require the purchase of a ticket.



CODE OF CONDUCT:

- Guests shall be respectful of others around them.
- Guests shall avoid blocking the view of other guests.
- During some concerts, the artist may request that guests stand immediately in front of their seats throughout the entirety of the performance. On those occasions, standing guests shall continue to be respectful of others around them.
- Guests shall not interfere with the event, the performers, or the student athletes in any way.
- Guests shall refrain from using foul or offensive language, fighting, obscene gestures, throwing objects, and engaging in behavior detrimental to the experience of other guests.
- During some athletic contests, guests shall wait for a stoppage in play before moving about the facility. Guests shall adhere to the instructions and directions of arena staff.
- Guests shall not stand on seats or any other building structures.
- Guests shall not block the aisles.
- Guests are encouraged to report inappropriate or offensive behavior to an arena usher, security officer, or event staff representative immediately.
- Guests shall comply with requests from arena staff regarding arena operational and emergency procedures.
- Guests not abiding by the guest code of conduct are subject to ejection from the Stroh Center and, in some cases, are subject to criminal prosecution.

CONCESSIONS:

Concession stands are operated by AVI Foodsystems. There are four concession stands around the main concourse area. All major credit cards are accepted.

CONTAINERS:

For the safety of our guests, bottles, cans, ice chests, containers of any kind, or items that have the potential to be harmful, are prohibited and will not be allowed into the facility.

DIRECTIONS:

Stroh Center is located at 1535 E. Wooster Street, Bowling Green, OH 43403. The facility is conveniently located off of Interstate 75 at Exit 181.

DOOR POLICY:

Unless otherwise stated, doors open one hour (60 minutes) prior to the start of the event.

DRESS CODE:

There is no specific dress code for Stroh Center events. However, inappropriate/offensive clothing is not permitted and may be asked to be covered at any time.

DROP OFF/PICK UP:

Drop off or pick up is permitted in the main parking lot of the Stroh Center. This can be done at the discretion of the uniformed officer directing parking detail.

ELEVATOR POLICY:

The elevator may be used for those who need to access the concourse level from the main lobby area. The elevator is located at the northeast corner of the facility (opposite of the falcon statue). Please speak to an event staff representative for assistance.

EMERGENCIES:

For emergencies during an event at the Stroh Center, please call 911. The non-emergency BGSU Police Department phone number is 419-372-2346.

ENTRANCES:

There are two entrances into the Stroh Center. These are located on the north and south side of the building off of the main parking lot. The loading dock entrance is to be utilized by authorized personnel only.

EXCHANGES:

There are no ticket exchanges for any event at the Stroh Center.

FEEDBACK:

We welcome all comments or suggestions on improving your experience at the Stroh Center. Please email Jamie Ann Baringer, Assistant Athletic Director for Arena Operations, at jbaring@bgsu.edu or by phone at 419-372-2764.

FIRST AID:

Emergency medical staff for some events can be found on the floor level in the northwest corner (closest to the videoboard and media row) or on the main concourse. If you are in need of medical assistance, please notify the closest event staff member.

FOOD & BEVERAGE:

Outside food and beverage is not permitted inside the facility. All items must be disposed of before entering the arena.

GROUPS:

Group discounts are offered for some Stroh Center events. The number that constitutes a group and the amount of the discount may vary by event and are at the discretion of the tour manager or the BGSU Department of Intercollegiate Athletics. Specific ticket information can be found by clicking on the event calendar and navigating to the specific event of interest. Anyone interested in purchasing group tickets, may call the BGSU Ticket Office at 419-372-0000.

GUEST SERVICES:

The guest services area is located on the east concourse at the Marketing or 50/50 Kiosk behind section 109.

HANDICAP ACCESSIBLE PARKING:

There are 22 accessible spaces on the east side of the Stroh Center for those cars displaying the proper decal. These spots are available on a first come, first serve basis.

HANDICAP ACCESSIBLE SEATING:

To request accessible seating, please contact the BGSU Ticket Office at 419-372-0000. Ticket requests will be addressed in the order that they are received by the Ticket Office and will be filled on a first come, first serve basis.

LOST & FOUND:

During an event, lost and found items are turned into the Marketing Kiosk located on the east concourse behind section 109. On non-event days, please go to the Stroh Center Box Office or call the Ticket Office at 419-372-0000 for lost and found items.

LOST CHILDREN:

Lost children should report to our Marketing Kiosk on the east concourse behind section 109. An event staff member will stay with the child until a parent/guardian comes for the child or until the rest of the party is found. Parents should visit the Marketing Kiosk if the need to report a lost child. Event staff members and security personnel will help with the reunification process.

LOST TICKET:

The Stroh Center is not responsible for a lost or stolen ticket.

MILITARY:

Military discounts may be available on an event basis. To inquire about possible discounts, please contact the BGSU Ticket Office at 419-372-0000.

PARKING:

Parking is located in several different areas near the Stroh Center. Please visit bgsufalcons.com/strohcenter for a detailed parking map.

PROHIBITED ITEMS:

Specific items are not permitted into the Stroh Center and will be confiscated. The list of prohibited items is below. Please note that specific events may require the building to prohibit additional items for the safety of the event and guests.

- Aerosol cans
- Adhesive tape
- Air horns/blow horns, cow bells, whistles, or other noise makers
- Alcoholic beverages or illegal drinks
- Animals (except for certified service animals)
- Large bags, totes, or other oversized items
- Backpacks
- Balloons, beach balls or other inflatables
- Belts made of metal or chains, including spikes or studs
- Chains over 6" in length (wallet or otherwise)
- Confetti
- Fireworks
- Flags larger than 4' x 6'
- Glass bottles
- Ice chests, coolers, or thermos type containers
- Laser pointers
- White boards over 18"
- Outside food or beverages
- Skateboards, roller blades, or shoes with wheels
- Sticks, clubs, poles, including signs or flags attached to sticks or poles
- Water bottles or mugs
- Weapons of any kind, including firearms, knives, mace and pepper spray

PROMOTIONS/VENDING:

Any person or business wishing to distribute/hang any promotional material or sell any product during a Stroh Center event must receive permission to do so from Stroh Center Management. Any persons not authorized to distribute or sell any product will be asked to leave Stroh Center property immediately.

RE-ENTRY:

There is no re-entry unless the promoter makes a request to permit re-entry. In the event of an emergency or specific need to exit the building, please request approval from an event staff supervisor or security officer before leaving the arena.

REFUNDS:

Unless otherwise specified by Stroh Center Management or the BGSU Department of Intercollegiate Athletics, there are no refunds available for any Stroh Center event.

RESTROOMS:

There are four available women's restrooms and two available men's restrooms located on the concourse level. Additionally, there are three available family restrooms on the concourse level - one on the north concourse and two on the south concourse.

SEASON TICKETS:

To purchase season or individual game tickets to any BGSU athletic contest, call the Ticket Office at 419-372-0000 or visit bgsufalcons.com for more information. Season ticket holders may exchange tickets through the season ticket holder exchange program. For more information on the exchange program, contact the BGSU Ticket Office.



SECURITY:

If there is a need for security during a Stroh Center event, please contact the nearest arena usher or event staff member.

SENIOR CITIZEN TICKETS:

Senior citizen discounts may be available on an event by event basis. Please call the Ticket Office at 419-372-0000 for more information.

SERVICE ANIMALS:

Service animals are permitted inside the Stroh Center. We ask all fans who plan to bring a service animal to contact the Stroh Center at 419-372-2764 so that the staff can provide the best service possible.

SEVERE WEATHER:

The Stroh Center is tied into the Wood County Emergency Weather System. In the event of a tornado warning, an audible tone will sound throughout the arena followed by verbal instructions.

SMOKING POLICY:

Smoking is prohibited inside the Stroh Center and all Bowling Green State University facilities.

SOLICITATION:

There is no solicitation allowed at any Stroh Center event.

STROLLERS:

Strollers must be placed on the concourse just outside the entrance of the seating section where it will remain until a family member comes to retrieve it. The Stroh Center is not responsible for any items that are lost or stolen.

TAILGATING:

Tailgating is permitted on Stroh Center grounds and parking lots during select events. For more information, please contact the Stroh Center at 419-372-2764.

TELEPHONES:

There are no public pay phones in the Stroh Center. There is a local campus phone located in the southeast lobby entrance.

TICKET DISCOUNTS:

Discount tickets are available for select events. Age restrictions and the amount of the discount will vary depending on the event and are at the discretion of the tour or the BGSU Department of Intercollegiate Athletics. Please inquire about discounts prior to purchasing tickets. Some discounts may be available only at the Stroh Center Ticket Office or online at bgsufalcons.com. Visit the website or contact the Ticket Office at 419-372-0000 for more information on possible discounts.

TICKET RESALE & TICKET SCALPING:

An event ticket will not be recognized, honored, or received for admission if it is purchased from a source other than the BGSU Ticket Office. There will be no refunds or exchanges for ticket purchases. Reselling of tickets by private parties is prohibited on the property of the Stroh Center and is subject to confiscation and arrest.

WEAPONS:

No weapons of any kind are permitted in the Stroh Center. This includes but is not limited to: guns, knives, mace/pepper spray, fireworks, belts with spikes, sharp objects, etc.



WHEEL CHAIRS:

We do not rent out wheelchairs, however they are available upon request for transportation from the parking lot and throughout the facility. Please visit the marketing kiosk or speak with the nearest event staff member for more information.

WILL CALL:

Tickets that are purchased over the phone or online may be able to be picked up from "Will Call". Using this option, you will pick up your tickets directly from the Stroh Center Ticket Office. Will Call will open one hour prior to the start of the event or when doors open. Please be advised that there may be a line and it is best to pick up your tickets as soon as possible. When picking up tickets from Will Call, you must present a photo ID. In addition, please bring the credit card used to purchase the tickets as well as the confirmation number in case there are any problems.