

Magness Arena A-Z Guide

ADA SEATING

We do offer ADA seating at our venues. Tickets are sold in pairs in ADA locations, one (1) for the person in need of assistance and one (1) for a companion. Seating is limited and it is sold on a first come, first served basis. It is possible to exchange for ADA if something has occurred that precludes you from accessing the location of the seats. You will need to contact our main ticket office to purchase/exchange these seats at 303-871-4625.

ADDRESS

2240 E Buchtel Blvd, Denver CO 80210

ADMISSIONS

All persons (excluding children 2 and under) must have a ticket for admission into the arena. Ticket holders are restricted to sitting in the location that appears on their ticket and agree to abide by facility and University policies. DU reserves the right to revoke tickets by refund of purchase. All persons entering the arena are subject to search.

ALCOHOL

Alcohol is available for purchase, for individuals 21 and older, inside the venue. Intoxicated or alcohol impaired individuals may be denied admission into the Arena, or subsequently required to leave upon request. Violators are subject to applicable legal action. Such ejections or denial of admission are not grounds for refunds.

ANIMALS

Magness Arena welcomes service dogs utilized by Guests with disabilities. Service dogs must be harnessed, leashed or tethered at all times, unless special circumstances exist, and will be required to rest in the seating area of the individual with a disability, rather than in the aisle. A Guest whose service dog poses a threat to the safety of other Guests and employees, or whose dog is not housebroken, may be asked to escort the dog off the premises. Any service dog that displays vicious behavior towards other Guests or employees may be denied entry or removed from the facility. All other animals are prohibited.

ARENA MAP

Click [here](#) for a Magness Arena map for Men's Ice Hockey.

ARENA POLICIES

- All persons (excluding children 2 and under) must have a ticket for admission.
- Ticket holders are restricted to sitting in the location that appears on their ticket.
- All persons are subject to search.
- Bags must not be larger than 12" x 6" x 12"
- Bags brought into the Ritchie Center and Magness Arena will be searched.
- Only authorized personnel with proper game credentials will be permitted on the ice or court.
- Tobacco (including electronic cigarettes, vapor devices, etc.) use is prohibited on university property.
- Service animals for guests with disabilities are permitted. All other animals are prohibited. All service animals must always remain under the control of the handler.
- No chair backs are allowed in the building.

- Ticket holders are responsible for their conduct as well as the conduct of their guests and/or person using the tickets.
- The Ritchie Center and Magness Arena have a no re-entry policy.
- The following items are not permitted to be brought into the Ritchie Center:

Outside food and drink, artificial noisemakers, air horns, whistles, glass bottles, containers, confetti, frisbees, balls, helium balloons, projectiles, laser pointers, oversized signs or banners (larger than 28" x 22"), signage with stick or pole attached, derogatory/defamatory clothing or signage, illegal drugs or alcohol, firearms, weapons, explosives or other harmful items, hard-shell coolers, containers, thermoses, grills, tents, candles, animals (except licensed service animals), other items deemed prohibited by Ritchie Center and Magness Arena staff.

ATM MACHINE

ATM machine is located on the West concourse, next to the ticket office.

BABY CHANGING STATIONS

Baby changing stations are available in restrooms located on the west concourse in the Ritchie Center and Magness Arena.

BAG SCREENING

Bags and other permitted items will be checked prior to entering the arena. Please leave all unnecessary items in your vehicle or at home. There are no provisions to check items at the gates. DU will not be responsible for any item left at the gate. Patrons who refuse to allow visual inspections of bags or purses will be denied entry to the Ritchie Center. Please see the "Arena Policies" section for items that are not permitted in the Ritchie Center. Bags must not be larger than 12" x 6" x 12"

BANNERS, FLAGS OR SIGNS

Signs, banners, large hats, costumes, and similar items must not impair the view of other guests, and must be sized so that they will not interfere with any other guest's seating area.

CAMERAS/VIDEO CAMERAS

Cameras are permitted for personal use as long as their use does not create a disturbance or obstructs the view of other fans, no flash allowed. Photography with any type of camera within Daniel L. Ritchie Center for Sports and Wellness is prohibited unless prior arrangements have been made. Please contact the Director of Athletic Communication, Niko Blankenship, by email at niko.blankenship@du.edu or by phone at 303-871-3942 for further inquiry.

CHILD TICKET POLICY

All persons over the age of 2 years old must have a ticket for admission.

CONCESSIONS

Full service concessions stands are located through the concourse. Satellite stands are also available around the concourse. All major credit cards and accepted. Alcohol is available for purchase, for individuals 21 and older, inside the venue.

CREDIT CARDS

Major credit cards (Master Card, Visa and American Express) are accepted throughout the building.

DROP OFF

Guest drop is located on the North side of the building, at the North circle off Butchel Blvd.

ELECTRONIC TICKET SCANNING

All tickets will be electronically scanned to verify authenticity. Tickets which have been scanned upon entry cannot be reused by another fan.

ELEVATORS

Elevators are available for individuals who have the proper game ticket (Gold Club) or proper game credential and are located at the North and West entrances.

EMERGENCY CALL BOXES

For the safety of our fans, there are emergency call boxes located in parking lots and various points around campus. There are blue lights on the top of the emergency call boxes. Pushing the call button activates a direct phone line with DU Campus Safety that pinpoints the caller's location.

EMERGENCY MEDICAL PROCEDURES

Medical and safety personnel are assigned to the venue. For assistance in any medical emergency, please contact an usher, or University of Denver personnel. It is extremely important that the exact location of the medical emergency is given so medical personnel know where the emergency is occurring.

EVACUATION

In the event of an emergency, staff will utilize the public address system and the video boards to inform patrons of the situation and any instructions. In the unlikely event of an evacuation, please remain calm, assist others and follow the instructions of the game day event staff.

FOOD AND BEVERAGES

Patrons may not bring outside food or beverages inside the building. Concession stands are located throughout the arena and offer a variety of food and beverages.

GAME DATES AND TIMES

DU game dates and times are subject to change. In the event a game date or game time is changed, this information will be posted on www.denverpioneers.com.

GATE OPENINGS

The following are the gate opening times:

- **Men's Ice Hockey**
 - Gates open 90 minutes before puck-drop
- **Gymnastics, Men's Lacrosse**
 - Gates open 90 minutes before game time
- **All other sports**
 - Gates open 60 minutes before game time

GUEST SERVICES

A guest services representative can assist you at the marketing table located on the west concourse, near the ticket office.

KID'S CLUB

Kid's Club members get free admission to DU men's and women's soccer, volleyball, men's and women's basketball, and gymnastics events. Two selected hockey and men's lacrosse games are also included. Members receive a free DU Kid's Club t-shirt, drawstring bag, invitations to exclusive member events, and monthly newsletters. Annual membership is only \$25 and \$20 for each

additional child. Click [here](#) to sign your child up.

LOST AND FOUND PROCEDURES

All items that have been turned over to Arena personnel, will be taken to Guest Services on the West concourse. Items not picked up by the end of the game will be turned over to the Coors Fitness Center. Please call 303-871-3845 or visit the Ritchie Center to ask about any items left at an event. Items are kept for 30 days.

LOST CHILDREN

Parents/guardians with a lost child should contact an usher or University of Denver personnel to notify them their child is missing. Measures will be taken to locate the child. If a child gets separated from his/her party, he/she should notify the nearest University of Denver personnel. If the child knows his/her seat location, attempts will be made to return that child to that location. Parents should pre-determine an area both inside and outside the arena to meet in the event they get separated.

MARKETING TABLE

Fan can pick up their game programs, schedules, register to win and claim prizes during the game. The marketing table is located on the west concourse near the ticket office.

MERCHANDISE

The University of Denver Division of Athletics and Recreation has merchandise stands located on the North concourse. Limited items are available at Joy Burns Arena and the Coors Fitness Center during regular building hours.

NOISEMAKERS

NCAA rules prohibit artificial noisemakers from being brought into the arena.

PARKING - ADA/MOBILITY

ADA/Mobility parking is provided on a first come, first serve basis. To qualify, a vehicle must display a valid state ADA placard, and permit-holder must be present in vehicle upon entry. ADA parking lot is located at the North entrance of the Ritchie Center off Buchtel Blvd.

PARKING – PARKING PASS HOLDER

Appropriate parking credentials must be displayed to gain entry into parking lots. These parking credentials need to be displayed in the vehicle while it is parked in the designated lot as failure to do so may result in the vehicle being towed or relocated at the owner's expense.

PARKING – DAY OF GAME

There is metered parking on a first come, first serve basis as well as **cash** lots located all around the Ritchie Center. Click [here](#) for a detailed parking map.

PIONEER STORE

NEW LOCATION! Get your Denver Pioneer gear at our Pioneer store located at the north concourse.

PUBLIC TRANSPORTATION

Fans are encouraged to use RTD to get to the Ritchie Center. The University of Denver station services the E, F, and H lines, as well as the route 24 bus. For more information regarding RTD, visit <https://www.rtd-denver.com/>.

RE-ENTRY

The Ritchie Center has a no re-entry policy. Once a guest leaves the building, they will not be permitted back in. Guests should plan accordingly and bring everything they need upon initial entry.

RESTROOMS

Restrooms are located throughout the building on the main concourse, as well as the top of sections 3 and 19. All restrooms are wheelchair accessible.

SMOKING DECK

That smoking deck is located outside of the north entry at the top of the steps. You must get a hand stamp and have your game tickets in hand for reentry.

SOCIAL MEDIA

Follow your pioneers on Instagram ([@denverpioneers](#)) on Twitter ([@DU_Pioneers](#)), and on Facebook ([DenverPioneers](#)).

STUDENT TICKETS

For more information or to log into your student account, click [here](#).

THROWING OF ITEMS

The throwing of any items is prohibited and may result in removal and/or prosecution.

TICKET OFFICE AND GAME DAY HOURS

The DU Athletic Ticket Office, located on the West concourse of the Ritchie Center, is open Monday-Friday (9:00 a.m. to 5:00 p.m.). For your convenience, the Ticket Office is open three (3) hours prior to puck-drop for hockey. The ticket office will stay open through the second intermission. Contact the DU Ticket Office (303-871-4625) for additional information.

TICKET OFFICE – WILL CALL

Will Call tickets are available for pick up at the DU Ticket Office. These ticket windows will be open beginning three (3) hours before puck-drop. Picture ID and credit card (if applicable) are required to pick up tickets in Will Call. Only the ticket holder may pick up tickets unless arrangements are made through the Ticket Office in advance.

TICKET PROBLEMS

If patrons have ticket problems prior to game day, they should visit the DU Athletic Ticket Office located on the West concourse of the Ritchie Center. If a ticket holder forgets or misplaces his/her ticket(s) on game day, the patron must go to the customer service window and obtain a ticket replacement. Only the actual ticket holder may request a ticket replacement. *The original ticket barcode will be deactivated and will not be valid for admission.*

TICKET REPLACEMENTS

Replacements are available to season ticket holders and individual ticket holders in reserved seating areas for the following reasons:

- Tickets were never received in the mail.
- Tickets were lost or stolen.
- Tickets were accidentally destroyed.

All ticket requests are subject to a \$5 reprint fee and may be placed only by the ticket holder on record. Replacements are issued solely at the discretion of the Ticket Office. Replacements passes take precedence over the original ticket(s).

TOBACCO PRODUCTS

University of Denver is designated as a tobacco (including electronic cigarettes, vapor devices, etc.) free campus. We request and appreciate your adherence and compliance with this University Policy.

TRASH

Trash receptacles for the disposal of trash, recycling and composting are placed throughout the campus and arena. Please help keep the campus and the building clean by properly disposing your trash.

VIDEO CAMERAS

Video cameras are not permitted in the arena.

WATER

Water fountains are located throughout the building on the concourse level.

WEAPONS/FIREARMS

No weapons/firearms of any kind are permitted in the Ritchie Center or Magness Arena.