

## **A-Z Guide: Concert**

### ACCESSING YOUR SEAT

Fans are encouraged to enter the stadium on the side their show tickets indicate. (Suite ticket holders must enter through stair towers and Club ticket holders must access the stadium at their designated gates at Gates 1, 2, 5 & 6.

Each individual is encouraged to hold their own ticket to assist in expediting the scanning process. Concert tickets will be electronically scanned by gate attendants. Everyone is encouraged to use the appropriate breezeway when going to your seat.

### ADA ASSISTANCE

It is important to offer help and assistance to individuals with mobility issues. Be knowledgeable on seating, access, and shuttle services for these individuals. ADA floor ticket holders will enter through Gates 3 & 4 and be given a wristband. Escorting assistance will be available for those with floor seats.

### ADMISSIONS

All persons, including children of any age, must have a ticket for admission into Boone Pickens Stadium. Ticket holders are restricted to sitting in the location that appears on their ticket and agree to abide by facility and University policies, as well as State and Federal laws. OSU reserves the right to revoke tickets by refund of unused purchased tickets. All persons entering the stadium are subject to search.

### ALCOHOL

Intoxicated or alcohol impaired individuals may be denied admission into the stadium, 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

Service animals (dogs) for guests with disabilities are permitted but must have designated credentials. All other animals are prohibited. All service animals (dogs) must remain under the control of the handler at all times.

### ANNOUNCEMENTS OR MESSAGES

No announcement or message will be made over the public address system unless an emergency is present. Requests for emergency messages need to be presented to an OSU Police Officer, OSU Safety personnel or event staff. Individuals not in attendance of the show can make these requests by contacting the OSUPD at 405-744-6523.

### BABY CHANGING STATIONS

Baby changing stations are available in all public restrooms in Boone Pickens Stadium. They are located in the handicapped accessible bathroom stalls.

### BABY STROLLERS/CARRIERS

Baby strollers/carriers are not allowed in Boone Pickens Stadium.

### BACKPACKS

Backpacks are not allowed in Boone Pickens Stadium.

### BAG SCREENING

Oklahoma State University has a clear bag policy at all ticketed events. Small clutch purses no larger than 6"x 9" and clear bags 12"x 6"x12" are permitted. Fans are limited to one bag per person with a small clutch purse. All allowable items will be checked prior to entering the stadium. Please leave all unnecessary items in your vehicle or at home. There are no provisions to check items at the gates. OSU will not be responsible for any item left at the gate. Patrons who refuse to allow visual inspection of allowable items will be denied entry into the stadium. Please see the "Stadium Policies" section for items that are not permitted in the stadium.

### CLEAR BAG POLICY

Please go to the clear [bag policy](#) for additional information regarding OSU Clear Bag Policy.

### BANNERS, FLAGS OR SIGNS

Banners, signs or flags are not permitted inside Boone Pickens Stadium. Use of banners, signs and flags is limited to university recognized sponsored spirit groups.

### CAMERAS/VIDEO CAMERAS

Cameras (no camera cases) are permitted for personal use as long as their use does not create a disturbance or obstruct the view of other fans. Any commercial photography is prohibited. Video cameras, tripods, monopods and cameras with lens longer than 3 inches (detachable or non-detachable) are prohibited inside Boone Pickens Stadium.

### CASH

The Boys From Oklahoma Concert is a cashless event. American Express, Visa and Mastercard are accepted at vendor stations.

### CONCESSIONS

Concession stands will open at the same time patrons are allowed to enter the stadium at 3:30 PM CT. The concession stands are located throughout the stadium on the concourse and upper concourse.

### CONCESSIONS/MERCHANDISE (INSIDE/OUTSIDE STADIUM FENCE)

Companies are prohibited from issuing free or sample products without being properly licensed by OSU. Solicitations, sales or other commercial activities, including the sale and distribution of unauthorized food, is not allowed on campus except as approved by OSU and/or Cowboy Sports Properties. Vendor spaces are available on show day through Cowboy Sports Properties.

## CONDUCT

Attendees are required to abide by conduct policies set by the university and artists. Failure to do so may result in removal from the venue with no refund.

## COOL ZONES

Cool zone areas are located in the west endzone on the main concourse level.

## CREDIT CARDS

Major credit cards (Master Card, Visa and American Express) are accepted at the following locations.

- University Store at the Stadium, OSU Athletic Ticket Office, Merchandise and Concession stands

## DRONES (Remote Controlled Model Aircraft/Unmanned Aerial System)

FAA restricts use of aircraft (including RCMA) within 3 nautical miles from the stadium center and 3,000 feet in altitude above events at stadiums with a capacity of more than 30,000.

Restrictions commence 1 hour prior to the scheduled time of the event until 1 hour after the end of the event. Report drone sightings to the Emergency Services Command Post. Please go to [www.knowbeforeyoufly.org](http://www.knowbeforeyoufly.org) for additional information.

Oklahoma State University policies prohibit the use of drones (Remote Controlled Model Aircraft/Unmanned Aerial System) on university property without prior approval from Oklahoma State University's UAS Safety Officer and meet all the requirements of the FAA.

## 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. Patrons assume all risks for tickets purchased through sources other than the OSU Athletic Ticket Office.

## ELEVATORS

Elevators are for individuals who have the proper event ticket (club or suite level ticket) or proper event credential or need an elevator for mobility needs.

## 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 OSU Police that pinpoints the caller's location.

## EMERGENCY MEDICAL PROCEDURES

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

## ESCALATORS

Escalators are located in the middle of the north and south stadium and in the west end of the stadium. They are open to the general public to reach the upper concourse level. Only individuals with the proper event ticket or credential may use the escalators to access levels above the upper concourse.

## EXPRESS GATES

Fans may enter through designated express gates located at Gates 1-6. These gates will have signage above the gates to identify them. Express gates allow quick entry into the stadium for individuals who do not have items that need to be inspected. No purses, bags, diaper bags, fanny packs, backpacks, camera cases, blankets, etc. will be allowed through these entrances. Clear bags may not enter through an express gate.

## EVACUATION

In the event of an emergency, stadium staff will utilize the public address system and the stadium video board 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 event day event staff.

## FAMILY/SPECIAL NEEDS RESTROOMS

Family/special needs restrooms are located by the elevators in the stadium. They are located both on the concourse and upper concourse levels. These restrooms are all wheelchair accessible.

## FIRST AID ROOMS

First aid rooms located inside the stadium:

- South side main concourse – by section 07 & 08
- North side main concourse – by section 34

## FOOD AND BEVERAGES

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

## GATES OPEN

Ticket holders may enter the stadium at 3:30 PM CT.

Suite ticket holders should enter the stadium through the stair towers and club seat ticket holders should enter the stadium through the designated gate entrances at Gates 1,2,5, and 6. Signage is posted above these gates.

## HALL OF FAME AVENUE

Hall of Fame Avenue (between Knoblock Street & Washington Street) will be closed to vehicular traffic starting 12 PM Wednesday, April 10th and will remain closed until 11:59 PM Sunday, April 13th.

### INCLEMENT WEATHER

In the event of inclement weather, (i.e. dangerous winds, tornado, electrical storm, etc.) all guests will be advised that it is in their best interest to seek shelter. Emergency instructions will be delivered via the public address system and the stadium video boards when possible.

### LOST AND FOUND PROCEDURES

Individuals who have lost items should email [athletics.lostfound@okstate.edu](mailto:athletics.lostfound@okstate.edu) to inquire about lost items.

### LOST CHILDREN

Parents/guardians with a lost child should contact an event staff person, OSU Police or OSU Safety 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 police or event staff member. 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 stadium to meet in the event they get separated.

### MEDICAL MARIJUANA

Federal law prohibits the use, possession, distribution or cultivation of marijuana for any reason on the OSU campus. Federal law also prohibits the use and distribution of marijuana for any reason at events authorized or supervised by OSU. Even with the evolving state law permitting marijuana for medical reasons, it is important for everyone to know they cannot consume, smoke or possess marijuana on campus even though they might have a card or prescription permitting them to do so.

### MOTORIZED VEHICLES

Motorized vehicles (golf carts, gators, etc.) must be street legal to drive on city streets and the OSU Campus.

### PREPAID – PARKING

The lots closest to the stadium require a prepaid parking pass for the specified lot for the specific day for admission. Parking spots will be first-come, first-served within each specified parking lot – Please check your parking pass for your assigned lot. Concert parking lots will open at 8:00 am for the day and lots must be vacated by 1 hour post event.

### ADA/ MOBILITY

ADA parking with shuttle service to the stadium is located in the OSU parking garage on Monroe Street – Lot 110G. To qualify a vehicle must display a valid state ADA placard, and permit-holder must be present in the vehicle upon entry. Shuttle service will be available to assist in transport to the stadium beginning 2 hours prior to event start time and continuing throughout post-event, with pick-up/drop-off approximately every 15 minutes. The pick-up and drop off point will be located at the OSU Multimodal Transportation Terminal located directly south of the Monroe Street Parking Garage and the West Endzone parking lot.

Parking for ADA / Mobility in Lot 110G may be purchased day of concert - \$50 - with a credit card at the entrance until it is sold out. Parking spots will be first-come, first-served within the specified parking lot. Concert parking lots will open at 8:00 am for the day and lots must be vacated by 1 hour post event. Please visit [www.okstate.com/concert](http://www.okstate.com/concert) for the latest information.

### GENERAL PUBLIC – RECREATIONAL VEHICLES PARKING

General Public recreational vehicle parking is not permitted in OSU Parking lots. Additional information for visitor and RV parking availability in the Stillwater area can be obtained at [www.visitstillwaterok.org](http://www.visitstillwaterok.org) or calling (800) 991-6717.

### OVERSIZED VEHICLES – LIMO & PARTY BUS

Drop-off/pick-up for limousines and party buses is located in Lot 120 (O’Brate Stadium). Permit required to park — may be purchased at gate for \$100 with credit card until it is sold out. Due to post-concert traffic restrictions, oversized vehicles are only permitted in Lot 120.

### RE-ENTRY

Boone Pickens Stadium has a no re-entry policy. Once a guest leaves the stadium, they will not be permitted back in. Guests should plan accordingly and bring everything they need to the stadium upon initial entry.

### RESTROOMS

Restrooms are located throughout the stadium on the concourse and upper concourse levels. All restrooms are wheelchair accessible.

### SECURITY/SAFETY OF THE STADIUM

- You and your belongings may be searched upon entry into the stadium.
- By tendering your ticket and entering the stadium, you consent to such searches and waive any related claims that you might have against Oklahoma State University. If you elect not to consent to a search, you will not be allowed into the stadium. Please consult the “Stadium Policies” for items not allowed in the stadium.
- Intoxicated or alcohol impaired fans may be denied admission into the stadium.
- Suspicious activity, disruptive patrons and guest related problems should be reported to an usher or police officer immediately.
- Uncooperative patrons showing disregard for other patrons, the stadium or the teams may be ejected from the facility.

- Ticket holders are responsible for their conduct as well as the conduct of their guests and/or person using the tickets.
- An ejected patron will not be allowed to return for the remainder of the show. Re-entry by an ejected person is grounds for arrest.

### SEE SOMETHING/SAY SOMETHING

Oklahoma State University and the Department of Homeland Security want you to enjoy your day at Boone Pickens Stadium. You play an important role in creating an enjoyable experience at Boone Pickens Stadium. If you see something suspicious, say something to local authorities located throughout the stadium.

### STADIUM CONCOURSES

Once inside Boone Pickens Stadium, fans are encouraged to utilize the concourses located on the concourse and upper concourse levels (under the seating bowl) to move around the stadium. Fans are also encouraged to utilize the proper breezeway when going to their seat.

### STADIUM POLICIES

- All persons, including children of any age, must have a ticket for admission into Boone Pickens Stadium.
- Ticket holders are restricted to sitting in the location that appears on their ticket.
- All persons are subject to search.
- Small clutch purses no larger than 6"x 9" and clear bags 12"x 6"x12" are permitted and are subject to search.
- Tobacco (including electronic cigarettes, vapor devices, etc.) use is prohibited on university property.
- Service animals (dogs) for guests with disabilities are permitted with appropriate credentials. All other animals are prohibited. All service animals (dogs) must remain under the control of the handler at all times.
- No chair backs are allowed in the stadium.
- Ticket holders are responsible for their conduct as well as the conduct of their guests and/or person using the tickets.
- Boone Pickens Stadium has a no re-entry policy.
- The following items are not permitted to be brought into Boone Pickens Stadium: banners, signs or flags, umbrellas, car seats, baby strollers/carriers, artificial noisemakers, beach balls, explosives, weapons, firearms, drones, outside food or drink, ice chests, backpacks, video cameras, cameras with lens longer than 3 inches (detachable or non-detachable), tripods, monopods, laser pointers, selfie sticks and any item that may create a safety concern, disturbance or obstructs the view of other fans.

### SUITES AND CLUB SEATS

Suite and Club seat holders must enter the stadium through special designated gates. Suite holders can enter the stadium through one of the stair towers and will be directed to an elevator to take them to the suite level. Premium level must be cleared 1 hour post event.

South Club Ticket Holders must enter the stadium through the designated gate entrances at Gate 1 & 2; North Club Ticket Holders must enter the stadium through the designated gate entrances at Gate 5 & 6 and use the escalators to access the club level.

### TAILGATING

In order to ensure a safe and fun atmosphere tailgating is limited to designated areas on campus. Please view Oklahoma State University's tailgating maps to view publicly available and prohibited areas for tailgating along with tailgating guidelines. You may begin claiming your tailgate spots starting Wednesday April 9 at 12 PM CT. Please visit [www.okstate.com/tailgating](http://www.okstate.com/tailgating) for additional tailgating information and guidelines. All tailgate areas open at 8:00 am for the day must be vacated by 1 hour post event.

### THROWING OF ITEMS

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

### TICKET OFFICE HOURS

For your convenience, the Ticket Offices in Boone Pickens Stadium on the northwest and southwest corners of the stadium will be open 2 hours prior to gates opening and remain open until after the second headliner begins. Contact the OSU Ticket Office (877-255-4678) for additional information.

### TICKET PROBLEMS

If patrons have ticket problems prior to show day, they should visit the OSU Athletic Ticket Office located in the brick building on the corner of Duck and Hall of Fame. If a ticket holder forgets or misplaces his/her ticket(s) on event day, the patron is encouraged to go online to their Account Manager at [okstate.venue.net](http://okstate.venue.net) to manage their ticket and reprint. If patrons cannot access their account at the stadium, they must go to the customer service/ticket sales windows on the northwest or southwest sides of Boone Pickens Stadium and obtain a digital ticket replacement unless arrangements are made through the Ticket Office. Only the name on the account may request a ticket replacement. The original ticket barcode will be deactivated and will not be valid for admission.

### TOBACCO PRODUCTS

Oklahoma State University 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.

### TRAFFIC CONTROL

OSUPD will be responsible for traffic control around the football stadium. OSUPD will coordinate with the Stillwater Police Department for traffic control around the City of Stillwater.

### TRASH

Trash receptacles for the disposal of trash and other items are placed throughout the campus and stadium. Please help keep the campus and the stadium clean by properly disposing of your trash.

### UMBRELLAS

Umbrellas are not permitted in Boone Pickens Stadium.

### VIDEO CAMERAS

Video cameras are not permitted in the stadium.

### WEAPONS/FIREARMS

No weapons/firearms of any kind are permitted in Boone Pickens Stadium or Gallagher-Iba Arena.

### WEATHER (LIGHTNING)

When lightning is detected within eight (8) miles of the stadium, the show will be suspended until further notice. The show will resume after thirty (30) minutes of no detected lightning strikes within an eight (8) mile radius of the stadium.

### WEATHER (REFUGE AREAS)

In the event the show is suspended due to severe weather, please follow the instructions of event staff and public safety officials. You will be directed to areas of shelter.

### WEATHER WARNINGS

The general public will be informed of severe weather conditions via the public address system and the stadium video board.