

# Palace Traffic and Parking Information

The Palace Parking Department works in close cooperation with the Auburn Hills Police Department, Road Commission for Oakland County and the Michigan Dept. of Transportation to provide the best traffic management system possible throughout our local traffic corridors. The traffic signals surrounding The Palace are controlled by the **FAST-TRAC** system which is one of the most advanced Intelligent Traffic Systems in the world.

## 1. Tips and Suggestions

### Arriving Early

Guests who wish to avoid heavy traffic at The Palace should plan to arrive at least 45 minutes before game time. There's plenty to do for those who arrive early. You can check out our Locker Room Stores, visit our concession stands or dine in one of our restaurants. There's no better way to beat the traffic than to arrive early and enjoy a gourmet meal at the Palace Grille or Captains Quarters.

### Ramp Entrance

This is the most under-utilized entrance into The Palace. If you see the word "OPEN" flashing on the sign, then take the onramp to our ramp entrance. This is a quick and easy way to bypass the heavy traffic at our main entrance and get into the lot fast. You can easily get to our VIP lots, Crew lot, Casino Windsor Club lot, General and Press parking from the ramp entrance.

### North Drive

The North Drive is located right next to our large electronic marquee sign on M-24. Go around our South Drive to North Drive to avoid the heaviest traffic. You can easily reach our general parking areas, ERSA Club, Suite Lot and Key Bank Lot.

### Harmon Drive

Harmon Drive is located on the north end of our parking lot and is another great way to avoid the heavy traffic on M-24. Use Exit 83 and follow the green "Palace" road signs. You can reach all parking areas from Harmon Drive.

## 2. Arriving at The Palace

(Please see **ENTERING THE PALACE** on reverse)

## 3. Departing The Palace

(Please see **EXITING THE PALACE** map reverse) After the game our lot is divided into sections and each section is directed to the nearest exit route. This is done for the safety and convenience of all guests.

## 4. Driving Directions

### The Palace of Auburn Hills - Location

Easily accessible off I-75 at Lapeer Road (M-24) in Auburn Hills, Michigan (Exit 81). Also accessible from Exits 79 (University Drive) and 83 (Joslyn Road). Signs showing directions to The Palace are posted from all three exits.

### Exit 83 is Hassle Free!

Exit on Joslyn Road (Exit 83) and make a right. Make an immediate right onto Harmon Road (signs are posted).

### Entrances:

Two entrances off Lapeer Road (M-24), north of I-75, one entrance off the I-75 interchange (accessible from Northbound Lapeer Road), and one entrance off Harmon Road (on the North border of the property).

## 5. General Information

### Parking Charges

All Detroit Pistons Home Games

\$ 10.00 per car

\$ 20.00 per limo

\$ 40.00 per bus or RV

### Concert Parking

\$ 15.00 per car

\$ 30.00 per limo

\$ 60.00 per bus or RV

### Lot Services

The following courtesy services are offered during all Pistons games:

- Lock-out assistance
- Jump Starts
- Help locating cars
- Tire change
- Emergency phone calls and calls for Taxi cabs are available from the Guest Service Office (East or West Lobby)

- Off-site towing is available through Waterford Towing (at guest's expense)

### Dropping off and Picking Up

When dropping off a guest for a game, you may enter any drive and will be charged the parking fee. Please obtain a receipt. Drop your party off at the Comcast Pavilion or East Entrance. When exiting the property, present your receipt for a refund of your parking fee. When returning to pick up your party, enter the North entrance on Lapeer Road (next to the marquee sign). There is no charge to return to pick up your party. You should arrange to meet your party outside the Comcast Pavilion or East Entrance after the game. We suggest you arrive before the end of the 3rd quarter to avoid heavy outbound traffic. Limos and buses are not eligible for refunds. Refunds are only available for a short time. If you remain on the Palace property for an extended period of time you will not be refunded. All refunds are at our discretion.

### Lot Policies

- Tailgating is allowed in the parking lot 3 hours prior to game start.
- Barbequing is allowed as long as the grill is located on pavement (not on landscaped areas, grass, berms, etc.).
- No alcohol is allowed in the parking lot due to state law.
- Sale of tickets or merchandise in the parking lot is prohibited by law.
- Loitering by non-guests is not allowed.
- Distribution of unauthorized pamphlets, sample CD's, stickers or any other item is strictly prohibited. Please contact our Marketing Department for further information at (248) 377-0100.

### Disabled Parking

The Palace offers ample disabled parking in front of all entrances. Our disabled parking spaces exceed state requirements and include van accessible areas. Demand for disabled parking varies by event and overflow areas are always available. The Comcast Pavilion is street level and requires no stairs or elevators to access the concourse. Additional information or special accommodation requests can be made through our Guest Relations department by calling (248) 377-0100. \*The State

of Michigan free disabled parking permit does not apply to private parking lots and is not accepted at The Palace.

### Bus Parking

Motor-coaches, school buses and other similar sized vehicles are charged \$40.00 for parking during Pistons games (\$60.00 for concerts). Buses are encouraged to pick-up and drop off in the west lot by pole 5B because of the limited space in our fire lanes. Buses may pick-up and drop off in the North fire lane as long as they are not blocking traffic. This is to facilitate the movement of traffic around the building and provide for the comfort and enjoyment of all guests. Buses must do their best to park "straight-through" two parking spaces in order to take up the fewest number of parking spots. Buses found blocking unnecessary spaces will be asked to move or they could be charged for the additional spaces. During peak outbound traffic we recommend that buses not try to "jockey for position" in the fire lane. The parking staff will do their best to assist buses at all times, however sometimes buses can get "caught up" in heavy traffic. It is not possible to circle the building after an event because all lanes are flowing "outbound". Once a bus enters an outbound lane it is almost impossible to turn it around and you could be forced out onto the local roads. Group discounts and pre-paid bus parking passes may be purchased through our Group Sales Department at (248) 377-0100.

### Links

#### FAST-TRAC:

[www.rcocweb.org/commuter/fasttrac.asp](http://www.rcocweb.org/commuter/fasttrac.asp)

#### Oakland County Road Commission:

<http://www.rcocweb.org/>

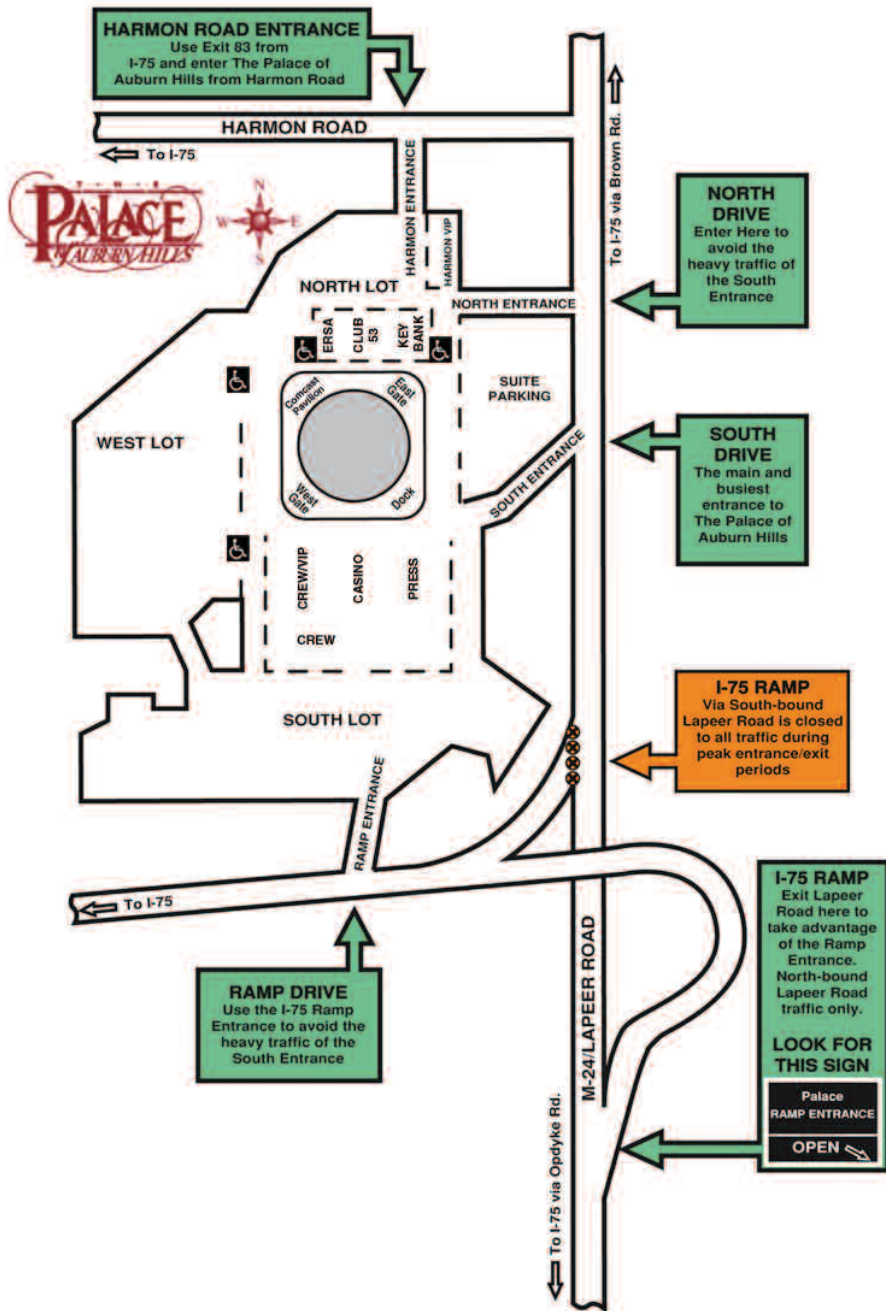
#### Michigan Department of Transportation:

<http://www.michigan.gov/mdot>

### Contact Information

Questions or comments about parking or traffic control can be directed to: Parking Department 5 Championship Drive, Auburn Hills MI 48326 (248) 377-0100.

# ENTERING THE PALACE



# EXITING THE PALACE

