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ACCESS PRIVILEGES

SERVICE LEVEL:
Properly credentialed working personnel and properly ticketed Courtside Suite and Courtside Seating guests.

MAIN CONCOURSE:
All guests with a ticket to the event or properly credentialed, working personnel.

CLUB LOUNGES:
Suite/Club Seat ticket holders and properly credentialed, working personnel.

LOWER SUITES:
Suite ticket holders and properly credentialed, working personnel.

RED & WHITE WINE BISTRO:
Suite/Club Seat ticket holders, guests with reservations and properly credentialed, working personnel.

UPPER SUITES:
Suite ticket holders and properly credentialed, working personnel.

ACCESSIBLE INFORMATION

Toyota Center meets or exceeds all public facility structural and service requirements as set forth in the Americans with Disabilities Act.

ASSISTED LISTENING DEVICES:
Available for our hearing impaired guests at any Guest Relations/Concierge location. Identification will be required to check out the devices.

GUEST RELATIONS BOOTHS:
MAIN CONCOURSE: Across from the main entrance at Section 111 and across from Section 125
UPPER CONCOURSE: Across from Section 434

CONCIERGE LOCATIONS:
SERVICE LEVEL: Courtside Lounge
MAIN CONCOURSE: Club Lounges
LOWER SUITES: Across from Suites 204 and 237
UPPER SUITES: Main Concierge Desk located at Skybridge entrance in garage

ACCESSIBLE PARKING:
Toyota Tundra Parking Garage is adjacent to the arena on Bell Street. Accessible parking in the garage varies per event. Accessible parking may also be available in the surrounding independent parking lots. The City of Houston has provided spaces on Clay St. west of Toyota Center free of charge on a first-come, first-serve basis.

ELEVATORS:
Accessible on all levels of the arena:
MAIN CONCOURSE: Across from Sections 103, 112, 124, Rocket Club West
LOWER SUITES: Across from Suites 201, 240, Party Suite 1
UPPER SUITES: Across from Suite 301, 340, beyond Suite 320
UPPER CONCOURSE: Across from Sections 405, 415, 431

CAPTIONING:
Two captioning boards are strategically positioned for easy viewing. Please call 713-758-7200 in advance for any of your special assistance needs.

HEARING IMPAIRED PHONES:
Located throughout Toyota Center. Please check with a Toyota Center Team Member for assistance. Please call 713-758-7200 in advance for any of your special assistance needs not addressed here.

ALCOHOL BEVERAGE POLICY

No alcohol may be brought into Toyota Center. Alcoholic beverages may be purchased inside the arena. All persons must be age 21 or older and provide legal identification to purchase alcoholic beverages. Alcohol purchases are limited to two (2) beverages per buyer for most events. Management has the right to refuse service at any time. Alcohol sales can be terminated at any time at the discretion of Toyota Center management. Typically, no alcoholic beverages will be sold after:

ROCKETS: Start of the 4th quarter
COMETS: 10 minutes remaining on game clock
AEROS: Start of the 3rd period
CONCERTS: Varies per event
RED & WHITE: Last call will be made 45 minutes following the conclusion of the event; restaurant will remain open for another 15 minutes (varies by event)
ROCKET CLUB: Last call will be made 45 minutes following the conclusion of the event; the club lounges will remain open for another 15 minutes (varies by event).
ANIMALS
Animals or pets of any kind are prohibited with the exception of service animals for guests with disabilities.

ADDRESS AND PHONE NUMBER
Toyota Center
1510 Polk
Houston, TX 77002
Main: 713-758-7200

ATM LOCATIONS
There are five automated teller machines (ATMs) for your convenience, located throughout Toyota Center.
- MAIN CONCOURSE: Across from Section 108
- Across from Section 124
- UPPER SUITES: Skybridge
- UPPER CONCOURSE: Across from Section 411
- Across from Section 431

BABY CHANGE FACILITIES
Baby change facilities are located in all public restrooms. In addition, family service rooms are located throughout the arena on the Main and Upper Concourses.

BANNERS AND SIGNS
Banners and signs are allowed in Toyota Center, but may not exceed three feet in height and a reasonable length. Banners and signs may not be displayed during play due to sight restrictions. Banners and signs may not be hung or fastened anywhere in the arena. Poles to display banners or flags are prohibited. Banners and signs must not be commercial in nature or obscene, or cause any disturbance with other fans. Toyota Center reserves the right to remove any banner or sign without exception.

BOX OFFICE
The Box Office is located in the northwest corner of the arena off La Branch Street. Inside sales windows are accessible during events and are located across from Section 111. The Box Office contains 12 outside windows and 8 inside windows. Hours of operation are from 9 a.m. to 6 p.m., Monday through Friday, and 10 a.m. to 6 p.m., Saturdays during team seasons (Rockets, Comets, and Aeros). On Saturdays during team off-season, the Box Office is open at 10 a.m. on event days and closes after the event. The Box Office is closed on Sundays, except on event days, when it opens at noon and closes after the event. For ticket information, please call 713-758-7580.

CAMERAS, VIDEO CAMERAS, AUDIO RECORDERS
Professional cameras are prohibited at all events in Toyota Center unless accompanied by an appropriate media credential. Cameras containing lenses (not to exceed 4 inches in length) with no flashes may be allowed for some events. Video cameras and audio recorders are prohibited in Toyota Center unless specifically approved. Please check in advance by calling 713-758-7200.

CHILDREN-TICKETS
Children less than 36” tall generally do not need a ticket, provided the child sits in an adult’s lap. However, some events will require children of all ages to have a ticket for entry. Please check in advance by calling 713-758-7580.
CHILDREN-LOST
Lost children/parents should be escorted to the nearest Guest Relations Booth or Concierge Desk to notify arena security. Arena security will arrange search procedures.

GUEST RELATIONS LOCATIONS:
MAIN CONCOURSE: Across from Section 125
UPPER CONCOURSE: Across from Section 434

CONCIERGE LOCATIONS:
SERVICE LEVEL: Lexus Lounge
ROCKET CLUB EAST & WEST: Just inside Main Doors
LOWER SUITES: Across from Suites 204, 237
UPPER SUITES: Main Concierge Desk located at Skybridge Entrance in garage

CONCESSIONS
Pizza, barbeque, Mexican, grilled, Asian and traditional arena foods are available in Toyota Center. Concessions stands are located throughout the arena.

MAIN CONCOURSE: Across from Sections 113, 114, 115
UPPER CONCOURSE: Across from Sections 409, 410, 423, 427

CONCESSIONS STANDS LOCATIONS:
Food Courts across from Sections 102, 125
Food Courts across from Sections 404, 432

DESIGNATED DRIVER PROGRAM
Toyota Center is proud to offer a designated driver program. For additional information please inquire at any Guest Relations or Concierge location.

DIRECTIONS - INBOUND
US 59 NORTH (KINGWOOD, HUMBLE)
Take Highway 59 southbound to Downtown exit ramp. Proceed south on Hamilton to Capitol. Travel west on Capitol to La Branch. Travel south on La Branch.

OR
Take Highway 59 southbound to Downtown exit ramp. Proceed south on Hamilton to Congress. Turn west on Congress to La Branch. Turn south on La Branch.

OR
Take I-10 westbound to San Jacinto/Main exit. Take exit to San Jacinto to Fannin. Continue south on Fannin to Dallas. Turn east on Dallas.

CLUB SEATS
Limited to 2,900 seats between the basketball baselines, Toyota Center club seat holders enjoy: tickets located along the sidelines of the lower bowl to Rockets home games; right of first refusal to purchase tickets for concerts, family shows, and other exciting third party events; extra wide seats comparable to suite seats at other premier arenas complete with cup holder and ample legroom; a parking spot in Toyota Tundra Parking Garage for every pair of club seats purchased; access to the arena via a private sky bridge; concierge service; membership to the club lounges; and access to Red & White wine bistro. Information regarding the purchase of Club Seats is available at all Guest Relations Booths. Club Seats are located on the Main Concourse at Sections 105-109 and Sections 118-122.

COMMUNITY RELATIONS
The Clutch City Foundation was established in 1995 by Rockets owner Leslie Alexander. The Clutch City Foundation is the organization encompassing all Rockets and Comets community initiatives. Its mission is to make a difference in the lives of those who are less fortunate—especially children. Foundation efforts are focused on three primary areas: Education, Grassroots Basketball, and Grassroots Outreach.

For more information regarding Clutch City Foundation initiatives, please contact Sarah Joseph, Director of Community Relations, at 713-758-7200.
TOYOTA CENTER

FAN GUIDE

I-45 NORTH (WOODLANDS, GREENSPoint)
Take I-45 southbound to McKinney exit. Proceed eastbound on McKinney to La Branch. Turn south on La Branch.

OR
Take I-45 southbound to Dallas/Pierce exit. Continue on exit ramp to Jefferson. Proceed east on Jefferson to Austin, then north on Austin.

I-10 WEST (KATY AND POINTS WEST OF DOWNTOWN)
Take I-10 eastbound to the Smith exit. Proceed south on Smith to Clay. Turn east on Clay.

OR
Take I-10 eastbound to 59-S. Take Hamilton exit into downtown. Proceed south on Hamilton to Franklin. Turn east on Franklin to St. Emanuel. Turn south on St. Emanuel to Pease. Turn west on Pease.

OR
Take I-10 eastbound to McKee exit. Take McKee to Chenevert. Proceed southbound to Franklin. Turn east on Franklin to St. Emanuel. Turn south on St. Emanuel to Pease. Turn west on Pease.

OR
Proceed south on Hamilton to Congress. Turn west on Congress to La Branch. Turn south on La Branch.

MEMORIAL DRIVE
Go east on Memorial Drive to Texas. Continue eastbound to Smith. Proceed south on Smith to Dallas.

ALLEN PARKWAY
Proceed east on Allen Parkway to Dallas. Continue east on Dallas

59 SOUTH
Take the Polk Street/ Downtown exit. Proceed westbound on Polk

ELEVATORS
MAIN CONCOURSE: Across from Sections 103, 112, 124, Rocket Club West
LOWER SUITES: Across from Suites 201, 240, Party Suites 1, 10
UPPER SUITES: Across from Suite 301, 340, beyond Suite 320
UPPER CONCOURSE: Across from Sections 405, 415, 431

EMPLOYMENT
Please visit www.houstontoyotacenter.com for information on employment opportunities.

EMERGENCIES/EVACUATIONS
Toyota Center is committed to providing the highest standard of safety for our visitors and employees. Emergency response procedures have been developed to address an emergency or crisis that might arise at Toyota Center or surrounding areas that might affect the arena operation.

EMERGENCY EVENT PHONE NUMBER
In the event of an emergency, a message may be delivered to arena guests by calling 713-758-7200. As there are no procedures for paging guests, please have seating information available when you call.

ESCALATORS
Escalators are available to provide easy access to all arena levels. Escalators are located across from Section 110, near the La Branch Entrance, and provide access to the Upper Concourse for general public use. Escalators located in the Rocket Club East and West club lounges provide restricted access to the Lower and Upper Suites.
FAMILY SERVICE ROOMS
For guests with children, Family Service Rooms are located next to all public restrooms throughout the arena on the Main and Upper Concourses.

FIRST AID
Certified EMS services are available at all arena events. First Aid stations are located across from Section 123 on the Main Concourse and across from Section 433 on the Upper Concourse. Please contact any Toyota Center Team Member if you need assistance.

FOOD AND BEVERAGES
Toyota Center offers a wide variety of food including barbecue, Mexican, grilled, pizza, Asian, traditional arena food and beverages throughout the facility. Restaurants and concessions are operated by Levy Restaurants.

Guests are not permitted to bring any food or beverages into Toyota Center. Containers such as bottles, cans, thermos bottles, or plastic coolers are not permitted for the safety and protection of our guests.

GATES OPEN
ROCKETS GAMES: Gates open 90 minutes prior to game time
COMETS GAMES: Gates open 60 minutes prior to game time
ALL OTHER EVENTS: Gates open 60 minutes prior to the event unless otherwise specifically noted.
Please check in advance by calling 713-758-7580.

GUEST CONDUCT
Toyota Center is committed to providing guests with an enjoyable family atmosphere. Guests who use foul language or appear intoxicated will be ejected from the arena. Guests wearing obscene or indecent clothing will be denied entry. Shirts must be worn at all times. Noisemakers of any type are prohibited. Please contact a Toyota Center Team Member if you need assistance.

GROUP SALES
Group discounts may be available for groups of 20 or more people. For information about group sales to Rockets games or other events, please call 713-758-7200.

GUEST RELATIONS LOCATIONS
There are Guest Relations Booths located throughout the arena. They are staffed with knowledgeable Guest Relations Representatives who will assist you with your questions and concerns.
- Main Concourse: across from the Main Entrance at Section 111 and across from Section 125
- Upper Concourse across from Section 434
- For further questions and information, feel free to contact us: www.houstontoyotacenter.com/contact.aspx

HOTELS
There are several hotels located in the downtown Houston area that provide easy access to Toyota Center. More information can be found by calling the Greater Houston Convention and Visitor’s Bureau at: 713-437-5200.

LOST AND FOUND
If you lose an item during an event, please contact a Toyota Center Team Member for assistance. Found items can be turned in to any Guest Relations or Concierge Booth. Unclaimed items will be donated to charity after 30 days. For assistance on non-event days, please contact the Guest Relations Department at 713-758-7230.

MERCHANDISE
Team Shop is located on the Main Concourse across from Section 113. Merchandise may also be purchased across from Section 126 and from various portable locations. Suite and Club Seat holders may purchase merchandise from the stands located in the Rocket Club East and West Club lounges and at the Sky Bridge merchandise stand.
OPERATIONS

Toyota Center is operated by Clutch City Sports & Entertainment.

OUTSIDE VENDING

The selling or sampling of merchandise, food, beverages, tickets or other items on the property without written Toyota Center authorization is strictly prohibited.

PARKING

The 2,500 space Toyota Tundra Parking Garage is located adjacent to Toyota Center for Suite and Club Seat holders. Approximately 10,000 parking spaces are located within a few blocks, providing easy access to Toyota Center.

PARTY SUITES

There are 10 Party Suites available for rental for any Toyota Center event. The Party Suites are located on the Upper Suites Level at the north end of the arena. Inquiries can be made at any Guest Relations Booth or Concierge Desk.

PAYPHONES

Main Concourse: Across from Sections 103, 112, 115, 124
Lower Suites: Across from Sections 112, 115
Upper Suites: Across from Sections 405, 416, 420, 431

PETS

(See Animals)

PRIVATE EVENTS OR PARTIES

Toyota Center is available for private events or parties. Please call 713-758-7200 for information regarding rental arrangements.

PROHIBITED ITEMS

For safety reasons, the following items are not permitted in the arena: alcoholic beverages, illegal drugs, food, beverages, glass/plastic/metal containers, video recorders, audio recorders, fireworks, laser pointers, backpacks, coolers, umbrellas, knives, weapons of any type, baby seats or baby carriers, unauthorized firearms, unauthorized noise makers, glitter, confetti, streamers, helium balloons, beach balls, inflatables, packages or parcels, or large bags of any kind.

PUBLIC TRANSPORTATION

Toyota Center is conveniently located near Metro routes that provide easy access to events. More information can be found by calling the Metro at: 713-635-4000.

RE-ENTRY

If you leave the arena, you may not re-enter unless you have an unused ticket.

RESERVATIONS

For Rockets/Comets games, reservations are welcome for dining arrangements at Red & White, the arena’s wine bistro. Priority seating will be given to premium guests. Red & White will not be open for all events. Please call 713-758-7534 to check in advance.

RESTROOMS

Restrooms are located throughout Toyota Center for your convenience. All restrooms meet or exceed ADA specifications.

SCOREBOARD

Toyota Center scoreboard features a center hung display which consists of four 9’x16’, 6-mm LED video boards for video replay, commercial spots, promotions and player profiles. This is the highest resolution video board in any arena, which means brighter and sharper images. There are also eight 8’x12’, 23-mm LED matrix boards for sponsor signage (4-6), statistics, commercial spots, fan prompts, and player profiles, and one 16-mm, 360-degree LED ring for sponsor signage and fan prompts.
SEARCHES
In the interest of guest and staff safety, a search process may be required for some events in order to prevent guests from bringing into the arena unauthorized and prohibited items. Guests who refuse to submit to either visual or pat down searches will be refused entry. Security officers will conduct these searches. Prohibited items that have been collected are not to be taken by employees. The guest must throw the prohibited item in the trash or return the item to their vehicle. Under no circumstances should an employee throw an item in the trash or keep it for personal use. Security officers should always ask the patron to open the bag and should never put their hands inside the bag. Any items in question should be removed by the guest.

SEATING CAPACITY
18,500 for basketball
17,800 for hockey
Up to 19,000 for concerts

SMOKING POLICY
Smoking is prohibited, except in designated areas.

SOUND SYSTEM
Toyota Center will house a state-of-the-art sound system that is adaptable to the wide array of events that will be booked.

SPONSORSHIP OPPORTUNITIES
Individuals and corporations can become a part of our Big family. A select group of companies have the opportunity to harness the power of the Houston Rockets, Houston Comets, and Toyota Center to impact their marketing objectives. Opportunities include: arena signage, television and radio advertising, promotional programs, athlete appearances, tickets, hospitality, and much more. Please direct inquiries to: Tad Brown, Vice President of Corporate Development, email: Tadb@rocketball.com.

SUITES
The 80 Traditional Suites are ideal for companies and individuals who wish to provide the best in sports and entertainment hospitality to their clients and employees. Benefits include: 12 tickets to all arena events; theater-style reclining seats (with cup holders); 4 arena garage V.I.P. parking passes; access to the arena via private sky bridge; concierge service, premium in-suite catering and hospitality options; a plasma screen television; an island bar with refrigerator and icemaker; phone service; luxurious furniture and finishes; membership to the club lounges; and access to Red & White wine bistro.

Tucked underneath the West lower bowl on the event level, the innovative Lexus Lounge and 14 Courtside Suites offer a unique combination of exclusive entertainment and hospitality space, along with some of the most coveted seats in the house. The spacious (500+ square feet) Courtside Suites offer exclusive backstage access and an array of amenities: 12 tickets in the first 6 rows of the club seat area to all arena events; private in-suite restroom; three V.I.P. parking passes to the arena garage; one V.I.P. parking pass to the arena loading dock for Rockets/Comets games; dining room table with seating for eight; access to the exclusive Lexus Lounge; access to the arena via private sky bridge; concierge service; premium in-suite catering and hospitality options; plasma screen television; island bar with refrigerator and icemaker; phone service; luxurious furniture and finishes; membership to the club lounges; and access to Red & White wine bistro. Information regarding the purchase of Suites may be obtained at all Guest Relations and Concierge locations.

TELEVISION MONITORS
There are 140 plasma screen televisions located throughout the suites, restaurant, and club lounges and more than 250 flat screen televisions throughout the remainder of the building.
TICKETS
Tickets are available for purchase at Toyota Center Box Office between the hours of 9 a.m. and 6 p.m., Monday through Friday, and from 10 a.m. to 6 p.m. Saturdays during team seasons (Rockets, Comets & Aeros). The Box Office is also open on Saturday during team off-season at 10 a.m. on event days, and closed after the event. The Box Office is closed on Sundays except on event days, when it opens at noon and closes after the event. Tickets may be purchased during events at the Inside Box Office across from section 111. Tickets may also be purchased at Randalls outlets throughout the Houston area. Information regarding season ticket purchases may be obtained at the information table located on the Main Concourse.

TRANSLATORS
Toyota Center may be able to provide translator services with advance notice. Please call 713-758-7200.

WATER FOUNTAINS
For your convenience, water fountains are located on all of the concourse levels throughout the arena.

WHEELCHAIRS
Wheelchair escorts are provided through Guest Relations. Please ask any Toyota Center Team Member for assistance. To arrange services in advance, please call 713-758-7230. (See Accessible Information).

WILL CALL
Guests can pick up Will Call tickets at any time during office hours. Will Call windows are located at the Box Office as well as at the Skybridge entrance for premium seat holders and will be staffed beginning 90 minutes before the start of an event. Photo identification is required to pick up tickets.

ONE BIG SHOW AFTER ANOTHER...
Rockets
Comets
Concerts
Circus
Wrestling
Ice Shows
And Much, Much More

Need Tickets?
Call 1.866.4HOUTIX
www.houstontoyotacenter.com