

PRUDENTIAL CENTER

QUICK FAQs



What are the Box Office Hours and Location?

The Prudential Center Box Office is open Monday thru Saturday from 11am–6pm, and closed on Sunday. The Prudential Center Box Office is located inside the arena at the corner of Mulberry Street and Edison Place. You can enter from the corner of Mulberry and Edison Place, next to the PNC Bank Tower.

Is there seating for disabled guests?

The Prudential Center is a facility that is compliant with the Americans with Disabilities Act (ADA). For seating accommodations, please contact the Box Office or Ticketmaster 800- 745-3000 for details. For further information, click on our ADA Information page, or contact guest services at 973-757-6514.

At what age does a child need a ticket?

Children over two years of age must have a ticket in order to gain entrance to the Prudential Center. Children under two years may enter without a ticket but must sit on their parent or guardian's lap. Ticket policies vary per event. Please check the event's ticket policies at the time of purchase.

Where is Will Call and when does it open?

Box Office Will Call windows are located in the main Box Office area located just inside the entrance cylinder on Mulberry Street and Edison Place. To pick up will call tickets; you must present a valid photo ID. For most events, will call will open 3 hours prior to showtime. VIP Will Call is located next to the PNC Tower on Mulberry Street.

Can I bring my own food and beverage to an event?

Guests may not bring their own food and/or beverage to any Prudential Center event.

Is there a Lost and Found and where is it located?

Lost and Found is located at Guest Services outside Sections 9 and 114. All Lost and Found items will be held for one week. For further information, call Guest Services at 973-757-6000 or send an email to guestservices@prucenter.com.

When do doors open for the events?

Arena doors will open approximately 60 minutes prior to the start of the event but times will vary per event. Please check www.prucenter.com to see when doors will open. The VIP All-Access card will allow STH to enter 90 mins prior to a Nets game only at the VIP Will Call on Mulberry Street or the VIP Restaurant entrance on Lafayette Street.

Will I be subject to security search when entering?

All patrons are subject to a bag search and security check. Plan on passing thru security before each event and figure this into your arrival time for events.

Can I bring my camera to the Prudential Center?

Small, non-professional still cameras may be brought into the Prudential Center. Please note that for certain events cameras may not be allowed into the arena. Video, audio, and professional camera and recording devices are prohibited. Fans may not reproduce any film, digital, video or audio recording for commercial purposes without the expressed written consent of the Prudential Center and the NBA for Nets games.

Are there ATMs inside Prudential Center?

There are 7 ATMs located throughout Prudential Center. The locations are as follows; one in the Box Office, four on the Grand Concourse; and two on the Upper Concourse.

Can I re-enter the building if I leave?

Prudential Center has a no re-entry policy for all events. Exceptions can be made in the cases of medical emergencies.

Can I smoke inside Prudential Center?

Prudential Center is a smoke-free facility. Fans can smoke in designated smoking areas located on the main concourse by Sections 2 & 4. Please ask a member of Guest Services to locate the closest smoking area.

Is there a coat check/bag check?

Prudential Center does not provide coat or bag check services. Please plan accordingly.

Are Strollers allowed inside the arena?

Small, fold-up umbrella strollers are allowed in the Prudential Center. Fold-up strollers should be stored under your seat. Strollers that cannot fit under your seat will not be permitted.

Can I bring animals into Prudential Center?

Only service dogs, either certified or in-training, will be permitted in the Prudential Center. All other animals are prohibited.

Where are the concession locations in Prudential Center?

There are nine permanent concession stand locations in the arena in addition to a number of portable food and beverage locations on each level. Grand Concourse: 4 locations, Upper Level: 5 locations. The VIP All-Access card will give STH access to concession line at designated area in the arena.

What do I do in case of an emergency?

In the event you need emergency attention, please notify the nearest security guard, usher, ticket taker or go to Guest Services located on the concourse at sections 9, 114 and 214

How do I evacuate in case I am instructed to do so?

In the event of an emergency evacuation, please follow the direction of Prudential Center staff members to exit the arena in a safe manner. When you arrive, please take a moment to find the 2 closest exits to your section.

What is the best way to get in the Prudential Center?

There are 3 main entrances to Prudential Center.

The PNC Bank Tower on the northeast corner of the building at Mulberry Street and Edison Place.

The Verizon Tower on the southeast corner of the building at Mulberry and Lafayette.

The VIP/Restaurant entrance on Lafayette Street.

Does Prudential Center have family restrooms?

Grand Concourse – Outside Sections 13 and 22

Suite Concourse 1 – Outside Suite 1

Upper Concourse – Outside Sections 110 and 127

Where can I locate a guest services representative?

Guest Service locations are available to answer your questions, collect lost and found, provide Assisted Listening Devices and provide assistance to guests. In addition, Guest Services can assist with finding lost guests and providing wheelchair escorts during events. There are 2 locations for Guest Services:

Grand Concourse – Outside the Ice Lounge at Section 9

Upper concourse – Outside Sections 114 and 214

How can I get to Prudential Center via mass transit?

Prudential Center is easily accessible by NJ Transit trains, PATH, Amtrak, Light Rail and Bus. Newark Penn Station is located a short 2 blocks east of the arena. To exit the arena toward Newark Penn Station, head to the Northeast corner of the building near sections 20-22, 130-133 or 231-233. To get on the buses to Broad Street Station, exit onto Edison Place or Lafayette Street and go ½ block West to Broad Street. For more information or to plan your trip, visit www.njtransit.com/prudentialcenter, www.pathrail.com or www.amtrak.com.