

Attending An Event

Doors

Doors open to the public one hour before the event performance time. Visitors are encouraged to arrive at least 30 minutes prior to the scheduled start time of an event. Be aware that any change in this policy should be noted on the ticket. For further information on event dates and times call 739-3267.

Guest Relations Booth & Services

The Guest Relations Information booths are located on the main concourse level at the Thomas & Mack Center near section 106 and 117. At Sam Boyd Stadium the GRI booths are located near Portals 7, 14, and 20. They are an excellent resource for questions, concerns and information for current and upcoming events.

Assistive Listening Devices can be obtained at the TMC GRI booths in exchange for identification cards.

Lost & Found is available at the GRI booths during events and is accessible at the venues during normal business hours, which are Monday through Friday, 9:00 am to 5:00 pm. For Lost & Found questions, you can contact a Guest Relations representative at (702) 895-3761.

The GRI booths serve as a central point for lost children and also contain a designated driver program.

For more information, please contact the Event Services Department at (702) 895-0974.

Lost & Found

Lost & Found items will be held at both GRI booths on the concourse. After an event please call (702) 895-3761, Monday - Friday, 9:00 am-5:00 pm.

Designated Driver

If you are the designated driver of your group, you may receive a wristband from the Guest Relations booth at section 106 for a complimentary soda or O'Doul's. For more information on designated driver visit designateddriver.ypn.net

Purchase Tickets

The ability to purchase tickets to upcoming events is available at the Guest Relations booths located at section 106 and 117.

University Police

University police are located at each set of doors throughout the Thomas & Mack Center. They can also be found at the Guest Relations booths at section 106.

Medical Services

American Medical Response teams are at every event at the Thomas & Mack Center. The First Aid room is located at the concourse level at section 103. They are also available at the guest relations booth at section 106.

Emergency Evacuation

In the event of an emergency evacuation, proceed calmly to the nearest exit. The Thomas & Mack Center is equipped with adequate exits in each quadrant ([see map for exact locations](#)). Never attempt to utilize any elevator during an emergency evacuation. Safe refuse areas for disabled guests are located on the concourse at the Cox Pavilion doors and the Harmon exits ([see map](#)). The safe refuse area for disabled guests on the floor is located at the bottom of section 101 ([see map](#)). The Thomas & Mack event staff will provide proper assistance for disabled patrons from the safe refuse areas.

Smoking Policy

The Thomas & Mack Center is a non-smoking facility as established under Nevada State Law. This policy will be strictly enforced within all areas of the building. Two designated areas are used for smoking. They are located at the concourse level at the Cox Pavilion and University entrances.