



## **2010-11 Policies & Procedures**

### **Bag Policy:**

All bags are subject to search when entering American Airlines Arena. For the safety and comfort of our guests, American Airlines Arena will not permit bags, including, but not limited to, backpacks, briefcases or duffle bags, larger than 14" x 14" into the Arena.

### **Camera Policy:**

Video cameras are not allowed in the Arena. The use of "non-professional" still cameras, without flash, is permitted during Miami HEAT home games.

### **ADA Platforms:**

Guests will not be permitted to stand on the ADA platforms. Guests standing on the platforms will be asked to keep moving and continue to their seats or the concourse.

### **Elevators (Disabled Use Only):**

Elevators are for priority use of disabled guests. All other guests should use stairwells and escalators, when possible.

## **NBA FAN CODE OF CONDUCT**

The National Basketball Association, Miami HEAT, and American Airlines Arena are committed to creating a safe, comfortable, and enjoyable sports & entertainment experience. NBA fans have a right to expect an environment where:

- ❖ Players respect and appreciate each and every fan.
- ❖ Guests will be treated in a consistent, professional and courteous manner by all arena and team personnel.
- ❖ Guests will enjoy the basketball experience free from disruptive behavior, including foul or abusive language or obscene gestures.

- ❖ Guests will consume alcoholic beverages in a responsible manner. Intervention with an impaired, intoxicated or underage guest will be handled in a prompt and safe manner.
- ❖ Guests will sit only in their ticketed seats and show their tickets when requested.
- ❖ Guests who engage in fighting, throwing objects or attempting to enter the court will be immediately ejected from the arena.
- ❖ Guests will smoke in designated smoking areas only.
- ❖ Obscene or indecent messages on signs or clothing will not be permitted.
- ❖ Guests will comply with requests from arena staff regarding arena operations and emergency response procedures.

The arena staff has been trained to intervene where necessary to help ensure that the above expectations are met, and guests are encouraged to report any inappropriate behavior to the nearest usher, security guard or guest services staff member. Guests who choose not to adhere to these provisions will be subject to ejection without refund, and revocation of season tickets and may also be in violation of city ordinances resulting in possible arrest and prosecution.

The NBA, Miami HEAT, and AmericanAirlines Arena thank you for adhering to the provisions of the NBA Fan Code of Conduct.