

ADA/Accessibility

Texas Hall is committed to serving guests with disabilities. Please contact Texas Hall in advance at 817-272-3331 if you need special accommodations. Our 1st floor seating areas, concession sales and lobby are accessible, and we provide services and amenities for guests with special needs.

Nearby handicap parking spaces are located on Nedderman Drive west of Texas Hall.

Back stage is accessible from our west doors, and ramps between the stage and 1st floor seating are available when such access is appropriate for the event. Basement level dressing rooms are accessed from back stage with an elevator.

Admission and Accreditation

For each ticketed event, every person who enters the building must have a ticket or an appropriate event credential. Special guests, employees and the media will be issued credentials which clearly indicate the areas of the building which they may access. Backstage access is only granted with appropriate credentials for all events unless other arrangements are approved by management in advance. Under no circumstances will admission exceed total seating capacity or the contracted seating capacity, whichever is less.

Alcohol Policy

Texas Hall promotes responsible consumption of alcoholic beverages. Alcohol will be for sale at select events. Our alcohol policies are listed below:

- All guests purchasing alcohol must present a valid ID.
- No alcohol will be sold to guests who appear to be intoxicated.
- There is a two (2) beverage limit, per transaction at portable concession stands.
- Alcohol sales will terminate at a set time, usually with 1-hour to 45-minutes remaining in an event.
- Management reserves the right to cut off alcohol sales at its discretion.
- Guests passing alcohol to minors will be ejected and subject to arrest.
- Guests possessing alcohol, who do not have proof of being at least 21 years of age, may be ejected and subject to penalties enforced by law enforcement officers.
- Management reserves the right to refuse alcohol sales to anyone.
- Guests may not bring alcoholic beverages into the facility. Any attempt to bring alcohol into the facility may result in guests being ejected, arrested or tickets being revoked.
- All guests must finish or dispose of alcoholic beverages before exiting the facility.
- Texas Hall staff and others working at Texas Hall are prohibited from consuming alcoholic beverages.
- Guests who appear to be inebriated will not be permitted admittance into the facility.

Animals

Animals are not permitted in Texas Hall with the exception of service animals; service animals in training; and approved animal performers. Therapy or Emotional Support animals not specifically trained as

Service Animals are not permitted into the facility. Please contact Texas Hall in advance of bringing an animal into the building so we can make their visit as pleasant as possible.

Balloons

Balloons are not allowed at Texas Hall. This safety policy is enforced to maintain the integrity of our fire suppression system. If our staffing permits, balloons may be checked in at the Guest Services Office located behind the ticket booth.

Bag Inspections

All bags are subject to inspection upon entry and are subject to additional inspections within the facility. At some events, Texas Hall may prohibit backpacks, duffel bags, hard sided suitcases and luggage. Purses and diaper bags may be brought into the facility.

Cameras

The use of cameras, camera phones and video recorders is normally prohibited. The camera policy for each event is determined by the event promoter, and questions may be addressed to Event Personnel. Users of tripods, monopods and "professional" cameras with a 3" lens or longer must be credentialed. Guests may be asked to return any device to his/her car **prior** to entering the facility.

Under no circumstances will cameras obstruct aisles, exit ways, or the edge of the stage.

Cell Phones & Tablet Computers

Cell phones and tablet computers are permitted inside Texas Hall. Public Wi-Fi and charging stations are not available. Please observe event camera policies with your portable device, and please silence your device during performances.

Code of Conduct

Texas Hall is committed to creating a safe, comfortable and enjoyable experience for all guests. Our staff will proactively support an environment free from the following behaviors:

- Abusive, foul or disruptive language and obscene gestures.
- Intoxication or other signs of impairment related to alcoholic consumption.
- The use or sale of illegal drugs.
- Smoking, including e-cigarettes, and the use of chewing tobacco.
- Throwing, fighting, taunting or threatening remarks or gestures.
- Sitting in a location other than the guest's ticketed seat.
- Displays of affection not appropriate in a public setting.
- Obscene or indecent clothing.
- Prolonged standing in accessible seating areas, aisles, the front of the stage or in sections when others are seated.
- Any disruptions to the progress of the event.
- Ticket scalping.
- Trespassing, soliciting, peddling and/or loitering.
- Any other actions deemed dangerous or inappropriate.

Continuing inappropriate behavior may result in the guest having his/her tickets revoked, being ejected from the facility or arrested by police. All season ticket holders are responsible for their conduct as well as the conduct of their guests and/or persons using their tickets. Violators of the rules of any state or city laws will be refused admission, asked to leave or be ejected from the facility property.

Guests are encouraged to report issues and concerns of conduct to a nearby event staff member or by calling Guest Services at 817-272-3331.

Compliments, Complaints, Concerns or Comments

Guests with a compliment, complaint, concern or comment may express it in person at the Guest Services Office behind the ticket booth. Guests may also contact Texas Hall at 817-272-3331 or texashall@uta.edu

Concessions/Outside food and beverages

Texas Hall sells concessions at many but not all events. All concession stands accept every major credit and debit card or cash. Beverage and snack vending machines are located at the west entrance hallway. Outside food and beverages may only be brought in for some events. Please contact Texas Hall at 817-272-3331 to obtain information for a specific event.

Emergencies

Should you need immediate emergency assistance, please notify the nearest event staff, security personnel, Texas Hall staff, or police officer. Guests are encouraged to report safety issues and concerns to a nearby staff member or by calling Guest Services at 817-272-3331.

In the event of a serious emergency at the Texas Hall, all event staff, event security, University police and other public safety response agencies are ready and available to assist guests, including guests with disabilities. Pertinent information regarding the emergency situation and evacuation procedures will be provided over the public address system. Guests must comply with all emergency instructions including instructions on how to evacuate the building or how to take shelter.

Lost and Found

All guests looking to claim or report lost items should do so at the Guest Services Office located behind the ticket booth. Guests inquiring after an event about lost items should call Texas Hall at 817-272-3331. Found property is forwarded to the University Police Department (817-272-3381) for disposition on the next business day following an event. Items lost at prior events are held in a locked storage area for 30 days and are then disposed of or donated to an appropriate charitable organization. Texas Hall cannot be held responsible for lost or damaged items.

Lost Children and Guests

Lost children and guests should be taken to the Guest Services Office located behind the ticket booth. Parents looking for a lost child should check with the nearest event staff member or Guest Services. For safety reasons, Texas Hall is unable to make facility wide announcements for lost children and guests.

Parking

Guests may only park in areas designated for event or visitor parking, in spaces with parking meters, or in the Maverick Garage. Parking fees may apply. Please carefully observe all posted parking signs, as Texas Hall will not be responsible for violation fees (tickets.)

Prohibited Items

In conjunction with University of Texas at Arlington policy and for the safety of our guests and employees, the following items are generally prohibited:

- Thermoses
- Coolers
- Fireworks
- "Open Carry" Firearms
- Balls (golf balls, basketball, footballs, saucers, etc...)
- 2-way radios
- Laser pointers
- Artificial noisemakers (air horns, musical instruments, bells, etc...)
- Prohibited signs and banners (see below.)
- Tripods, monopods and cameras with lens larger than 3"
- Audio recording devices
- Balloons
- Any other items deemed dangerous or inappropriate

Re-Entry

Texas Hall has a **No Re-Entry** policy for most ticketed events. If guests wish to leave the building we will attempt to inform them of the policy. Guests who leave the facility may be required to purchase another ticket to gain admission into the facility. Guests who wish to return a prohibited item to their vehicle or need to exit and re-enter due to personal emergencies must first make contact with a Guest Services supervisor or manager via the Guest Services Office to make necessary arrangements.

Seating: General Admission

Seats in general admission seating areas are available on a first come, first served basis. Groups are encouraged to wait to be seated until their party is complete. Reserving seats for latecomers may not be possible.

Seating: Reserved Seating

Each guest is assigned to a specific seat for all reserved seating events.

Seating: Reserved Sections

Sections of seats may be reserved for guests with associated tickets or credentials. Seating sections are also reserved for guests needing accessible seating.

Signs and Banners

Signs in the audience must be hand held; event related and cannot obstruct another guest's view. They may not exceed 3 feet in height, contain commercial messages, logos, or political endorsements and may not be hung off affixed building structures or railings. Sign poles or sticks are not permitted into the facility. Management reserves the right to confiscate signs that are in violation of facility policy.

Smoking / Tobacco Use

Smoking and the use of chewing tobacco is not permitted inside or outside Texas Hall. The University of Texas at Arlington is a tobacco-free campus.

Strollers

Strollers are permitted for younger children. As a safety measure, they are not allowed to stay in seating areas. Strollers can be checked in at the Guest Services Office located behind the ticket booth.

Wheelchairs

Wheelchairs are available for transporting guests from doors to their seating location. Guests are asked to supply their own wheelchair if they need one for the duration of the event. Guests may arrange for wheelchair assistance by contacting a member of the event staff at any entrance. Guests needing assistance after an event should contact the Guest Services Office located behind the ticket booth. For more information or to provide us advance notice of a need for special accommodations, please contact Guest Services at 817-272-3331.

Wheelchair and Companion Seating

Texas Hall provides wheelchair and companion seating areas on the first floor. Wheelchair accommodations are available within each ticket price category. For event day assistance and seating relocations, please contact an event staff member or visit the Guest Services Office located behind the ticket booth.