



John Mulaney From Scratch Tour

Friday, March 11th, at 7pm

Mohegan Sun Arena in Wilkes-Barre

We're ready for some laughs with John Mulaney! Here are some important reminders to help plan your trip!

TIMING YOUR TRIP

- **Guests are highly encouraged to arrive between 4:30pm and 6pm in order to ensure entry before the event begins**
- Parking lot opens at 4:30pm
- Gates are scheduled to open at 5:30pm with security line checks opening by 5:15pm (subject to change)
- Show start time is scheduled for 7:00pm
- Estimated event time is approximately 90 minutes
- [Click for directions to the venue](#)

PHONE/DEVICE POLICY

IMPORTANT NOTICE

This event will be a phone-free experience. Use of phones, smart watches and accessories, will not be permitted in the performance space.

Here's how it works:

- Upon arrival at the venue, all phones, smart watches and accessories will be secured in individual Yondr pouches that will be opened at the end of the event.
- Guests maintain possession of their devices at all times, and can access them throughout the event only in designated Phone Use Areas within the venue.
- All devices will be re-secured in Yondr pouches before returning to the performance space.

- All pouches and equipment are routinely sanitized. The Yondr staff is trained and required to follow safety guidelines and hygiene protocols to practice social distancing, minimal contact and wear required personal protective equipment.
- Anyone seen using a device (phone, smart watch or accessories) during the performance will be escorted out of the venue by security.
- We appreciate your cooperation in creating a phone-free experience.

[See how it works](#)

COVID POLICY

ASM Global reminds everyone attending events at Mohegan Sun Arena at Casey Plaza to please adhere to the new hygiene and security policies in place consistent with the Centers for Disease Control and Prevention (CDC) and Pennsylvania Department of Health guidance for the safety of all participants, guests and employees at the arena including:

- Face coverings and social distancing for guests who are fully vaccinated is not required but is strongly encouraged per current recommendations from the CDC
- All guests two years of age and older who are not fully vaccinated must wear face coverings during their visit except while actively eating or drinking
- **Guests do not need to show physical proof of being fully vaccinated**
- We will rely on our guests to accurately follow the guidelines based on their vaccination status

If a guest is experiencing any of the following, we ask that you please stay home:

- A guest who has COVID-19 symptoms
- A guest who has a COVID-19 test result pending
- A guest who is under a healthcare provider's care for a positive COVID-19 test
- A guest who has been exposed to COVID-19 (unless fully vaccinated)

*Policies are subject to change

TRANSACTIONS

Mohegan Sun Arena is now a cashless venue!

- As part of our commitment to a contactless guest experience, all purchases at Mohegan Sun Arena are now cashless transactions.
- This includes parking fees, concessions and merchandise sales.
- We accept all major credit cards and mobile pay.



EVENT PARKING



- **Parking fees are credit card and mobile pay only / No Cash**
- General parking is **\$15** upon arriving at the venue parking lot
- The Highland Park Blvd. and Mundy St. entrances will both be open for this event.
 - Highland Park Blvd. is best accessible from Exit 168 Interstate 81
 - Mundy St. entrance is located across from the Wyoming Valley Mall and is accessible from Exit 170B on Interstate 81 to the Kidder St. exit and proceeding on to Mundy St.
- Guests with VIP/Reserved Parking passes should use the left two lanes from the Highland Park Blvd. Entrance to access the VIP/Reserved lots near the West Gate Entrance
- A limited number of ADA parking spaces are available in the General and VIP Parking lots
- Tailgating is not permitted in our parking lot
- There are no public restrooms in the parking lot and guests will not be able to access the venue until doors open for the show



TICKETING



- For guests picking up their tickets, the NBT Bank Box Office (located at the East Gate Entrance) will be open starting at 10am and will remain open through the start of the show
- Please pickup your Will Call tickets before going through security
- Guests with mobile tickets should have them pulled up on their device before going through security
- Guests are encouraged to save their tickets in their "mobile wallet" on their Apple or Android devices before arriving at the venue
- **Once tickets are scanned on your mobile device, Yondr staff will issue a ticket location slip to help find your seats once your phone has been placed into the Yondr pouch**
- [Click to learn more about Ticketmaster's Mobile Ticketing and how to access/transfer tickets](#)



AGE RESTRICTIONS



- Children under the age of 2 do not need a ticket for the event if seated on the lap of a ticket holder
- Please note, some content may be inappropriate for younger audiences, so please use your discretion



BAG POLICY



- Mohegan Sun Arena's "Clear Bag Policy" allows guests to bring their personal belongings in a clear tote not to exceed 12"x12"x6'

- Wristlets measuring 4" x 6" x 1" are also permitted
- **Purses, backpacks and diaper bags are no longer permitted inside Mohegan Sun Arena**

SECURITY

- All guests must pass through walk-thru metal detectors prior to entering the venue
- Manual pat-downs are available upon request for medical reasons
- Guests are asked to have their keys, wallets and phones out of their pockets upon arrival at the security checkpoints and jackets should be unzipped
- No outside food or beverage is permitted inside the venue
- Collapsible umbrellas are permitted. No pointed edge or golf umbrellas allowed.
- [Click for a list of additional items not permitted inside the venue](#)
- If you have any questions on any of these policies relating to medical concerns, please contact us [here](#)

CAMERA POLICY

- No cameras, phones, or audio/video recording devices permitted
- Violators will be escorted from the venue without refund

FIND YOUR WAY

- The East Gate is located by section 108
- The West Gate is located by section 114
- Guests may access floor seating at sections 102, 106, 114 and 119
- Directional signage is located at each entrance to help find your way once inside the venue
- [Click to view the seating chart to help find your way](#)

CONCESSIONS

- **Arena Concessions are credit card only for this event (No cash or mobile pay)**
- [Click for a list of available concessions](#) (menus and stands are subject to change)
- If you do not have a credit card, please purchase a Visa/Mastercard gift card from a local retailer to use at the venue

MERCHANDISE

- Tour merch will be available for sale on the concourse behind section 108 (subject to change)
- **Merchandise sales are credit card only for this event (No cash or mobile pay)**



TECHNOLOGY



- Mohegan Sun Arena now offers complimentary guest WIFI
- Once near the gates or inside the venue, search for WBARENA-GUEST if you need to access your device from a Phone Safe Usage area or before entering the venue to load your tickets on your mobile device



QUESTIONS



- Before the event:
 - [Visit our website](#)
 - Email Questions@MoheganSunArenaPA.com or
 - Call 570.970.7600
- While at the event:
 - Visit our Guest Services Booth behind section 110
 - Email Questions@MoheganSunArenaPA.com

*All information above is subject to change