



We can't wait to welcome you back INSIDE Mohegan Sun Arena! Before we dive *Into The Magic*, we'd like to remind you of some of our recent venue policy updates, plus provide some additional information about your upcoming event.

MASK POLICY/COVID 19 SAFETY INFO:

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

PLEASE NOTE: Mohegan Sun Arena is cashless! 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.

DOORS/EVENT TIME:

- Gates are scheduled to open one hour prior to show time (subject to change)
- Please plan to arrive in plenty of time for processing and entry
- Estimated event time is just under 2 hours

PARKING/DIRECTIONS:

- The Highland Park Blvd. entrance will open approximately 90 minutes prior to each performance time
- General parking is **\$10** upon arriving at the venue parking lot
- **Parking fees are credit card and mobile pay only**
- 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
- [Click for directions to the venue](#)

MOBILE TICKETS:

- 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
- [Click to learn more about Ticketmaster's Mobile Ticketing and how to access/transfer tickets](#)

WILL CALL:

- For guests picking up their tickets, the NBT Bank Box Office (located at the East Gate Entrance) will be open at least 2 hours prior to the event start time and will remain open through the start of the show
- Please pickup your Will Call tickets before going through security

SECURITY:

- All guests must pass through walk-thru metal detectors prior to entering the venue
- 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
- 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**
- 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](#)

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 106 and 114
- 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](#)

EVENT MERCHANSIDE:

- Tour merch will be available for sale throughout the concourse
- **Merchandise sales and tour concessions are credit card and mobile pay only (subject to change)**

CONCESSIONS:

- **Arena Concessions are credit card and mobile pay only**
- [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

CAMERA POLICY:

- Cell phone and point and shoot cameras are permitted
- No audio/video recording
- No professional lens cameras, cameras with detachable lens or live streaming

WIFI:

- Mohegan Sun Arena now offers complimentary guest WIFI
- Once near the gates or inside the venue, search for WBARENA-GUEST to access
- Be sure to share your memorable moments on social media using the hashtags #MSAPA and #WBHere

Additional 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