

Fan Code of Conduct

FUELED BY WYOMING PASSION!

In addition to providing excellent customer service in all of our fan relations, the Cheyenne Stampede Fan Code of Conduct was developed to assist in providing a safe and fun atmosphere for all guests.

The Stampede and the Cheyenne Ice and Events Center is dedicated to creating a unique fan experience. Stampede fans are among the most loyal fans in Wyoming, and the Western States Hockey League, exemplifying community support and sportsmanship. The perception of our venue is constructed by all associated parties, inclusive of our players, coaches, employees and most importantly our fans. In order to generate a high intensity, exciting environment for our events, we need the help of each and every fan to maintain our Code of Conduct. The Management at the Cheyenne Ice and Events Center and/or the Cheyenne Stampede reserves the right to deny entry to the facility or eject guests displaying undesirable behavior, as determined by event personnel or management.

The following are several guidelines that have been established to ensure our events are successful, exciting, and enjoyable for all fans:

All guests should:

- Sit only in your ticketed seat and show ticket(s) to a Stampede representative upon request.
- Keep their feet off other patron's seats. Fans are not permitted to stand on seats at any time.
- Please restrict movement in the tiered seating area during game action.
- Contact the nearest Stampede representative if there are any issues; never escalate matters and never handle issues by yourselves.
- Adhere to the Prohibited Items list when entering the facility.

CODE OF CONDUCT

Any guests committing the following actions may have their tickets revoked, become ejected from the venue or be subject to arrest (Ejected guests will not receive a refund for their ticket(s) nor are they compensated in any way):

- Displaying inappropriate or improper behavior towards other fans and/or employees/volunteers of the Cheyenne Stampede and/or Events Center Staff and/or Visiting Teams.
- Using disruptive language and/or gestures that are abusive.
- Verbal, written (including signage) or physical harassment of any fans and/or Ice & Events Center and/or Cheyenne Stampede Staff/Volunteers.
- Wearing obscene or disruptive clothing that may be offensive to others.
- Professional cameras, video recorders, and audio recorders are not permitted, unless prior approval has been given by Stampede General Manager.
- Contact, verbal and non-verbal and/or physical is strictly prohibited with visiting team members, personnel, staff and WSHL Game Officials.
- Any other conduct deemed by the Stampede Management to be inappropriate to the peace and good order of events or which may adversely affect the safety or persons or property will be handled by Stampede staff in its sole discretion.
- Guests shall be respectful to all other guests, fans, participants, event officials, entertainers, athletes, center staff and center property.
- Guests shall not willfully and maliciously disturb a guest/employee and shall not interfere in other guests' enjoyment of the event.
- Attempting to gain access to restricted areas without proper accreditation or premium areas without proper ticket or authorization. Will result in immediate expulsion from the Center without refund(s) and may include a ban from entering other Stampede events!
- Misuse of tickets and/or credentials.
- Intoxication or other substance impairment that results in disruptive behavior.
- Fans who choose to consume alcohol must do so in a legal and responsible manner. Outside Alcohol is strictly prohibited.

- Non-flash, still cameras of any type may be used to take pictures of Stampede Events where house lights are illuminated during a event as long as it does not interfere with other guests view. Any tripod or other photography equipment (professional cameras, video recorders, and audio recorders) may not be used or placed in any area of the building without prior approval of the Stampede General Manager. Selfie sticks are not allowed inside the center.
- Violating the City of Cheyenne's no smoking legislation.
- Causing physical damage to the building or property surrounding the Cheyenne Ice and Events Center.
- Guests shall never enter the Playing, Performance area, Locker Rooms, or walk ways to and from or interfere with the progression of the game in any fashion.
- Guests are responsible for their own good time by immediately reporting inappropriate behavior to the nearest Event Security or Stampede Management.
- Violation of Cheyenne Ice and Events Center rules, regulations and policies.

Our building staff and event personnel are always available for our guests to rely on and to help ensure that each and every fan has a positive and memorable experience at the Cheyenne Ice and Events Center.

FAN POLICIES

GENERAL POLICIES

ENTRY INSPECTIONS

All guests entering the center may be subject to a metal-detector screening, visual inspection, and bag inspection conducted by Stampede Security/management personnel. The purpose of the inspection is to detect prohibited items and is for the safety of our guests and our staff.

Prohibited Items

For safety reasons, guests are refused entry if they are in possession of prohibited items. Illegal items will be confiscated and turned over to the police. If a guest is found inside the venue with a prohibited item, the item will be confiscated and the guest may be ejected from the facility. The following items are not permitted:

- Aerosol Cans of any product
- Alcohol (Outside)
- Animals/Pets (except service animals)
- Audio/Video Recording Equipment
- Balloons, Beach Balls or similar inflatable items
- Cans, Bottles, Glass or Other Beverage Containers
- Chains, Studded Bracelets, etc.
- Coolers or Ice Chests
- Fireworks
- Illegal Drugs
- Knives
- Large Bags and Purses, larger than 12"x12"x6"
- Laser Pens and Pointers
- Monopods
- Noisemaking Devices (i.e. air horns or items that have not been approved and/or sold by the Stampede)
- Outside Food, Beverage, Bottled Water, etc.
- Professional Photography Equipment, Tripods, Monopods, professional cameras, video recorders, and audio recorders
- Selfie Sticks
- Skateboards, Rollerblades, Bikes, etc.
- Tripods
- Tools
- Unapproved pamphlets, fliers, handbills, etc.
- Weapons of any kind - Guests, including law enforcement personnel not present in an official capacity, are prohibited from bringing weapons into the center. Weapons include, but are not limited to, the following: firearms, explosives, stun guns, handcuffs, brass knuckles, sticks, clubs, batons, martial arts instruments, pepper spray, tear gas, knives, etc. Guests found in possession of such items will be asked to remove the item from the center or dispose of it. Guests who refuse to comply will be ejected from the center and may be subject to arrest.
- Any Other Item deemed inappropriate or dangerous by the venue in its sole discretion. This list is subject to change at any time by management. Thank you for your cooperation.

Accessibility

Guests with specific accessibility needs should contact the center in advance to arrange. Please try to call at least three days before the event, if possible.

Address

Cheyenne Ice & Events Center, 1530 W. Lincolnway, Cheyenne, WY 82001

Age Restrictions

Children five and older must have a valid ticket to gain entrance to the center. Age restrictions vary per event.

Aisles and Upper Concourse

For safety and as a courtesy to other guests, sitting and/or standing in the aisles or upper concourse is not permitted. Aisles and the upper concourse should be kept clear at all times.

Alcohol Beverage Policy

No alcohol or any illegal substances may be brought in the venue. Alcoholic beverages can be purchased by persons 21 years of age or older with legal identification. Alcoholic beverage purchase is limited to a maximum of two (2) cups per purchase. Sales terminate at any time at the sole discretion of management, but we normally stop serving at 5:00min into the 3rd period.

Animals

Only service animals are permitted inside of the center. They must stay on a harness in ticketed areas and may not block any aisle, hallway, etc.

ATM

There is one ATM's located at the center. It is located near the Main Center entrance. The ATM is not owned, maintained or serviced by the Cheyenne Stampede. Therefore, we are unable to help you with any service problems connected to this ATM.

Baby Changing Tables

Baby changing stations are located in all public restrooms in the center.

Backpacks

For most events, backpacks and other large bags are not permitted inside the center. Acceptable bags are no larger than 12" x 12" x 6".

Balloons

Balloons are not permitted inside the center.

Bag Checks

All guests are subject to a bag search and security check before entering the center.

Banners / Signs

Only handheld signs and banners are allowed in the center. Sticks on any signs must be removed. Obscene language or graphic material will not be allowed. Banners and signs may not obstruct other guests' views, or cover any permanent signage inside the center. Stampede and/or Center management reserves the right to confiscate any sign that is deemed unacceptable. This policy may vary per event.

Birthday Announcements/Messages

All message requests for Stampede Games must be processed directly through the team. Please e-mail GM@CheyenneStampede.com to make a request. Requests must be made the week prior to event and before Wednesday. Announcements for other center events are not possible.

Booking an Event or Group

For information regarding booking a special event or group during Stampede home games, please contact Mark Lantz, GM at GM@CheyenneStampede.com

Box Office

Located at the main entrance of the center. Guests may purchase tickets through the Teams on-line, secure website: <http://www.stampedetickets.com/>

Cameras

Non-flash, still cameras of any type may be used to take pictures of Stampede Events where house lights are illuminated during a event as long as it does not interfere with other guests view. Any tripod or other photography equipment (professional cameras, video recorders, and audio recorders) may not be used or placed in any area of the building without prior approval of the Stampede General Manager. Selfie sticks are not allowed inside the center. The prohibition of Audio & Video recorders is in alignment with Stampede and League private Vendor Agreements.

Disorderly Conduct

Any guest who fails to adhere to the policies and procedures of the Center, Stampede or local, state and federal law is subject to ejection and/or arrest.

Door Opening / Closing times

For most Stampede Games, Opening & Closing times are as follows: **OPEN:** 60 minutes for sporting events and family shows, Stampede season ticket holders, (Purchased) 15 minutes before general doors, These do vary by games so please check your tickets or information contained on the website. **CLOSE:** All ticket holding guests are welcome to stay no longer than 30 minutes after the conclusion of the event and will be directed to the centers lobby area. **Contact, verbal and non-verbal is strictly prohibited with visiting team members, personnel and staff.**

Dress Code

Guests are prohibited from wearing any clothing displaying profane or offensive material. Guests found within the center wearing clothing displaying items that can be construed as profane or offensive by management will be asked to provide a solution where the items will no longer be displayed. If no solution can be found, or the solutions do not meet the satisfaction of management, the guest may be ejected from the facility. Additionally, all guests must be fully-clothed to enter any area of the center. Guests without shirts, shoes, etc. will not be permitted entrance.

Elevators

There is one elevator in the center, far west end of main lobby.

Event Seating Policy

In order to ensure all of our guests receive the full value of their ticket investment, only those persons with a purchased ticket for a particular seat will be able to occupy that seat. (2017-18 Season)

First Aid

We have a trained first aid staff available during all events. Contact the nearest Stampede staff member if you are in need of assistance.

Food & Beverage

Outside food and beverage are not permitted inside the center.

Gifts

Per Stampede policy, no outside Food & Beverage may be brought into the center; including all alcohol, bottles of wine or cakes. Gifts must be unwrapped or in a gift bag. All gifts must be presented to security before entering the center.

Group Discounts

Our Group Sales Department can help with group ticketing for all types of events. For non-Stampede events please contact Jim Wollenburg at 307-433-0024 and for Stampede events contact 307-630-6726.

Handouts

Distribution of handouts, flyers, pamphlets or promotional items are not permitted during Stampede events or on Cheyenne Ice & Events Property without prior authorization from Stampede management. Solicitation for signatures on petitions is also prohibited.

Intoxicated Guests

The Stampede has the right to refuse entry to any guest deemed intoxicated upon arrival. Any intoxicated guest causing a disturbance will be asked to leave the facility and may be subject to arrest.

Laser Pointers

Laser pointers and similar items are prohibited. Any laser pointer which is confiscated will not be returned.

Lost and Found Items

During an event, all lost and found items will be taken to the Cheyenne Ice & Events Centers desk. Once the event is over, the guest can contact 307-433-0024 to follow up.

Merchandise

The Main Stampede Merchandise stand is located inside the Main Entrance

Public Telephones

There are not any public telephones at the center.

Public Address

We do not offer a paging system and no appeals or announcements will be made over the public address system.

Pucks

Pucks that go into the seating area during a Hockey game may be kept by the guest who catches it. However, a guest may not reach over any barrier or enter any secured area in an attempt to retrieve an object.

Puck in Play Policy

We are committed to creating a safe, comfortable, and enjoyable entertainment experience. Please be aware of our Puck in Play Policy, which requires guests to refrain from accessing their seats until the puck is no longer in play. This policy minimizes the risk of guest injury and enables an unobstructed view of the game.

Re-Entry

The center has a NO RE-ENTRY policy during events. Exceptions may be made in cases of medical reasons or to return a prohibited item to a vehicle.

RV's

Overnight parking is not permitted in any of our parking lots.

See Something Say Something

The If You See Something, Say Something campaign is a simple and effective program to engage the public and key frontline employees in identifying and reporting indicators of terrorism, crime and other threats to the proper transportation and law enforcement authorities. If you see something, say something! To report suspicious activity, see your nearest Stampede Security personnel or Stampede Management.

Selfie Sticks

Are not permitted in the Center.

Skateboards / Razor Scooters / Rollerblades

Skateboarding, scooter riding and rollerblading in Cheyenne Ice and Events Center and in any of the parking lots is prohibited.

Smoking

Smoking is not permitted in the center at any time including the use of smoking devices such as electric or vapor cigarettes, pipes, etc. Smoking is only permitted in external designated locations.

Standing

When a ticket is purchased, the ticketholder is entitled to the seat and the standing area in front of the seat. Standing on seats or any other building structure is not permitted. Standing guests should be respectful of others around them.

Strollers

Small collapsible strollers that can fit under the seat of the guest and remain out of the aisles.

Tailgating

Parking around the center is owned and controlled by the City of Cheyenne and other private vendors. Tailgating is at the lot owners' discretion.

Ticket Scalpers / Brokers

Scalpers and ticket brokers are not recognized ticketing agents of the Stampede. To avoid problems with counterfeit, stolen or voided tickets, guests should make their purchase through <http://www.stampedetickets.com/> only.

Umbrellas

Compact, folding/collapsible umbrellas are allowed into the center. They must be stored under the seat of the guest and remain out of the aisles.

Visual Inspection

All bags, coats, and guests will be searched prior to entry into the center. Prohibited items must be returned to one's vehicle or be confiscated in order for admittance.

Weapons Prohibited

Guests, including law enforcement personnel not present in an official capacity, are prohibited from bringing weapons into the center. Weapons include, but are not limited to, the following: firearms, explosives, stun guns, handcuffs, brass knuckles, sticks, clubs, batons, martial arts instruments, pepper spray, tear gas, knives, etc. Guests found in possession of such items will be asked to remove the item from the center or dispose of it. Guests who refuse to comply will be ejected from the center and may be subject to arrest.

Each event may have exceptions to these policies, so be sure to check the specific event page before attending.

Violation of the Fan Code of Conduct and/or Fan Policies may result in eviction from the Cheyenne Ice and Events Center without a seat refund. Serious or repeated violations may also result in supplementary action, including revocation of CIEC privileges, cancellation of Stampede season seat accounts and all legal remedies.

We want to thank you in advance for adhering to these policies and appreciate your passion for all Stampede events at the Cheyenne Ice and Events Center!

HOCKEY ETIQUETTE

We encourage all fans to respect other patrons at Stampede Hockey games. We suggest that you follow the guidelines put forth which are considered to be proper hockey etiquette and put in place to enhance your game experience.

- Refrain from leaning forward in your seats as to obstruct other patrons.
- Limit standing during play.
- Be mindful of paraphernalia that is obstructive to those around you (large hats, helmets, signs, flags, etc.)

- Please wait until a stoppage in play to leave your seats to enter the concourse or return afterwards