



HONDA CENTER

SUITE HOLDER MEMBER GUIDE
2023-24





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PREMIUM SALES & SERVICES DEPARTMENT

CONTACT INFORMATION

The Premium Sales and Service staff is dedicated to meeting the needs of our valued Club and Suite Holders. All members of our staff are well trained and especially sensitive to your unique needs. Our business hours are Monday – Friday, 9am – 5pm and a representative is in the arena during all events.

Premium Sales and Services Department • (714) 634-CLUB
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Nick Vassar • (562) 393-0144

Food and Beverage Suites Manager
David Diaz • (714) 704-2928

Southeast Concierge • (714) 704-2649
Northwest Concierge • (714) 704-2646
Southwest Concierge • (714) 704-2659

** Please note that concierge desks are only open during events.*



AMENITIES A - Z

As a Honda Center Suite Holder, you will enjoy a wide array of events throughout the year, with exclusive amenities, benefits, and premium experiences including:

Additional Club Level Ticket Offers

Extra Club Level tickets are often available for purchase. For events at which we have extra inventory, an “Extra Ticket Order Form” will be sent to you via email. These offers are available for a short window of time and your request must be received by the Premium Ticketing office by the designated deadline on the digital form. Refer to the “Extra Ticket Order Form” for information regarding when your tickets will be available on your Account Manager.

Anaheim Ducks Playoff Priority

Suite Holders receive their suite tickets for all Ducks home games prior to the start of the Ducks season. For additional playoff tickets, suite holders will have an early opportunity to purchase playoff strips for all Ducks home games.

Annual Suite Passes (ASP)

Suites have 4-6 additional tickets available per event. Those that are purchased on an annual basis are referred to as Annual Suite Passes (ASPs). For all Ducks games, ASPs are included in your ticket booklet. ASPs are included in the monthly ticket mailing unless your suite is relocated due to sightlines. The number of ASPs available depends on the capacity of your suite.

Please remember that each guest in a suite must have the appropriate ticket for that suite. Children two years and older are required to have a ticket for admittance.

Annual Suite Tasting

At the beginning of each Ducks season, Honda Center hosts a tasting event at the building for suite administrators to sample new menu items and wines that will be available for in-suite dining during the upcoming season.

Cash to Card Kiosks

To ensure quick and contactless transactions, only cashless payment methods are accepted. All major credit, debit, and mobile payments are accepted throughout Honda Center, including parking, concessions, restaurants, box office, and merchandise locations. Cash-to-card machines are available throughout Honda Center to convert cash to a card for a fee. Cash is no longer accepted.

Company Logo on Ducks Tickets

Suite holders have the option to have their company logo on their physical suite tickets. Prior to the Ducks season, the servicing team will reach out to the main contact on your account to coordinate. Note that due to publishing timelines, this is only valid for suites who provide the information by the provided deadline.



AMENITIES A - Z

Concierge

During each event, concierge staff is stationed at all private Premium entrances to assist Suite and Club Seat guests. Private Premium entrances are located at the Southeast, Southwest, and Northwest corners of the arena.

Ear Plugs

If the ambient volume is overwhelming during an event, please know that you and your guests can obtain complimentary ear plugs from all concierge desks at the private Premium entrances.

Face Off Fest

This annual event, offered exclusively to Orange Alliance members, is a great opportunity to meet and get autographs from your favorite Ducks players. Plus, take part in interactive games, hear from team executives, and skate on the Ducks home ice! This is one of many Orange Alliance benefits that suite holders receive.

Group Discount to Anaheim Ducks Games

Groups of ten guests or more receive a special discount to select Anaheim Ducks games. Please call the Anaheim Ducks Group Sales Department at **877-WILDWING (945-3946)** for more information.

Honda Center Concession Discount

All ticketed suite guests receive a 20% discount on concessions, beer, and seltzer purchases as a part of the Orange Alliance member benefits for Ducks games only. To receive the 20% discount, you will need to provide your Mighty QR code to be scanned by the concession staff. *Discount does not apply to wine, liquor, in-suite orders, Brewery X Biergarten Club and Jack Daniel's Old No. 7 Club purchases.

In-Game Scoreboard Messaging

Suite Holders can post complimentary messages on the Honda Center scoreboard during the hockey season. To make arrangements please notify the Manager, Premium Services at least 72 hours prior to the game. Messages are posted on the scoreboard during Ducks games only.

Meeting Space

Suite Holders may reserve the Anaheim Room for private meetings or cocktail parties prior to events. Suite Holders may book the board room up to three (3) times per calendar year at no charge. The board room is available on a first-come, first-served basis. Catering is available at an additional cost. Please call the Manager, Premium Services at **(714) 704-2441** for more details.

Orange Alliance Member Benefits

Suite Holders automatically receive Anaheim Ducks Orange Alliance Member benefits that range from access to private events to Team Store discounts and more.



AMENITIES A - Z

Reserved Parking

Each suite has one marked reserved parking space in Gold Lot 1. A reserved parking identification tag will be issued per event. Please place the parking pass on your dashboard as you enter the parking lot. Our parking attendants will direct you to your reserved parking space. Reserved parking passes for Anaheim Ducks games will accompany the Anaheim Ducks Season Ticket booklet. For all other events, reserved parking passes will be sent on a monthly basis with event tickets for the following month's events.

Preferred Parking

Along with your one reserved parking pass, Suite Holders will also receive a select number of preferred parking passes based on the suite capacity. Preferred parking is located in Plum Lot 2. Please place the parking pass on your dashboard as you enter the parking lot. Our parking attendants will direct you to the closest available preferred parking space. Preferred parking passes for Anaheim Ducks games will accompany the Anaheim Ducks Season Ticket booklet. For all other events, preferred parking passes will be sent on a monthly basis with event tickets for the following month's events.

Premium Update Newsletter

The Premium Update Newsletter is sent bi-monthly via email and includes upcoming event information, newly announced events at Honda Center, and Anaheim Ducks news and special announcements. You will receive these emails from PremiumSeating@HondaCenter.com. Your computer system may mistake this as junk mail since our emails are sent out in masse, so please check with your IT Department to add our address to your approved senders list.

Premium Sales Manager

Suite Holders have a dedicated Premium Sales Manager to ensure all customer service needs are met. If you are unsure of your Premium Sales Manager, please call (714) 634-CLUB or email PremiumSeating@HondaCenter.com for assistance.

Premium Ticket Donation Program

Tickets to any event may be donated to a non-profit organization associated with the Anaheim Ducks and Honda Center. To donate your tickets, please contact a Premium Sales and Service Coordinator no later than seven business days prior to the event. A receipt of the donation will be forwarded to you. Contact a Premium Sales and Services Coordinator at (714) 940-2919 or (714) 704-2485 for more details.

Premium Will Call

Pre-arranged Standing Room Only (SROs) as well as other ticket orders for suite guests will be left at the Southeast Concierge Will Call. Please note that the Southeast Concierge Will Call is different from the Box Office Will Call. SROs and Club Level ticket arrangements can be made no less than 48 hours in advance of an event by calling the Premium Ticketing office.



AMENITIES A - Z

Private Entrances

All Suite Holders may use the private entrances at the Southeast, Southwest, and Northwest Doors. These entrances allow you to enter the building conveniently with direct elevator access to the Pacific Premier Bank Club Level. The Concierge can assist you with any questions or concerns. Additionally, the Premium Will Call service for Suite guests is at the Southeast Entrance.

Recognition Wall

See your name displayed prominently on a concourse wall inside Honda Center as a part of Orange Alliance Member benefits.

Rinks Discount

Show your The Mighty loyalty QR code and receive a free public skating session and skate rental with paid admission of equal or greater value at any of The Rinks locations (ice or inline). Visit TheRinks.com for the location nearest you and public skating schedules.

Standing Room Only Tickets (SRO)

Suites have 4-6 additional tickets available per event. Those that are not purchased on an annual basis are referred to as Standing Room Only Tickets (SROs). For all Ducks games, SROs are included in the back of your season ticket booklet. For all other events, SROs are available for those suites that are not relocated due to sightlines. As SROs are scanned for use, your credit card number on file will be charged. The number of SROs available depends on the capacity of your suite. The price of these passes varies from event to event.

Requests to purchase SROs must be submitted on the SRO Request Form. Please contact your Premium Sales Manager or go to DucksHondaCenter.Formstack.com/forms/sro_order_form. (If an event falls on a weekend, orders for SROs must be received no later than Friday evening at 5:00pm.) Guests may pick up their SROs from the Premium Will Call at the Southeast entrance on the night of the event.

Please remember that each guest in a suite must have the appropriate ticket for that suite. Children two years and older are required to have a ticket for admittance.

Suite Furnishings

Suites are outfitted with a telephone, flat screen television with remote control, locking refrigerator and liquor cabinets, a coat closet, leather couch, bar stools, and a coffee table and/or cocktail table. Several suites are equipped with ice makers as well.

Should you wish to add a built-in bar counter or buffet table, please notify the Manager, Premium Services for an estimate. All built-in additions to a suite must be approved by the arena, completed by Honda Center's preferred contractor, and paid for by the lessee.



AMENITIES A - Z

Suite Capacity

Suite capacity, per Anaheim fire code, is posted on the front door of each suite. Please know that each guest in a suite must have the appropriate ticket for that suite. Guests ticketed for other areas of the arena will be evicted from the suite and possibly from the building.

Suite Ticket Scanners

You will have access to your suite by scanning your mobile or physical suite ticket underneath the ticket scanner or by tapping your mobile ticket on the front of the scanner (NFC).

Team Store Discount

All suite holders receive an automatic discount of 15% off all purchases at the Anaheim Ducks Team Store. Present your The Mighty QR code at the time of purchase to receive your discount. The Team Store is located on the Plaza level outside of section 207.

The Mighty

The Mighty is the Anaheim Ducks new and improved loyalty program that will encompass and unite all Ducks fans including you, our Orange Alliance members! The revamped program will have the same elements of the previous loyalty program that you are accustomed to but will now offer new and exciting incentives for participating in the program, as well as new ease of access through the Honda Center App.

Although The Mighty loyalty program will be open to all fans to participate, Orange Alliance members will continue to be the only ones who exclusively start with and accrue points for use in the OA Marketplace which includes all our Auctions, Sweepstakes, and Reward Items such as Ducks Dollars. Suite Holders will also continue to exclusively receive a **15% discount at the Anaheim Ducks Team Store and a 20% discount at Honda Center Food and Beverage concession stands*** by scanning your Mighty QR code which can be added to your Apple Wallet for ease of use!

The Mighty loyalty program for the 2023-2024 season will go live on October 15th for the Ducks Home Opener and end on **April 12th at the conclusion of the Ducks final regular season home game.**

The Mighty QR code will be accessible on the NHL APP and Honda Center APP.

For more information visit the FAQ page at AnaheimDucks.com/TheMighty.

Login Info: Your login is the same email address and password that you use to log into your My Ducks Account (AnaheimDucks.com/MyDucksAccount). If you do not remember your password, you can click "Forgot password" to go through steps to reset your password or contact your Account Representative.



AMENITIES A - Z

Visit AnaheimDucks.com/TheMighty to access the loyalty program or go to the Honda Center app, tap on Ducks, and then tap on The Mighty loyalty program.

Newsletter: Be on the lookout for The Mighty newsletter for updates on new rewards, sweepstakes, auctions, and opportunities to earn more points!

Rewards and Ducks Dollars: Redeem your points for unique items, sweepstakes, and auctions! You can also convert your points into Ducks Dollars to use at the Team Store, concessions, and restaurants.

CORE Points: Each Orange Alliance Member account will begin the 2023-24 season with CORE points that are determined by your seat location and years of consecutive membership.
*Terrace Saver Members do not receive CORE Points.

Earn Points: Earn points through purchases at the Team Store, food and beverage, arriving early, entering away game promo codes, trivia, games and more! Find out more details on how to earn points at AnaheimDucks.com/TheMighty.

Ticketmaster Pre-Sale Ticket Opportunities

Occasionally, concert promoters will invite Honda Center to offer our Suite Holders pre-sale ticket opportunities. Pre-sale tickets are often located on the Floor and Plaza Levels, depending on the event. Offers are sent out via email.

Website for Premium Seat Holders/Premium Portal

A secured informational web page for Premium Members may be found at HondaCenter.com/Premium-Seating/My-Account/. Expect to find important information about tickets, including ticket package forms, the online version of the Premium Update Newsletter, "My Ducks Account," The Mighty information, restaurant reservations, FAQs, and more. You can also access the webpage by clicking "My Account" under the Premium Seating menu at the top of HondaCenter.com. Log in using your email address on file as your username and your account number as your password.

Wild Wing Visits

Wild Wing is the official mascot for the Anaheim Ducks. To arrange for Wild Wing to visit your suite, please contact the Manager, Premium Services prior to the game. Although it may be difficult to fit in a visit that is not on the official schedule, you can always notify your suite attendant or the concierge on the night of the event. Every attempt will be made to add your suite to Wild Wing's schedule.

Zamboni Rides

The first intermission Zamboni Ride is often available for guests of suite holders. If you have a child who is at least seven years old and interested in taking a spin around the ice, contact the Manager, Premium Services. Due to their popularity, it's best to make Zamboni ride arrangements early in the season.



BUILDING POLICIES & PROCEDURES

No Bag Policy

Single pocket clutches and wallets smaller than 5 in. x 9 in. x 2 in. are permitted through all entrances and are subject to manual inspection. All other purses/bags/clutches will not be permitted into the venue. Honda Center does not offer a bag check.

Guests who require a diaper bag or purse/bag for items medical in nature, such as prescription medication, breast pumps, and other special medical equipment, are permitted as long as they are within 12 in. x 12 in. x 12 in. These medical and diaper bags are required to go through additional screening and inspection.

Honda Center reserves the right to amend or make changes to this policy at any time.

For a complete list of prohibited items, scroll down to the Prohibited Items section of this page.

Southern California Code of Conduct

The Anaheim Ducks, Honda Center and Los Angeles Sports Council support the area's outstanding collegiate and professional sports teams. In order to ensure a safe and celebratory environment, we ask that fans refrain from the following behavior at all events:

- Profanity or other offensive language, whether spoken or appearing on apparel
- Smoking
- Intoxication or excessive alcohol consumption
- Bringing prohibited items into the venue
- Throwing of items or liquids
- Entering the playing field or court at any time
- Fighting or other threatening behavior
- Failure to retain ticket and/or present it to event staff if requested to do so
- Resale of tickets at the venue
- Violation of state or local laws

Failure to comply may subject you to ejection or arrest.

Fans are encouraged to report inappropriate behavior to team/venue personnel. We welcome your help in our efforts to provide an enjoyable experience for all guests.



BUILDING POLICIES & PROCEDURES

Building Security

- All persons entering the Honda Center premises are subject to bag and purse checks as well as metal detection screening.
- Patrons will require an event ticket upon entry, and all employees, vendors, and other entities will require either an event ticket, employee ID, or working pass approved and set up in advance for entry into the venue
- Flash mobs are not allowed on the building premises.

Cameras/Photography

- Cameras with lenses longer than six inches are prohibited inside the arena. Detachable lenses, regardless of size, are not permitted. The camera policy is subject to change dependent upon the event promoters' requirements for each event.
- Video cameras are not permitted.
- Camera bags are not allowed.
- GoPro cameras are not allowed.
- Camera equipment including selfie sticks, camera mounts, gimbals, stabilizers, tripods, monopods, microphones, and other external equipment is not permitted.
- Binoculars are allowed.

Emergency Information

- Due to the numerous announcement requests we receive each event, Honda Center will not be able to make public address announcements on behalf of patrons.
- First Aid is located near Section 215-216.
- EMERGENCY EVACUATION – In the event of an emergency, Honda Center personnel have been instructed and trained to assist you in evacuating the premises.
- Please see a Honda Center employee nearest you if you have an emergency and seek assistance.

Parking Lots

- All vehicles and patrons are subject to search upon entry into parking lots and/or building entrances.
- The consumption of alcohol is prohibited by city ordinance. Open flame barbecues are not permitted.
- All patrons shall comply with the posted rules and regulations at all times.
- The use of any remote-controlled drone is prohibited on, around, or over any of the arena parking lots and venue.



BUILDING POLICIES & PROCEDURES

Prohibited Items

- Laptops, tablets (non-sporting events only), backpacks, briefcases, wrapped gifts, coolers, weapons, drums (and other noise-making devices), laser pointers, and Hoverboards
- Confetti, streamers, beach balls, glow sticks or balloons
- Wallet chains
- Gang attire of any kind
- Illegal drugs of any kind
- Booster seats
- Cowbells are allowed into the building for hockey games only.
- No outside food or beverages allowed into venue, including water bottles/containers (filled or empty). Exceptions may be made for medical reasons or baby food.
- Strollers. The only exception to this policy is if the guest has a ticket to a suite. In this case, the guest must take the stroller through the South/East, North/East, or South/West private entrance. Upon entry, the stroller must be folded up and carried to the suite.
- Weapons. Guests, including law enforcement personnel not present in an official capacity, are prohibited from bringing weapons into the arena. Weapons include, but are not limited to: firearms, explosives, stun guns, handcuffs, brass knuckles, sticks, clubs, batons, martial arts instruments, pepper spray, tear gas, knives, etc.
- The distribution of promotional items, flyers, handbills, and/or printed materials is not permitted without written permission of the Honda Center. In addition, vending, peddling, or product sampling is not allowed.
- Please note: there is no check-in area for prohibited items.
- Clothing that has derogatory or obscene language that could be considered offensive to other guests.
- Reusable straws made from glass or metal are not permitted.
- Camera equipment including camera bags, selfie sticks, camera mounts, gimbals, stabilizers, tripods, monopods, microphones, and other external equipment are not permitted.
- Video cameras are not permitted.
- Mountable cameras like GoPro cameras are not allowed.

Any prohibited items confiscated upon entry will not be returned to guest.

Permitted Items

- Tablets are allowed into the venue for sporting events only.
- Umbrellas. Please note: umbrellas may not be permitted for some events.
- Signs are allowed as long as they are not derogatory, obscene, do not block the view of other guests and are not attached to a pole of any kind. (The sign policy is subject to change depending on each show's individual policy.) As a general rule, the size limit of signs is 26" x 30".



BUILDING POLICIES & PROCEDURES

Re-Entry Forbidden

In an effort to continue the highest level of safety and security, Honda Center is enforcing a “no re-entry” policy for all ticketed events. Once a guest who has had their ticket scanned for entry leaves the arena, they will not be permitted to return using the same ticket. For emergency situations, please contact a Security or Guest Services Manager.

Smoking/Vaping

Honda Center and its surrounding grounds is a no smoking/vaping facility. All guests are prohibited from smoking (including electronic cigarettes, vaporizers, marijuana, CBD, or similar products) inside and outside of the arena at any time.

Ticketing

- Guests may not occupy a seat or remain in an area for which they do not possess a valid ticket.
- Guests are required to have their ticket on their person at all times and must provide their ticket upon request.
- Children two years of age and older must have a ticket for admittance.
- Guests must have a Suite or Club Level ticket for admittance onto the Pacific Premier Bank Club Level.
- Only tickets purchased directly from Ticketmaster or the Honda Center Box Office can be guaranteed as authentic. Guests should be aware that tickets purchased from other parties, even if the seller claims they were originally purchased through Ticketmaster or the Box Office, may be invalid due to fraud or duplication.
- The reselling of tickets at any price on the premises is prohibited.
- Guests shall comply with the rules and regulations printed on the back of his/her admission ticket at all times.



SUITE INFORMATION

Capacity

Each suite is labeled on the front door with the maximum guest capacity. This number includes the amount of Annual Suite Passes (ASPs) or Standing Room Only tickets (SROs) that may be purchased for each individual suite. Please know that capacity cannot go beyond the number posted on the front door and that all guests in a suite must be ticketed for that particular suite.

Cleaning and Maintenance

Our housekeeping crew cleans each suite after events. They are also available for immediate issues (clean spills, empty trash, etc.) during events. All arena-owned furniture and fixture maintenance is the responsibility of Honda Center. The arena's Operations Department performs ongoing preventative maintenance checks.

If a housekeeping or maintenance problem occurs during an event, please contact the Arena Operator by dialing 0 from your suite's telephone or alert your suite attendant. Should you have an issue you would like addressed prior to an event, contact the Manager, Premium Services.

Damage to Suites

As a suite holder, you are responsible for replacing any items in the suite that are damaged intentionally or as a result of an accident. You will be billed for any damages that occur to the fixtures and/or furnishings that are not incurred through normal wear and tear.

Extended Usage

Suite guests are permitted to remain in their respective suites up to 45 minutes after the conclusion of an event. This policy is subject to change on days when the building hosts multiple events.

Flat Screen Televisions

Each suite is equipped with a television and remote control. Televisions have access to limited in-arena events as well as select local and cable stations. For events which are considered "dark" in which all lighting is out in the arena (concerts for example), you will experience a blackout of televisions. This occurs at the request of the event's promoter or artist and the televisions are temporarily unavailable for the duration of those performances.

Remote controls have been provided in each suite. Should your remote go missing, please know that there will be a \$75.00 replacement fee.

Food and Beverage

Glass bottles and cans may not leave the suite. Although your suite refrigerator may be stocked with beverages in glass and plastic bottles and/or cans, we ask that you pour your beverage into a disposable cup when walking the concourse or sitting in the front balcony seating area of your suite. Disposable cups are provided in each suite. Absolutely no alcoholic beverages can leave the building.



SUITE INFORMATION

Glassware

Glassware of any kind is not permitted in the suites. Honda Center Suite Catering will provide upscale plasticware for your food and beverage needs. With prior approval from the Manager, Premium Services, Suite Holders are permitted to bring in plastic cups and napkins inscribed with your company logo.

Keys

One set of keys for each suite are provided to the Suite Holder. The set consists of one (1) key to the liquor cabinet and one (1) refrigerator key. Additional keys may be ordered through the Manager, Premium Services at a nominal fee.

Leaving the Suite

When you are ready to leave an event, you may contact the suite kitchen to request a suite attendant to lock the refrigerator, liquor cabinet, and doors. If you are temporarily leaving the suite and plan to return, be sure to take your ticket with you to ensure re-entry.

Relocation (Concerts, Theater Events, etc.)

The event promoter and the Premium Ticketing office work closely together to determine accurate sightlines for our suites. Depending on stage design and configuration, speaker and prop location, some suites may have an obstructed view of the stage for certain events. Suites that are impacted by obstructed views are determined by the show and promoter on an event-by-event basis. For events in which a suite is relocated, please be aware of the following:

- Guests have access to the suite for most events prior to the performance, occasionally during intermissions and up to 45 minutes after an event. Guests should take their relocated seats no later than ten minutes prior to the scheduled start time of the event. Please take this into consideration when ordering food and beverage from the suite attendant. Failure to leave the suite in a timely manner may cause the promoter to delay the event and could result in eviction from the building.
- A curtain system is often used to drape the outside of relocated suites due to the view of the backstage area. Please do not go outside the barstool areas of a relocated suite. It is crucial the backstage area is not in view.
- Standing Room Only tickets (SROs) may not be ordered for events in which your suite is relocated.
- If you have purchased your suite's annual ASPs, please know that whenever your suite is relocated, your ASP tickets will not be included.
- Every effort is made to pre-determine the stage set-up months prior to the event. Occasionally the sightlines are better than originally thought and, in those cases, you and your guests may opt to sit in the suite with the expressed permission of the event promoter.
- Occasionally the promoter may change stage backdrops, sound, and lighting systems at the last minute, which may impact your view. As this information is made available, the Premium Ticketing office will notify you as promptly as possible. In cases in which guests need to be relocated out of a suite for a better view of the stage, our Box Office and Premium Ticketing office will work together to get you the best seats available.



SUITE INFORMATION

Suite Personalization

Please contact the Manager, Premium Services with a detailed description or photograph of the items to be placed in the suite. Anaheim Arena Management and Anaheim Ducks Hockey Club must approve Suite décor prior to installation. When the items are approved, you will be expected to make arrangements for installation by a licensed contractor. (Upon termination of the suite contract, the suite is to return to its original status.) The upkeep of those items is the responsibility of the suite holder.

Please contact the Manager, Premium Services to make arrangements for posting your company logo in your suite. Honda Center works with a “preferred” sign company who does excellent work at competitive prices. However, you are welcome to use an outside sign company as long as we are provided with a certificate of their insurance.

Telephone

Your suite extension (for internal calls) is posted on the phone, in addition to important extensions within the arena. Should your phone be inoperable, please notify your suite attendant or the Manager, Premium Services for quick repair.

Troubleshooting

If a problem arises at any time during a visit to Honda Center, please notify a suite attendant or the Concierge. Event staff is on duty to assist in any situation.

Should a problem pertain to food and beverage, contact the suite kitchens from the telephone inside your suite. If you are on the Pacific Premier Bank Club Level, contact **(714) 704-3117**. If your suite is on the Plaza Level, contact **(714) 704-3167**.

For medical emergencies, please dial "0" for the Arena Operator. Emergency Medical Technicians are on site for every event. First Aid is located on the Plaza Level across from section 216 and can be reached by calling **(714) 704-2641** from your suite phone.

Uninvited Guests

If you suspect there may be an uninvited guest in your suite (guest without a proper ticket), feel free to inform your suite attendant or dial the Operator at “0” from your suite telephone. Uninvited suite guests may be subject to eviction from Honda Center.



FOOD & BEVERAGE INFORMATION

Honda Center

The arena offers multiple dining options for suite holders including but not limited to; concession stands; the Club Level Lounge; Jack Daniel's Old No. 7 Club; The Wine Cellar, Preserved by Sub-Zero; and Brewery X Biergarten. All suites have a designated suite attendant for your in-suite dining needs.

Alcohol Policies

- Bringing any alcoholic beverages into the parking lot or arena is prohibited.
- Alcoholic beverages consumed in the suites must be obtained from Honda Center.
- Fans are not allowed to take any alcoholic beverages out of Honda Center.
- Alcohol is not permitted to be dispersed to ticketed patrons outside of the suite.
- Honda Center reserves the right to discontinue the service of alcoholic beverages to guests in the suites based on their behavior or abuse of consumption.
- California Law prohibits the sale of alcoholic beverages to persons under the age of 21. Therefore, patrons under the age of 40 should be prepared to show proper identification and proof of age when purchasing alcoholic beverages at the arena. Suite guests are required to obey all state and local laws governing the sale, possession, and consumption of alcohol. Any individual under the legal drinking age of 21 who is found to be consuming or to have consumed alcoholic beverages on the property will be subject to eviction.
- We strongly encourage guests not to drink and drive. Concierge can arrange taxi service at your request.
- Please visit your nearest concession stand to view the posted times for the closing of alcohol sales, as each time varies from event to event. You can also ask your nearest suite attendance for these times.
- There are occasional events at which alcohol sales are prohibited. The suite owner will be notified ahead of time. In those cases, suites may pre-order alcohol to be placed in the refrigerator and/or liquor cabinet. On these occasions, guests may not take alcoholic beverages out of the suite. All event information, including alcohol sales updates, will also be available via the Premium Update newsletter if time permits.

Concessions

For a list of concession stands throughout Honda Center, please visit www.hondacenter.com/arena-info/concessions/.

Plaza Level

Anaheim Pizza Co. - Section 203

CPK - Section 210

The Classics – Sections 212 and 219

Greatest Hits – Sections 217 and 228



FOOD & BEVERAGE INFORMATION

Club Level

Club Level Lounge – Sections 325 and 301
The Classics – Section 321
Jack Daniel’s Old No. 7 Club – Sections 312-315
The Wine Cellar Preserved by Sub-Zero – Section 324
Brewery X Biergarten – Section 307

Terrace Level

The Classics – Sections 402 and 424
Express Eats – Section 411
Pressed – 415
Bowl’d Over – Section 424
Sweet Sensations – Section 430
The Cove by Hop Valley – Section 433
Greatest Hits – Section 434
Anaheim Chile Featuring Wholly Guacamole – Section 443

In-Suite Dining

Food and beverage is available to purchase by ordering ahead of time or during an event.

To place an order ahead of time, please visit the online portal at <https://connect.appetizeapp.com/preorders/buildorder/honda-center/> or by calling the Food and Beverage Suites Manager at (714) 704-2928. A wider selection of snacks, entrées, salads and desserts are available when orders are placed by 2:00 P.M. two business days in advance of an event and may also be less expensive. Please note event days are not considered business days.

During an event, guests may order food and beverage from an event-day menu at any time through the last intermission of an event. To place an order from a suite, dial extension 3117 on the Pacific Premier Bank Club Level or extension 3167 on the Plaza Level. Event-day menus and pricing may vary.

Club Level Lounge

The Club Level Lounge is a private area, giving you exclusive access to freshly prepared food and beverage options in an exclusive member lounge.



The Jack Daniel’s Old No. 7 Club is a private restaurant and bar for Premium Seat Holders on the Pacific Premier Bank Club Level to which your suite tickets have access. Enjoy the lively



FOOD & BEVERAGE INFORMATION

atmosphere and a great view of the event from the bar or settle into a seat at the restaurant for a truly exceptional dining experience. Select from a wide variety of freshly prepared appetizers, entrees, and desserts, or enjoy the nightly chef's display with a buffet of seasonal items to satisfy even the most discriminating palates.

Reservations are strongly recommended. To reserve a table, please visit [HondaCenter.com/Premium-Seating/Club-Restaurant-Reservations/](https://www.hondacenter.com/Premium-Seating/Club-Restaurant-Reservations/), call (714) 704-CLUB (2582), or email ClubReservations@HondaCenter.com with the number in your party and the date and time of your desired reservation. Please also be prepared to give your suite number and account number. Should any of your dinner guests not possess Pacific Premier Bank Club or any level suite tickets for the day of the reservation, please mention this when making the reservation. Wristbands will be provided to those guests so that they have access to the Club Level.

For Anaheim Ducks games, the restaurant opens two hours prior to game time. The Chef's Table is served throughout the end of the second intermission and closes at the start of the third period with the bar menu ending at the 12-minute mark of the third period. For non-Ducks events, restaurant hours may vary.

The bill for food and beverage purchased must be settled at the conclusion of dining. The Jack Daniel's Old No. 7 Club accepts Visa, MasterCard, and American Express.

The Wine Cellar, Preserved by Sub-Zero

The Wine Cellar, Preserved by Sub-Zero is the first dedicated wine destination in an entertainment venue. The exclusive wine cellar is accessible on the Pacific Premier Bank Club level via any level suite ticket. Over 240 different wines are offered from all over the world. Our dedicated sommeliers are available to answer questions and assist guests in finding the perfect wine to enjoy. All wines can also be delivered to your suite.

The Wine Cellar is open for all Ducks games. For non-Ducks events, hours may vary.



FOOD & BEVERAGE INFORMATION

Brewery X Biergarten

The Brewery X Biergarten, located just off the Pacific Premier Bank Club Level concourse, features more than 15,000 square feet of indoor/outdoor entertainment space, upscale décor, and service of the highest degree in a one-of-a-kind environment that is uniquely Southern California. The Biergarten features an enhanced food and beverage menu, including the addition of Brewery X Biergarten beer on tap.

Reservations are strongly recommended. To reserve a table please visit

<https://www.hondacenter.com/premium-seating/club-restaurant-reservations/>, call (714) 704-CLUB (2582), or email clubreservations@hondacenter.com with the number in your party, along with the date and time of your desired reservation. Please also be prepared to give your suite number and account number.

Hours of operation begin 2 hours before the start of the game. Please note that you will not have access to the concourse or your suite until 1.5 hours before the start of the game. Brewery X Biergarten is open for most non-Ducks events.

Outside Food and Beverage

No outside food or beverages are allowed in Honda Center. Exceptions are made for baby food and food for medical reasons. We do make exceptions for wine and birthday cakes (to be brought to the restaurant or the suite); however, corkage and cake cutting fees will apply. To avoid entrance issues, please to notify the Manager, Premium Services at (714) 704-2441 prior to coming to the building with these items.



EVENT & TICKET INFORMATION

Additional Club-Level Tickets

Extra Club-level tickets are often available for purchase. For those events in which we have extra inventory, an “Extra Ticket Order Form” will be sent to you via email. These offers are available for a short window of time and your request must be received by the Premium Ticketing office by the designated deadline on the digital form. Refer to the Extra Ticket Order Form for information regarding when your tickets will be available on your Account Manager.

Anaheim Ducks Playoff Priority

Suite Holders receive their suite tickets for all Ducks home games prior to the start of the Ducks season. For additional playoff tickets, suite holders will have an opportunity to purchase playoff strips for all Ducks home games.

Annual Suite Passes (ASP)

Suites have 4-6 additional tickets available per event. Those that are purchased on an annual basis are referred to as Annual Suite Passes (ASPs). For all Ducks games, ASPs are included in your ticket booklet. ASPs are included in the monthly ticket mailing unless your suite is relocated due to sightlines. The number of ASPs available depends on the capacity of your suite.

Please remember that each guest in a suite must have the appropriate ticket for that suite. Children two years and older are required to have a ticket for admittance.

Box Office

For Individual ticket purchases, Honda Center Box Office is open Monday-Friday, 10 a.m. to 3 p.m. and extended hours on event days. Please note extended hours vary depending on the event.

Calendar of Events

View the upcoming events for Honda Center by visiting HondaCenter.com or see the most recent Premium Update newsletter.

Cancelled/Rescheduled Events

In the event of a cancelled or rescheduled show, the Premium Sales and Services Department will make every effort to notify all clients via email and, time permitting, the Premium Update newsletter.

Children's Tickets

All children two years of age and older must have a ticket to enter the arena. Children must have a ticket in the suite with the adult who is accompanying them.

Delivery of Suite Tickets

The Premium Ticketing office will mail your tickets to all events (except Anaheim Ducks games) on a monthly basis. Tickets should be received mid-month for the following month's events. For example, tickets to January events will be sent mid-December.



EVENT & TICKET INFORMATION

Tickets for the Anaheim Ducks season as well as the parking information for these games are sent to Suite Holders at the beginning of the hockey season.

Any Standing Room Only (SROs) or extra Club Level Tickets that are pre-ordered will be available on account manager once the request is processed.

Disabled Seating

Disabled seating is available throughout Honda Center on the Plaza, Pacific Premier Bank Club, and Terrace Levels. Availability of locations is dependent upon event seating configuration. For availability and exact locations based on a particular event, please contact the box office at (714) 704-2500 or Ticketmaster at (714) 740-2000 prior to the event.

Each suite is equipped with an arena chair that is easily removed for wheelchair access. This particular seat is clearly marked, equipped with castors, and may be moved out of the back row to accommodate a wheelchair. Notify the Manager, Premium Services at (714) 704-2442 should this seat need to be completely removed for an event.

Doors/Opening Time

There are three main entrances to Honda Center: North (facing Plum Lot 2), South (facing Katella), and East (facing the Santa Ana riverbed). For Suite guests there are three additional private entrances at the Northwest, Southeast and Southwest corners of the building. A Premium Will Call desk is located inside the Southeast Entrance. Guests with dinner reservations at the Jack Daniel's Old No. 7 Club may enter through the Southeast Entrance prior to the building's official opening time. The doors to Honda Center open either 60 or 90 minutes prior to an announced event starting time. Please be sure to check the website at www.hondacenter.com for times.

Door Delays

There are times when, due to unforeseen changes with the event production schedule (such as sound checks, rehearsals, etc.), we are unable to allow guests into the arena at the previously planned time. The building staff is in constant communication with the show's production crew. As soon as they give us permission to open doors, we immediately do so, and we work to get all of our guests into the arena as quickly as possible.



EVENT & TICKET INFORMATION

Ducks Ticket Management

My Ducks Account by Ticketmaster is a one-stop shop for online account management of your Anaheim Ducks tickets. Track usage of your Anaheim Ducks tickets, update your account profile, and transfer your tickets to another party from your own personal online account.

ACCESS YOUR PERSONAL ACCOUNT TODAY

STEP 1: Go to AnaheimDucks.com and select My Ducks Account

STEP 2: Log in to your personal account with your Ticketmaster email address and password; any questions concerning your login and password can be directed to your Premium Sales Manager.

STEP 3: Start managing your tickets; it's that easy!

MOBILE TICKETING

Ducks mobile ticketing provides fans the ability to use their mobile device as their ticket, providing access to Honda Center via a unique barcode that can be scanned from your device's screen. Not only do you have quick access to your tickets, but transferring and re-selling* your tickets from your phone is now easier than ever! For instructions on how to access your account from your phone, please visit AnaheimDucks.com/MobileTicketing.

NOTE: You must have a My Ducks Account with Ticketmaster to use mobile ticketing. If you do not already have a My Ducks Account, please visit AnaheimDucks.com/MyDucksAccount.

TRANSFER YOUR TICKETS

Any suite ticket (including ASPs and excluding SROs), can be sent via ticket transferring. This option allows you to transfer tickets to friends, family or clients. Simply log in to your personal account and select the ticket or group of tickets you wish to send, enter the recipient's information, and select "Transfer." This is also an easy and economical option if your hard tickets are inaccessible (left at home or the office, for example).

HOW IT WORKS

Each of your suite tickets carries a unique barcode, ensuring that they are authentic. During the transferring process, the barcode on your original physical ticket is cancelled and a new one is issued electronically. The recipient is sent a new ticket with a unique barcode that can be accessed on Account Manager. Due to the cancelling of barcodes on the original ticket, please note which ticket number you are forwarding so you do not try to enter the building with an invalid barcode. Access will not be granted with an invalid barcode.

WHAT IS THE FEE?

There is no fee for forwarding or transferring your tickets to another party.



EVENT & TICKET INFORMATION

Event Notification

Upcoming events, as well as newly announced events at Honda Center, are noted in the Premium Update Newsletter. These emails will come from PremiumSeating@HondaCenter.com. A complete event schedule is always available at HondaCenter.com.

Group Discount to Anaheim Ducks Games

Groups of ten guests or more receive a special discount to select Anaheim Ducks games. Please call the Anaheim Ducks Group Sales Department at **877-WILDWING (945-3946)** for more information.

Lost or Stolen Tickets

Event tickets are valuable items, and we recommend that they are kept in a secure place. Lost or stolen tickets must be reported immediately to the Premium Ticketing office prior to the event. Please complete the Lost or Stolen Ticket form and email to PremiumSeating@HondaCenter.com. Please also call the Manager, Premium Services at **(714) 704-2441** as soon as possible, so arrangements can be made to accommodate guests attending the event.

Premium Will Call

Pre-arranged Standing Room Only (SROs) as well as other ticket orders for suite guests will be left at the Southeast Concierge Will Call. Please note that the Southeast Concierge Will Call is different from the Box Office Will Call. SROs and Club Level ticket arrangements can be made no less than 48 hours in advance of an event by calling the Premium Ticketing office.

Standing Room Only Tickets (SRO)

Suites have 4-6 additional tickets available per event. Those that are not purchased on an annual basis are referred to as Standing Room Only Tickets (SROs). For Ducks games, SROs are included in the back of your season ticket books. As SROs are scanned for use at Ducks games, your credit card number on file will be charged. For all other events, SROs are available for purchase to those suites that are not relocated due to sight-lines. Requests to purchase SROs for non-Duck events must be submitted on the SRO Request Form. Please find the SRO Request Form by visiting https://duckshondacenter.formstack.com/forms/sro_order_form. The price of these passes varies from event to event. (If an event falls on a weekend, orders for SROs must be received no later than 5:00 P.M. on Friday evening.) The number of SROs available depends on the capacity of your suite. Guests may pick up their SROs from the Premium Will Call at the Southeast entrance on the night of the event or you can access digital tickets anytime on Account Manager.

Please remember that each guest in a suite must have the appropriate ticket for that suite. Children two years and older are required to have a ticket for admittance.



EVENT & TICKET INFORMATION

Ticketmaster

Inquiries and availability of seat locations other than Club-level seating should be directed to Ticketmaster by calling (714) 740-2000 or (213) 480-3232 or visiting www.ticketmaster.com.

Ticketmaster Pre-Sale Ticket Opportunities

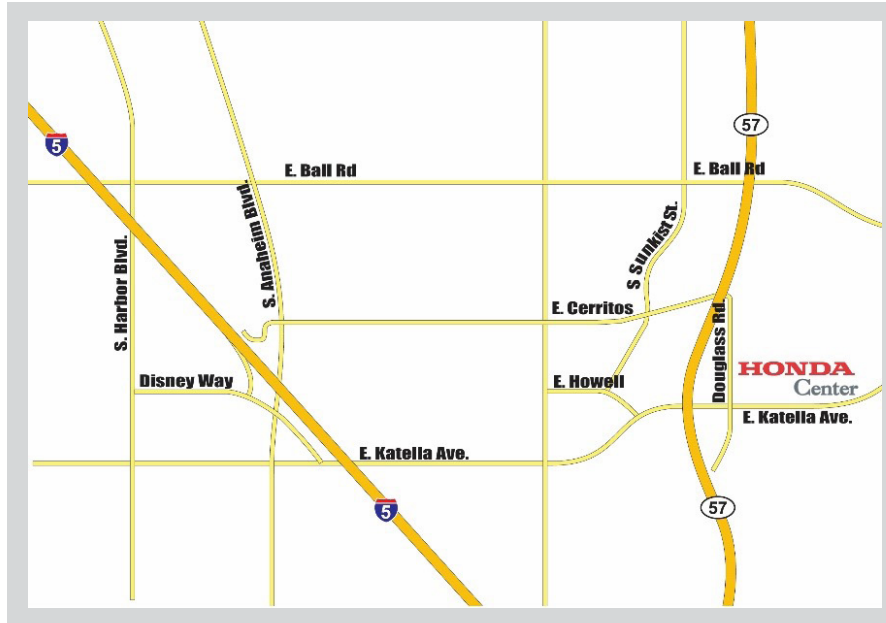
Occasionally, concert promoters will invite Honda Center to offer our Suite Holders pre-sale ticket opportunities. Pre-sale tickets are often located on the Floor and Plaza Levels, depending on the event. Offers are sent out via email.



GETTING HERE

Driving Directions

There are several ways to enter Honda Center from Interstate 5, Highway 57, and Highway 55.



From 57 South or North

From 57 South or North, exit Katella and go East. Turn left onto Douglass Road, and Honda Center is on the right-hand side.

From 5 South or North

From 5 South or North, exit Katella and go East for 1.5 miles. Turn left onto Douglass Road, and Honda Center is on the right-hand side.

From 55 South or North

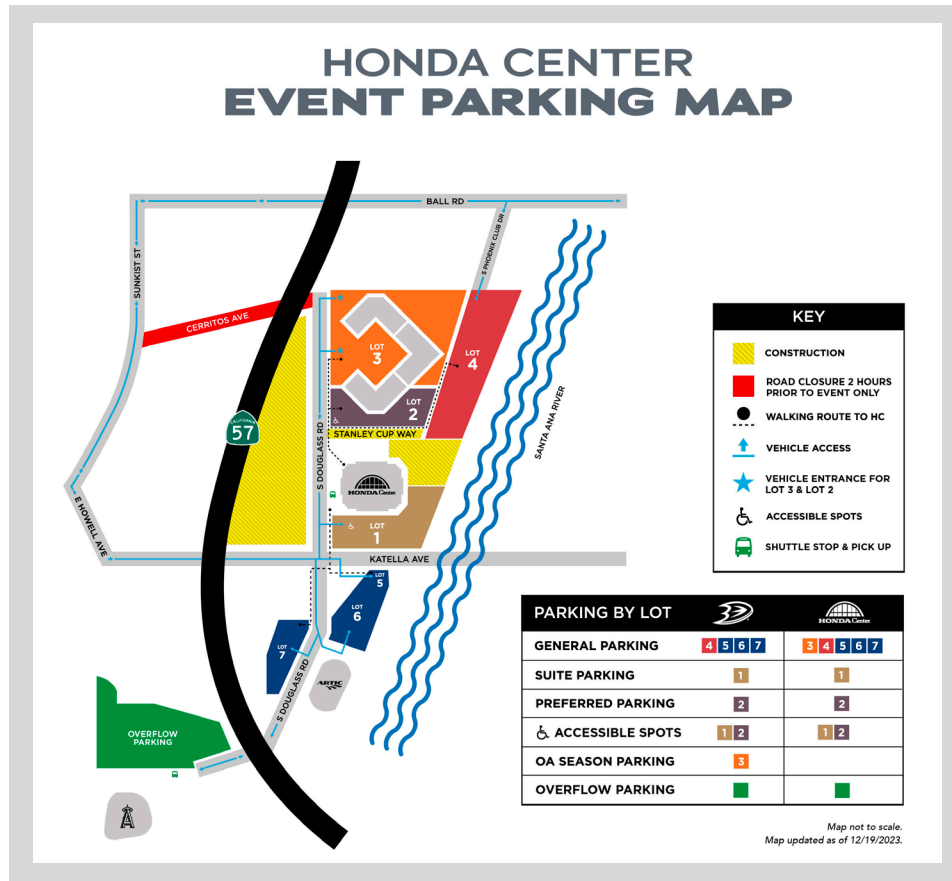
From 55 South or North, exit Katella and go West for 2.3 miles. Turn Right onto Douglass Road, and Honda Center will be on the right-hand side.

Parking Directions

Parking passes for Anaheim Ducks games will accompany your Anaheim Ducks Season Ticket booklet. For all other events, parking passes will be sent monthly with event tickets for the following month's events. Please know that parking prices are subject to change and that all vehicles are subject to search upon entry into the parking lots.



GETTING HERE



Accessible Parking

Accessible parking is available at Honda Center in front of the South entrance in Gold Lot 1 and in Plum Lot 2 to the East of Douglass Road. To be admitted into these parking areas, vehicles must display a current state-issued window pass or license plate. Disabled parking spaces fill quickly, so please make arrangements to arrive early.

Reserved Parking

Each suite has one marked reserved parking space in Gold Lot 1. A reserved parking identification tag will be issued per event. Please place the parking pass on your dashboard as you enter the parking lot. Our parking attendants will direct you to your reserved parking space. Reserved parking passes for Anaheim Ducks games will accompany the Anaheim Ducks Season Ticket booklet. For all other events, reserved parking passes will be sent on a monthly basis with event tickets for the following month's events.



GETTING HERE

Preferred Parking

Along with your one Reserved Parking pass, Suite Holders also receive a select number of Preferred passes based on the suite capacity. Preferred Parking for suite holders is located in Gold Lot 1. Please place the parking pass on your dashboard as you enter the parking lot. Our parking attendants will direct you to the closest available preferred parking space. Preferred parking passes for Anaheim Ducks games will accompany the Anaheim Ducks Season Ticket booklet. For all other events, preferred parking passes will be sent on a monthly basis with event tickets for the following month's events.

Rideshare/Taxi Service

Pickup: The designated pickup is located across Katella Ave. at the Anaheim Regional Transportation Intermodal Center (ARTIC) at 2626 E. Katella Avenue, Anaheim 92806. Guests will exit Honda Center, walk the designated sidewalk towards Katella Ave., and follow traffic control officer instructions.

Drop Off: Guests using rideshare services and taxis can be dropped off at the Anaheim Regional Transportation Intermodal Center (ARTIC) at 2626 E. Katella Avenue, Anaheim 92806. Drivers must access Douglass Road from Katella Ave. and follow traffic control officer instructions.

Tailgating

Tailgating is allowed in the Honda Center parking lot. No vehicle may occupy more than one parking space. Consumption of alcohol is strictly prohibited. Open flame barbecues are not permitted in the parking lots.

Train

The Amtrak Train Station is located at the Anaheim Regional Transportation Intermodal Center (ARTIC) at 2626 E. Katella Avenue, Anaheim 92806, which is within a few blocks of Honda Center. For train schedules and rates please visit www.amtrak.com or call **(800) USA-RAIL**.



GENERAL BUILDING INFORMATION

Anaheim Ducks Hockey Club

Honda Center is the home of the National Hockey League Anaheim Ducks. For more information on the Anaheim Ducks, please visit AnaheimDucks.com or call **877-WILDWING (945-3946)**.

Anaheim Arena Management

Anaheim Arena Management is responsible for booking all events that come to Honda Center, as well as maintaining the building.

Elevators

Elevators are located throughout the Plaza Level concourse for guests ticketed on the Pacific Premier Bank Club Level and guests needing special assistance to the Terrace Level.

First Aid

The First Aid room is located on the Plaza Level outside section 216. Emergency Medical Technicians (EMTs) will staff the room from the time the doors open until the conclusion of the event.

Found Children

Every child should be told to contact an usher or Security Team Member should they become separated from their family or group. A lost child will be taken to Guest Services on the Plaza Level outside section 214. Lost parents should follow the same procedure.

Guest Services

The Guest Services desk is located on the Plaza Level outside section 214. The Guest Services desk is staffed throughout the game with Ducks personnel to offer wheelchair assistance, issue hearing assistive devices, provide game day notes, and answer all your questions about promotions and community development programs. Guest Services is also staffed with a Honda Center employee that can assist with any questions pertaining to the building. There is a mother's nursing pod available outside section 224/225. Please ask the Guest Services desk for access.

Lost and Found

Any item that has been lost or found during or after an event should be reported to the Guest Services desk located on the Plaza level outside section 214. If you are looking for a lost item after an event, contact Anaheim Arena Management's Administration Office at (714) 704-2400. Items are held for 30 days, then disposed of or donated appropriately.

Restrooms

Restrooms are located on each level of the arena. All restrooms are wheelchair accessible. Each Plaza Level suite has a private restroom.



GENERAL BUILDING INFORMATION

Seating Levels

The arena has four levels: the Floor Level or 100 Level; the Plaza Level or 200 Level; the Pacific Premier Bank Club Level or 300 Level; and the Terrace Level or 400 Level. Seating varies by event and not all areas may be available at all events. There are ADA seating areas available per each floor. Please contact the box office at **(714) 704-2500** for assistance.

Service Animals

Working guide dogs or trained service animals assisting guests are welcome inside Honda Center. All service animals must remain on a leash or in a harness at all times.



FORMS

General Information

To order additional suite tickets, report lost or stolen tickets, and request change of address please complete the appropriate forms and email them to your Premium Sales Manager or PremiumSeating@HondaCenter.com.

Request for Standing Room Only (SRO) Tickets

Please complete the SRO Ticket Request form by visiting https://duckshondacenter.formstack.com/forms/sro_order_form.

Tickets will be available on your Account Manager once the order is processed. If you have any questions, please reach out to your Premium Sales Manager.



CHANGE OF ADDRESS FORM

Please complete this form and mail or fax it to the Premium Ticketing office. If you have any questions, please contact Premium Ticketing office.

Mailing Address:

Premium Sales and Service Department
Honda Center
Attn: Premium Ticketing office
2695 East Katella Avenue
Anaheim, CA 92806

Fax Number:

(714) 940-2822

Account #: _____ Account Name: _____

Please make any necessary changes listed below to update my account.
(Account name cannot be changed.)

Contact Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Day Phone: _____ Evening Phone: _____

Cell Phone: _____ Fax Number: _____

Email Address: _____

I, _____, am the account holder of record or contact.

Signature: _____

Print Name: _____ Date: _____

Please email this completed form to your Premium Sales Manager or email PremiumSeating@HondaCenter.com.



SUITE SEATS LOST / STOLEN TICKET FORM

This letter serves as confirmation of lost or stolen Suite seat ticket(s) for the following event at the Honda Center.

Event: _____ Date: _____ Time: _____

Suite Seat Location: _____ Seat Number(s): _____

Account Name: _____ Contact: _____

Contact Phone: _____

Reprinted tickets held at Southeast Concierge for: _____

Explanation: _____

Please include your credit card information below.

Visa Mastercard American Express

Card Number: _____ Exp. Date: _____

Name on Card: _____

Signature: _____

I understand and accept the following Honda Center procedures for Suite/Club seat tickets reported as lost or stolen.

-After completion and submission of this form, the Suite holder will be issued reprinted tickets to replace the original lost/stolen tickets, and at this point, the original tickets are no longer valid and will not be permitted into the building.

-The reprinted tickets will be available for pick-up at the Southeast Concierge one (1) hour prior to the event for which the tickets were reissued. **Reprinted tickets will not be mailed, or be available for pick-up prior to the event date.**

-IMPORTANT! Reprinted tickets will supersede the original lost/stolen tickets. If any guest(s) attend the event with the reported lost/stolen tickets they will be questioned as to how they received the tickets for the purpose of a written report, and will be given these options:

- If tickets for the event are available for purchase, the guest(s) with the reported lost/stolen ticket(s) will be escorted to the box office to make the purchase – if they so choose. There is no guarantee that the purchased tickets will be of comparable location as the original tickets. No refunds are available.
- If tickets for the event are not available for purchase, the guest(s) with the reported lost/stolen tickets will not be able to attend the event, and will be escorted out of the arena.

Signature of Record

Date

Please email this completed form to your Premium Sales Manager or email PremiumSeating@HondaCenter.com.



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