

On Sale Procedures

The purpose of the lottery system is to ensure that all customers have the same chance of being among the first five in line, eliminating the need to be at the arena overnight. This policy helps ensure customer safety and provides for effective crowd management.

1. Random numbers will be issued beginning 90 minutes prior to the designated on-sale time and will be distributed for 45 minutes. The drawing will begin 45 minutes before the on-sale starts. If you arrive after that start of the drawing, you will be placed in line in the order which you arrive after all the numbers have been drawn.

2. ONE (1) random number per customer. Anyone found in possession of more than one number will be placed at the end of the line. Random numbers are non-transferable.

3. You must be 12 years of age or older AND be able to complete a transaction on your own, without a parent, to receive a random number. (i.e. a child cannot sign for a parent's credit card so they would have to pay cash.) If your child's number is called you will not be able to switch places with them.

4. A random number does not guarantee you a ticket, only a place in line.

5. Please do not use cell phones and/or maps while you are at the ticket window.

6. Your random number will ONLY be honored at the Save Mart Center Box Office.

7. Each position in line will be determined by lottery in groups of five. If tickets one through 10 are assigned, for example, all customers holding tickets one through five will be one group and placed in line together, while customers holding tickets six through 10 will be another group and placed in line together. Each group equally has the chance to be first in line.

8. When the starting number is announced, customers will begin lining up in the order in which their number is called.

9. Ticket limit (if any) will be posted on the Box Office windows. Patrons in need of ADA accessible seating must mention that need at the ticket window. Only one wheelchair ticket and one companion ticket will be sold at a time.

10. Anyone who receives a random number has a chance to be first in line!!!

11. Overnight camping is strictly prohibited.

12. We reserve the right to refuse service to anyone who does not abide by the policies listed above.

13. Tickets are sold on a best available basis only! You cannot pick specific sections, rows or seats. Please tell the ticket seller the number of tickets you would like and the price level and they will pull the best available.

14. Payment methods include cash, Visa, MasterCard, Discover and American Express. We do not accept checks.

PLEASE DO NOT ARRIVE AT THE VENUE ANY EARLIER THAN THE TIME SPECIFIED FOR DISTRIBUTION OF THE RANDOM NUMBERS. THERE IS NO ADVANTAGE IN EARLY ARRIVAL, AS YOUR PLACE IN LINE WILL BE DETERMINED BY THE LOTTERY PROCESS.