Event Policies and Info

Alcoholic Beverages

California Law prohibits the sale of alcoholic beverages to persons under the age of 21. Guests are required to show proper identification and proof of age when purchasing alcoholic beverages at Save Mart Center. An out of state driver's license, military ID, passport or expired California driver's license/identification card are not valid forms of identification for purchasing alcohol. Only two alcoholic beverages are allowed per person, per purchase. Management reserves the right to refuse service to guests who appear intoxicated or who are disturbing other guests. Beer sales are discontinued before the last act during concerts and family shows, five minutes into the third period during Fresno Falcons games, and five minutes into the second half for Fresno State basketball games. Beer sales may also be discontinued at management’s discretion. Save Mart Center encourages guests to drink responsibly.

Automatic Teller Machines

For your convenience, Save Mart Center offers 3 onsite ATMs.

Backstage Passes

Save Mart Center does not issue or have access to backstage passes.

Banners/Signs

Handheld banners and signs are permitted at Save Mart Center provided they are no larger than 2' x 3' and are in good taste as determined by Save Mart Center management. Signs may not utilize wood, metal or similar types of materials for support. Banners and signs may not be affixed or hung anywhere in the facility or displayed in a manner that obstructs guests' views of the event or facility advertising signage.

Bulldog Shop

The Bulldog Shop, located in the northeast lobby, sells Fresno State apparel and merchandise during Fresno State events. The store opens at 1 p.m. for 7 p.m. tip-off games and two hours prior to daytime-weekend games. The Bulldog Shop is not open during Falcons games, concerts and family shows, or on a daily basis.

Cameras

For most events, at the request of the artists and/or leagues, cameras (specifically cameras with professional/detachable lenses and flash) are not permitted. Save Mart Center reserves the right to examine and prohibit the use of any camera that conflicts with the policy set by the event.

Children's Admission

Children two years and older must have a ticket for admission. A ticket is required, however, in order for a child to have his or her own seat. Some shows intended for young children do require children over the age of one to have a ticket. Please call in advance to verify the policy for a specific event.

Doors Open

Arena doors are open to the public a minimum of one hour prior to the event.

First Aid

Save Mart Center’s professionally staffed and equipped first aid station is located on the main concourse behind Section 109. In case of an emergency, please go to the first available officer or staff member for assistance.

Guest Appearance

Guests entering the Arena must be properly attired with shoes and a shirt. The items must be worn at all times in the facility. Guests wearing attire deemed inappropriate may be asked to leave the arena.

Guest Conduct

To maintain a safe and enjoyable environment, Save Mart Center asks that guests be courteous to those around them and abide by building policies. Your ticket is a revocable license. The ticket holder must abide by the facility regulations. Guests using foul or abusive language, behaving in an unruly manner or appearing intoxicated are subject to being evicted and/or arrested.

Guest Services

The Guest Services desk, located in the main concourse’s northwest lobby, provides guests a convenient location to obtain information, offer suggestions, voice concerns and receive assistance during events.

Handouts

The distribution of promotional items, handbills, flyers, pamphlets, printed materials, as well as the solicitation of signatures is not permitted on Save Mart Center property without prior written authorization from SMG.

Intoxicated Guests

Intoxicated guests will not be admitted into the Arena at any time. Intoxicated guests are subject to eviction from the event. Persons denied entry into the facility will be offered a full refund from the Arena Box Office.

Lost and Found

Contact the Guest Services desk located in the main concourse’s northwest lobby to inquire about lost or found items during an event. For inquiries following an event, please call (559) 347-3490 during normal business hours.

Prohibited Items

Patrons are subject to security searches and other restrictions as deemed necessary and as required by the event. Save Mart Center reserves the right to refuse admittance to ticket holders who refuse to allow inspection of their persons and any purse, bag or package carried with them when entering the facility. Bags larger than 11" x 17" and all backpacks will

not be allowed. Lockers and storage areas are not available. Diaper bags are permitted and will be inspected.

Items not permitted into Save Mart Center are inclusive of, but not limited to, the following:

- Outside food, drinks, cans, bottles or containers of any kind including coolers (exceptions are made for baby food.)
- Fireworks and weapons including firearms, knives, sticks, chains, spiked jewelry and spiked belts.
- Laser pointers.
- Air horns (marine type in a can.)
- Backpacks, bags larger than 11" x 17" or sealed packages of any kind including presents.

Projectiles

The throwing of projectiles inside the Arena will not be tolerated. Offenders will be warned and are then subject to eviction from the Save Mart Center.

Re-entry

Guests who exit the building during an event will not gain re-admittance.

Security

Save Mart Center staffs both private security and Fresno police officers to provide security before, during and after events. See also Prohibited Items.

Smoking

In accordance with California Law, smoking is prohibited in Save Mart Center. A designated smoking area is located outside of the arena’s southeast lobby.

Tailgating

For your safety and the enjoyment of those around you tailgating, picnicking or consuming any alcoholic beverages is not permitted outside the Save Mart Center. Persons who violate the following rules may be asked to leave the parking lot, be denied entry to the facility without a refund as well as receive a citation from university police. Thank you for your cooperation and enjoy the event.