ACCOUNT MANAGER

By logging on to the Nashville Predators Account Manager website, season ticket holders can purchase additional single game tickets at the season ticket holder discount rate. Tickets purchased later than 72 hours before the contest are left at will call for the primary account holder.

Orders received prior to the 72 hour cutoff are mailed to the account holder (includes all fees*). Account Manager will also allow you to view/pay invoices (excluding Power Pay) update profile, forward tickets, via email, view fan loyalty point status, and post your tickets for resale. *Fees may vary for online services

ANNIVERSARY ACKNOWLEDGEMENT

Anniversary acknowledgements will be combined with Birthday Announcements. Anniversary announcements will be displayed on the matrix board during the first period of every home game. We will list names of fans celebrating anniversaries on the board only The Community Relations Department will assemble all anniversary announcement requests. A $50 donation to the Predators Foundation is requested. All anniversary submissions must be provided to the Community Relations Department no later than 48 business hours prior to the game. The Game Presentation Department is not responsible for misspellings or inaccuracies on lists submitted.

ADA SEATING

The building provides accessible seating for our disabled guests. There are three designated seating areas.

Wheelchair Seating: Available on all levels of the facility and in upper bowl, lower bowl and club levels pertaining to a specific event.

Mobility Impaired Seating: Available on all levels of the facility and in all pricing levels pertaining to a specific event (crutches, walkers, canes and other adaptive aids).

ANIMALS

Animals are not permitted in the building. Exceptions include guide, sign and signal dogs to aid fans with disabilities.

ASSISTING FANS WITH DISABILITIES

Since all disabilities may not be immediately apparent, fans may need to ask before they receive attention. Please alert your usher or fan relations to any special needs due to a disability

ATM

There are two (2) ATM’s inside the building. The ATM’s are located on the main concourse level under the escalator in the food court and next to the radio broadcast booth outside section 117.

BANNERS AND FLAGS

Banners and flags are prohibited from being hung or fastened in the Center, unless placed there by management. Handheld signs no larger than 2’ x 3’ are permitted, but must meet the following criteria:

• Signs cannot be distasteful in nature or content.
• Signs cannot obstruct the view of fans.
• Signs cannot be attached to sticks or poles.
• Signs cannot be commercial in nature.
• Signs cannot be placed on the glass.

BIRTHDAY ANNOUNCEMENT

Birthday announcements will be displayed on the center-hung matrix during the first period of every home game. We will list the names of birthday fans on the board only. The Community Relations Department will assemble all birthday announcement requests.

A $50 donation to the Predators Foundation is requested for birthday announcements. All birthday submissions must be provided to the Community Relations Department in writing no later than 48 business hours prior to the game. Please confirm all spelling prior to submitting lists. The Game Presentation Department is not responsible for misspelling or inaccuracies on submitted lists. Please direct all questions to the Community Relations dept. (615) 770-2331.

CARRY IN & CONTRABAND ITEMS

The following items are not permitted in the Center:

• Bottles and cans
• Food and drink purchased outside (i.e. McDonald’s, Wendy’s, etc.)
• Coolers
• Frisbees and beach balls
• Laser pointers
• Certain noise making devices, specifically air horns with sirens
• Fireworks
• Illegal drugs and alcohol

BOX OFFICE HOURS

Monday – Saturday 10:00 a.m. – 5:00 p.m.
Game Days: Two hours prior to event through end of the 3rd period.

CAMERAS AND RECORDING DEVICES

The use of cameras is permitted at Predators games as long as the cameras do not have professional lenses or flash attachments. Lenses longer than 6 inches (roughly the length of a dollar bill) are considered “professional”. Use of recording devises, both audio and visual are prohibited at Predators games. Fans may not use cellular or satellite devices to transmit photos taken during the game. Fans may not post personal game action photographs on any web site, or provide to any media outlet without the written consent of the team.
PREDATORS GAME DAY POLICIES & PROCEDURES

• Weapons and dangerous devices of any kind (may include oversized or golf type umbrellas).

CONTRABAND FOOD AND BEVERAGE OPTIONS ARE:
• Items may be consumed outside (except alcohol) before entering the facility.
• Items may be returned to their vehicle.
• Items may be thrown away in the nearest trash receptacle.

If other contraband items are found at the entrance gates, these items must be returned to the fan’s vehicle. The Predators do not have a check-in facility for these items. Fans found in possession of contraband items inside the Center will be subject to expulsion from the facility and the contraband items confiscated.

COMPLAINTS
Pointers on how to handle a complaint:
• For any complaints that cannot be handled by your usher, please proceed to either Fan Relations desks – at the main entrance or at section 309.

COMMUNITY RELATIONS TABLE
There will be a Community Relations Booth/Silent Auction table located outside section 101/120 during each home game.

D DISORDERLY CONDUCT
Fans who fail to abide by Center policies and/or state and federal laws are subject to ejection from the facility. Any fan that is violating Center policy will be asked to correct their behavior. If they fail to do so in a timely fashion, ejection from the facility will occur.

DOOR OPENING
Doors to the Sommet Center will open 60 minutes prior to the start of each home game unless otherwise noted.

DRUGS
The use of illegal drugs is prohibited. Possession of any illegal substance is cause for arrest and ejection.

E EJECTIONS
Disruptive and problem fans should be reported to an usher immediately. It is the responsibility of the event services company or Metro police to eject disorderly fans from the facility after the required paper work has been completed at the Security Office. Ejected fans are no longer welcome at the Center for that night/event. Any attempts at re-entry could result in arrest for trespassing. All ejected patrons must vacate the Center property.

ELEVATORS
Public elevators are located at the Southwest and East sides of the Center. The Southwest elevators are located across from the section 108/109 vomitory. These elevators access the event level, 100 level, suite level, 200 club level and the 300 upper level concourses. The East elevators across from section 117/118 vomitory access the event level, 100 level, suite level and 200 club level concourses. Access to the 300 level concourse by these elevators is not available.

FAN APPEARANCE:
All fans entering the Center must be wearing a shirt and shoes with their pants / skirts / shorts. These articles should remain on for the duration of the event.

EXCHANGE POLICY
All full and partial plans will have the opportunity to exchange a designated number of games. The primary account holder can make exchanges at the Sommet Center box office. Unused ticket(s) along with photo id must be presented at time of exchange. Exchanged tickets will be located in the same vicinity or price code of season ticket seats. Used tickets can also be mailed to Account Representative: Nashville Predators Attn: Ticket Sales 501 Broadway Nashville, TN 37203. Please indicate which designated game you are exchanging for along with return address or Will Call name. All exchanges are final.

EMERGENCY EVACUATION
In the event of an emergency developing within the Center, you will be given instructions to follow calmly and orderly. If instructed to evacuate, please do so in an orderly fashion.

FIRST AID
There are two First Aid Stations in the building. Baptist Hospital will provide staffing for each location. The First Aid Stations are located across from section 111 on the lower level and on the upper concourse next to the 311 vomitory.

EMERGENCY EVACUATION
Panic can be a major cause of injury, so it is important stay calm. Please follow all instructions from team and center personnel.

ESCALATORS
The two escalators will run up during the pre-game and the first period. At the beginning of the second period, one escalator will reverse direction. At the beginning of the third both escalators will run down for the remainder of the evening.

FAN APPEARANCE:
All fans entering the Center must be wearing a shirt and shoes with their pants / skirts / shorts. These articles should remain on for the duration of the event.

FAN RELATIONS:
The Fan Relations Booth will be located beside the main entrance on the concourse and section 309 on the upper level. Fans with problems, questions or redeeming contest or blimp prizes should be instructed to go by the Fan Relations Booth.

FIRST AID
There are two First Aid Stations in the building. Baptist Hospital will provide staffing for each location. The First Aid Stations are located across from section 111 on the lower level and on the upper concourse next to the 311 vomitory.
FIGHTS & DISTURBANCES
When you observe troublesome behavior from a fan or group of fans, contact your usher or a Center security officer immediately before a major fight or disturbance occurs. Should a fight break out, stay calm and do not get in the way of Center Security or Metro Police. Make every attempt to avoid physical confrontation with others. Security will restrain combative fans with reasonable force.

FIREARMS
No persons are permitted to bring weapons of any kind in the Center with the exceptions of local, state and federal law enforcement officials. Law enforcement officials who are present in a non-working function and are armed, should inform the Center Director of Security, or Metro Police who will then have their identity verified. Concealed weapon permits are not valid in public assembly areas. Anyone with a weapon will be instructed to return it to his or her vehicle or make other arrangements. Weapons will not be checked into the Security Office.

FOOD VOUCHERS
Food vouchers are one of the many benefits of being a season ticket holder. Food vouchers are given per account and not per seat. For instance, if you have an account with 3 full season seats, you will receive a total of 6 food vouchers. Vouchers are good for pizza or hotdog and a small drink.

GIVEAWAYS & PROMOTIONS
The Predators will have specific premium giveaways throughout the season. Most will be distributed as the fans enter the Center on a first come, first served basis. Due to the nature of some items, some premiums will be given away at the end of the game as the fans are leaving. Youth promotional giveaways are designated for children 12 years old and younger.

GROUP ANNOUNCEMENTS
Groups will be listed on the scoreboard two times per game - once during the pregame (after the preskate is complete), and once during the second period. We will list the name of the group or business as part of a scrolling welcome on the matrix board.

INTOXICATED FANS
Intoxicated fans are not to be admitted into the Center at any time. If you see an intoxicated person enter the Center, contact building Security or Metro Police. Intoxicated fans are subject to ejection from the event. Persons denied entry into the facility would be offered a full refund at the Box Office.

KIDS ZONE
The Kids ZONE is located on the main concourse outside section 105/106. You will find youth hockey play area and a slap shot cage along with hockey themed video games for each home game. During most weekend and holiday games a face painting booth will also be available.

NOISEMAKERS
Certain noisemakers (i.e. air horns, high pitch whistles, sirens, etc.) are not allowed in the Center. Certain noisemaking items found in the Center are subject to confiscation.

PAGING
As a general policy, the paging of fans is not allowed over the public address system during events. The Predators provide a complimentary message service allowing guests to receive emergency messages and return calls while at the game. Fans should go to the Fan Relations Booth for more details.

PANHANDLING/SOLICITING
Panhandling is not allowed on Center property. If you observe anyone panhandling on the property, contact building or event security.

PARKING
The Center Garage is available for suite holder parking only. Other Public lots are available, on a first come first serve basis, within easy walking distance of the Center.

Lost & Found
Any items found before, during and after an event should be turned in to the main level Fan Relations booth. Items will then be turned over to Security, logged in and kept in the Security Office for 30 days. Items may be donated to charity or disposed of at the discretion of management. Contact Sommet Center security at 615-770-2050.
PASSOUT/PETITIONS/LITERATURE
The distribution of literature, handbills, promotional items, or pamphlets is prohibited on Center property unless the party or parties have been given express permission by management. Solicitation for signatures on petitions is also prohibited.

PREDATORS FOUNDATION
The Foundation will have a silent auction table located on the main concourse outside section 120. Upcoming Foundation event information and auction items are on display. Auction bids are accepted until the end of the second intermission for each home game.

PAYMENTS
Invoices will be sent to all accounts informing you of payments made and requesting payments due. Please return payments and enclosed invoice or Power Pay contract to: Nashville Predators Attn: Ticket Sales 501 Broadway Nashville, TN 37203. Invoices can also be viewed and paid using your personal online Account Manager provided to you by Ticketmaster. Credit card payments can also be made by contacting your Account Representative or Fan Relations at (615) 770-2355.

POWER PAY
Payment plan designed to make paying for season tickets a breeze. Your power pay contract must be submitted complete with credit card information and signature. The remaining balance will be divided into monthly payments.

The Predators ticket office automatically processes all transactions on the 15th of the month. Email reminders will be sent to all registered accounts 1 business day before processing. Two or more declines will result in a $25.00 service fee.

PREDATORS PRO SHOP
The Predators pro shop will open 60 minutes prior to the start of a home game and close approximately 30 minutes after the conclusion of a game. The Predators Pro Shop can be reached at (615) 770-2437.

PREMIUMS
At select nights the Predators and our sponsors will distribute premium items to fans attending the game. Premiums targeted at children (ages 12 and under) will be distributed in the quantity of 4,000 units. Premiums targeted at all fans will be distributed in a minimum quantity of 10,000. Due to the nature of some items, some premiums may be distributed as fans exit the building.

PROPOSALS
For all those confident enough to “pop” the question in front of thousands of people, this is your opportunity. The announcer will call attention to the proposal as it appears on the video board for everyone to see. Only one proposal can be done per month, so make a commitment by calling 615 770-2321.

PROFANITY
Profanity that is disturbing other fans will not be tolerated. Security will speak to the individual and ask for their cooperation. If the individual does not choose to cooperate, they may be ejected from the facility.

PROJECTILES
The throwing of projectiles inside the Center will not be tolerated. If you observe such actions, notify security immediately. Offenders will be warned and are then subject to ejection from the Center.

PUCK INJURY
Should any person be struck with a puck please report to the nearest FIRST AID location for treatment.

PUCK IN PLAY
When the puck is in play, no fan may leave or return to seats. Fans trying to enter the seating locations will be held at the vomitory entrance until a stoppage in play occurs. Pucks may fly into the stands. To avoid injury, the fans should remain in seats and attentive while the puck is in play.

RE-ENTRY
The Center has a no re-entry policy. That means that individuals who enter the facility for an event with an admission ticket and then leave the Center are not allowed back in after initial admission.

RESTAURANTS INSIDE THE SOMMET CENTER
The Suite Level Club (formerly Jack Daniel’s Old No. 7 Club) is located on the west side of the suite level and is open to lower level full season ticket holders, club seat ticket holders, suite holders and Club card members. Any tickets with SLCB in the corner have access to the club before face off and tickets with SLCA in the corner have access to the club after face off. All ticketholders are invited to the Suite Level Club after each game for the live post game radio show broadcast.

The All Inclusive Zone (formerly Bud Light Party Zone) is only open ticket holders in the sections immediately in front of the Zone.

RESTROOMS
All restrooms are wheelchair accessible and are located throughout the Building. Diaper changing stations are also available in all restrooms. Men's restrooms are located in sections 110, 107, 104, 120, 117, 114, 217, 223, 202, 211, 310, 307, 303, 333, 329, 326, 320. Women's restrooms are located in sections 111, 108, 106, 103, 120, 118, 114, 217, 222, 203, 211, 311, 308, 306, 302, 332, 328, 325, 319. (see attached map)
SCALPING
The resale of tickets on Building property at any price is prohibited. Should you witness anyone reselling tickets at any price, inform the nearest police or security officer immediately.

SEATING CAPACITY
The seating capacity for hockey is 17,113 for hockey games. The approximate size of the Building is 1,000,000 square feet.

SEATING LOCATIONS
Lower Level – Main Concourse
Executive Suite Level
Club Level
Upper Level

SILENT AUCTION
Bids on auction items will take place beginning 60 minutes before the game and closing at the end at the beginning of the third period. Auction Winners will be announced over the P.A. during the third period and contacted by phone.

SMOKING POLICY
The Building is a smoke-free facility. This is not only facility policy - it is the law. Anyone observed smoking inside the facility shall be asked to extinguish the item immediately. Any person who refuses to comply with the policy shall be subject to ejection from the facility. There are two designated smoking areas located outside. One is located on the upper level by section 315 next to the elevator and the second location is on the lower level by section 113 at the south entrance.

STANDING
Every fan has a specific seat in the building to enjoy our game. Fans are asked to remain seated, in their seat, during normal game action. There are certain occasions to stand during a game for short periods. Examples of when most fans will stand: After a goal is scored, approaching the final buzzer of a close game, during a shoot out, etc.. If you’re standing during an exciting moment during the game, please be mindful of fans behind you and take your seat as soon as possible.

SEVERE WEATHER
In the event severe weather strikes while you are in the Center, you will be given instructions to follow calmly and orderly. Please pay close attention to stay clear of any exterior glass. If you are instructed to evacuate the main bowl, you will be given specific instructions over the main public address system.

TICKETS
Individual game tickets can be purchased through your online Account Manager, Sommet Cneter box office, or by contacting the Fan Line. Tickets purchased through your Account Manager can also be redeemed at the Ticketmaster kiosks located inside the main doors.

TICKET SALES BOOTH
There will be a season ticket sales booth located in the main Food Court, at the bottom of the escalator during each home game.

WILL CALL
The Will Call windows will be open during box office hours Mon-Sat 10 AM-5:00PM and will remain open during game nights. Will Call windows will be in alphabetical order of last name on game day. Only the reserved name can redeem tickets and he/she must present a photo id at the time. To change the name on tickets, please contact the Will Call office at 770-2021. Tickets purchased through your Account Manager can also be redeemed at the Ticketmaster kiosks located inside the main doors.

ZAMBONI RIDES
Zamboni rides are available with a $100 donation to the Nashville Predators Foundation. If a fan is interested in purchasing a ride, they can contact the Community Relations Department at (615) 770-2331. Limited availability. 1 week advance notice requested.
FSN Home Team Zone
Video games and a slapshot cage are among a variety of interactive attractions for kids.

South of the Border
Mexican cuisine. Located outside section 106. (Also located outside section 323).

Premium Seating Entrance (off 6th Avenue)

6th Avenue Garage/Smoking Area

Executive Suite Level Concierge Desk

ALL-INCLUSIVE ZONE

All Inclusive Zone
Overlooking the ice. Ticket holders in sections 109-111 (row F-M) receive all-inclusive food and beverage packages!

Lefty’s Breakaway Grill
Burgers and fries. Fresh off Lefty’s grill. Located in the main food court and outside sections 104, 213, and 325.

Baptist Sports Medicine First Aid Room
Located outside section 111. (Also located outside section 312).

All-American
Your stop for hot dogs and nachos. Located in the main food court and outside sections 109, 114, 224, 301, 305, and 330.

Family Fun Zone
Family fun at an affordable price. All tickets start at $19.

South Entrance/Smoking Area

Club Level (level 2)
Luxury suites and club seating.

Fire and Ice
Heating things up on the Club Level with spicy deep-fried shrimp and chicken wings, and cooling things down with a selection of bottled beers.

Chevrolet Showroom
2008 model-year vehicles on display on the main concourse.

Executive Suite Level Concierge Desk
DEX Business Center
For all the faxing, copying and computer needs of premium seat holders. Located outside suites 25 and 26.

Fifth Avenue Deli
Deli sandwiches and delights. Located in the main food court.

Fifth Avenue Ice Cream
Ice cream! Located outside section 309. (Also located in the main food court).

Sommet Center Meeting Rooms
6,000 square feet available. On-site catering, audio-visual equipment and services. 615-770-2407.

Americos
No one does pizza like Americos. Located in the main food court and outside section 325. (Also located outside sections 116 and 310).

Predators Pro Shop
(A second location is also located outside section 112). 615-770-2434.

First Tennessee ATM
Located in the main food court at the escalators. (Also located in the CVB Visitors Center and outside sections 117 and 305).

Box Office/Advance Sales

Main Entrance

Tennessee Sports Hall of Fame
Adjacent to the box office in the Sommet Center’s main lobby. 615-242-4750.

Nashville CVB Visitors Center
Located at street level in the Sommet Center’s Tower on the corner of 5th Avenue and Broadway. 615-259-4747.

Fan Relations Booth
Located outside section 120. (Also located outside section 309).

In The Crease
All-American fare like hot dogs and nachos - on the Club Level.

First Tennessee Corridor
Interactive displays highlighting important firsts in Nashville Predators’ franchise history.

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