

# A-Z UConn Basketball & Ice Hockey

## Game Day Information - XL Center

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**ADA Seating** – ADA seating is issued on a first come, first served basis. If ADA seating is needed for any UConn events, please contact the UConn Athletics Ticket Office at 1-877-AT-UCONN (1-877-288-2666) or 860-486-2724. This information can also be accessed by visiting [www.UConnhuskies.com/tickets](http://www.UConnhuskies.com/tickets).

**Address** – The physical address for the XL Center is 1 Civic Center Plaza, Hartford, CT 06103.

**Age Requirement** – All patrons 24 months or older must possess a valid ticket for admission. Children under the age of two are admitted free.

**Aisle Traffic / Section Entry** – Guests are urged to arrive in their seats well in advance of tipoff. Guests should be prepared to display their ticket stub when requested by event staff or security.

**Air Travel** – Bradley International Airport is located at Schoephoester Road, Windsor Locks, CT 06096, approximately 13 miles from the XL Center. Phone number is 860-929-2000.

**Animals** – Animals are not permitted inside the XL Center with the exception of service animals and service animals in training for guests in need. Guests bringing in service animals may not occupy additional seats unless a ticket has been purchased for the adjacent seat. Guests with service animals may request accessible seating. Animal relief areas are available and can be requested at Guest Services located outside of Section 106 and 124.

**ATMs** – ATMs can be found on the concourse outside Section 101 and Section 113.

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**Bag Policy** – All bags are subject to search upon entry and are subject to additional searches within the stadium. Backpacks or oversized bags are not permitted. Purses/tote bags that are smaller than 12" x 12" x 6" will be permitted. Diaper bags are permitted in the company of a small child. Bags carrying medical needs will also be permitted and are subject to search by venue personnel. Bags for equipment and computers for those working the event, such as media, photographers, etc. are permitted and are subject to search upon entry into the venue.

Guests are encouraged to return unauthorized items to their vehicles. The XL Center cannot safeguard items which are not permitted into the arena. Violators of the rules will be refused admission and asked to leave. This policy is in effect for all guests who visit the XL Center.

**Banners/Posters/Signs** – Management reserves the right to remove any signs or banners at any time. All signs must be handheld, event related, in good taste, and cannot obstruct another guest's view. Signs may not contain commercial messages, logos, or political endorsements and may not obscure arena signage. Any signs determined to be obscene, vulgar, indecent, inappropriate, or derogatory will not be permitted. Signs or flags on sticks or poles are not permitted. Guests with unpermitted signs will be asked to return them to their vehicle or dispose of them upon entry.

**Binoculars** – Guests are welcomed to bring their own binoculars to events at the XL Center.

**Box Office** – The Agera Energy Ticket Office is located in the XL Center Atrium outside the main entrance to the arena, on the corner of Asylum and Trumbull Streets. For weekday events, Box Office opens at noon and will remain open one hour after tipoff. For weekend events, the Agera Energy Ticket Office opens four hours prior to tipoff and will remain open until one hour after tipoff.

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## C

**Cameras** – Video cameras and recording devices are strictly prohibited. Hand-held still cameras are allowed for personal use only. Cameras with lenses that exceed three (3) inches or that have a removable lens are not permitted. Single-frame and flash photography are allowed.

**Cancelled/Postponed Events** – In the rare event that an event must be cancelled or postponed, please visit our webpage, [www.UConnhuskies.com](http://www.UConnhuskies.com) or find us on social media for the most up to date information regarding your tickets.

**Comments & Concerns** – To report comments or concerns during UConn Basketball or Men's Ice Hockey games please contact the Athletic Operations office at 860-486-4712.

**Concessions** – Full service concession stands are located throughout the concourse. Debit/credit cards are accepted at all of these stands. Outside food or beverage is prohibited.

**Corporate Sponsorships** – If you are interested in sponsoring UConn Athletics please contact IMG College at 860-904-7752.

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## D

**Directions** –

- *From Bradley International Airport* – The XL Center is approximately 15 minutes driving time from the airport. Head Northwest on CT-20 West toward CT-75. Take the CT-75 exit toward Poquonock/Suffield. Turn left on CT-75 South. Turn right to merge onto CT-20 East towards Route I-91 for Springfield/Hartford. Take the exit onto I-91 South toward Hartford. Take exit 32A-32B for Trumbull Street.
- *From Campus (Storrs, CT)* – The XL Center is approximately 30 minutes driving time from the UConn Storrs Campus. Head North on Route 195 for approx. 8 miles. Take a right onto the I-84 West ramp towards Springfield/Hartford. Take Exit 50 to merge onto US-44 West/Morgan Street towards I-91 South/Main Street. After three stoplights take a left onto Trumbull Street. The XL Center will be on your right.

- *From Boston* – The XL Center is approximately 1.5 hours driving time from Boston. From the Mass Pike, take I-84 West to Exit 50. Take Exit 50 to merge onto US-44 West/Morgan Street towards I-91 South/Main Street. After three stoplights take a left onto Trumbull Street. The XL Center will be on your right.
- *From Providence* – The XL Center is approximately 1.5 hours from Providence. From Route 295 take Exit 5-6, following the signs to Hartford. Take Route 6 West to Route 101 West to Route 44 West. Take a right onto Route 195 North. Head North on Route 195 for approx. 7 miles. Take a right onto the I-84 West ramp towards Springfield/Hartford. Take Exit 50 to merge onto US-44 West/Morgan Street towards I-91 South/Main Street. After three stoplights take a left onto Trumbull Street. The XL Center will be on your right.
- *From New York* – The XL Center is approximately 1.5 hours to 2 hours from New York. Take I-95 North to I-91 North. Take exit 32A-32B for Trumbull Street.

**Doors (entrance into arena)** – Doors to the XL Center open 60 minutes prior to tipoff. All patrons' purses, tote bags, diaper bags, and medical bags are subject to search upon entry to the XL Center on game day. For more information about what is permitted, please see the Prohibited Items section below in this guide.

- *General Public Entrances* – The general public entrance doors to the XL Center open one hour prior to tip-off.
- *Media Entrance* – Media will call is located in the XL Center Atrium outside the main entrance to the arena.
- *Student Entrances* – UConn students enter the XL Center through the Ann & Church Street entrance and must have a student ticket and valid UConn ID for entry.
- *UConn and Visiting Team Player/Guest Entrance* – The UConn and Visiting Team Player/Guest entrances are located in the XL Center Atrium outside the main entrance to the arena. All individuals picking up a ticket must present a valid photo ID.
- *UConn Will Call (general public)* – General public will call is located in the XL Center Atrium at the Main Box Office. Guests looking to pick up will call tickets should visit Window 9.

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**Electronic Ticket Scanning** – All tickets will be electronically scanned in order to verify authenticity. Tickets which have been scanned upon entry cannot be used by any other guest. Any ticket issues on game day should be directed to the Main Box Office located at the atrium lobby.

**Elevators** – Assistance is available to any guests with disabilities who need access to the Mezzanine Level for floor or lower bowl seating. To request assistance, please visit one of our XL Center Guest Services booths outside of Section 106 & 124 or ask any member of the Guest Services team.

**Emergency Contact** – In the event of an emergency, please notify the nearest police officer or event staff personnel.

**Emergency Evacuation** – In the event of an emergency, arena staff will utilize the public address system to inform patrons of the situation and any instructions as applicable. All exits and emergency exits in the arena are clearly marked. Upon hearing the announcement fans are advised to exit the arena in a calm and orderly fashion. Staff members have been trained in emergency preparedness and will assist fans as needed.

**Emergency Preparedness** – Guests are encouraged to follow the emergency preparedness guidelines outlined below in the case of emergency.

- During any emergency inside the arena, follow the directions of the public address announcer, event staff, and emergency responders.
- Always designate a pre-determined location both inside and outside of the XL Center to meet friends and family in case you get separated or in the event of an emergency.
- Upon arriving at your seat location, find the nearest exit and locate an alternate exit in case of emergency.
- If you see or become aware of any activity that is unusual, suspicious, or causes you concern, report the activity to the nearest police officer or event staff.
- Emergency vehicles may be present in and around the arena. Please do not obstruct the path of travel of an emergency vehicle or interfere in any way with their operations. Vehicles blocking emergency vehicles, exits, or traffic are subject to being towed at the owner's expense. Please do not obstruct any exits or exit pathways.
- Monitor the weather prior to the game. Take the necessary precautions to protect your family and friends should severe weather be encountered before, during, or after the game.

**Exit/Re-entry Privileges** – Exiting and reentering the arena with the same ticket is NOT permitted. The XL Center is a “no re-entry” facility.

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**Fan Behavior** – UConn and the NCAA promote good sportsmanship. UConn Athletics expects all guests to conduct themselves in an appropriate manner at all times before, during, and after the game. We anticipate all guests will treat other guests, players, coaches, and officials with courtesy and in a positive manner. Violators are subject to ejection and possible arrest. Repeated offenses will result in the loss of season or student ticket privileges.

Guests of UConn Athletic events are expected to:

- Be prepared to show ticket stubs when entering any assigned seating location.
- Sit in assigned seats to avoid inconveniencing other guests.
- Keep aisles clear at all times.
- Refrain from entering the playing surface, throwing objects, using/displaying foul or abusive language and gestures, or any other actions that may prove hazardous

Guests should contact an event staff member if they feel someone around them is acting inappropriately. If you need help at a game please contact the nearest event staff member.

**First Aid** – A first aid station is located on the concourse behind Section 113. For any emergencies, **Dial 911** or contact the nearest event staff or security personnel.

**Food & Beverage** – All outside food and beverage is prohibited from the XL Center. Numerous concessions stands are located throughout the arena to provide food and beverage to guests. Cash, credit, and debit cards are all acceptable forms of payment.

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## G

**Game Dates & Times** – UConn Athletics game dates and times are subject to change. This information will be available immediately on [www.UConnhuskies.com](http://www.UConnhuskies.com) or by calling the Athletic Ticket Office at 860-486-2724.

**GPS Address** – For GPS and other navigation systems please enter 225 Trumbull Street, Hartford, CT to locate the XL Center.

**Guest Services** – The XL Center Guest Relations booth is located on the concourse behind Section 124.

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## H

### Hotel Accommodations –

Hotel	Address	Phone	Distance from XL Center
Hartford Hilton	315 Trumbull Street Hartford, CT 06103	860-728-5151	< 1 mile
Hartford Marriott Downtown	200 Columbus Boulevard Hartford, CT 06103	866-373-9806	1.1 miles
Holiday Inn Express	346 Kelly Road Vernon, CT 06066	860-648-2000	11.8 miles
Manchester Residence Inn	201 Hale Road Manchester, CT 06042	860-432-4242	10.7 miles
Radisson Hotel	50 Morgan Street Hartford, CT 06120	860-549-2400	.5 miles

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## I

**Intoxicated Guests** – The XL Center reserves the right to deny entry to any guest that appears to be under the influence of alcohol and/or drugs. An intoxicated guest may also be ejected from the venue and may be subject to legal action.

**Junior Huskies Club** – The UConn Junior Club, sponsored by Webster Bank, is the Official Kids Club of the UConn Huskies. All children ages thirteen (13) and under are eligible to register for the Junior Husky Club (due to NCAA rules). For more information or to become a member please visit [www.juniorhusky.com](http://www.juniorhusky.com) or email Elise at [juniorhusky@UConn.edu](mailto:juniorhusky@UConn.edu).

**Lost & Found** – During the event, please report any lost items to the Guest Relations Booth located behind Section 124. If you recover any lost items please return them to this location. After the event,

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## J

please contact the Security Department at 860-241-4232 if items were lost at the XL Center.

**Lost Patrons/Children** – Please contact the nearest event staff or law enforcement personnel immediately should a member of your party become separated. A UConn or arena representative will stay with you until the missing person is found.

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## M

**Media** – Media may enter the XL Center through the main atrium entrance. Media will call is also located at this entrance. Valid photo identification is required in order to pick up tickets left at the media will call table. Upon entering, bags will be inspected and tagged accordingly. Only credentialed personnel will be allowed into the designated media areas.

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**Merchandise** – UConn apparel is sold at various merchandising locations throughout the concourse.

**Parking** – There are several indoor and outdoor parking locations throughout the downtown area, all within walking distance to the arena. For additional information, including pricing and locations, please visit [www.hartfordparking.com](http://www.hartfordparking.com).

**Programs** – Programs are available for sale at merchandise locations and throughout the arena.

**Prohibited Actions/Items** – To ensure that all fans have a safe and enjoyable visit to the XL Center for all UConn Athletic events, the following ***actions are prohibited***:

- Smoking
- Throwing or kicking objects in the seating areas
- Unauthorized entry into the playing surface
- Disorderly conduct (including the use of profanity or offensive language)
- Standing or sitting in the aisles, ramps, or walkways
- Ticket scalping (inside or outside the arena)

To ensure that all fans have a safe and enjoyable visit to the XL Center for all UConn Athletic events, the following ***items are prohibited***:

- Any item deemed by management to be dangerous or inappropriate
- Alcoholic beverages
- Animals (except designated service animals)
- Artificial noise makers including whistles and airhorns
- Audio or video recording equipment
- Backpacks
- Bags or purses larger than 12" x 12" x 6"
- Cameras with lenses larger than 3"
- Cameras with a detachable lens
- Coolers, cans, glass bottles, flasks, or any outside food or beverage
- Drugs
- Balloons
- Laptops
- Large or inappropriate banners/flags
- Laser pointers
- Promotional items with commercial information not approved by UConn Athletics
- Strollers
- Umbrellas
- Weapons of any kind including weapons carried with a permit

All guests are subject to search at the management's discretion. Guests with prohibited items will be asked to dispose of them upon entry or return these items to their vehicles. UConn and XL Staff reserve the right to deny anyone or anything from entering the arena.

**Public Address System** – The public address system's purpose is to disseminate information pertaining to the athletic event taking progress. All emergency announcements will be made over the public address system.

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## Q

**Questions** – Questions not answered in this comprehensive guide may be directed to the UConn Athletics Department by calling 860-486-4712 or by email at [athleticoperations@uconn.edu](mailto:athleticoperations@uconn.edu).

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## S

**Seating** – The XL Center has an official seating capacity of 16,294 for basketball and 8,089 for ice hockey. Please click [here](#) to view seating charts for XL Center events.

**Smoking Policy** – Smoking is prohibited inside the XL Center. A smoking patio is located at the Ann Street doors behind Section 107 on the concourse.

**Social Media** – Follow UConn Athletics on Twitter [@UConnHuskies](https://twitter.com/UConnHuskies) and on Facebook at the [UConn Huskies](#) official page.

**Student Seating** – For ticket information please contact the UConn Athletics Ticket Office at [athtickets@UConn.edu](mailto:athtickets@UConn.edu) or by telephone at 1-877-AT-UCONN (1-877-288-2666) or 860-486-2724. This information may also be accessed by visiting [www.UConnhuskies.com/tickets](http://www.UConnhuskies.com/tickets).

- Men's Basketball Student Sections: 120-123, 220-225
- Women's Basketball Student Sections: 121 & 122
- Men's Ice Hockey: 110 & 239-241

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## T

**Tickets** – Tickets for UConn Basketball and Men's Ice Hockey games may be purchased prior to game day by visiting [www.UConnhuskies.com/tickets](http://www.UConnhuskies.com/tickets) or by calling the Athletic Ticket Office at 1-877-AT-UCONN (1-877-288-2666) or 860-486-2724. Tickets may also be purchased through the Agera Energy Ticket Office located outside the main entrance to the arena. All guests over the age of two (2) years of age must have a ticket for admittance to the game. Patrons with ticketing problems on game day should go to the Agera Energy Ticket Office located in the XL Center Atrium at the corner of Trumbull & Asylum Streets.

Please see below for any additional ticket specific information:

- *Ticket Office Hours* – Tickets may be purchased at the UConn ticket office Monday thru Friday anytime from 9:00 AM – 4:30 PM, located in the Field House on Hillside Road. For weekday events, the Agera Energy Ticket Office opens at noon and will remain open one hour after tipoff. For weekend events, the Agera Energy Ticket Office opens four hours prior to tipoff and will remain open until one hour after tipoff.

- *Game Day Hours* – The Agera Energy Ticket Office is located in the XL Center Atrium at the corner of Trumbull & Asylum Streets. For weekday events, the Agera Energy Ticket Office opens at noon and will remain open one hour after tipoff. For weekend events, the Agera Energy Ticket Office opens four hours prior to tipoff and will remain open until one hour after tipoff. If available, tickets can be purchased at the Ticket Office window.
- *Ticket Policies* – All persons over the age of two must have a ticket for admission.
- *Student Tickets* – UConn Student Tickets are valid ONLY for UConn students with a valid student ID card. ID must be presented with ticket upon entering the arena.
- *Lost, Stolen, or Misplaced Tickets* – If you have any ticket issues prior to game day, please contact the UConn Ticket office by calling 1-877-AT- UCONN (1-877-288-2666) or 860-486-2724 or by stopping by the main ticket office in the Field House Monday thru Friday during normal business hours. On game day, please direct all ticket questions to the XL Center Box Office.
- *Online Ticket Sales* – The UConn Athletic Ticket website is available 24 hours a day, seven days a week and can be found by visiting [www.UConnhuskies.com/tickets](http://www.UConnhuskies.com/tickets) and allows you to:
  - Purchase Tickets – Buy tickets directly from the UConn Athletic Department when available.
  - Renew Tickets – Renew your season tickets online in a matter of minutes.
  - Ticket Marketplace – Buy and sell unused tickets from UConn season ticket holders.
  - Ticket Transfer – Transfer unused tickets to family and friends.
- *Re-entry* – Re-entry is NOT permitted into the XL Center.
- *Will Call* – Please see below for will call locations at the XL Center:
  - *General Public* – Main Box Office located in the XL Center Atrium outside the main entrance to the arena. Guests may pick up will call tickets at Window 9.
  - *UConn Player Guest* – XL Center atrium located in the XL Center Atrium outside the main entrance to the arena. Valid photo ID required for ticket pick up.
  - *Visiting Team Player Guest* – XL Center atrium located in the XL Center Atrium outside the main entrance to the arena. Valid photo ID required for ticket pick up.
  - *Media* – XL Center atrium located in the XL Center Atrium outside the main entrance to the arena. Valid photo ID required for ticket pick up.

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## U

**Umbrellas** – Umbrellas are prohibited from the XL Center.

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## V

**Video Cameras** – Video cameras are strictly prohibited in the XL Center.

**Visiting Team Fans** – Visiting team fans are guests of the XL Center and are held to the same fan behavior conduct standards outlined above. Harassment of the visiting team or its fans will not be tolerated and may result in ejection of the offender.

Visiting Team Will Call is located in the XL Center Atrium outside the main entrance to the arena. Visiting Team tickets may be picked up one hour prior to tip-off. Ticket distribution is determined by the visiting team. Identification is required in order to pick up tickets left at will call. By NCAA rule, all guests picking up UConn and Visiting Team Player/Guest Tickets must provide valid identification, sign for their ticket, and immediately enter the stadium.

For more ticket information visit [www.UConnhuskies.com/tickets](http://www.UConnhuskies.com/tickets) or contact the Athletic Ticket Office at 1-877-AT-UCONN (1-877-288-2666) or 860-486-2724.

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## W

**Will Call** – Will call tickets can be picked up at the designated location (listed below) starting one hour prior to tip-off and ending at halftime.

- *General Will Call* – A guest picking up will call tickets must bring the credit card used to purchase the tickets along with a form of identification. In addition, the name on the credit card must be the same as the person picking up the tickets.
  - Location – XL Center Box Office located in the XL Center Atrium outside the main entrance to the arena.
  - Hours – Opens one hour prior to tipoff and remains open until one hour after tipoff.
- *Media Will Call* – All media credentials should be requested by the media through UConn's Sports Information Department. All guests picking up tickets at will call must present a valid state issued photo driver's license or identification card.
  - Location – XL Center Box Office located in the XL Center Atrium outside the main entrance to the arena.
  - Hours – Opens one hour prior to tip-off until halftime.
- *UConn Player Guest Will Call* – All guests picking up tickets at will call must present a valid state issued photo driver's license or identification card. By NCAA rule, all guests picking up UConn Player/Guest Tickets must provide valid identification, sign for their ticket, and immediately enter the stadium.
  - Location – XL Center Box Office located in the XL Center Atrium outside the main entrance to the arena.
  - Hours – Opens one hour prior to tip-off until halftime.
- *Visiting Team Player Guest Will Call* – All guests picking up visiting team tickets at will call must present a valid state issued photo driver's license or identification card. By NCAA rule, all guests picking up Visiting Team Player/Guest Tickets must provide valid identification, sign for their ticket, and immediately enter the stadium.
  - Location – XL Center Box Office located in the XL Center Atrium outside the main entrance to the arena.
  - Hours – Opens one hour prior to tip-off until halftime.