

# General Pass Holder's THON Weekend Guide





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## **Building Entrance**

Building entrance is the process of entering the will call line, proceeding through it to obtain a wristband, completing the metal detector and bag search process, and finally having the wristband scanned into the BJC. Note: No one entering the building needs to buy a ticket or complete any requirements prior to THON Weekend.

### **How do I enter the BJC during THON Weekend?**

- Arrive at the Bryce Jordan Center and make your way to the Will Call line located between Gates A & B. If you have a wristband from previously entering THON, please remove it before entering Will Call to receive a new wristband
- Receive entrance wristbands from Will Call (located between Gate A & B), and a Rules & Regulations member will direct you to either Gate A or B
- Proceed through the security check (including metal detectors and a bag search) outside of Gates A & B, subjected to wandling if metal detector sensors are triggered
- Drawstring bags and small hand bags are allowed
- Any food or beverage items are not permitted. All food and beverages will have to be disposed of prior to entering into the Bryce Jordan Center, but empty water bottles can be brought in and filled at water fountains.
- Items too large to be stored underneath a seat are prohibited
- From the metal detectors, you will enter into the BJC through the designated gate
- Upon entering into the BJC, your wristband will be scanned by Rules & Regulations members
- If you are holding a Dancer Support Ticketing Pass and are outside of the building at the time of the pass, entrance procedures will be different.

## **Building & Portal Capacity**

### ***Building Capacity***

During peak points throughout the weekend, the overall building might reach capacity. When this occurs, no spectators will be allowed into the building until the capacity count reaches a limit low enough for us to allow further spectators into the building.

When the building is at capacity, bracelets will continue being distributed through Will Call. However, in this scenario when the building is closed, once a spectator receives their wristband, they do not get to enter but must keep their wristband. From this point they can do one or both of the following:

1. Text "BJC" to 50555
2. Go to "thon.org/TWupdates"

Both of these options will be updated every hour on the hour if we are allowing a new range of barcodes in. If a spectator's barcode is included in the update, they have 45 minutes from the time of the update (the top of the hour that the update occurred) to

return to the BJC and enter through Gate A or B. **If a bracelet is not scanned in within 45 minutes of the update, the spectator with this barcode bracelet will not be able to enter the building and will have to get a new wristband.**

**Note: In the event of a building closure, spectators are not, under and circumstances, permitted to wait outside of the gates at the BJC for their barcode number to be called.**

### ***Portal Capacity***

As portals fill up, Rules & Regulations Captains will determine when a portal is full or at capacity. At this point, they will close the curtain indicating that the portal is closed. Once this is done, **no one** can enter the portal. The only exception to this is if spectators can do a "I for I swap." This means people who want access to the portal can communicate with spectators already in it to plan to switch out. For this to be allowed, the same number of people must be exiting as there are people entering, and it must occur at the same time.

**Note: if a spectator was in a section and left for any reason while the portal was closed, they cannot re enter if they were not present at the time of the closure. In this event, they can be escorted to retrieve any items they may have left in the section and then return back to the concourse, but cannot stay in the section.**

Furthermore, if a portal is overcrowded, Rules & Regulations will ask spectators in the section to move to other areas of the building in order to adhere to the maximum capacity of the portal in question.

Once a portal is closed, Rules & Regulations Committee Members will track spectators that leave a section so that they are able to return.

## **General BJC Rules**

The following General Rules are set out to assure that every spectator, family, and volunteer are safe throughout THON weekend. In order to maintain the fun atmosphere of THON weekend, it is important to follow these rules and respect the procedures laid out throughout the weekend. Every rule has a purpose and a reason why it is in place, and will be enforced by all THON volunteers.

Any violation of THON Weekend Rules will be subject (but not limited) to any of the following penalties: pass revocation, pass suspension, and removal from the BJC. Assessment of these penalties will be at the discretion of the Rules and Regulations Captains on a case by case basis.

### ***General Conduct***

- All bags will be searched at every entrance throughout the entire weekend
- No one who has consumed any amount of alcohol is permitted inside the Bryce Jordan Center
  - Individuals who do not obey this rule will not be granted access into the building
- No sitting is permitted inside the Bryce Jordan Center
  - This includes in the stands, on the concourse, in the bathrooms outside of stalls
  - Any person who needs to sit for medical reasons may request a wristband from the EMS room outside Portal 24 or can ask a Rules and Regulations Committee Members for more information. This wristband must be worn at all times in the BJC so that the wearer will not be asked to stand again.
  - Handicapped seating is available in the BJC throughout the weekend behind Information Booths located at all Gates
- Spectators are not allowed into Committee Member Storage in the Upper Bowl behind the stage
  - This section will be blocked off to the General Public and will be regulated by Rules & Regulations Committee Members.
- Cell phones and other electronics cannot be charged in the BJC
- Floor access is permitted only by being on a Pass list and going through the PASS System
  - There are no assigned pass times. Organizations may assign times but they are not official through THON and will not be recognized.
- THON is not responsible for any items that are lost or stolen during THON Weekend
  - All items found throughout the course of THON Weekend will be kept and redistributed through the Lost and Found claim in the HUB preceding THON Weekend.
- Police, Bryce Jordan Center staff, THON Directors, Rules & Regulations Captains, and on-shift Rules & Regulations Committee Members reserve the right to ask anyone who is causing a disruption or not following the rules to leave the building or deny them entrance.

**Prohibited Items**

- No bags larger than a drawstring
  - Maximum two drawstring bags
    - This does not include purses and camera bags
  - No coolers
  - Camera bags are permitted but will be searched
- No food and drink is permitted
  - Empty water bottles are allowed
- No weapons of any kind
- No liquids
  - This includes unsealed bubbles
- No balloons or inflatables
- No balls of any kind that could potentially hurt an individual (i.e. baseball or football)

- No water guns with removable tanks
  - Water guns must be empty when entering the Bryce Jordan Center
- No glitter
- No silly string
- No flags with poles
- No animals of any kind unless needed for a medical reason
  - Training dogs with purple vests and emotional support animals are not permitted
- No items for transportation
  - E.g. skateboards, roller blades, hoverboards, etc.
- No large containers (i.e. if they cannot fit under a seat) are permitted inside the BJC

*Conduct While in the Stands/Concourse*

- No objects may be passed or thrown from the stands to the floor and vice versa.
  - This includes throwing balls back and forth
  - If you need to get something to your relative who is dancing, please utilize their paired Dancer Relations Committee Member when they are going on shift.
- No tobacco use permitted
  - Will not be confiscated upon entry but will be if used
- Spectators may not use items to save seats in any section of the stands at any time.
- Standing on seat is not permitted
- Signs are not permitted to be stored on seats
- Spectators may not overcrowd sections at any point throughout the weekend, if there are too many people in a section, Rules & Regulations Committee Members and Captains will ask people to move to a different section with open spaces. There should not be more people than seats in a given row.
- Spectators may not stand in the aisles at any point throughout the weekend. Aisles must be clear at all times. Rules & Regulations Committee Member and Captains will remind spectators to keep the aisle clear or people to enter and exit smoothly.
- Standing against the gates at the end of each aisle or at the top of the entrance to any Portal is prohibited
- Do not congregate in the concourse area.
  - Lines for water fountains, bathrooms, merchandise, concessions, and other things should be kept along the wall to allow others to pass through.
  - These lines should not be blocking pathways to any doorways on the concourse level.
- Spectators may only use the bathrooms on the concourse. They may not use the bathrooms on the event level.

If you have any further questions concerning Security during THON Weekend, please email Head of Security, Mike Vliet, at [security@thon.org](mailto:security@thon.org).

## **PASS System Information**

The following information is relevant for anyone using an Organization Pass. If you are looking for information regarding Donor or Special Guest Passes, please contact Tommy Radziminski at [development@thon.org](mailto:development@thon.org) or Austin Sommerer at [director@thon.org](mailto:director@thon.org).

### **How do I access my Organization Pass during THON Weekend?**

- First, anyone that wants to use a pass must be entered onto a pass list. This happens before THON Weekend, and no changes can be made after the deadline.
- Anyone on a pass list will receive an email with instructional information and a link to a quiz. The quiz must be completed before you can enter the digital line.
  - This quiz can be completed during THON Weekend.
- Before getting your pass, you must enter the digital line. To do so, go to any Digital Line Check-In Table located at every gate of the BJC.
  - To check into the digital line, you must present a valid form of ID and confirm your cell phone number to be contacted when your pass becomes available.
- Once you are checked in, you may enjoy the event while you wait for a pass to become available. However, if you leave the BJC, you will be removed from the digital line and will need to reenter to access a pass.
- Once your pass is available, you will receive a text message and your name will appear on the “ticker” located on the screens on the Event Level Floor. You will have 30 minutes to access your pass after it becomes available.
- To access your pass, come to the Check-On tables located at Portal 14. Your ID will be collected at this point. You will then receive your pass and be directed down the stairs and to the floor.
- When you leave the floor, you must return your pass at the Check-Off tables located at the top of the stairs. At this point, your ID will be returned to you.

### **Can I get any time estimations for when a pass will become available?**

- There are a lot of different factors and variables that go into the digital line, and this makes it impossible to provide accurate wait time estimations.
- When you check in to the digital line, you are put into a line within your organization/IDC pass list and in a line with everyone else waiting for a pass.
  - We allow for passholders to check their spot within their organization/IDC line by entering their DLMS wristband barcode number into [pass.thon.org](http://pass.thon.org). While this can show the progress you are making in line, it should not be considered a representation of your wait time.

### **What do I need to bring to access the floor using a Pass?**

- Valid photo ID is required to be allowed on the floor THON Weekend. No cards with monetary value will be accepted (ex. Bank of America debit card with photo).
  - PSU IDs and Driver’s Licenses are preferred

- We suggest to all passholders that you bring a fully-charged cell-phone. Upon checking into the line, you will give/verify a phone number to be contacted when your pass is available.
  - In the event that their phone dies, passholders can see if their pass is available by referring to the live ticker on the BJC jumbotron.

**My organization made a timeline for who can use passes. Does this guarantee me access to a pass at my assigned time?**

- **No.** THON's PASS System is in no way affiliated with any organization's timeline.
- When you arrive, you should check in to the system and enjoy THON from the stands until your pass becomes available.

**What are rules I should be aware of while using my pass?**

- Passholders may not use any bathrooms on the event level as they are reserved for dancers only.
- All passholders should go to the bathroom before entering Portal 14 to get their pass
  - If you need to use the bathroom while on the floor, you will need to go upstairs, return your pass and check off the floor.
  - Passes WILL NOT be held while someone goes to the bathroom
- Passes are not permitted on the Concourse Level
  - When exiting the Event Level with your pass, please return to the Pass Tables to check off and reclaim your ID before returning to the Concourse Level.
- Passes must be worn around the neck and visible at all times.
- Organization members may NOT wear THON Family Passes under any circumstance. Doing so will result in IMMEDIATE pass suspension for the entire organization.

If you have any further questions concerning the PASS System during THON Weekend, please email Head of Pass, Casey Farbacher, at [pass@thon.org](mailto:pass@thon.org).



## THON Weekend Parking

### 1. Where am I allowed to park?

Spectators may park in Commuter Lot Stadium West, Commuter Lot Jordan East, Commuter Lot Porter North and Shields Lot throughout THON Weekend. These lots are outlined in dark blue in the map below. If you require handicap parking, the lot outlined in dark green has been reserved for handicap placard holders. General spectators may not park in other lots outlines by different colors during THON Weekend.



### 2. Are there time limits or time constraints for the parking lots?

There are no time limits on the parking lots for THON Weekend. There are parking signs in each lot that state you cannot park there between 2:00 and 4:00 AM, but THIS HAS BEEN LIFTED FOR THON WEEKEND.

## **THON Weekend Parking (cont.)**

### **3. How do I get there (coming from all different directions)?**

#### From Park Avenue:

- Depending on which direction you are coming from, turn onto Porter Rd which is near Beaver Stadium
- Continue down Porter Rd and take a right on Dauer Rd
- Dancer Ride Lot parking is to the right and left of Dauer Rd

#### From College Avenue:

- Depending on which direction you are coming from, turn onto Porter Rd
- Continue down Porter Rd and take a Left on Dauer Rd
- Dancer Ride Lot parking is to the right and left of Dauer Rd

#### From US 322 East (Points West and North):

- Follow US-322 to E Park Ave
- Take the exit toward Innovation Park/Pennsylvania State University
- Turn Left onto Porter Rd
- Continue down Porter Rd and take a Left on Dauer Rd
- Dancer Ride Lot parking is to the right and left of Dauer Rd

#### From US 322 West (Points South and East):

- Take Exit 26 toward College Ave.
- Take a left at the stoplight onto College Ave.
- Continue to the University Drive Exit to Penn State University and turn right onto University Drive
- Right on Dauer Rd and go past the Bryce Jordan Center
- Dancer Ride Lot parking is to the right and left of Dauer Rd

### **4. What do I do if there are no spots available?**

Due to diligent planning and oversight, we do not anticipate that we will run out of parking spots THON Weekend. The beginning and end of THON Weekend will be busy and the lots will be heavy in traffic. We ask for your patience and cooperation to ensure the safest entry and exit of all dancers THON Weekend. During this time there will be THON volunteers to direct you and answer any questions you have.

### **5. Does it cost money to park?**

No. Parking for THON Weekend is free.

### **6. Will there be people guiding me to a spot?**

No, there will not be a THON volunteer directing you to a spot. THON volunteers will be posted outside of monitored lots (any lot outlined on the map in a different color than dark blue) throughout THON Weekend. Please contact these volunteers if you have any question about parking.

**7. Do I need a parking pass?**

You do not need a permit for the general parking lots.

## **THON Weekend Parking (cont.)**

**8. Are there limitations to what type of vehicle I can bring?**

Please keep in mind that there will be over 16,500 people at THON and hundreds of cars. Oversized vehicles are not advised.

If you have any further questions concerning parking during THON Weekend, please email Special Events Parking Captain, Aviva Doery, at [parking@thon.org](mailto:parking@thon.org).

## Interacting with dancers THON Weekend

### **General dancer information:**

- Dancers commit themselves to standing and staying awake for a 46 hour dance marathon to show support to families and children battling pediatric cancer
- There are 708 dancers THON Weekend
- Dancers come from student organizations (Greek orgs, general orgs, and special interest orgs), Commonwealth Campuses, and in independent dancer couples
- Please be aware that throughout the weekend dancers can become delirious, emotional, and sensitive due to a lack of sleep
- Please remember that all dancers are different and to adapt to what the dancers around you may need
  - Information below are general guidelines

### **What to say to/do with dancers on the floor THON Weekend:**

- Always remain positive in conversation
  - Word of encouragement to keep their spirits up
  - Compliments on how they're doing or how they look
- Initiate body stretching
- Encourage them to keep moving
  - Encouraging blood flow is better than standing still for pain management
  - Moving differently can be very beneficial for their muscles and feel extremely refreshing
    - Ex: walking backwards, putting arms in the air
- Keep them occupied
  - Ex: attend dancer events/activities on the floor, take a walk through family hallway, visit the THON Salon
  - Interacting with Four Diamond Families and playing with children can really inspire dancers and improve their attitude
- Ensure they're extremely hydrated and well fed
  - Encourage food and liquid at least every hour
  - Visit snack shacks in hallways
- Take a lot of photos for your dancer
  - They will appreciate having memories to look back on
  - Dancers tend to not remember some of their 46 hours spent in the BJC

## Interacting with dancers THON Weekend (cont.)

### **What not to say to dancers on the floor THON Weekend:**

- Do not let them know that you showered
  - Attempt to keep your appearance the same
  - Do not come to BJC with wet hair
- Do not talk about outside food
  - You will be unable to bring dancers food into the BJC THON Weekend
  - Don't talk about food you are eating when outside the BJC
- Do not mention sleep
  - Don't talk about sleeping when you're away from the BJC
- Do not talk about sitting or lying down
- Refrain from telling them the time
  - Dancers find it to be much easier THON Weekend if they are not counting down the hours that are left
  - It is proven dancers are more successful and have a better overall experience if they are not worrying about the time
  - Refraining from telling them how long until things will occur (days, hours, or minutes)
  - Don't tell them how long they've been standing or how long they have left
- They shouldn't be aware of time of day
  - Refrain from saying morning, evening, afternoon, or night
  - Refrain from mentioning breakfast, lunch, or dinner
  - Do not mention if it is light, sunny, or dark outside
- Avoid complaining
  - Don't complain openly around dancers about being sore, tired, or bored
- Refrain from asking dancers sensitive questions
  - Ex: "What is wrong?"
    - This reminds them of their pain, soreness, and fatigue
  - Ex: "Have your friends and family been able to visit you?"
    - Some pass holders wait a long time to get onto the floor to visit dancers
    - This can upset dancers if they have been waiting a while

If you have any further questions regarding appropriate ways to interact with or help dancers THON Weekend, please email the Dancer Relations Director, Alanna Figurelli, at [dancer.relations@thon.org](mailto:dancer.relations@thon.org).