

2019 THON Weekend Spectator Resource Packet





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Introduction

This document is compiled of information pertaining to THON weekend including security information to be aware of before entering the Bryce Jordan Center, general information that may help you throughout the weekend, and information about parking. This information is here to elevate any confusion prior to THON weekend and to help you enjoy your time at THON 2019.

If you have any questions pertaining the security information presented please contact the Head of Security, Caroline Cipriani, at security@thon.org.

If you have any further questions regarding this document please contact the Rules and Regulations Event Safety Director, Natalie Hanson at event.safety@thon.org

Committee's to be aware of

Below are the committee's you may interact with during THON weekend, how you may interact with them, and what color shirt they will be wearing.

Rules and Regulations - You will interact with the Rules and Regulations Committee from the moment you enter the doors. Rules and Regulations can help you with anything regarding security information and pass information. They will be present throughout the building during the entirety of the weekend. The Rules and Regulations committee will be seen wearing red.

Communications - The Communications Committee can be found at every info booth and donation station. The Communications Committee will be able to help you with finding information about THON. The Communications Committee will be found wearing green shirts THON weekend.

Dancer Relations - The Dancer Relations committee focuses on the dancers throughout the weekend. You will come in contact with them while on the floor. They will be able to help you with any questions or concerns you have while on the floor. If your dancer has any issues please contact a Dancer Relations Committee Member or Captain. The Dancer Relations Committee will be wearing yellow throughout the weekend.

Operations - You may interact with Operations Committee throughout the weekend and their focus is on the sustainability and the cleanliness of THON weekend. You may see them on the concourse during portal sweeps to collect trash and clean up spills or on the floor when they are conducting moppings. The Operation Committee can be found throughout the BJC wearing Blue.

Hospitality - While on the floor you may interact with the Hospitality Committee which will prepare and give food to dancers throughout the weekend. The Hospitality Committee will be seen wearing pink throughout the weekend.

Finance - Finance will be at the Info Booth and Donation Stations where you checked into the Digital Line. The Finance Committee wears green throughout the weekend.

Security

This section regards the security information that all spectators should be aware of. These rules are here to keep the entire THON community safe during THON weekend.

Building Entrance

Building entrance is the process of entering the building by entering the general spectator line, obtaining a Digital Line Management System (DLMS) wristband, completing the security screening and having your wristband scanned into the building.

How do I enter the BJC during THON Weekend?

- All spectators will enter the Bryce Jordan Center in the General Spectator Line at Gates A and B.
- Between Gates A and B there is Will Call where you will be directed to receive a DLMS bracelet and directed to either gate to enter the building
- These DLMS bracelet **must** be worn during the entire time you are in the Bryce Jordan Center.
- Each gate will have metal detectors and will be staffed by Rules and Regulations Committee members and captains. There will also be bag checks that will be conducted at each gate.

What is not allowed in the BJC?

- Bags larger than a drawstring
 - This does not include purses or diaper bags
- Food or beverages
 - **Only** empty reusable water bottles are allowed
- Inflatable objects or Balloons
- Weapons of any kind
- Liquids
 - Excluding sealed bubbles
- Large flag poles
- Basketballs, baseballs, etc.
- Glitter, Silly String, etc.
- Animals
 - Includes training dogs and emotional support animals
 - Excludes animals needed for medical reasons
- Items that can not fit under a seat
 - Including Large containers
- Items used for transportation (skateboards, hoverboards, etc.)
- Alcohol, narcotics, or inebriated spectators
- Tobacco Products, Lighters or Vape devices
 - If found in use, all of these devices will be confiscated and discarded

Building and Portal Closures

Building Capacity

Throughout the weekend there will be times where the Bryce Jordan Center will reach maximum accommodation, at this time the Rules and Regulations Committee will communicate this as a “Building Closure”. During a building closure spectators will no longer be able to enter the Bryce Jordan Center. The building will be opened up for spectators to enter once it is deemed that the capacity of the building has reached a low enough number. Below are some key points about a building closure

- When the Bryce Jordan Center is closed, Barcode wristbands will still be handed out at Will Call areas outside of the building.
 - Receiving a wristband does not mean you will be granted access to the building, however it means that once the building has reached a low enough capacity to allow spectators in, you will be called back to the BJC to enter the building.
 - A Rules & Regulations Volunteer will ask you for your cell phone number and scan you into a digital line that will be used to call spectators back the the BJC when it has been re-opened.
- There are two ways to receive updates when the BJC has opened up:
 - If you are checking into the line at the Ticket Office by giving a volunteer your cell phone number:
 - You will receive a text message when it is your turn to enter the building
 - If you have not yet gone to the building and want to check the status:
 - Go to thon.org/TWupdates
- When you receive a text message, you will have 45 minutes to enter the BJC. The time limit is in place so that more spectators can be called back and informed that it is their turn to enter.
- If the building is re-opened before the entire digital line has entered the building, all remaining individuals will receive a text message informing them that they are allowed to enter at any time.
- **Important Note:** There is no way to predict when the building will either close or re-open, but typically Friday Night, Saturday Afternoon/Evening and late Sunday Morning are high traffic times, so please plan accordingly.

If at any time the building is closed, spectators are not permitted to wait on the Bryce Jordan Center property for their barcode to be recalled. The Rules and Regulations Committee, with the help of Auxiliary Police, will clear the area.

Portal (Section) Closure

The sections of the stands in the BJC are called portals. Once a portal has reached maximum accommodation, the Rules and Regulations committee will close the portal. This means that spectators will not be allowed to enter the portal without having a matching wristband number. Below are some key points to remember when a portal is being closed.

- Portals are being closed for your safety, if you have any questions please ask a Rules and Regulations Captain.
- When a portal is about to close, the Rules and Regulations committee will give a warning ahead of time, but reserve the right to close a portal at anytime without prior notice.
- In order to leave a portal once it is closed, a Rules and Regulations committee member will ask for the 5 numbers located on your wristband, record it, and tell you the amount of time that you are allowed to be away from the portal.
- To enter a portal that is closed, you must return within the allotted time and the 5 numbers on your wristband must match the numbers recorded by the Rules and Regulations committee.
- The only time a spectator is allowed to enter a closed portal if they had not previously been in one is if the spectator completes a "1 for 1 swap". This means that spectators who want to enter a portal will need to communicate with individuals currently inside and plan to switch spots. This will only happen in the presence of a Rules & Regulations Volunteer.

Important Note: If a spectator was in a portal and left for any reason while the portal was closed, they will not be permitted to re-enter if they were not present at the time of the closure. In this event, they will be escorted to retrieve any items they may have left in the portal and then must return to the Concourse. They may not stay in the portal.

- A portal will be deemed open by a Rules and Regulations Captain when the capacity of the portal has decreased to a low enough level.

General Rules in the Bryce Jordan Center

The following rules are in place to assure that all Four Diamonds families, THON Volunteers, and spectators are safe throughout the entirety of THON Weekend. In order to maintain the welcoming and positive atmosphere provided by THON, it is important that these regulations are followed and that the procedures laid out for the weekend are respected for the duration of the event. Every rule has a reason as to why it is in place, and will be enforced by all THON Volunteers.

Any violation of THON Weekend regulations will be subject (but not limited) to any of the following penalties:

1. Pass Suspension
2. Pass Revocation
3. Removal from the BJC

Assessment of these penalties will be at the discretion of Rules & Regulations Captains and Directors.

General Conduct

- Once dancers stand, there will be no more sitting in the BJC, including the stands, concourse, bathrooms, etc.
 - Any spectator who needs to sit for medical reasons may request a medical wristband from the EMS Room (located across from Portal 24) or can ask a Rules & Regulations Committee Member or Captain for more information. This wristband must be worn at all times so the spectator is not repeatedly asked to stand.
 - Handicapped seating is available in the BJC throughout the weekend. These areas are located behind the Information Booths/Donation Stations location across from each gate.
- If you are in the stands you must be standing in front of a seat
 - Do not lean, stand, bend or play with the seats
 - This includes all levels of the BJC (Event Level, Concourse, and Upper Bowl)
- There are no saving seats in the BJC, which includes but not limited to:
 - Telling someone you will save their seat while they leave the portal
 - Physically preventing others from using the seats
 - Intimidating others so they are less inclined to stand in front of the seat
 - Placing belongings on top of seats so others will not stand in front of them
- We ask that you do not populate the aisles or the landing in the stands, only Rules and Regulations Committee Members will occupy this area to ensure the safety of all our spectators.
- While on the Concourse, please do not congregate in the middle of the walkway and block traffic. This includes waiting in line for water, merchandise, bathrooms, etc. Please stand next to the wall to alleviate any traffic, ensuring that you are not blocking any entrances or exits.
 - While visiting on the floor, please do not use the bathrooms as they are reserved for dancers.
- You can **only** charge your phone at one of the BJC charging stations on the concourse, not the outlets.
- If you have consumed any amount of alcohol you will not be allowed to enter the Bryce Jordan Center and will be asked to leave the premises.
- THON is not responsible for any items lost or stolen throughout the weekend. If you have lost an item, please seek out the lost and found stations which are listed below.
 - Concourse: Info Booth/Donation Station across from Gate D.
 - Event Level: Main intersection of the Westside Hallway
 - Any unclaimed lost items from THON Weekend will be kept and redistributed through the Lost and Found in the HUB following THON Weekend.
- Police, Bryce Jordan Center staff, THON Directors and Rules & Regulations Captains reserve the right to have anyone who is causing disruptions or not adhering to established rules either leave the building or deny them entrance.

Recommended Items to Bring to THON

The following list of items are recommended for spectators to bring to make their stay more enjoyable and comfortable.

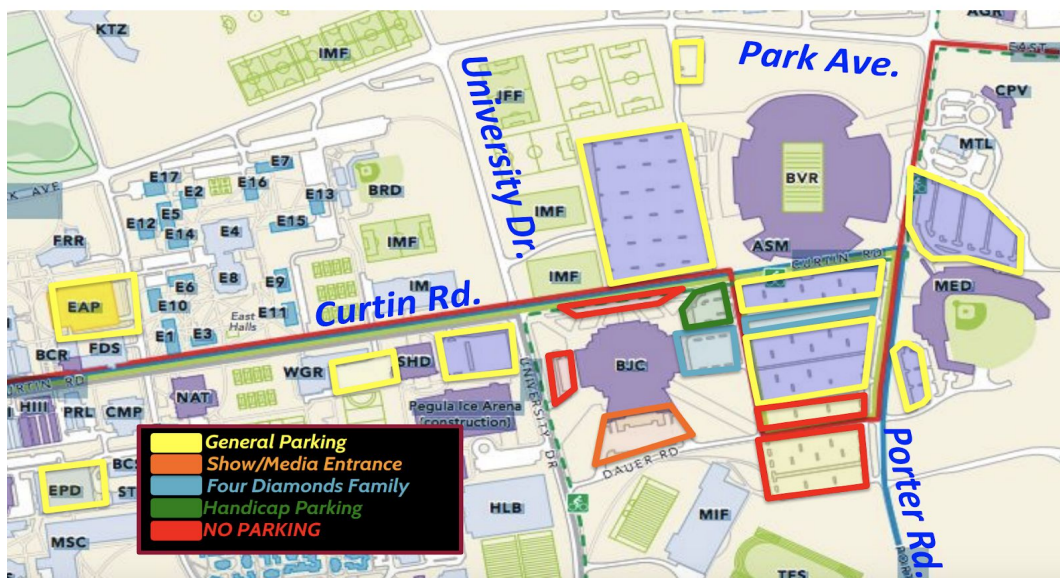
- A good pair of shoes, you will be standing from the moment you enter the BJC
- A nonmonetary ID so you can access your pass
- Disposable Camera
- Drawstring Bag/ Fanny bag
- Portable Charger
- Reusable Water Bottle
- Tennis ball (for your feet if you are standing long)

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.

THON Weekend 2019 Parking



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.**

3. How do I get there?

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?

We do not anticipate that we will run out of parking spots THON Weekend. The beginning and the end of THON Weekend will be busy and the lots will be heavy with 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 question you have.

5. Does it cost me 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 questions about parking.

7. Do I need a parking pass?

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

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.

Frequently Asked Questions

- Can I bring in a professional camera?
 - A camera with a detachable lens is not allowed in the BJC, you may bring in a small disposable camera.
- I am bringing my dancer some food, can I bring it into the BJC?
 - Your dancer will be provided meals and snacks throughout the weekend, since the BJC does not allow outside food to be brought in you will not be allowed to enter with the food.
- Where do I go if an R&R CM cannot answer my question?
 - We are sorry that you could not find an answer to your question immediately! Please ask to speak to their Security or Pass Leader and they will do their best to make sure we come to a conclusion for your problem. For more general questions, you can also find a communication volunteer with the words Ask Me! on the back of their shirts to assist you.