

THON Weekend 2020



Spectator Resource Packet

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Introduction

This document is full of information pertaining to THON weekend including information on how to access your passes, general security information to be aware of before entering the Bryce Jordan Center, and general information that may help you throughout the weekend. This information is here to relieve any confusion prior to THON weekend and to help you enjoy your time at THON 2020.

If you have any questions pertaining to the pass information presented, please contact the Head of Pass, Caleb Pennell, at pass@thon.org.

If you have questions pertaining to the security information presented, please contact the Head of Security, Kara Rudowsky, at security@thon.org.

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

Committees to be aware of

** Below are the committees 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 Operations 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.

Pass Lists THON Weekend

For THON weekend each dancer is allotted 8 spots on their pass list. How the spots on the pass list are determined depends on the organization or independent dancer couple. Receiving a pass means you are eligible to access the floor THON weekend. In order to access the floor, you will come in contact with Rules and Regulations volunteers who will assist you with getting onto the floor. The type of pass you have received will determine how you access the floor. It is important to note that if you have not been notified of receiving a pass prior to THON Weekend, you will not be able to get onto the Floor.

Digital Line

A Digital Line pass requires three steps to get on and off the floor.

1. Check in
2. Floor Access
3. Floor Exit

Check In

Check in is the process of checking into the digital line.

1. Your first step to accessing the floor is to enter the Bryce Jordan Center (BJC) through Gates A or B. Here you will receive a Digital Line Management System (DLMS) bracelet that you will have to wear while in the BJC.
2. Once in the Bryce Jordan Center you will approach an Info Booth and Donation Station which is located across from every entrance to the BJC. At this booth you will see a Rules and Regulations Committee member who will ask you if you are checking in to the Dash system.
3. At this time, you will give the committee member your full name so that they can look up your pass list eligibility in the system. In order to confirm your identity, you will be asked to present a valid photo I.D. and provide your phone number. If the phone number does not match the number in the system, please have the committee member change the phone number to the correct number.
4. Once your identity is confirmed, your DLMS bracelet will be scanned into the system and you are officially checked into the Digital Line.

Floor Access

Floor Access is the process of entering onto the floor.

1. When your pass is ready you will be notified in 2 ways:
 - a. *Text Message*
 - i. When your pass is available the phone number given will receive a text message notifying you that your pass is ready.
 - ii. Once you receive this text you will have 30 minutes to report to portal 14 to access the floor.
 - b. *Jumbotron*
 - i. When your pass is ready your name will appear on the bottom of the jumbotron (in the center of the Bryce Jordan Center).
 - ii. If your name appears in:
 1. Green: you will have 30 minutes to make your way to portal 14 to access the floor
 2. Yellow: you will 20 minutes to report to portal 14
 3. Red: you will have 10 minutes to report to portal 14
 - iii. If you do not report to portal 14 during the 30 minute window, you will forfeit your spot in line and you will have to Check-In to the digital line again.

Floor Exit

Floor Exit is when you leave the floor and return your pass

1. When your pass expires you will be notified in different ways:
 - a. A text message will be sent to you explaining that your pass has expired
 - b. There are two screens next to the stage that will show the color of the expired passes.
 - c. You can also check dash.thon.org (This is not a notification)
2. You must leave the floor when your pass has become expired. Please do not wait to leave the floor until you are officially swept off. This is to ensure that individuals can come on and off the floor in an efficient manner.
3. To exit off the floor please exit the same stairs you came down which are opposite the stage. These stairs will take you back up to the concourse to return your pass.
4. A Rules and Regulation Committee member will then check your ID and scan your pass.

Important Note

If you have received a scheduled pass you will not go through a Check In procedure. Please see the Scheduled Pass section.

1. Once you report to Portal 14 you will approach a row of computers where Rules and Regulations Committee members will be.
2. You will be asked to present a valid photo ID with no monetary value (school ID or license) is recommended. A photo ID is required in order to validate your identity.
3. Your pass will then be scanned by a Rules and Regulations Committee member. This pass must be worn around your neck at all times while on the floor.

Scheduled Passes

For a Scheduled Pass there are to main steps you will need to participate in:

1. Floor Access
2. Floor Exit

Floor Access

1. To access the floor, you will still have to enter the Bryce Jordan Center through gates A and B and receive a DLMS bracelet.
2. Approach the physical line outside of Portal 14 no sooner than 5 minutes before your scheduled pass time.
3. You will be asked to present a valid photo ID with no monetary value (school ID or License is recommended). A photo ID is needed to confirm your identity in order to receive your pass.
4. Your pass must then be scanned by a Rules and Regulations Committee member. This pass must be worn around your neck at all times while on the floor.

Floor Exit

1. When your pass expires you will be notified in two different ways:
 - a. A text message will be sent to you explaining that your pass has expired.
 - b. There are two screens next to the stage that will show the color of the pass that has expired.
2. You must leave the floor when your pass has become expired. Please do not wait to leave the floor until you are officially swept off. This is to ensure that individuals can come on and off the floor in an efficient manner.
 - a. To exit the floor please exit the same stairs you came down which are opposite the stage. These stairs will take you back up to the concourse to return your pass.
 - b. A Rules and Regulations Committee Member will be there to check your ID and Scan your pass.

Important Note for Scheduled Passes

1. You must be in the building prior to accessing your scheduled pass. You will not get priority access in the event the building is being closed or in the event of a long line.
2. If you miss a scheduled time slot or if you are late, you will not be allowed to reschedule or receive extra time on the floor.
3. We recommend that you arrive in the building 2-3 hours prior to when your scheduled pass is to be on the floor, to allow room for long lines or building closures.

Security

This section contains 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 to I enter the BJC during THON Weekend?

1. All spectators will enter the Bryce Jordan Center in the General Spectator Line at Gates A and B.
2. Between Gates A and B there is a Will Call where you will be directed to receive a DLMS bracelet and directed to either gate to enter the building.
3. These DLMS bracelets must be worn the entire time you are in the Bryce Jordan Center.
4. Each gate will have metal detectors and will be staffed by THON volunteers. Bag checks will also be conducted at each gate.

What is not allowed in the BJC?

1. Bags larger than a drawstring
 - i. This does not include purses or diaper bags
2. Food or Beverages
 - i. Only empty reusable water bottles are allowed
3. Inflatable objects or balloons
4. Weapons of any kind
5. Liquids
 - i. Excluding sealed bubbles
6. Large flag poles
7. Basketballs, baseballs, etc.
8. Glitter, Silly String, etc.
9. Animals
 - i. Includes training dogs and emotional support animals
 - ii. Excludes animals needed for medical reasons
10. Items that cannot fit under a seat
 - i. Including Large Containers
11. Items used for transportation (skateboards, hoverboards, etc.)
12. Alcohol, narcotics, or inebriated spectators
13. Tobacco Products, Lighters, or Vape devices
 - i. 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 when 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:

- A. When the Bryce Jordan Center is closed, Barcode wristbands will still be handed out at Will Call areas outside of the building.
 - i. 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.
 - ii. A THON volunteer will ask you for your cell phone number and scan you into a digital line that will be used to call spectators back to the BJC when it has been re-opened.
- B. There are two ways to receive updates when the BJC has opened up:
 - i. 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
 - ii. If you have not yet gone to the building and want to check the status:
 - Go to thon.org/TWupdates
- C. 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.
- D. 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. 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 the 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 left the same portal and had their wristband scanned by a Rules and Regulations Volunteer. 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.

1. 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 any time without prior notice.
2. In order to leave a portal once it is closed, a Rules and Regulations Committee Member will scan your DLMS wristband and tell you that you have 30 minutes to return to the portal.
3. To enter a portal that is closed, you must return within 30 minutes and the wristband must match the wristband previously scanned. If you do not return within 30 minutes, you will not be permitted to enter the portal.
4. 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 the portal and plan to switch spots. This will only happen in the presence of a Rules and Regulations Volunteer and both parties of the swap must be present.

Important Note

If a spectator was in a portal and left for any reason while the portal was being 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 by a member of the Rules and Regulations committee 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 BJC

The following rules are in place to assure 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 and Regulations Captains and Directors.

General Conduct

- A. Once dancers stand, there will be no more sitting in the BJC, including the stands, concourse, bathrooms, etc.
- i. 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 and 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.
 - ii. Handicapped seating is available in the BJC throughout the weekend. These areas are located behind the Information Booths/Donation Stations located across from each gate.
- B. If you are in the stands, you must be standing in front of a seat.
- i. Do not lean, stand, bend, or play with seats.
 - ii. This includes all levels of the BJC (Event Level, Concourse, and Upper Bowl).
- C. There are no saving seats in the BJC, which includes but is not limited to:
- i. Telling someone you will save their seat while they leave the portal.
 - ii. Physically preventing others from using the seats.
 - iii. Intimidating others so they are less inclined to stand in front of the seat.
 - iiii. Placing belongings on top of seats so others will not stand in front of them.
- D. 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.
- E. 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 you are not blocking any entrances or exits.
- i. While visiting on the floor, please do not use the bathrooms as they are reserved for dancers.
- F. You can **only** charge your phone at one of the BJC charging stations on the concourse, not the outlets.
- G. 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.
- H. 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:
- i. Concourse: Info Booth/Donation Station across from Gate D
 - ii. Event Level: Main intersection of the Westside Hallway
 - iii. Any unclaimed lost items from THON Weekend will be kept and redistributed through the Lost and Found in the HUB following THON Weekend.
- I. Police, Bryce Jordan Center staff, THON Directors, and Rules and Regulation 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.

1. A good pair of shoes. You will be standing from the moment you enter the BJC
2. A nonmonetary ID so you can access your pass
3. Disposable Camera
4. Drawstring Bag/Fanny Pack
5. Portable Charger
6. Reusable Water Bottle
7. Tennis Ball (for your feet if you are standing long)

THON Weekend Parking

Where am I allowed to park?

Spectators may park in the Commuter Lot Stadium West, Commuter Lot Jordan East, Commuter Lot Porter North, and Shields Lot throughout THON Weekend. These lots are outlined in yellow on 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 outlined by different colors during THON Weekend.



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.**

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.

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 towards 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

Do I need a parking pass?

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

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.

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 yellow) throughout THON Weekend. Please contact these volunteers if you have any questions about parking.

Does it cost money to park?

No, parking during THON Weekend is free.

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 committee member cannot answer my question?

We are sorry that you could not find the 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 determine a conclusion for your problem. For more general questions, you can also find a Communications volunteer with the words "Ask Me!" on the back of their shirts to assist you.