



The Guest Services department at CHI Health Center Omaha is dedicated to providing an exciting and memorable guest experience while ensuring the safety and security of all guests. The following guide provides information and policies/rules for attending any CHI Health Center Omaha event.

Accessible Information

CHI Health Center Omaha recognizes the needs of those with disabilities and has met or exceeded the requirements of compliance with the Americans with Disabilities Act (ADA). CHI Health Center Omaha provides a full range of accommodations for guests with disabilities to ensure their safety, comfort and enjoyment of all our events. Please refer to our website for more information.

Accessible Parking

Accessible parking is available in the connecting parking garage and surrounding CHI Health Center Omaha surface lots. These spaces, including van-accessible spaces, are designated for vehicles displaying a current state-issued hangtag or license plate. Drop-off and pick-up locations for guests are located along 10th Street on the West side of the facility by the Arena and Convention Center entrances. Additionally, guests parking in Lot A on the southeast side of the Arena may drop off and pick up guests in the curb cut of this parking lot. Accessible spaces are filled on a first-come, first-served basis so please plan accordingly. Please refer to the Directions/Parking section for a parking map, directions and more information.

Address

CHI Health Center Omaha is located at 455 N. 10th Street Omaha, NE 68102.

Age Guidelines

For most events and shows, children 2 years of age and younger will be admitted into CHI Health Center Omaha without a ticket provided that they sit on an adult's lap and do not occupy a seat. Any child 3 years of age and older will require a ticket to enter the Arena. Please note that some shows (especially those intended for children and exhibit shows) will have different age policies. If you are uncertain about the policy, feel free to contact us via email at guestservices@omahameca.com or by calling CHI Health Center Omaha at 402.341.1500.

Aisles

For safety, and as a courtesy to other guests, aisles must be clear at all times. Please refrain from standing in the aisles during events and follow the directions of staff in your area.

ATM Locations

There are four automated teller machines (ATMs) for your convenience, located throughout CHI Health Center Omaha.

Convention Center	Grand Hall outside Hall B
Arena	Next to Guest Services behind Section 116
Arena	Behind Section 126 near the Bud Light Zone
Arena	Behind Section 108 near the Lexus Club

For your convenience, all CHI Health Center Omaha stands and merchandise kiosks accept all major credit cards.

Alcoholic Beverage Policy

No alcohol may be brought into CHI Health Center Omaha. All persons must be age 21 or older and provide legal identification to purchase alcoholic beverages. Alcohol purchases are limited to two (2) beverages per guest. Management has the right to refuse service at any time. Alcohol sales can be terminated at any time at the discretion of CHI Health Center Omaha management. Typically, alcoholic beverage sales will end:

Creighton Basketball	With 10 minutes left in the second half
Concerts	Varies per event (typically one hour before show ends)

Bag Policy:

Bags permitted under the policy include clear plastic, vinyl or PVC totes. Additionally, small clutch-sized bags will also be allowed inside the arena after a proper security inspection. However, oversized bags or purses will no longer be allowed inside the premises.

- Clear plastic bags, measuring 12 inches tall, 12 inches long, and 6 inches wide
- Small or clutch-sized purses or wallets, not exceeding 4.5 inches tall by 6.5 inches long
- One-gallon, clear plastic freezer bags are permitted (Ziploc bag or similar)
- No large purses, bags, backpacks or fanny-packs will be allowed inside
- MECA staff-members are not allowed to hold bags during an event
- Exceptions will be made for bags with medical necessity after appropriate inspection

Banners and Signs

Hand-held, poster board/paper signs are allowed if they are the size of a standard piece of paper (8.5" x 11") or smaller. Banners and signs may not be hung or fastened anywhere in CHI Health Center Omaha. Banners and signs must not be commercial in nature or obscene or cause any disturbance with other fans. Signs cannot interfere or block other guests viewing events. CHI Health Center Omaha reserves the right to remove any banner or sign without exception.

Binoculars

Guests are welcome to bring their personal binoculars to events. Binocular rental is not typically available.

Box Office

The CHI Health Center Omaha Box Office is located inside the west entrance of the Arena along 10th Street.

- Hours of Operation are 10:00 a.m. to 5:00 p.m. Monday through Friday. On Saturday and Sunday the Box Office is closed unless there is a ticketed event in the Arena or when tickets are going on sale to the public. Under these circumstances, the Box Office will open at 10:00 a.m.
- The Box Office opens at least two hours prior to a ticketed event in the Arena.
- Methods of payment accepted are Visa, MasterCard, Discover and American Express. Cash and checks are not accepted.
- All tickets are Mobile Delivery unless otherwise noted. A phone number or email address will be required for all ticket purchases at the Box Office. Mobile Delivery tickets purchased at the Ticket Window can easily be added and accessed through your Ticketmaster account.
- Free ten-minute parking for ticket purchases is available on a first-come, first-served basis in the curb cut pull-off along 10th Street on the west side of the Arena.

Cameras, Video Cameras, Audio Recorders

Professional cameras and/or cameras with exchangeable lenses are prohibited unless accompanied by appropriate media credentials. Cameras without a flash may be allowed for some events. Video cameras and audio recorders are prohibited in CHI Health Center Omaha unless specifically approved. Selfie sticks are prohibited. Some sporting events, including Creighton basketball, allow still photography but not video recording devices. Please check the event details page for specific policies for what is allowed for each event, or check in advance by calling CHI Health Center Omaha at 402.341.1500.

Be aware that if you bring a camera to a show that does not permit cameras, you will be asked by Security to return the camera to your vehicle before you enter the facility.

The ticket holder grants permission to the facility and its agents to use the image and/or likeness in connection with any still photograph, live or recorded video display, or other transmission or reproduction, in whole or in part of any event.

Cash-Free Facility

CHI Health Center Omaha concession counters and kiosks have transitioned to a cash-free environment. All major credit and debit cards are accepted. Multiple Cash-2-Card machines are on site that function as reverse ATMs, providing a debit card for the amount of cash inserted. There are no fees associated with utilizing these machines.

Charity Requests

To be considered for ticket donations, please send an e-mail with your charity information and contact information to info@omahameca.com. Requests must be received in writing and will be considered on a first come, first served basis. Charities must submit a Federal Tax Identification Number to be considered. Ticket requests for Creighton Basketball must be submitted directly to the team.

Concessions

CHI Health Center Omaha offers a wide variety of food and beverage items for guests to enjoy. Please refer to our website for more.

Contact

CHI Health Center Omaha welcomes all feedback, questions and concerns from our guests. Feel free to contact us via email at guestservices@omahameca.com or by calling CHI Health Center Omaha at 402.341.1500. Please visit our [Contact page](#) for more information.

Directions

Please visit our [Parking/Directions](#) page.

Disturbances

All guests must maintain reasonable and appropriate behavior at all times. Guests using offensive language or engaging in disorderly conduct may be ejected from the facility and may be subject to arrest. Ejected guests will not receive a refund for their tickets or be compensated in any way for their loss.

Disturbances include, but are not limited to, the following:

- Standing on chairs
- Placing children on shoulders
- Intoxication and disorderly conduct
- Fighting or challenging others to fight
- Interference with or delay of the game/event
- Violation of CHI Health Center Omaha event policies
- Violation of the local, state and federal laws and statutes
- Igniting and display of flames, i.e. lighters/matches, in the facility bowl
- Throw, discharge or launch any liquid substance or objects
- Willfully and maliciously disturbing another guest/employee with loud and unreasonable noise
- Using profanity and/or offensive words, which are likely to provoke a violent reaction from others
- Taunting or using offensive language against the players, referees or performers

Doors Opening

The time the doors to CHI Health Center Omaha open will vary according to the event. The typical times are noted below. Please also see the specific event page for more information by clicking Event Calendar.

Creighton Basketball	Doors open an hour and a half prior to game time
Suites/Club Seats	Doors open an hour and a half prior to event
Concerts	Doors open one hour prior to the event unless otherwise specifically noted

Please contact the MECA Administrative Offices at 402.341.1500 for more information.

Dress Code

All guests are required to wear a shirt and shoes at all times for their own safety. CHI Health Center Omaha reserves the right to deny entry to guests wearing clothing items displaying offensive language or text.

Drop-Off/Pick-Up Areas

CHI Health Center Omaha offers a convenient drop-off and pick-up area for guests. This area is located on the West side of the building on 10th Street and the South side on Capitol St. Limousines, buses and cars will be allowed to drop-off and pick-up in this area. However, vehicles are not permitted to park in this area.

Elevators/Escalators

CHI Health Center Omaha is equipped with elevators/escalators that access all public areas of the Arena and the Convention Center.

Emergencies and Evacuations

CHI Health Center Omaha is committed to providing the highest standard of safety for our guests and Team Members. In the case of an emergency, please proceed to the nearest stairwell; head down to the street level and out of the building. CHI Health Center Omaha Team Members have been trained to assist in emergency situations.

Entry Inspections

All guests entering the Arena during an event are subject to a metal-detector screening, visual inspection, and a bag inspection conducted by CHI Health Center Omaha security staff.

Family Restrooms

CHI Health Center Omaha has six family/unisex restrooms available in the Arena and two family/unisex restrooms available in the Convention Center.

First Aid

Event medical professionals are available at First Aid stations during public events to assist guests with medical needs. Guests in need of emergency first aid should contact the nearest CHI Health Center Omaha Team Members for assistance. First Aid stations are located:

Convention Center Grand Hall just outside Hall C
Arena-Event Level Outside Section 116
Arena-Main Level Outside Section 101 next to the Bud Zone
Arena-Main Level Outside Section 205
Arena-Main Level Outside Section 221

Food and Beverage

CHI Health Center Omaha offers a full range of menu choices from the traditional hot dogs and nachos to the palette pleasing gourmet pizza and Omaha Steak sandwiches. Look for a myriad of local favorites offered by many of Omaha's finest. Please note that food or beverages may not be brought into CHI Health Center Omaha and alcoholic beverages may not be taken out of CHI Health Center Omaha. Water fountains are located throughout the facility. Please see our Concession page for more information.

Good Sport Program

The Good Sport Program is designed to ensure guests a safe trip home from CHI Health Center Omaha Arena events. Guests who pledge not to drink alcoholic beverages during the event may sign up at the Bud Zone and may be eligible for promotional giveaway items. Please see the [Good Sport](#) page for more information.

Guest Courtesy

CHI Health Center Omaha is committed to providing an enjoyable experience for our guests. In order to maintain an enjoyable and safe environment, we request that all guests be courteous to those around them and abide by all building policies and regulations. Guests using foul language or appearing intoxicated will be ejected from the building. Guests wearing obscene or indecent clothing will be denied entry. Shirts must be worn at all times. Noisemakers of any type are prohibited. Guests who engage in inappropriate behavior will be removed from the building.

Guest Services Booth

Our Guest Services Representatives are trained to provide assistance and have an understanding of how to accommodate guest's needs. CHI Health Center Omaha offers such services as: wheelchair assistance, lost and found, and stroller and wheelchair check-in. Please note during Convention Center events, wheelchair assistance may not be offered. These services can be obtained by contacting the Guest Services Hotline at 402.599.6869 or by emailing guestservices@omahameca.com.
Guest Services locations:

Convention Center Grand Hall just outside Hall B
Arena-Main Concourse Outside Section 116

Guest Services Hotline

The Guest Services Hotline is for guests to report incidents or violations (impaired guests, altercations, abusive language, etc.) that they witness during events. Please be prepared to state the location and nature of the problem. To report an incident, please call 402.599.6787 or text OMAHA <space> YOUR ISSUE AND LOCATION TO 69050.

he text-in keyword may change depending on the event or services requested. Please watch for instructions at the beginning of every event, or see the concourse monitors which continuously display this information on a rotating basis.

Guests with Disabilities

Please see [ADA Information](#) for more information.

Intoxicated Guests

CHI Health Center Omaha reserves the right to deny entry to intoxicated guests. Any intoxicated guests causing a disturbance during an event will be asked to leave the facility. Refunds will not be given.

Listening Devices

CHI Health Center Omaha is equipped with Assistive Listening System. Receivers are available for Arena events. Guests who are interested in this service should see a Guest Services Representative at Guest Services outside of Section 116 on the Main Concourse. Guests will be required to leave valid identification such as a driver's license as collateral. This is a complimentary service.

Lost and Found

During events, lost and found items are turned in and stored at our Security department. Found items will be stored for 15 days following an event. To learn if an item has been recovered, please call the Lost and Found Hotline at 402.599.6849, send an e-mail to lostandfound@omahameca.com or fill out our [Lost and Found online form](#).

Please leave your name, telephone number twice, name and date of the event that you attended and a detailed description of the item. It will be helpful to include features of the item such as color, size and a brand name. A MECA staff member will respond to your inquiry within two business days.

Please note, CHI Health Center Omaha is not responsible for lost, stolen or misplaced items.

Lost Children

Lost children/parents should be escorted to the Guest Services or any Team Member in the event of a lost child or parent.

Metal Detectors

Hand held wand metal detectors are used on an event by event basis. The event producer determines this policy. They will cause no harm to people with medical conditions.

National Anthem Singers

To inquire about singing the National Anthem at any event at CHI Health Center Omaha, please contact the individual teams via their websites. Each team makes all arrangements for National Anthem singers for their home games at CHI Health Center Omaha.

No Re-Entry

CHI Health Center Omaha has a “no re-entry” policy during all Arena events. Guests who wish to return a prohibited item to their vehicle or need to exit and re-enter due to personal emergencies, must first go to Guest Services or an Event Supervisor to make necessary arrangements.

Outside Vending/Solicitation

The distribution of promotional items, handbills, flyers, pamphlets, printed material as well as solicitation of signatures without written CHI Health Center Omaha authorization is strictly prohibited.

The selling or sampling of merchandise, food, beverages, tickets or other items on the property without written CHI Health Center Omaha authorization is strictly prohibited.

Parking

Parking is available in Parking Lots A, B, C and D surrounding CHI Health Center Omaha. A parking garage is connected to CHI Health Center Omaha.

Please note: Parking accessibility varies based on the event.

- You may view parking maps located under [Directions/Parking](#).
- Parking is \$10.00 per vehicle, per entry for surface parking and \$15.00 per vehicle, per entry for garage parking when available.
- Recreational vehicles and buses can be accommodated in CHI Health Center Omaha’s parking lots. Parking for recreational vehicles, buses and limousines is \$25.00 per entry.
- Parking is at the owner’s complete risk.

Accessible parking is available in all CHI Health Center Omaha parking lots. Stalls are available on a first come, first serve basis to those with a valid & registered ADA hang tag. In accordance with CHI Health Center Omaha rules, no liquid containers, bottles or cans will be permitted inside the facility. In accordance with the City of Omaha Ordinance Section 15-13, 15-14, no alcohol may be consumed within the CHI Health Center Omaha Parking Premises. All vehicles and persons entering CHI Health Center Omaha are subject to inspection.

Prohibited Items/Actions within the Parking Premises are, but not limited to:

- Open Fires
- Soliciting
- Alcohol Consumption

Parking lots will close 90 minutes after the event's conclusion. Those vehicles left 90 minutes after the event's conclusion may be towed at owner's expense. No overnight parking is allowed.

Prohibited Items

The following items are not permitted into CHI Health Center Omaha:

- No professional cameras (4" or greater)
- No video recording
- No audio recording
- No laser pointers
- No outside food or drink (20 oz. or smaller empty clear plastic bottles will be allowed for water)
- No large purses or bags will be permitted. Only small clutch-sized purses or wallets measuring no larger than 4.5 inches by 6.5 inches will be allowed inside the arena for the remaining 2017 concerts. Bags with medical necessity require special accommodations.
- No large umbrellas
- Noise making devices of any kind (i.e. bells, whistles, horns, etc.)
- No fireworks
- No illegal drugs and alcohol
- No weapons of any kind, including lawfully concealed firearms
- No chains or spikes
- No tablets or selfie-sticks
- No signs or banners without the prior approval of MECA
- Masks are prohibited and may not be worn at any time while inside the arena.
- Drones are not permitted on MECA's campus
- No hover boards
- Any item deemed to compromise public safety

If your conduct endangers or disrupts guests or others involved in the event, CHI Health Center Omaha reserves the right to remove you from the premises.

Restrooms

Restrooms are located throughout CHI Health Center Omaha for your convenience. All restrooms meet or exceed ADA specifications. Men's, Women's and Family restrooms are located throughout the building. For guests with children, family restrooms are located next to all public restrooms throughout the Convention Center and Arena. Baby changing stations are located in each restroom.

Seating Capacity

Seating capacity varies for every CHI Health Center Omaha event.

Basketball - 18,320

Concert - Center Stage 18,975

Concert - End Stage 18,100

Service Animals/Guide Dogs

Service animals are welcome in CHI Health Center Omaha and will rest in the seating area of the guest, rather than in the aisle. We suggest that the individual have proof of certification

or a license for the service animal. Please notify your ticket seller at the time of purchase so that an aisle seat may be selected for you to accommodate your service animal.

Sign Language Interpreters

CHI Health Center Omaha is pleased to provide signed performances for our hearing-impaired guests for select Arena events. Interpretation services are not guaranteed for every event; however, we will make every effort to accommodate each request with appropriate advance notice, at least two (2) weeks prior to the event. Please contact CHI Health Center Omaha at 402.341.1500 and ask for the Box Office or by emailing guestservices@omahameca.com.

Smoking Policy

In compliance with local and state laws, CHI Health Center Omaha is a smoke free facility. Outside smoking areas are provided near the Arena outside Sections 110 and 204. In the Convention Center, the outside smoking area is located on the east side of the meeting level on the AS-SAR-BEN Terrace and along the sidewalk areas on the west side of the Convention Center. Electronic cigarettes are also prohibited.

Strollers

Strollers can be checked in at Guest Services in the Convention Center and Arena. CHI Health Center Omaha does not rent out strollers for guests.

Telephones

For guest convenience, courtesy telephones are located throughout the facility. Local calls are free. Courtesy phones can be found behind Arena Section 109 on the Main Level, behind Arena Section 224 on the Upper Level and in the Box Office Lobby.

Telephone Numbers

CHI Health Center Omaha 402.341.1500
CHI Health Center Omaha Group Sales 402.599.6818
CHI Health Center Omaha Guest Services Hotline 402.599.6869
CHI Health Center Omaha Information Line 402.997.9378
CHI Health Center Omaha Lost and Found 402.599.6849

Tickets

Tickets are available at the CHI Health Center Omaha Box Office, all Ticketmaster Outlets or online at [Ticketmaster.com](https://www.ticketmaster.com). Please note that everyone must have a ticket for most events at CHI Health Center Omaha. In general, children 2 and under are admitted free of charge for most events. They are not guaranteed a seat and may be required to sit on a parent's lap. Children 3 and over must have a ticket. For shows intended for a family audience, please check the event details page for specific ticket requirements for children.

Ticket On-Sale Information

If 12 or more guests are at the CHI Health Center Omaha Box Office waiting to purchase tickets at the time of the initial Box Office On-Sale, a lottery will be held to form the line.

The lottery system has been in place since CHI Health Center Omaha first opened to provide the fairest ticket sales process possible to all guests. By removing the incentive for guests to arrive early, the lottery saves guests time and significantly decreases the chance for scalpers to be the first in line. Scalpers have historically paid people to arrive hours before a sale in order to ensure a space at the front of the line.

Thirty minutes before tickets go on sale, each person in line over the age of sixteen will be assigned a number. That number will also be put into a box. A CHI Health Center Omaha team member will then randomly draw a number from the box.

The person holding that number becomes the first person in line. The remaining guests will fall in line behind according to their number. For example, if number 5 is drawn, the person assigned number 5 becomes the first in line, followed by the persons assigned 6, 7, 8 and so forth. This continues until the highest number originally handed out is reached. After that, the person assigned number 1 will join the line, followed by the remaining people in the order of the numbers they are holding with the person having 4 becoming the last in line. Anyone who arrives after the lottery numbers are handed out would join the line behind the last person holding a lottery number.

Ticket Scalping

CHI Health Center Omaha strictly prohibits ticket scalping and the resale of tickets on the premises. According to the City of Omaha Municipal Code Sec. 20-162 states: "It shall be unlawful for any person to resell or attempt to resell a ticket to an event to be held at the Orpheum Theater, or the CHI Health Center Omaha for an amount greater than the face value printed on such ticket on the grounds of such facilities or within a one-half-mile radius of each such facility."

Ticketmaster is the only authorized ticketing agent of CHI Health Center Omaha. If you purchase tickets from an unauthorized agent in the secondary market (Scalper, Ticket Broker, etc) you risk purchasing counterfeit or invalid tickets.

Tours

Public Tours of CHI Health Center Omaha are available for a fee during non-event days.

Tours must be booked at least 3 weeks in advance. Please contact MECA at 402.341.1500 or email info@omahameca.com to arrange a tour. Visit [Tour Information](#) for more details.

TTY/TDD Services

All guests, including those with disabilities, are welcome and encouraged to contact our Guest Services department via e-mail at guestservices@omahameca.com. Guests may also call the Nebraska Relay Center at 711. The Relay Center will then place the call to us and we will be happy to communicate through the relay service. In the Arena, a TTY phone is located at Guest Services behind Section 116 on the Main Concourse. In the Convention Center, a TTY phone is located at Guest Services outside of Hall B in the Grand Hallway.

Weapons Prohibited

Guests, including law enforcement personnel not present in an official capacity, are prohibited from bringing weapons into the arena. CHI Health Center Omaha does not provide weapon lockers. Weapons may not be checked in at Guest Services. Weapons include, but are not limited to, the following: firearms, explosives, stun guns, handcuffs, brass knuckles, sticks, clubs, batons, martial arts instruments, pepper spray, tear gas, knives, etc. Guests

found in possession of the above-mentioned items will be asked to remove the item from the facility or dispose of it. Guests who refuse to comply will be ejected from the arena and may be subject to arrest.

Wheelchair Escorts

Complimentary wheelchair escorts are available on a first come, first served basis for those needing assistance during CHI Health Center Omaha Arena events. Please note during Convention Center events, wheelchair assistance may not be offered. A guest will be met at the entrance by a wheelchair attendant and escorted to their seat. At the end of the performance or meeting, the escort will return with the wheelchair and assist the guest back to the door. For wheelchair assistance, please speak with a staff member upon arrival.

Will Call

Will Call tickets can be picked up at the CHI Health Center Omaha Box Office Will Call window at any point between the time of purchase and the performance, unless the ticket is purchased through an artist's fan club. Then the ticket may be picked up approximately two hours before the show.

- Guests must present the actual credit card used for the order, valid picture identification and the confirmation number.
- Guests must also sign for the tickets.
- Tickets will only be given to the cardholder. Alternate persons picking up tickets will not be allowed.

Please feel free to contact our Guest Services department by calling our Guest Services Hotline at 402.599.6869 or by emailing guestservices@omahameca.com.