



At CHI Health Center Omaha, we're committed to delivering an outstanding guest experience from start to finish. Our Guest Services team is here to ensure your visit is seamless, safe and enjoyable. Whether you're attending a high-energy event or a more relaxed gathering, we go above and beyond to make every moment memorable. From answering your questions to assisting with special requests, our knowledgeable and friendly team is dedicated to providing top-notch service throughout your time at the venue. The following guide offers helpful information on event policies and services to make your visit as enjoyable as possible.

Accessible Information

CHI Health Center Omaha is committed to meeting and exceeding the requirements of the Americans with Disabilities Act (ADA). We offer a comprehensive range of accommodations to ensure that all guests with disabilities have a safe, comfortable and enjoyable experience at every event. Please refer to our website for more information.

Accessible Parking

Accessible parking is available in the connecting parking garage and surrounding surface lots at CHI Health Center Omaha. Key details include:

- Accessible spaces, including van-accessible stalls, are designated for vehicles displaying a current state-issued hangtag or license plate.
- Drop-off and pick-up locations are located along 10th Street, on the west side of the facility, near the Arena and Convention Center entrances.
- Guests parking in Lot A (southeast side of the Arena) may use the curb cut within the lot for drop-off and pick-up.

Please note, accessible spaces are available on a first-come, first-served basis, so we recommend planning accordingly. Please refer to the Directions/Parking section of our website for more information.

Address

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

Age Guidelines

For most events at CHI Health Center Omaha, children 2 years of age and younger may enter without a ticket, provided they sit on an adult's lap and do not occupy a seat. Children aged 3 and older will require a ticket for entry. Please note that certain events, particularly those aimed at children or exhibit shows, may have different age policies. If you are unsure about the policy for a specific event, please contact us at guestservices@omahameca.com or call 402.341.1500 for clarification.

Aisles

For safety and to ensure a comfortable experience for all guests, aisles must remain clear at all times. Please avoid standing in the aisles during arena events and follow the instructions of staff in your area.

Alcohol Policy

No alcohol may be brought into CHI Health Center Omaha. To purchase alcoholic beverages, guests must be 21 years of age or older and provide valid identification. Alcohol purchases are limited to two (2) beverages per guest. Management reserves the right to refuse service at any time, and alcohol sales may be terminated at their discretion.

Typically, alcohol sales will end as follows:

- **Creighton Basketball** – 10 minutes before the end of the second half
- **Concerts** – Varies by event, but generally one hour before the show ends

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

Please note that CHI Health Center Omaha is a cash-free venue. However, cash can be loaded onto a Cash-2-Card at available machines, and the card can then be used at all concession and merchandise stands. CHI Health Center Omaha accepts all major credit and debit cards.

Bag Policy:

The clear bag policy applies to events at CHI Health Center Omaha Arena and may not be enforced at Convention Center events – please check in advance if you're unsure.

Under this policy, the following bags are permitted inside the Arena after a proper security inspection:

- Clear plastic, vinyl, or PVC totes, measuring no more than 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 (such as Ziploc or similar)

The following are NOT permitted:

- Oversized purses, bags, backpacks, diaper bags or fanny packs
- MECA staff members are not permitted to hold bags during events

Exceptions will be made for medically necessary bags, but they must undergo appropriate inspection. Please refer to our website for more information.

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. Please ensure that any binocular cases comply with our Clear Bag Policy. 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. It is open Monday through Friday from 10 AM to 5 PM. The Box Office is closed on weekends unless there is a ticketed event, or tickets are going on sale to the public. The Box Office opens at least two hours prior to any ticketed event in the Arena. Accepted payment methods include Visa, MasterCard, Discover and American Express. Cash and checks are not accepted. All tickets are delivered digitally via Mobile Delivery, unless otherwise specified. A phone number or email address is required for all Box Office ticket purchases. Mobile tickets purchased at the Box Office can be easily accessed and added to your Ticketmaster account. For your convenience, free ten-minute parking for ticket purchases is available on a first-come, first-served basis in the curbside pull-off along 10th Street on the west side of the Arena.

Breastfeeding Station

A Mamava pod is conveniently located in our Grand Hallway, just outside Hall B, offering a private and comfortable space for guests.

Cameras and Audio Recorders

Photography and the use of recording devices are subject to the specific rules of each event and are determined at the discretion of the show's production team. For most events, professional cameras and cameras with interchangeable lenses, video cameras, audio recorders and selfie sticks are prohibited. If non-professional cameras are allowed, their use must not obstruct the view of other guests or block access to aisles. For further clarification on a specific event's camera policy, we encourage guests to reach out to CHI Health Center Omaha ahead of time.

Please note: if you bring a camera to an event where they are not permitted, security will request that you return it to your vehicle before entering the facility.

By attending, ticket holders grant CHI Health Center Omaha and its agents the right to use their image or likeness in any live or recorded video, photograph or other reproduction of the event.

Cash-Free Experience

CHI Health Center Omaha offers a cash-free environment at all concession counters and kiosks. The following payment options are available:

- All major credit and debit cards are accepted.
- Multiple Cash-2-Card machines are available throughout the facility. These machines work as reverse ATMs, allowing you to exchange cash for a Visa debit card, which can be used at the box office, concession stands and anywhere outside of the facility that Visa is accepted.
- There are no fees associated with using the Cash-2-Card machines.

Please note, only credit and debit cards will be accepted for payment at all food, beverage and merchandise locations within the venue.

Concessions

At CHI Health Center Omaha, we take your taste buds seriously! Indulge in a wide variety of mouth-watering food and refreshing beverages, crafted to satisfy every craving. Whether you're looking for a quick snack, a hearty meal or something special to sip on, we've got something to elevate your event experience. Explore our diverse selection and treat yourself to a culinary adventure — you won't want to miss out! 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.

Digital Tickets

All tickets are delivered via Mobile Delivery, unless otherwise specified.

To purchase tickets at the Box Office, you will need to provide a phone number or email address. Mobile Delivery tickets purchased at the ticket window can be conveniently added to and accessed through your Ticketmaster account.

Directions

Please visit our [Parking/Directions](#) page. Conveniently located in the heart of north downtown Omaha, CHI Health Center is easily accessible from various routes across the city.

Disturbances

All guests are expected to maintain respectful and appropriate behavior at all times. Guests who use offensive language or engage 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 any compensation for their loss.

Examples of disturbances include, but are not limited to:

- Standing on chairs
- Intoxication and disorderly conduct
- Fighting or challenging others to fight
- Interference with or delay of the game/event

- Violating CHI Health Center Omaha event policies
- Violating local, state or federal laws and statutes
- Igniting or displaying flames (e.g., lighters, matches) within the facility bowl
- Throwing, discharging or launching liquids or objects
- Disturbing other guests or employees with loud or unreasonable noise
- Using profanity or offensive language that may provoke a violent reaction
- Taunting or using offensive language towards players, referees or performers

For safety reasons, we ask that children not be placed on shoulders.

Guests engaging in such behavior will be asked to leave the facility and may be subject to further action.

Donation Requests

To request ticket donations, please email your charity and contact information to kengdahl@omahameca.com. All requests must be submitted in writing and will be reviewed on a first-come, first-served basis. Charities must provide a Federal Tax Identification Number for consideration. For Creighton Basketball tickets, please submit your request directly to Creighton Athletics.

Dress Code

For the safety and comfort of all guests, shirts and shoes must be worn at all times while inside CHI Health Center Omaha. This policy is in place to ensure a safe and pleasant experience for everyone. Additionally, CHI Health Center Omaha reserves the right to deny entry to any guest wearing clothing that displays offensive language, text or images that may disrupt the event or cause discomfort to others. We encourage all guests to dress appropriately and respectfully to help maintain a positive environment for all attendees.

Elevators/Escalators

CHI Health Center Omaha is fully equipped with elevators and escalators, ensuring convenient access to all public areas of both the Arena and the Convention Center. Please visit our ADA section on our website for a map.

Emergencies and Evacuations

CHI Health Center Omaha is dedicated to ensuring the safety and well-being of all our guests and team members. In the event of an emergency, please proceed to the nearest stairwell, descend to street level and exit the building. For your safety, please follow the guidance of CHI Health Center Omaha team members and any law enforcement officers present. Our staff is fully trained to assist during emergencies and will help direct you to safety.

Entry Security Procedures

For the safety and security of all guests, all individuals entering the Arena during an event are required to undergo metal-detector screening, a visual inspection, and a bag check by CHI Health Center Omaha security personnel. Please let us know in advance if you require any special accommodations.

Family Restrooms

CHI Health Center Omaha is proud to offer six family/unisex restrooms throughout the Arena and two conveniently located in the Convention Center, ensuring comfort and accessibility for all of our guests.

First Aid Assistance

Medical professionals are on-site for every event at CHI Health Center Omaha, ready to assist with any medical needs. First Aid stations are staffed and available to provide assistance during public events. Should you require emergency first aid, please reach out to any nearby CHI Health Center Omaha team member for immediate help. First Aid stations are located as follows:

- **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

At CHI Health Center Omaha, we take dining to the next level, offering a delicious variety of food that's sure to satisfy every craving. From classic hot dogs and nachos to gourmet pizzas and Omaha Steak sandwiches, there's something for everyone. Don't miss the chance to indulge in local favorites curated from some of Omaha's finest eateries, making your experience truly one-of-a-kind. Please note, for the safety and comfort of all guests, outside food or beverages are not permitted inside the facility. Alcoholic beverages cannot be taken outside the venue, and water fountains are conveniently located throughout. Enjoy our incredible food offerings while you cheer on your favorite team or enjoy a live event! Please see our Concession page for more information.

Good Sport Program

The Good Sport Program is here to help ensure that everyone gets home safely after attending events at the CHI Health Center Omaha Arena. Guests who pledge to refrain from drinking alcohol during an event can sign up at the Bud Zone and may receive exciting promotional giveaway items as a thank you for their commitment. Stay safe, stay responsible and enjoy the event!

Guest Conduct and Courtesy

At CHI Health Center Omaha, we are dedicated to ensuring a memorable and enjoyable experience for all of our guests. To maintain a safe and welcoming environment, we ask that everyone be respectful of those around them and adhere to our building policies and regulations.

Guests using offensive language or exhibiting signs of intoxication will be asked to leave the premises. Those wearing obscene or indecent clothing will be denied entry. Shirts must be worn at all times, and noisemakers of any kind are strictly prohibited. Any guest engaging in disruptive or inappropriate behavior will be promptly removed from the venue to ensure the safety and comfort of others. Thank you for helping us create a positive atmosphere for everyone to enjoy.

Guest Services Booth

Guest Services booths are available for guests to report any incidents or violations they witness during events, such as impaired guests, altercations or abusive language. To ensure a quick response, please provide the location and nature of the issue when reporting.

You can report an incident in the following ways:

- Visit one of the Guest Services booths listed below
- Call the booth directly using the corresponding number
- Text your issue and location to **OMAHA <space> YOUR ISSUE AND LOCATION** to **402-624-4441**.
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Be sure to watch for instructions at the beginning of each event or refer to the concourse monitors, which continuously display this information.

Guest Services Booth Locations:

- **Arena-Main Concourse** – Outside Section 116 – 402.599.6787
- **Convention Center** – Grand Hall just outside Hall B – 402.599.6464

Guest Services Hotline

Our Guest Services Representatives are expertly trained to assist and accommodate the needs of our guests. CHI Health Center Omaha offers a variety of services, including:

- Wheelchair assistance
- Lost and found
- Stroller and wheelchair check-in

For assistance, you can reach our Guest Services team by calling the Guest Services Hotline at 402.599.6869 or emailing guestservices@omahameca.com. We strive to respond to all inquiries promptly, but please allow up to 48 hours for a reply. Please note that wheelchair assistance may not be available during Convention Center events.

Guests Services Text Messaging

For your convenience, you can contact Guest Services by texting **OMAHA <space> YOUR ISSUE AND LOCATION** to **402-624-4441**, allowing you to quickly report any concerns or incidents during your visit.

Intoxicated Guests

CHI Health Center Omaha reserves the right to refuse entry to guests who appear intoxicated. Guests displaying disruptive behavior due to intoxication will be asked to leave the facility, and no refunds will be issued.

Listening Devices

CHI Health Center Omaha offers an Assistive Listening System for Arena events to enhance the guest experience. Receivers are available at no charge. To obtain a receiver, guests can visit Guest Services, located outside Section 116 on the Main Concourse. A valid form of identification, such as a driver's license, will be required as collateral. This service is provided complimentary for all guests.

Lost and Found

During events, any lost items are promptly turned in and stored by our Security department. Found items will be held for 15 days following the event. To inquire about a lost item, please call the Lost and Found Hotline at 402.599.6849, send an email to lostandfound@omahameca.com or fill out this [online form](#) and select the subject "Lost and Found. When leaving a message, kindly provide your name, contact number (spoken twice), the event you attended and a detailed description of the item. Including specific details such as color, size and brand name will help in locating your item. A member of the MECA staff will respond to your inquiry within two business days.

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

Lost Children

If a child or parent becomes lost, they should be escorted to Guest Services or any nearby team member for assistance. Our staff is trained to quickly help reunite lost children with their guardians.

Metal Detectors

Hand-held wand metal detectors and/or walk-through metal detectors may be used on a case-by-case basis, depending on the event. This policy is determined by the event producer. These detectors are completely safe for individuals with medical conditions. If you require special accommodations, please inform security upon entry, or notify us in advance, and we will ensure your needs are met.

Mobile Payments

CHI Health Center Omaha is a cash-free environment for all transactions. We accept the following payment methods at our concession counters and kiosks:

- All major credit and debit cards
- Mobile payments, including Apple Pay

Additionally, Cash-2-Card machines are available onsite, acting as reverse ATMs to convert cash into a prepaid debit card, which can be used for any purchase within the facility. There are no fees associated with using these machines.

National Anthem Singer Inquiries

For inquiries about performing the National Anthem at events at CHI Health Center Omaha, please reach out directly to the individual teams through their official websites. Each team is responsible for coordinating the National Anthem singer for their home games held at the venue.

No Re-Entry Policy

CHI Health Center Omaha enforces a "no re-entry" policy for all Arena events. If guests need to return a prohibited item to their vehicle or must exit and re-enter due to a personal

emergency, they are required to visit Guest Services or an Event Supervisor to make the appropriate arrangements.

Outside Vending or Solicitation

The distribution of promotional items, handbills, flyers, pamphlets, printed materials or solicitation of signatures is strictly prohibited unless written authorization is obtained from CHI Health Center Omaha.

Additionally, the sale or sampling of merchandise, food, beverages, tickets or any other items on the property is not permitted without prior written approval from CHI Health Center Omaha.

Parking Information

Parking is available in Parking Lots A, B, C and D surrounding CHI Health Center Omaha, with additional parking available in the connected parking garage. Please Note: Parking availability and pricing may vary based on the event. For detailed parking maps, please visit the [Directions/Parking](#) section of our website.

- Surface Parking: \$10.00 per vehicle, per entry
- Garage Parking: \$15.00 per vehicle, per entry (when available)
- Recreational Vehicles and Buses: \$25.00 per entry

Accessible Parking: Available in all parking lots on a first-come, first-served basis for guests with a valid ADA hang tag.

Parking Policies:

- Parking is at the owner's risk.
- All vehicles are subject to inspection upon entry.
- Prohibited Items/Actions in parking premises include:
 - Open fires
 - Solicitation
 - Alcohol consumption (in accordance with City of Omaha Ordinance Section 15-13, 15-14)

Additional Information:

- Parking lots will close 90 minutes after the event's conclusion. Any vehicles remaining after this time may be towed at the owner's expense.
- Overnight parking is not allowed.

For questions or concerns, please reach out to Guest Services.

Pick Up and Drop Off Locations

CHI Health Center Omaha provides convenient drop-off and pick-up zones for guests. These areas are located on the West side of the building along 10th Street and on the South side along Capitol Street. Limousines, buses and cars may use these zones for drop-off and pick-up, but parking is not permitted in these areas. This ensures a smooth flow of traffic and a safe experience for all guests.

Prohibited Items

For the safety and enjoyment of all guests, the following items are not permitted inside CHI Health Center Omaha:

- Weapons of any kind, including lawfully concealed firearms

- Professional cameras (4" or larger)
- Video recording devices
- Audio recording devices
- Laser pointers
- Outside food or drink (20 oz. or smaller empty clear plastic bottles allowed for water)
- Large purses or bags (only small clutch-sized purses or wallets measuring no larger than 4.5 inches by 6.5 inches allowed; bags for medical necessity may be accommodated with prior approval)
- Large umbrellas
- Noise-making devices (e.g., bells, whistles, horns)
- Fireworks
- Illegal drugs and alcohol
- Aerial items or inflatables (e.g., drones, manned or unmanned flying devices)
- Chains or spikes
- Costume masks
- Tablets or selfie sticks
- Signs or banners (without prior approval from MECA)
- Hoverboards
- Any item deemed to compromise public safety

Note: Any conduct that endangers or disrupts the event or other guests may result in removal from the premises.

Resources for Guests with Disabilities

CHI Health Center Omaha is committed to providing an inclusive and accessible experience for all guests, including those with disabilities and special needs. We strive to offer a wide range of accommodations to ensure that everyone can enjoy their time at our venue comfortably and safely. Please visit the ADA section on our website for more information.

Restrooms

Restrooms are conveniently located throughout CHI Health Center Omaha for your comfort and ease. All restrooms comply with or exceed ADA specifications. You will find men's, women's and family restrooms throughout the building. For guests with children, family restrooms are available next to all public restrooms in both the Convention Center and Arena. Additionally, baby changing stations are provided in every restroom for your convenience.

Seating Capacity

Seating capacity at CHI Health Center Omaha varies depending on the event, offering an optimal experience for every occasion:

- **Basketball** – 18,320 seats, perfect for thrilling action
- **Concert** – Center Stage: 18,975 seats, creating an unforgettable atmosphere
- **Concert** – End Stage: 18,100 seats, ensuring great views from every angle

Service Animals

Service animals are welcome at CHI Health Center Omaha. For the comfort and safety of all guests, service animals must remain in the seating area with their owner, not in the aisle.

Please inform your ticket seller at the time of purchase so that we can assist you in selecting a suitable seat.

Sign Language Interpreters

CHI Health Center Omaha is committed to providing signed performances for our hearing-impaired guests at select Arena events. While interpretation services are not available for every event, we will do our best to accommodate requests with appropriate advance notice—at least two (2) weeks prior to the event. Please contact CHI Health Center Omaha at 402.599.6869 or by emailing guestservices@omahameca.com.

Smoking Policy

In accordance with local and state laws, CHI Health Center Omaha is a smoke-free facility. Designated smoking areas are available outside the Arena near Sections 110 and 204. For the Convention Center, the smoking area is located on the east side of the meeting level, on the AK-SAR-BEN Terrace, and along the sidewalk areas on the west side. Please note that the use of electronic cigarettes is also prohibited on the premises.

Strollers

For your convenience, strollers can be checked in at Guest Services in both the Convention Center and Arena. Please note that while we do not offer stroller rentals, we are happy to assist with stroller check-in during your visit.

Telephones

For your convenience, courtesy telephones are available throughout the facility. Local calls are free of charge. You can find these phones 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 Lottery

To ensure a fair and equitable ticket sales process, CHI Health Center Omaha implements a lottery system when 12 or more guests are waiting to purchase tickets at the time of the initial Box Office on-sale. This system has been in place since the venue's opening to

eliminate the incentive for guests to arrive early, saving them time while reducing the chances of scalpers securing tickets. Scalpers have historically paid individuals to arrive hours in advance to gain prime spots in line.

Here's how the lottery works:

- Thirty minutes before the sale begins, each guest over the age of sixteen will be assigned a number.
- These numbers are placed into a box, and a CHI Health Center Omaha team member will randomly draw a number.
- The guest with the drawn number will be the first in line, followed by others in ascending order.
- For example, if number 5 is drawn, the person with that number will be first, followed by those with numbers 6, 7, 8, etc., until the highest number is reached.
- Once the highest number is reached, the person with number 1 will join the line, followed by the remaining guests in numerical order.
- Anyone who arrives after the lottery numbers have been handed out will join the line behind the last person holding a lottery number.

This process is designed to create a more efficient and fair system for all guests.

Ticket Scalping

CHI Health Center Omaha strictly enforces a no-tolerance policy on ticket scalping and the resale of tickets within its premises. In accordance with the City of Omaha Municipal Code Sec. 20-162, it is unlawful to resell or attempt to resell a ticket for an amount greater than its face value at the CHI Health Center Omaha or within a one-half-mile radius of the venue.

Ticketmaster is the sole authorized ticketing agent for CHI Health Center Omaha. Purchasing tickets from unauthorized sources, such as scalpers or ticket brokers, exposes you to the risk of receiving counterfeit or invalid tickets. To ensure you are purchasing legitimate tickets, always use Ticketmaster or an official CHI Health Center Omaha outlet.

Tours

Public tours of CHI Health Center Omaha are available for a fee during non-event days. Tours must be booked at least two weeks in advance. Please contact MECA at 402.341.1500, email info@omahameca.com or visit our [Tour Contact Page](#) to schedule your tour.

TTY/TDD Services

All guests, including those with disabilities, are welcome to contact our Guest Services department for assistance. You can reach us via email at guestservices@omahameca.com or by calling the Nebraska Relay Center at 711. The Relay Center will place the call to us, and we will be happy to communicate through the relay service. In addition, guests may also contact Guest Services via text message by sending **OMAHA <space> YOUR ISSUE AND LOCATION** to **402-624-4441**, for convenient, real-time assistance.

For in-person assistance, TTY phones are available in both the Arena and Convention Center:

- Arena: Located behind Section 116 on the Main Concourse
- Convention Center: Located outside of Hall B in the Grand Hallway

We are committed to providing accessible and effective communication for all of our guests.

Weapons Prohibited

MECA, the managing entity of CHI Health Center Omaha, reserves the right to enforce a strict no-weapons policy within the facility for the safety and security of all guests. This policy applies to all individuals, including law enforcement personnel who are not present in an official capacity. Guests are prohibited from bringing weapons of any kind into the facility, and CHI Health Center Omaha does not provide weapon storage lockers nor will weapons be accepted at Guest Services. Prohibited items include, but are not limited to:

- Firearms, including lawfully concealed firearms
- Explosives
- Stun guns
- Handcuffs
- Brass knuckles
- Sticks, clubs, batons
- Martial arts instruments
- Pepper spray, tear gas
- Knives, etc.

Guests found in possession of any of these items will be required to remove or dispose of them. Those who refuse to comply with this policy will be ejected from the venue and may face arrest. Your safety is our top priority, and we appreciate your cooperation in maintaining a secure environment for all.

Wheelchair Escorts

Complimentary wheelchair escorts are available on a first-come, first-served basis for guests who require assistance during CHI Health Center Omaha Arena events. Please note that wheelchair assistance may not be offered during Convention Center events. A wheelchair attendant will meet guests at the entrance and provide an escort to their seat. After the event, the attendant may return with the wheelchair and assist the guest back to the exit. To request a wheelchair escort for an event, please alert security personnel upon arrival. We are happy to help ensure a comfortable and accessible experience for all of our guests.

Will Call

Will call tickets can be conveniently picked up at the CHI Health Center Omaha Box Office will call window at any point between purchase and the event start, unless the ticket is purchased through an artist's fan club. In this case, tickets may be picked up approximately two hours before the show.

To collect will call tickets, guests must:

- Present the actual credit card used for the order
- Provide valid photo identification
- Have the confirmation number available
- Sign for the tickets

Please note:

- Tickets will only be released to the cardholder

- Alternate individuals are not permitted to pick up tickets on behalf of the cardholder