

*Event Policies
and
Procedures*



Murphy Center Complex

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EVENT POLICIES AND PROCEDURES

ANIMALS

Animals are not permitted in Murphy Center Complex or Floyd Stadium. Exceptions include guide, sign and signal dogs to aide patrons with disabilities.

BANNERS, FLAGS, and POSTERS

Banners and flags are prohibited from being hung or fastened in Murphy Center Complex or Floyd Stadium. Hand held signs no larger than 2' x 3' are permitted but must meet the following criteria:

- Signs cannot be distasteful in nature or content
- Signs cannot obstruct the view of patrons
- Signs cannot be attached to sticks or poles
- Signs cannot be larger than 2' x 3'

CAMERAS AND RECORDING DEVICES

The permitted use of cameras varies by event. Cameras with professional lenses and flash attachments are prohibited from Murphy Center Complex and Floyd Stadium. Recording devices, both audio and visual, are not permitted within the arena.

CARRY IN AND CONTRABAND ITEMS

The following items are not permitted in Murphy Center Complex or Floyd Stadium:

- Bottles, cans or cups
- Food and drink purchased outside (i.e. McDonald's, Wendy's, etc.)
- Coolers
- Frisbees and beach balls
- Laser pointers
- Any noise making devices, specifically airhorns with sirens
- Fireworks
- Weapons and dangerous devices of any type
- Illegal drugs and alcohol

Patrons found in possession of contraband items will be subject to expulsion from the facility and the contraband items confiscated.

CLEAN UP PROCEDURES

All spills should be reported to nearest supervisor. The spill location will be recorded and the custodial staff will be contacted immediately. Stay at the spill area until a member of custodial staff arrives to clean up.

DESTRUCTION OF PROPERTY

- The destruction of property should be reported to a supervisor immediately, or the nearest MTSU Public Safety officer.
- It is the responsibility of Public Safety to arrest any patron destroying MTSU property.

DISORDERLY CONDUCT

Patrons who fail to abide by Murphy Center Complex or Floyd Stadium policies, state and federal law are subject to ejection from the facility. Any patron who is violating arena policy will be asked to correct their behavior, if they fail to do so in a timely fashion ejection from the facility will occur. An event services supervisor or Public Safety must be contacted when disorderly behavior has been observed. It is the responsibility of the event services supervisor or Public Safety to eject patrons from the premises and submit incident report. Individuals who have been ejected must vacate arena property or be subject to arrest on trespassing charges.

EJECTIONS

Disruptive and problem patrons should be reported to a supervisor immediately. It is the responsibility of Murphy Center Staff and Public Safety to eject disorderly patrons from the facility after required paper work has been completed at the security office. Any guests that are ejected are no longer welcome at the Murphy Center Complex or Floyd Stadium during that event. Any attempts at re-entry could result in arrest. All ejected patrons must vacate complex property.

ELEVATORS

Murphy Center:

An ADA/Service elevator is located at the bottom of the loading dock at the Northeast corner lower level entrance. This elevator accesses the classroom and track/upper level.

Floyd Stadium:

The Tower elevators are located at the West side of the stadium. These elevators access the club, press, suite levels and camera deck. Proper credentials or tickets must be shown for tower elevator access. ADA accessible elevators are available at Southwest side of the stadium (Gate 1) and Northeast side of the stadium (Gate 3). These elevators access the mid-level concourse.

FIGHTS AND DISTURBANCES

When you observe troublesome behavior from a patron or groups of patrons contact your supervisor immediately before the disturbance escalates. Should a fight break out, attempt to keep other patrons from entering the area and contact Murphy Center Management Staff and a MTSU Public Safety officer. Make every attempt to avoid physical confrontation with patrons. Public Safety should restrain combative patrons with reasonable force and at no time should anyone strike a patron. Striking a patron is

cause for immediate termination from the Murphy Center Complex and/or Floyd Stadium and liability for any civil litigation.

FIREARMS/WEAPONS

WEAPONS ARE NOT ALLOWED IN THE MURPHY CENTER COMPLEX.

No one is permitted to bring weapons of any kind into the Murphy Center Complex or Floyd Stadium with the exceptions of local, state, and federal law enforcement officials. Law enforcement officials who are present in a non-working function and are armed should be brought to the attention of the Murphy Center Complex Manager and Event Coordinator, Athletic Relations, and Public Safety. These individuals must have their identity verified. Concealed weapon permits are not valid in the public assembly areas. Anyone with a weapon will be reported to Public Safety. Weapons will not be checked into the security office.

FIRST AID

Murphy Center:

The Emergency Medical (EM) staff and First Aid Station is located in the Northwest vomitory during all arena and lower level events and the upper Northwest corner for track and upper level events.

Floyd Stadium:

The Emergency Medical (EM) staff and First Aid Stations are located at sections 2A and 2N.

Trained medical personnel are on staff at every Murphy Center Complex or Floyd Stadium event and are available to patrons and employees needing assistance. Should a patron or employee need medical assistance the following procedures should be followed:

- **STAY CALM**
- Keep injured person lying down, covered and warm. Call medical personal, the Director of Security (Roy Brewer), Manager (Ron Malone), and Event Coordinator (Rita Whitaker).
- Do not move individual except from an area which would further endanger his/her life.
- Do not give unconscious or semi-conscious persons anything to drink.
- Do not let an injured person see their wounds. Reassure him/her and keep individual comfortable.
- Complete an accident report and submit it to the Murphy Center Complex Manager or Event Coordinator within one (1) hour after the Event ends.

EMERGENCY PREPAREDNESS

EMERGENCY MEDICAL

The EM will be present at all events. The complex administrator has constant communication with EM staff in order to assure immediate response. The EM staff will be equipped with the necessary supplies and equipment to best meet the needs of the facility, patrons, and the event.

BOMB THREAT

The individual receiving the call should remain calm and take down as much information as possible, keeping the caller on the line as long as possible.

ALL BOMB THREATS SHOULD BE TREATED SERIOUSLY! Even if it appears to be a hoax – treat it as if it were not.

Commence a complete visual search of the entire facility looking for anything that could appear to be a bomb. This is done by assembling the emergency response management team and having them and selected members of their staff in their respective areas.

Police safety, the local police station, the fire department (WITH the possible need to respond), and the facility manager will be notified.

Refrain from radio communication if an object is found, since some exploding devices can be set off by radio waves.

If an exploding device is found: University policy requires that the facility be evacuated. (See *Emergency Plan Procedures*)

The event contractor will be notified with the information of the threat and immediate evacuation begins of the area in an **ORDERLY** fashion using the discretion of the notified police department and prepared announcement to the patrons.

The fire department and police officers will dispose of the explosive device.

If nothing is found: The decision must be made by the facility manager, with the input from police representatives, whether or not to evacuate the facility. Evacuating the facility is viewed as the “last resort” option and **CAREFULLY** considered before implementing. (See *Emergency Plan Procedures*)

FIRE

Periodic inspections of the each facility are made by the local fire inspector for fire-prone and hazardous areas.

Any pyrotechnics during an event should be set off by a licensed pyrotechnician.

All fire alarms in the facility are frequently checked and maintained.

If the fire alarm sounds, the university policy requires the facility to be evacuated and the fire department will be contacted immediately. (See *Emergency Plan Procedures*)

MECHANICAL/EQUIPMENT FAILURE

Lights and power outage: Announcements to the patrons in a continuous manner will be made, in order to keep them calm and informed of what's happening.

Seating breakdown or collapse: Any possible correction will be made and/or re-seat or refund those patrons involved. An EM will handle all medical emergencies caused by a collapse.

Equipment failure: Patrons will be informed of the situation and corrects will be made as soon as possible. If the situation cannot be fixed, then the facility manager will work with the contractor and tickets will be refunded.

EVACUATION

Refer to the Emergency Plan Procedures Manual

FOOD AND BEVERAGE

Patrons may not bring food and beverages into the Murphy Center Complex or Floyd Stadium. If a patron attempts to bring these items into the arena, they should be given the following options before entering the facility. Please give patrons the option in the following order:

- Items may be consumed outside (except alcohol) before entering the facility.
- Items may be returned to their vehicle.
- Items may be thrown away in the nearest trash receptacle.

GIVEAWAYS/PROMOTIONS

Procedures for giveaways are collectively established by Murphy Center Complex or Floyd Stadium promotions and facility lessees. Employees are prohibited from obtaining giveaway items unless they are attending the event as a ticketed patron. If the lessee chooses to make giveaway items available to employees, your supervisor will be responsible for distributing these items.

INCIDENT REPORTS

Any incident involving a Murphy Center Complex or Floyd Stadium patron or employee should be documented by an event services supervisor. All incidents should be turned

into the Murphy Center Complex Manager or Event Coordinator within one (1) hour after the Event ends.

INTOXICATED PATRONS

Intoxicated patrons are not to be admitted into the arena at any time. If you see an intoxicated person enter the complex, contact Public Safety. Intoxicated patrons are subject to ejection from the event.

LOST AND FOUND

Any items found before, during, and after an event should be turned into a supervisor. Items will then be turned in to management, and kept for 30 days, after which, they will be donated to charity or disposed of at the discretion of management.

Murphy Center:

In the arena, Murphy Center Staff located at the NE Vomitory Table.

Floyd Stadium:

Room #121 (Murphy Center Staff) is located by Section 2A on main concourse.

LOST CHILDREN/PERSONS

Anyone finding a lost child or person should stay with him or her at the same location for ten (10) minutes. The Event Coordinator should be notified immediately. A brief description of the child or person will be circulated through management, or event staff: via radios. If the child or person is not picked up within 60 minutes of the event's conclusion, Public Safety will be notified by the Manager, Director of Security or Event Coordinator. Employees should be as helpful as possible to a patron who is lost or separated from their party.

MEDIA RELATIONS

All media passes should be arranged through Media Relations department or dispensed by lessees director prior to an event. Depending on the nature of the event, credentials may be picked up at will call or the media entrance. Individuals with credentials in the Murphy Center Complex or Floyd Stadium are limited to the access that their specific credential allows.

NO employees are allowed to make statements to any media representatives regarding incidents at Murphy Center Complex or Floyd Stadium. This especially applies to unreleased upcoming event information and event attendance and ticket sales figures. All inquiries should be directed to the Marketing Department. Disregarding this policy could subject the employee to termination.

Do not discuss personal or company business with anyone except your immediate supervisor or management.

NOISEMAKERS

Noisemakers of any kind (horns, whistles etc.) are not allowed in Murphy Center Complex or Floyd Stadium. Noisemaking items are subject to confiscation.

PANHANDLING/SOLICITING

Panhandling is not allowed. If you observe panhandling contact Public Safety.

PASSOUTS/PETITIONS/LITERATURE

The distribution of literature, handbills, promotional items, or pamphlets is prohibited on MTSU property unless Management has given permission. Solicitation for signatures on petitions is also prohibited.

PATRON APPEARANCE

Entering Patrons must be properly attired with shoes and a shirt. The items must be worn at all time in the facility.

PROJECTILES

The throwing of projectiles inside the facility will not be tolerated. If you observe such actions notify Public Safety immediately. Offenders will be warned and are then subject to ejection from the Arena.

RADIO TRANSMISSION PROCEDURES

Murphy Center Complex and Floyd Stadium event operations will be monitored on radio channels. The following radio regulations and procedures should be followed.

- Keep each transmission as short as possible. Detailed instructions should be given in person or over the phone. Personal communications are not allowed.
- In an emergency, any department head may request everyone to “clear the air.” This is a request to clear the channel for an emergency.
- The use of profanity is not allowed.
- Financial information pertaining to the event should be discussed in person or over the telephone. (i.e. ticket sales, drop counts, merchandise or food and beverage revenue)
- When calling someone use assigned numbers and codes. Do not scream or yell into the radio. Speak in a normal tone of voice and speak clearly.

RE-ENTRY

Murphy Center Complex and Floyd Stadium has **no re-entry** policy. That means that individuals who enter the facility for an event with an admission ticket and then leave the arena are not allowed back in after initial admission.

SMOKING

In compliance with Campus Smoking Policy, No. 1:01:03, the Murphy Center Complex and Floyd Stadium are smoke-free facilities. Smoking is not allowed in public areas of the Arena by any patron or employee. **This is not only a MTSU policy, it is the law.** Anyone observed smoking inside the facility shall be asked to extinguish the item immediately. Any person who refuses to comply with the policy shall be subject to a citation and/or ejection from the facility.

Murphy Center:

Smoking is allowed outside on the track level behind Section K at entrance W-3.

Floyd Stadium:

Smoking is allowed on the concourse only.

HOW TO READ A TICKET

- Look at the event name, the date, if there are more than one performances on that day, check the time.

HOW TO HANDLE TICKET PROBLEMS

- If there is a ticket problem, first check the date, the event name on the ticket, and the seat number. If everything seems correct and the problem is not solved, contact your supervisor.

GUEST COURTESY

- A smile is always a way to make a guest feel welcome. It also is a way to let our guest know you are willing to help them.
- Speaking to our guest is important, the guest need the comfort of knowing that you are comfortable with them asking you questions. The more information you give them about where their seats are, or where the nearest restroom is the happier they will be with their visit.

NATIONAL ANTHEM

- All usher should stop seating guests.
- Concessionaires should stop vending in seats.
- All employees should stop and observe the National Anthem.
- All concourse activity continues.

TERMINOLOGY AND DEFINITIONS YOU MAY NEED TO KNOW

- Event Level
- Concourse
- Suite Level
- Club Level
- Upper Level
- First Aid

- Will Call
- Ticket Windows
- Smoking Area
- Vomitories
- Press Level
- ADA entrance