

## **Virginia Credit Union LIVE! Policies for Concerts**

### Beverage Policy

Virginia Credit Union LIVE! offers a selection of alcoholic and non-alcoholic beverages available to purchase during your visit to the venue. No outside drinks are allowed within the venue and alcoholic beverages purchased on-site are not allowed to be taken outside of the venue. In order to purchase alcohol, attendees must be 21 years of age or older, and have a valid and current driver license or State ID card. 21 and over wristbands are provided at point entry with a valid ID.

### Bag Inspections

All bags are subject to search upon entry. Any items that are not allowed into the venue must be returned to your vehicle.

### Camera Policy

Camera phones, disposable cameras, and small digital cameras are allowed within the venue. Professional photography, videography, and audio recording of any type is strictly prohibited within the facility and the equipment will be confiscated. Any camera with a detachable lens and/or zooms out more than 1-inch is considered professional and will not be allowed in the venue.

### Cancellation Policy

Cancellations of shows will only take place due to severe weather or artist cancellation. In the event of a cancellation, local media will be alerted as well as information will be posted on venue's website and social channels.

### Conceal and Carry

Virginia Credit Union LIVE! at Richmond Raceway does not permit weapons anywhere on property at the Richmond Raceway Complex. Event attendees should follow all laws regarding securing a weapon in a vehicle if they have it on them when they arrive. The venue will not be responsible for securing weapons or for any weapons left in vehicles.

### Concessions

The venue offers a variety of concession options located along the Commonwealth Mall. Availability of food items and prices are subject to change based on the event.

### Drop Offs

Drop offs will take place at the Gate 4 entrance located at the corner of Laburnum Avenue and Carolina Avenue. Let the parking staff know that you are dropping off, and they will direct you to the proper areas. There is no parking in this area and vehicles will be instructed to leave.

### Emergency

In the event of an emergency while you are on property, alert a staff member as soon as possible. Trained paramedics and local enforcement are on-site during the event and can assist.

Venue management works closely with all emergency agencies and services to ensure we are up to date on any dangerous weather or potential crowd related issues. For weather related emergencies, the venue will communicate with guests inside the venue as well as online via our website and social channels. No one will speak for the venue except these official channels.

### Guest Conduct

Guests in attendance at our venue are expected to behave respectfully and appropriately according to venue policy as well as state and local laws. Any event attendee acting in a way that the venue deems unsafe can be evicted from the property. If a guest violates a state or local law, he/she may be subject to further punishment by law enforcement.

### Items Allowed in Venue

- Small purse or bag
- Cameras – Non-professional only, no detachable lenses
- Cell phones
- Single person umbrellas

### Items Not Allowed in Venue

- Outside food or beverages
- Lawn chairs
- Weapons of any kind
- Illegal drugs/substances
- Glass containers
- Cans
- Coolers of any kind
- Umbrellas (Large Golf)
- Large or oversized bags, such as backpacks, luggage, duffel bags, or industrial/camping-sized back packs
- Laser pointers
- Animals with the exception of service animals
- Fireworks
- Selfie Sticks

### Lost or Stolen Tickets

If your tickets have been lost or stolen, notify event staff they are missing or destroyed. If a ticket needs to be reprinted, attendees can do so at the Will Call booth prior to the show.

### Lost and Found

All lost items turned in to event staff will be taken to the Richmond Raceway Ticket Office after the event. Contact security at 804-370-3022 and ask if your item has been turned in. All found items can be turned in to an event worker.

### Medical Assistance

First Aid is located beside the venue, next to Section F near the track. Trained medical personnel will be on-site and can assist with any medical issues you may experience.

### Parking

On-site parking is available for \$10 (cash only) in Lot D located at the corner of Laburnum Avenue and Carolina Avenue. Guests must enter through Gate 4 and Gate 6, and will then be directed by parking attendants.

### Restrooms

Restrooms are located along the Commonwealth Mall.

### Smoking

Smoking, including e-cigarettes and vaporizers, is not permitted within the venue. Smoking can take place along the Commonwealth Mall or outside the back of the venue on the gravel or grassy hill.

### Umbrellas

Single person umbrellas are the only umbrellas allowed. No large and/or golf-style umbrellas will be permitted.

### Wanding

Enhanced screening metal detectors may be used upon entry.

### Weather Policy

We take the safety of our fans very seriously, and in the event of severe weather the venue will communicate with guests inside the venue as well as online via our website and social channels. An event may be delayed, postponed, or canceled depending on the severity of the weather. No one will speak for the venue except these official channels.