PARKING
Xavier University campus police manage the parking and on-site traffic operations for all Xavier men’s basketball games at Cintas Center. Over 3,500 spaces are maintained for our basketball game patrons, all located within close proximity to Cintas Center. Lots open 2½ hours prior to tip-off on most game days. Reserved parking lots require a pass for admittance and are available on a priority basis for All For One Fund members at designated giving levels. There is plenty of non-reserved parking available for the general public in controlled lots located within a short walk of Cintas Center. All parking lots marked “P” on the map below are $5 per game to park. Each lot is accepted. Free parking is located in lots across Victory Parkway near the XU Soccer Complex for weekend games and after 5 p.m. on weekdays. Parking is available to guests with disabilities whose vehicle displays the appropriate hangtag or license plate on a first-come, first-served basis. These spaces are located close to the main (South) entrance to Cintas Center and do not involve stairs for access to the building. There is also a satellite lot at University Station off Dana Avenue that is serviced by golf carts.

FROM I-75 NORTH
Travel I-75 North to Montgomery Road Exit (#4). Turn right onto Mitchell Avenue and follow Mitchell to the top of the hill. At stop sign, turn left onto Clinton Springs Avenue and cross over Reading Road at next light. Clinton Springs Avenue turns into Dana Avenue. Non-reserved lots are available off Dana Avenue.

FROM I-75 SOUTH
Travel I-75 South to Montgomery Road Exit (#4). Turn left on Mitchell Avenue and follow Mitchell to the top of the hill. At stop sign, turn left onto Clinton Springs Avenue and cross over Reading Road at next light. Clinton Springs Avenue turns into Dana Avenue. Non-reserved lots are available off Dana Avenue.

FROM 1-71 NORTH
Take I-71 North to Dana Avenue/Montgomery Road Exit (#4). Turn right onto Duck Creek Road. At first traffic light, turn right onto Montgomery Road and then left onto Dana Avenue for non-reserved parking lots or continue straight for reserved lots.

FROM I-71 SOUTH
WITH A PARKING PASS: Take I-71 South to Exit 8 - OH-526W (Norwood Lateral). Continue on OH-526W to Norwood and take the exit toward Montgomery Road. Turn left on Norwood Avenue, then take a left on Montgomery Road. All reserved parking is on the right as you approach campus.

WITHOUT A PARKING PASS: Take I-71 South to Exit 8 - OH-526W (Norwood Lateral). Continue on OH-526W to Norwood and take the exit toward Montgomery Road. Turn left on Norwood Avenue. In ½ mile, bear left onto Victory Parkway. At the fourth stop light, turn left onto Dana Avenue. Public parking is available near the Woodburn intersection, or near Montgomery Road at University Station.

DEAR XAVIER BASKETBALL FANS: XAVIER UNIVERSITY ATHLETICS WOULD LIKE TO THANK YOU FOR ALL OF YOUR SUPPORT AND ENTHUSIASM. THANKS TO OUR FANS, CINTAS CENTER PROVIDES ONE OF THE BEST HOME-COURT ADVANTAGES IN COLLEGE BASKETBALL. TO ENSURE THAT YOUR GAME DAY EXPERIENCE IS AN ENJOYABLE ONE, WE HAVE CREATED THIS INFORMATIONAL GUIDE TO PROVIDE YOU WITH BENEFICIAL INFORMATION AND TO HELP MAXIMIZE YOUR VISIT TO OUR GREAT FACILITY.

GUEST SERVICES (cont.)
ELEVATORS
An elevator is located on the east side of Cintas Center that provides access to the Main Concourse (3rd Level), Conference Level (4th Level), and Upper Arena (5th Level). An additional elevator near the southwest entrance provides access between the Floor Level (1st Level), Concourse Level (2nd Level), Conference Level (4th Level), and Upper Arena (5th Level).

LOST AND FOUND
Return all lost and found items to the Guest Services booth. If possible, identify the location where the item was found. Guests may inquire about lost and found articles at the Guest Services booth at the south entrance to Cintas Center during our events. After the game, guests inquiring about lost and found items should call the Building Services Manager at 513-745-3889. Children and guests should be taken to the Guest Services booth at the south entrance. Parents looking for a lost child should contact the nearest usher or security personnel and then go to Guest Services.

FIRST AID
Trained medical personnel are on duty for all games and events. Should you need medical attention, please refer to the nearest directional signage for the TriHealth First Aid station located on the west concourse near gate 17, or ask any member of the Cintas Center Guest Services staff.

CONTACT INFORMATION
For general questions regarding Xavier basketball game day, please contact the Xavier University Athletics Department at 513-745-3917 or E-mail: athmktg@xavier.edu.

XINTAS CENTER
1624 Musikwah Drive
Cincinnati, OH 45207
CintasCenter.com
GoXavier.com
**SPORTS INITIATIVE**

Xavier Athletics and Cintas Center are committed to making your game day a positive experience. Please do your part to help make any game a safe and wholesome event for all in attendance.

**FAN CODE OF CONDUCT**

Xavier University promotes good sportsmanship, appropriate fan behavior and a welcoming atmosphere for all athletic events.

Guests should expect to experience a memorable event free from foul or abusive language or obscenity of gestures. Spectators are not allowed on the court or sidelines at any time. Fans are also prohibited from throwing items onto the court.

All fans who engage in any inappropriate, disruptive, or lewd conduct are subject to ejection from the facility. All ticketholders use the facility at their own risk and agree to comply with the instructions of Cintas Center staff, for or against any action that, in the opinion of Cintas Center staff, jeopardizes the safety of other guests, event participants or staff, or detracts from the overall enjoyment of an event.

No refunds will be given in these cases. In addition, seven-day ticketholder holders are required to follow a code of conduct and the conduct of all others who use their tickets to gain admission to the facilities. In the event of any violation of these consumer rights, the ticket purchaser’s ability to purchase season tickets in the future may be restricted or revoked.

**PROHIBITED ITEMS**

Certain items are prohibited inside Cintas Center. This list includes artificial noisemakers such as cowbells, air horns, etc., any outside food or drink, cans or cocktaitls, and animals. Cintas Center is a smoke-free facility. The use of tobacco products is strictly prohibited. Video recording and use of camera flash or professional lenses and/or lenses with flash are strictly prohibited without prior approval.

All guests are subject to enhanced security measures, including but not limited to: bag checks and metal detectors. The safety of our guests is our foremost concern.

**DONATING TICKETS**

Fans who do not want to use tickets to an upcoming game can mail them back to the Xavier Athletics Ticket Office with instructions to donate them to charity. To guarantee delivery, tickets should be delivered to the ticket office at least 10 days prior to game day. The charity receiving the tickets will follow up with a detailed thank you letter. Donating Xavier Basketball tickets may be tax deductible, but please consult a tax advisor.

**TICKET FORWARDING/PRINTING**

Season ticket holders may re-print or email forward their tickets to friends, family, business associates or others by utilizing their My Musketeer Account at GoXavier.com. This service is free to account holders.

**SHIPPING**

All ticket orders placed 10 or more business days prior to the game will be mailed unless the purchaser requests the tickets to be left at Will Call. All orders placed less than 10 days prior to the game will automatically be in Will Call.

**WILL CALL**

On game day, tickets may be picked up at Cintas Center ticket office or through Ticketmaster outlets, online at GoXavier.com or by calling 513-745-4241 x 7.

**MERCHANTIASE**

The All For One Shop, located at the south entrance of Cintas Center, is open during all men’s and women’s basketball games and during other select special events.

**CONCESSIONS**

Chartwells is the exclusive concessions and catering provider for Cintas Center. All concessions stand at Cintas Center accept MasterCard, Visa, American Express, and Discover. Gift cards to Cintas Center concession stands are staffed by non-profit organizations for fundraising opportunities. If your group is interested in staffing a concession stand at a future Cintas Center event, please contact Rob Nusekabel, Chartwells Director of Concessions and Suites, at 513-745-1905.

**ACCESSIBLE SEATING**

Accessible seating is limited. Cintas Center offers 137 accessible and companion locations. Entry to the lower accessible seating area is via gate 8A on the east concourse (via switchback ramp) or entrance on the fourth-floor and is easily accessible off of Musketeer Drive and entering through the east entrance. On game day, the Event Ticket Office located on the top level of Cintas Center will open 90 minutes prior to game time. For information, visit GoXavier.com/Tickets.

**PAYMENT INFO**

The Xavier Ticket Office accepts American Express, Discover, MasterCard, Visa for all ticket orders. Checks are acceptable in advance only and may be made payable to Xavier University. All sales are final. No refunds or exchanges are permitted.

**GUEST SERVICES**

Doors open Gates open 90 minutes prior to game time.

**GAME PROGRAMS**

Play-by-play game programs, which include team rosters, are free and available on game day. Programs are available at the south and east entrances to Cintas Center.

**GUEST CENTER**

Video board messages celebrating a birthday or special occasion? Share it with us! Please enter your name, email and Xavier basketball game. To purchase or for more information, please visit GoXavier.com and click on the link under “Fan Center.”

**CAR TROUBLE**

If you are locked out or need a jump start after an event, the Xavier University campus police can help. Contact a guest services representative or campus police officer for assistance.

**TAXIS/UBER**

Xavier Athletics encourages its fans to enjoy the game responsibly and to have a safe return home. On game days, the ideal pick-up/drop-off locations for taxis and Uber will be the checkpoints at Campus Avenue and St. Francis Xavier Way.

**ATM MACHINES**

Cintas Center has two ATM machines for your convenience. An ATM is located inside the main entrance next to the ticket window and at the east entrance on the fourth-floor level of the arena.

**MINI-PACKS AND GROUP TICKETS**

Xavier Athletics permits the sale of mini-packs and group tickets. For more information, visit GoXavier.com/Promotions.

**POLICIES**

- All patrons 3 years of age or older must have a ticket to enter Cintas Center. Children under the age of three will be permitted entry on a parent’s lap, and may not occupy a seat unless a ticket has been purchased. Guests will show their tickets when requested and only in their ticketed seats.
- Re-entry per Cintas Center policy, no pass outs will be given for re-entry. Guests may not re-enter Cintas Center unless they have made arrangements with the Guest Services Staff prior to leaving. Re-entry accommodations are up to the discretion of Cintas Center and strictly limited to emergencies only. If a guest leaves the arena, at any time, without approval from Guest Services, will not be permitted to re-enter Cintas Center with a game ticket.
- No refunds, exchanges or cancellations are permitted unless the ticket purchase was due to an error by Cintas Center. Promotional items have individual restrictions and giveaway dates are subject to change. Please consult the Xavier Athletics Ticket Office with instructions to donate a game ticket does not ensure or entitle the holder to entrance on the fourth-floor level of the arena.

**VIDEOBOARD MESSAGES**

Xavier Athletics and Cintas Center are committed to making your game day a positive experience. Please do your part to help make any game a safe and wholesome event for all in attendance.