

# **VAF Suites, Events and Stewardship Team**

## **Directory**

### **Virginia Athletics Foundation**

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434.982.5555  
P.O. Box 400833  
Charlottesville, VA 22904  
[www.virginiaathleticsfoundation.com](http://www.virginiaathleticsfoundation.com)

*Jessica Armistead, Director of Suites, Events, and Stewardship*  
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*Caroline Michalak, Assistant Director of Suites, Events, and Stewardship*  
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### **John Paul Jones Arena**

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P.O. Box 400862  
Charlottesville, VA 22904  
[www.johnpauljonesarena.com](http://www.johnpauljonesarena.com)

*Box Office*  
434.243.2215

### **UVA Athletic Ticket Office**

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[www.virginiasports.com](http://www.virginiasports.com)  
1.800.542.8821

*Shekia Smith*  
434.924.7790  
[mrq6nq@virginia.edu](mailto:mrq6nq@virginia.edu)

### **Virginia Catering**

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[www.uva.catertrax.com](http://www.uva.catertrax.com)  
fax: 434.982.2620

*Kylie Ritts, Cavalier Suites Sales Consultant*  
434.924.7274  
[suitecatering@virginia.edu](mailto:suitecatering@virginia.edu)

## Clear Bag Policy

Starting in 2017, Virginia Athletics announced changes to the bag policy and entrance procedures for home football and men's and women's basketball games. The changes in policy and entrance procedures are the result of recommendations made for large-scale events held on Grounds by the University of Virginia's security consultant.

The new policy limits the size and type of bags that can be brought into Scott Stadium and John Paul Jones Arena. The policy does not change the items fans may bring into the stadium and arena, but restricts the type of bag used to carry items.

- Bags must be clear plastic, vinyl or PVC and cannot exceed 12" x 6" x 12" or clear one-gallon plastic freezer bags (Ziploc bag or similar) are also permitted.
- Small clutch bags, approximately the size of a hand and no larger than 4.5" x 6.5" (with or without a handle or strap) can be taken into the stadium or arena and will be subject to search.
- An exception will be made for items necessary for medical reasons after proper inspections at a gate designated for this purpose.

Prohibited bags include, but are not limited to: purses larger than a clutch bag, coolers, briefcases, backpacks, fanny packs, cinch bags, luggage of any kind, computer bags and camera bags or any bag larger than the permissible size.

Seat cushions and seat backs are permitted as long as they do not have pockets or are not in a carrying bag.

Items needed for small children must be in a clear bag that meet the stated dimensions.

Screening procedures are used at all entry gates to Scott Stadium and John Paul Jones Arena. Walk-through and hand wand metal detectors are the primary means of screening. For guests who are unable to utilize a walk-through metal detector, hand-held metal detectors will be used.

The clear bag policy and entry procedures will also be in effect for most non-athletics public events that are ticketed and/or high-profile at Scott Stadium and John Paul Jones Arena.

More information can be found here: <https://virginiasports.com/bag-policy/>

# Suite Holder Parking

## Parking for Virginia Basketball Games

Suite Holder Numbered Parking Spaces for Virginia Basketball games are located on the second level of the parking garage.

- From the EAST:** Use Leonard Sandridge Road  
Take a left onto Copeley Road. Turn right just after the parking garage to enter the suite holder parking area of the garage.
- From the WEST:** Use Leonard Sandridge Road  
Take a left onto Copeley Road. Turn right just after the parking garage to enter the suite holder parking area of the garage.
- From the NORTH:** Use 29 South Business (Emmet Street)  
Turn right onto Copeley Road after the Taco Bell. Turn left at the base of the parking garage to enter the suite holder parking area of the garage.
- From the SOUTH:** Use Leonard Sandridge Road  
Take a left onto Copeley Road. Turn right just after the parking garage to enter the suite holder parking area of the garage.

## Finding Your Suite

### From the Parking Garage 2<sup>nd</sup> level (North) entrance:

**Suites 201A-205B** Upon entering, proceed past the water fountains and ATM to the main lower concourse. Take a right and follow the concourse past the Lexus Club and through the glass doors. Suites are on the left and decrease in numbers west to east.

**Suites 211A-215B** Upon entering, proceed past the water fountains and ATM to the main lower concourse. Take a left and follow the concourse through the glass doors. Suites are on the right and increase in numbers west to east.

### From Main (West) Entrance:

**Suites 201A-205B** Follow the stairs on the right to the lower concourse. Follow the corridor on your right through the glass doors. Suites are on the left and decrease in numbers west to east.

**Suites 211A-215B** Follow the stairs on the left to the lower concourse. Follow the corridor on your left through the glass doors. Suites are on the right and increase in numbers west to east.

## **Suite Amenities**

**There are 19 suites in the John Paul Jones Arena.**

*Each suite includes:*

Lounge chairs (4)	Refrigerator, Ice Maker, Sink	Trash receptacle
Bar Chairs (4)	Flat Screen Television Monitors (2)	Locked storage cabinets
Suite Seats (12)	Glass and aluminum recycling bin	

## **Suite Policies and Procedures**

### **Access**

Suites open when doors open for all events (1 hour prior to UVA Men's and Women's Basketball Games) and normally close 1 hour after the conclusion of the event/game. In some instances where back to back performances are held, the post event time may be shortened to 30 minutes.

Only patrons with a suite ticket or listed on the provided guest list will be given access to the suite. If someone is at the door without a suite ticket and not on the guest list, the security guard may enter and ask the suite host if the guest can enter.

### **Alcohol Policy**

All patrons over 21 will be given a wristband when alcohol is served in the suite. Guests who appear under 35 will be asked for ID to verify their age.

### **Attendant Call Station**

A button is mounted above the sink area in each suite that allows you to page your suite attendant should you have any catering needs.

## **Catering**

Virginia Catering, a division of ARAMARK, is by contract the exclusive food and beverage provider at the John Paul Jones Arena. Find the catering menus for the John Paul Jones Arena at [www.uva.catertrax.com](http://www.uva.catertrax.com).

Suite orders must be placed at least three (3) business days prior to an event or game. If you place an order with UVA Catering, a suite attendant will periodically check in with you, maintain your suite, and take your “Event Day Menu” orders. Only those suites with an advance catering order may place a food order on the day of a game or event. Kylie Ritts can be contacted at 434.924.7274 and [suitecatering@virginia.edu](mailto:suitecatering@virginia.edu).

## **Digital Ticketing**

Virginia Athletics will deliver all tickets in digital format for display on smartphones and other electronic devices. After clearing security fans will approach the ticket pedestals to scan the digital ticket for entry. For more information on mobile tickets click here: <https://virginiaspports.com/digital-ticketing/>.

## **Food and Beverage**

Suite holders may purchase food and beverage from Virginia Catering or from any concession stand. However, no food or beverage may be removed from the suite. The suite door attendant will monitor food and beverage leaving the suite.

## **Guest Lists**

To accommodate suite holders who wish to invite colleagues and friends who do not have suite tickets to stop by the suite, suite holders may provide those names to their RMC door attendant to allow suite access during the game/event. Suite holders may also submit permanent and event specific suite hosts and door list additions to the JPJ suite account for SMG and VAF staff 24 hours in advance of the event at [jjp-ste@virginia.edu](mailto:jjp-ste@virginia.edu) or [jjpsuitelists@virginia.edu](mailto:jjpsuitelists@virginia.edu).

## **Leasing for Basketball**

All Men’s Basketball suites are currently leased for the 2022-23 basketball season, however single game suite opportunities for Women’s Basketball are available. Those interested in joining the waitlist for Men’s Basketball or those interested in leasing a single game Women’s Basketball suite can contact the Suites, Events and Stewardship team with the Virginia Athletics Foundation at 434.982.5555.

## **Leasing for Special Events**

To lease a suite for an individual concert, contact the John Paul Jones Arena at 434.243.4957.

## **Lighting**

Under some circumstances, Arena management may need to shut off all lighting so as to not disturb the performance on stage.

## **Maintenance and Housekeeping**

Should you need any housekeeping, electrical or mechanical needs during an event or game, please contact your suite security attendant. Please contact the Virginia Athletics Foundation with any additional concerns.

Refuse and trash must be placed in the proper receptacles for disposal. Housekeeping will routinely provide cleaning services provided the suite is unoccupied at the time such services are provided.

### **Parking**

Suite Holder parking for UVA basketball games is located in the second level of the parking garage. Suite Holders are required to park in assigned spaces. It is recommended that Suite Holders educate their guests on their exact numbered space location. For lost basketball parking passes, please notify the Virginia Athletics Foundation at 434.982.5555 or 800.626.8723. The lots will be monitored by security attendants.

The maximum height of a vehicle that can enter and park in the JPJA garage is 8' 2" tall. Limousines and buses do not fit into the garage. If your vehicle exceeds this height, please drop your guests at the Drop Off area located on Massie Road.

### **Suite Event-Day Host**

For corporate suites or suites held by more than one individual, the suite contact person should designate an event-day host who will accept responsibility for the activities within the suite for that particular game or event. This person may or may not be responsible for ordering the food and beverages for that particular game. The host should also make himself or herself known to the suite catering attendant and the security staff at the door.

### **Suite Security**

A security staff member is placed outside of every set of suite doors to assist the suite holder with suite security. The staff member is responsible for checking suite tickets and guest lists to control access to the suites, checking ID's, providing wristbands to appropriate guests, and monitoring food and beverage leaving the suite. If you should have any non-catering needs (housekeeping, medical, or other), please contact your security staff door attendant.

### **Suite Tickets**

#### *UVA Basketball Games*

Each suite automatically receives 20 season tickets for both Women's and Men's Basketball games with their lease.

### **Televisions**

Each suite has two televisions, one inside the suite and the other hanging over the seats. The television within the suite can be tuned to any of the basic Comcast channels or the Hoovision screen. Televisions may not be available during certain events. The hanging television cannot be controlled controllable by the Suite Holder.

### **UVA Health and Safety Protocols**

Visit <https://virginiasports.com/jpj-health-and-safety-protocols/> for all protocols.

### **Vaccination Policy:**

In accordance with UVA Policy, all attendees 12 years of age and older are required to provide proof of vaccination or of a negative COVID-19 test result for entry into John Paul Jones Arena on event days.

**Mask Policy:**

All attendees, including all children, must wear a mask while inside John Paul Jones Arena except when they are actively eating or drinking.

## **Alcohol Policies**

**John Paul  
Jones Arena  
Alcohol Policy**

No one under 21 may consume alcohol in the suite area or anywhere else at any time.

Alcoholic beverages may not be brought into the John Paul Jones Arena at any time.

Alcohol is available for sale at JPJ concessions and permitted in public areas of the arena. Alcoholic beverages may also be consumed in private suites, CoStar Group Cavalier Club, or other designated areas.

Failure to follow the above policies will result in the loss of your license to use alcohol in the suite area. These policies are consistent with ABC licensing for limited alcohol consumption.

Each suite has a recycling bin for bottles and cans.

**University of  
Virginia  
Alcohol Policy**

Any approved University function where alcoholic beverages are to be served is expected to be conducted in accordance with Virginia State laws concerning the purchase, possession, consumption, sale, and storage of alcoholic beverages, including, but not limited to the following:

A. Alcoholic beverages are not to be given or sold to persons under the legal drinking age (21 years of age).

B. Alcoholic beverages are not to be given or sold to persons who are intoxicated.

C. State law prohibits drinking in public, possession of an alcoholic beverage by a person under the legal drinking age, falsely representing one's age for the purpose of procuring alcohol, and purchasing an alcoholic beverage for a person who is under the legal age.

D. Any sale of an alcoholic beverage requires an ABC license.

# **John Paul Jones Arena Guests Services A-Z**

## **ADA (Americans with Disabilities Act) Seating:**

John Paul Jones Arena offers ADA compliant seating in the following sections:

### Lower Level

106

108

109

110

### Upper Level

302

303

308

316

317

318

319

### Suite Level

All suites have an ADA compliant configuration

For some of the events at John Paul Jones Arena, some seating sections may be closed due to show production requirements. To inquire about a specific show, please contact the John Paul Jones Arena's Box Office at 434.243.4960.

## **Alcohol**

Alcohol is available for sale at JPJ concessions and permitted in public areas of the arena. Alcoholic beverages may also be consumed in private suites, CoStar Group Cavalier Club, or other designated areas.

## **Animals**

Animals are not permitted in the arena, unless they are service animals assisting a disabled guest.

## **Appearance**

All guests entering John Paul Jones Arena must be appropriately dressed, including shirt and shoes at all times. Any guest wearing obscene or indecent clothing will not be permitted to enter.

## **Arena Seating**

John Paul Jones Arena has three main seating levels: The Event Level, Lower Level (Suite Access), and Upper Level. In addition, depending on the type of event, Floor Seating can be utilized.

## **Assistive Listening Devices**

For those guests who are hearing impaired, the Arena provides Assistive Listening Devices at no charge. Please see a Guest Services member or visit the Guest Services Booth *sponsored by*



*RMC Events* at section 308, on the main concourse, for assistance with obtaining a device. A driver's license will be required to sign out a listening device.

### **Automatic Teller Machines (ATMs)**

ATMs provided by Bank of America are located at the following locations:

- Lower Level: Behind Section 109 (Bank of America)
- Upper Level: Behind Sections 302 (Union Bank & Trust) & 314 (Bank of America)
- Note: most concessions and merchandise locations also accept credit cards.

### **Baby Changing Stations**

All Men's, Women's and Family restrooms are equipped with baby changing stations.

### **Bags**

Backpacks, duffel bags, and other large bags are not allowed in John Paul Jones Arena. If you arrive with such an item, you will be requested to return the item to your vehicle.

### **Banners & Signs**

Banner and sign restrictions for events are determined by each promoter. Banners and signs may not be displayed during play of games or performances due to sightline restrictions. Signs may not be placed on railings or walls. Poles or sticks that are used to display banners, flags or signs are not permitted. Additionally, banners and signs that are offensive, vulgar, or commercial in nature will not be permitted into the Arena.

### **Cameras**

Cameras are permitted for UVA Athletics events; however, in no instance may photography interfere with access ways, seat aisles, or other guests' enjoyment of the event. The camera policy for non-UVA Athletics events will vary. Please call 434-243-4960 in advance to check the policy.

### **Children's Admission**

The UVA Athletics Ticket policy states that all children age two and above must have a ticket for admission to UVA events. Children under the age of two are admitted free, provided they are sitting on an adult's lap. Guidelines for non-UVA events vary by show. Please call 434.243.4960 to check the policy.

### **Concessions**

John Paul Jones Arena offers more than sixty points of sale at sixteen permanent concession stands and additional concession carts. Debit/credit cards are accepted at most stands. Concession stands provide a large selection of foods and drinks guaranteed to satisfy any appetite.

### **Coolers**

No coolers of any kind are permitted in John Paul Jones Arena. If accommodations need to be made for medical reasons, please contact 434-243-4960 at least 48 hours prior to the event you plan to attend.

## **Elevators**

Public elevators are located on the concourse adjacent to sections 101, 109, 301, and 309.

## **Entrances/Exits**

John Paul Jones Arena provides multiple entrances on the West side of the Arena, adjacent to the John Paul Jones Arena surface lot. For those with student tickets for UVA Athletics, the entrance is located on the East side of the Arena adjacent to Massie Road. For those guests that park in the parking deck, access to the Arena can be accommodated through the 2nd level entry doors.

## **Firearms/Weapons**

No firearms or weapons of any kind are permitted in John Paul Jones Arena.

## **First Aid**

The First Aid stations are located across from sections 309 and 109. In addition, if first aid is needed, please notify the nearest staff member.

## **Guest Concerns**

John Paul Jones Arena is committed to providing proactive, immediate response to issues affecting guests. Should a concern arise during an event, please visit the Guest Services Booth *sponsored by RMC Events* at Section 308, on the main concourse, to have your concern addressed or make a nearby staff member aware of the concern.

## **Guest Conduct**

In order to maintain a safe and enjoyable atmosphere, John Paul Jones Arena asks that guests be courteous to those around them and abide by Arena policies. Guests who use offensive or abusive language, behave in an unruly manner, or appear to be intoxicated are subject to removal.

## **Group Sales**

For information regarding group sales to any non-UVA Athletic event, please contact John Paul Jones Arena's Group Sales office at 434.924.3456. For group sales to UVA Athletic events, contact the UVA Athletics Ticket Office at 1.800.542.8821.

## **Handouts**

The distribution of promotional items, handbills, flyers, pamphlets, printed materials, as well as the solicitation of signatures is not permitted on John Paul Jones Arena property without the express written consent of the University of Virginia.

## **Location**

The physical location of John Paul Jones Arena is:

**295 Massie Road**

**Charlottesville, VA 22903**

## **Lost & Found**

For any situation regarding lost and found items during an event, please go to the Guest Services Booth *sponsored by RMC Events* located at section 308 on the main concourse. During non-event times, please contact the Arena Security Office at 434.924.3993.

## **Lost Parents/Children**

Lost parents and children are taken to the John Paul Jones Arena Guest Services Booth *sponsored by RMC Events* located at section 308 on the main concourse.

## **Mask Policy**

All attendees, including all children, must wear a mask while inside John Paul Jones Arena except when they are actively eating or drinking.

## **Merchandise**

The UVA Team store will be located at merchandise stands at various locations within the arena to be determined game by game due to construction of the ACC Network broadcast room during the 2016-17 season. For non-athletics events, there will be multiple merchandise stands located at Sections 307 and 310.

## **Parking**

John Paul Jones Arena offers 1,300 parking spaces onsite located at the intersection of Massie Road and Copeley Road. In addition, 1,200 parking spaces are across the street from the Arena. Additional parking spaces are within a 5-7 minute walk of the Arena.

Parking passes for events may be purchased ahead of time at [www.johnpauljonesarena.com](http://www.johnpauljonesarena.com) by clicking the "Buy Tickets" link, by calling 1-888-JPJ-TIXS, in person at the John Paul Jones Arena Box Office or online at [www.ticketmaster.com](http://www.ticketmaster.com).

Parking for UVA Athletics events is subject to parking passes provided to members of the Virginia Athletics Foundation.

## **Public Transportation**

John Paul Jones Arena is conveniently located on the University Transit Service Blue Route. Charlottesville Transit Services has pick-up and drop-off points along Routes 2, 5, and 7 adjacent to the Arena.

## **Reentry**

Exiting and reentering with the same ticket is not permitted.

## **Restrooms**

John Paul Jones Arena has multiple restrooms located throughout the arena. All restrooms are accessible for physically disabled guests. For the closest restroom, please see a guest services representative.

## **Smoking**

John Paul Jones Arena is a smoke-free facility. Outdoor smoking sections are provided at Sections 301 & 315.

## **Strollers**

Guests who would like to check strollers may do so at the West Gate. Please see a Guest Services representative for assistance.

## **Ticketing**

Ticketmaster is the official ticketing company for John Paul Jones Arena.

To purchase tickets online visit the Arena's website at [www.johnpauljonesarena.com](http://www.johnpauljonesarena.com) and click the "Buy Tickets" link. Tickets can also be purchased at [www.ticketmaster.com](http://www.ticketmaster.com).

To purchase tickets by phone, please call 1-888-JPJ-TIXS (575.8497).

To purchase tickets in person, guests may visit John Paul Jones Arena Box Office during normal operating hours.

Will Call: Tickets may be picked up at the Will Call window of John Paul Jones Arena located at the Main Entrance (West Gate). Photo identification is required.

## **Umbrellas**

Umbrellas are permitted in John Paul Jones Arena for most events. For certain events, a Guest Services representative may request that you leave your umbrella at the Guest Services Booth *sponsored by RMC Events* as you enter the building.

## **Vaccination Policy**

In accordance with UVA Policy, all attendees 12 years of age and older are required to provide proof of vaccination or of a negative COVID-19 test result for entry into JPJ on event days.

## **Water Fountains**

Water fountains are located throughout the Arena on the Event, Lower, and Upper Levels.