



# SILENT ICE CENTER CONCERT FAQ



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## What time do doors open for concerts?

A

Doors typically open 60–90 minutes before showtime. Exact times may vary depending on the performer and event requirements. Please check your ticket information or Silent Ice Center’s event page for specific details.

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## Is there assigned seating, or is it general admission?

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Seating varies by event. Some concerts offer reserved seating, while others are general admission/standing room. Your ticket will indicate the seating type.

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## What is the bag policy?

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All bags are subject to search upon entrance. If you are bringing a bag it is encouraged to keep it small. No backpacks will be permitted. Sizing is subject to management’s discretion. There is no bag or coat check available.

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## Are there prohibited items?

A

Yes. The following items are not allowed at concerts:

- Outside food or beverages
- Weapons of any kind
- Alcohol, drugs, or illegal substances
- Professional cameras, detachable lenses, or recording equipment
- Laser pointers, air horns, or noise makers
- Large signs, flags, or banners
- Umbrellas, chairs, or bulky items

You are subject to a security screening upon entry.



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## Is there food and beverage available?

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Yes! Silent Ice Center offers multiple concessions with snacks, meals, and beverages from Egg & Joy, and the Summit restaurant located on the third floor. Alcoholic beverages may be available for purchase for guests 18+ with valid ID.

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## Are there ATMs in the facility?

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There are two ATMs in the building. One is located inside Summit Restaurant and the other is on the west side of Egg & Joy.

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## Is re-entry allowed?

A

Re-entry is generally not permitted for concerts. Once you leave the venue, you will need a new ticket to return unless otherwise stated.

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## What accessibility accommodations are available?

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Silent Ice Center is committed to inclusive access. We offer:

- Accessible seating
- Wheelchair-friendly entrances and washrooms
- Support for service animals
- Assistance from trained guest services staff

Unfortunately, floor seating is not accessible at this time.

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## Is there parking on-site?

A

Yes. Silent Ice Center offers free limited on-site parking, with designated accessible parking stalls near the main entrance. Parking availability may vary depending on event size, so arriving early or utilizing ride share options is recommended.

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## Where is Will Call/ Box Office Located?

A

The Silent Ice Center Box Office/Will Call is located at the main entrance to the venue.

To pick up your tickets, please have:

- Your event order number
- A valid government-issued ID

Both are required to receive your tickets. The Box Office generally opens several hours before showtime; specific hours vary by event.

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## What are the guest conduct expectations?

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Silent Ice Center is committed to creating a safe, enjoyable environment for all guests. All attendees are expected to:

- Show respect toward fellow guests, performers, and staff
- Follow posted rules and staff instructions
- Avoid disruptive, aggressive, or unsafe behaviors
- Refrain from interfering with the event or performers
- Comply with all venue policies, including prohibited items and recording restrictions

Guests who violate conduct standards may be subject to removal without refund.

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## Will artist merchandise be available?

A

Artist merchandise is often available at concerts. Merchandise stands are typically located:

- In the main lobby, near the venue entrance
- Occasionally on the concourse, depending on the event

Payment options may vary by artist or vendor, so it's recommended to bring multiple forms of payment if possible.

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## What is the smoking or vaping policy?

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Silent Ice Center is a non-smoking and non-vaping facility. Guests may use designated outdoor smoking areas only.





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## Can I bring my phone to record the concert?

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Personal cell phones are allowed, but photography and video recording policies vary by artist. Silent Ice Center will follow artist requirements, which may include limited or restricted recording.

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## Can children attend concerts?

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Concert age restrictions vary by performer. Many events are all-ages, but some may be 18+. Age policies will be clearly noted on event listings and tickets. Children under 2 do not require a purchased ticket, but must remain on an accompanied adult's lap for the duration of the event and you must notify the venue prior to.

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## What if the concert is postponed or cancelled?

A

In the event of postponement or cancellation, ticket holders will be notified via email and the event page.

- Postponed: Tickets remain valid for the new date.
- Canceled: Refunds will be issued through the original point of purchase.

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## Who do I contact for questions or assistance?

A

Crystal Costello, Event Planner  
(825) 319-2268  
ccostello@silenticecenter.com

***All event rules, policies, and procedures are subject to change at any time at the sole discretion of event management. By participating in the event, attendees agree to comply with all current and future policies as amended.***