



Accessibility

The Phoenix Convention Center & Venues is an accessible facility in compliance with the Americans with Disabilities Act (ADA). Our design includes accessible parking and entrances, wheelchair ramps, multiple elevators, automatic doors and accessible restroom facilities. For reasonable accommodation requests, please call 602.262.6225 or 7-1-1 at least 48 hours prior to your visit.

ATMs

Short on cash? ATM machines are located in the main lobbies of each Convention Center building for guest convenience.

Baby Changing Stations

Changing Stations are provided throughout our venues in family restrooms (located on the main floors) as well as Men's and Women's restrooms.

Balloons

All helium-filled balloons are prohibited from entering the Phoenix Convention Center & Venues.

Bicycle Parking

Racks for bicycles are located at the East Garage, Heritage Garage and at various locations around the Phoenix Convention Center & Venues. The Phoenix Convention Center & Venues is also a designated location for the Grid Bike Share program. Grid Bikes are located at Third Street and Washington.

Business Center (UPS Store)

The UPS Store is open six days a week with extended hours available during event activity. The store is located in the Convention Center West Building on Second Street and can be reached at 602.251.0135.

Code of Conduct

Phoenix Convention Center is a public assembly facility, which welcomes all guests. Any visitor whose conduct is objectionable, disorderly, or disruptive to facility use or in violation of any law, may be refused entrance or ejected from the premises.

Electric Vehicles

There are charging stations for electric vehicles located at the Heritage Garage and East Garage. For more information about electric vehicle charging stations, visit blinknetwork.com.

Firearms/Weapons

Phoenix Convention Center & Venues policy prohibits firearms and weapons in all venues, except by on-duty law enforcement officers with jurisdiction. Possession of firearms at the Phoenix Convention Center & Venues is unlawful under Arizona Revised Statutes 4-244, 4-229 and 13-3102

First Aid

Guests having a medical emergency should call 9-1-1 and then notify building security for further assistance. Our security team will assist emergency medical personnel with building access and logistics.

Fliers, Brochures, Stickers, Decals

The distribution of these materials or similar materials is strictly prohibited in all locations at the Phoenix Convention Center & Venues, theaters and garages.

Food & Beverage

Food and Beverage service for all Phoenix Convention Center & Venues events is provided by our exclusive food and beverage partner. With the exception of single-use bottled water, all outside food and beverage is strictly prohibited. There are several locations to purchase food and beverages throughout the Convention Center including the METRO Marche food court, exhibit hall concessions, vending machines and Starbucks, which is located in the West Building.

Hoverboards, Roller Blades, Skates & Skateboards

The Phoenix Convention Center & Venues prohibits the use of Hoverboards, Roller Blades, Skates and Skateboards on our campus and in all of our buildings including theatres and parking garages.

Information Desk

There is an Information Desk located in the main lobby of each Convention Center building. The information desk provides additional information about the Phoenix Convention Center & Venues and the surrounding area. There is a courtesy phone at each location to assist guests with local phone calls.

Light Rail

The METRO Light Rail is an easy and convenient way to travel to and from the Phoenix Convention Center & Venues. The Convention Center is served by the Third Street/Washington and Third Street/Jefferson Light Rail Stations. Visit valleymetro.org/metrolightrail for more information.

Lost & Found

The Phoenix Convention Center & Venues assumes no responsibility for any lost or misplaced items. PCC provides an official lost and found location located in the Phoenix Convention Center & Venues West Building. Contact the Operations Center at 602.262.7271 to inquire about lost or misplaced items.

Lost Children

Parents seeking lost children may go to any of our Information Desks and/or notify uniformed event or house security for assistance.

Motorcycle Parking

There is a designated area for motorcycles in the East Garage street level. Motorcycle parking is prohibited at the West and North Garages.

Parking

Parking is available to all downtown visitors on a first-come, first-served basis. The Phoenix Convention Center & Venues parking is subject to availability. The Convention Center manages five parking garages. For garage locations, visit phoenixconventioncenter.com/parking.

Security

The Phoenix Convention Center & Venues provides security 24 hours a day, seven days a week. The facility provides house security and event security to ensure a positive experience for clients and guests. The Security Operations Center can be reached at 602.262.7271 for assistance with medical emergencies, locating lost children and other security concerns.

Service Animals

Per ARS 11-1024, Service Animals are permitted at the Phoenix Convention Center & Venues. Pets, including comfort animals, and other animals are not permitted.

Smoking/Vaping Restrictions

In accordance with the Smoke Free Arizona Act, ARS 36.601.01, smoking and vaping (including use of all types of electronic cigarettes) are prohibited inside of all Phoenix Convention Center & Venues facilities including balconies, patios, interior docks, stairwells and restrooms. Designated smoking areas are located twenty (20) feet from all facility entrances. For more information about Smoke Free Arizona, call 1.877.429.6676 or visit smokefreearizona.org.

Solicitations

No collections or donations, whether for charity or otherwise, shall be made, attempted, or announced on any Phoenix Convention Center & Venues premises without the prior written approval of Phoenix Convention Center & Venues management.

Sustainability/Recycling

The Phoenix Convention Center & Venues is a LEED certified facility committed to minimizing our carbon footprint to preserve natural resources. Our facility has recycling containers located throughout our venues for guests to place recyclable materials in the appropriate bins as marked.

Ticket Office

The Phoenix Convention Center & Venues Ticket Office, located at 100 N. Third St, between Washington and Monroe streets, is open Monday through Friday from 10am-4pm and has extended hours during special events. Tickets may be purchased in person, by phone at 1.877.840.0457 or on line at phoenix.ticketforce.com. The Theater Box Offices at Symphony Hall and the Orpheum Theatre will open an hour and a half prior to show time.

Visitor Information Center

The Visitor Information Center, is located in the Phoenix Convention Center & Venues West Building, provides valuable tourism resources to guests. Visitor Center staff share information about restaurants, hotels and tourist attractions. Staff can also assist with making reservations and planning excursions. The Visitor Information Center can be reached at 602.254.6500.

WIFI

Complimentary WiFi is available in most public areas at the Phoenix Convention Center & Venues. A high speed Internet connection, for streaming videos and other large bandwidth needs, is available from Smart City Networks. Options include: Instant Internet for \$12.95/day (service is available in meeting rooms not the Ballrooms or Exhibit Halls) and Exhibitor Internet for \$79.95/day. Both options are available campus-wide except for the public areas where FREE Internet is available. To obtain these services, visit the splash page pop-up when searching for a network.