

# CASINO RAMA RESORT CONCERTS & ENTERTAINMENT CENTRE POLICIES



## TICKETS

Ticketmaster® is the only authorized seller of concert and event tickets at Casino Rama Resort. Ticket limit is 6 retail tickets per customer, per show. Please adhere to published ticket limits. Orders exceeding the ticket limit may be cancelled without notice by Ticketmaster® at its discretion. This includes duplicate orders having the same billing address or credit card.

Please beware of third party ticket resellers and fraudulent tickets. Casino Rama Resort is not responsible for lost/stolen or fraudulent tickets.

My Club Rewards members can play and earn rewards that can be used to buy concert tickets. To use your rewards towards concerts, login to your account at [myclubrewards.ca](http://myclubrewards.ca).

Tickets can also be purchased at the Box Office during operating hours.



## BOX OFFICE HOURS

The Box Office is open on show days only, starting at 12pm noon until showtime. If you are looking for assistance with purchasing tickets or have any questions outside of Box Office hours, please call 1-800-832-7529.



## AGE RESTRICTIONS

The Entertainment Centre at Casino Rama Resort is open to individuals 12 years of age or older, unless specific age requirements are otherwise indicated for a show. You must be 19 years or older to gain access to the gaming floor. Individuals who appear under the age of 12 will not be asked for ID, but verbal confirmation may be requested for entry.



## ACCESSIBILITY

Please call 1-800-832-7529 if you require accessible seating or any other accommodation for our shows/events. Theatre washrooms and entry are fully accessible.



## BAG POLICY

Large bags and backpacks are NOT permitted. Only small purses or bags will be permitted inside the Entertainment Centre at the discretion of Security.



## PHOTO POLICY

Professional cameras/video equipment are strictly prohibited without approved credentials and prior authorization from the venue/artist. Additional rules may apply concerning personal cameras or phones. Refer to digital signage displayed in the Entertainment Centre and please adhere to all directives provided onsite for each show.



## FOOD & DRINK

There are bars and a concession stand available inside the Entertainment Centre with alcoholic and non-alcoholic options. You can purchase beverages inside and bring them to your seats. No outside food or drink are permitted.



## SERVICE ANIMALS

Service animals are permitted in all gaming facilities. However, pets are not allowed on premises. Documentation from a regulated health professional may be requested to validate a service animal.



SCAN TO VIEW CONCERT LINE UP  
& PURCHASE TICKETS

