

FREQUENTLY ASKED QUESTION ATTENDING EVENTS

Where can I park? Parking is limited at our facility. You can park in our main lot, our grass area (be courteous of others) and on Thirlane Road (all 4 tires must be off the road).

Where NOT to park? Do not park anywhere on Tom Andrews Road, any area businesses or you will be ticketed and towed without any warning. Any fees will be at your expense. The towing company is listed at each entry in our parking lot. Do not park where fire lanes are painted or marked yellow and do not block any entrance for any reason. Do not park in any handicap area without proper identification. Do not block any vehicles at any time. Parking is an issue so plan accordingly. You may have to walk a little from Thirlane Road. SSA management is aware the lines need to be repainted in the main parking lot. Unfortunately, This will not be done this event season.

Do you have a PA system? No, we do not.

Are RV's or campers allowed? NO, they will be towed without warning.

Can we set up tents in the parking lot? NO, the staff will take them down. You may set up a tent in the grass area but SSA is not responsible for any items taken.

What is the admission for the event? The admission is set by the organization running the event. Please contact them directly.

What time do the doors open for the event? Normally the doors open 1 hour prior to the 1st game/match time. SSA staff will NOT open doors until the event organizer's gate staff is ready.

Where do you enter for the event? Teams/Coaches will enter through one set of the FRONT DOORS. Spectators will enter through one set of the FRONT DOORS and for some events, the BACK DOORS will be available.

What can coaches/players bring to enter facility? Each coach/player will enter through the FRONT only TEAM doors. Each bag will be inspected. The coach can bring the ball bag/ball cart and water bottle. Only coaches can bring in volleyballs/basketballs. Each player can bring in their team backpack (will be searched) with only team gear, water bottle only. No food/snacks or ball. Security will make a coach/player return any banned items to their vehicle. Please plan accordingly.

Can parents walk with their player in on the team side? **No, the player will go in through the team check in while the parent will go through the spectator entrance. They both eventually meet at the same point inside the facility.**

Do you take only cash or do you take credit inside the facility? **All events will take cash and credit cards. Apple pay/cash app will vary depending on the organization running the event.**

What can you NOT bring into the facility? **SSA is now using Rhino Security for all events. Security personnel will be at all entry doors during the entire event. Rhino provides security for VT as well as other sport facilities. We provided Rhino to help make SSA a safe and secure environment. Please be courteous at all times.**

***The link for the list of items is on our facility page-*

<https://spectrumsportsacademy.com/our-facility/>

We would suggest that you bring in only your cell phone and debit/credit card for admission into the facility. This will help with any issues you might run into. As long as you have your admissions band, you may enter/re-enter throughout the day.

Will security check my bags each time I enter the facility? **YES. You will be asked to return any prohibited items back to your car. You cannot leave inside or outside the facility doors.**

Does Spectrum have guest wifi? **No we do not.**

Is there seating or bleachers? **Yes, we provide bleachers on each court. You may also stand on the small overlooks in main gym. You will NOT be allowed inside the enclosed mezzanine.**

Is there any area where a team can change or meet between games? **SSA does not have locker rooms or meetings rooms during events. We do have a men and women's restroom with limited space so I would plan accordingly.**

Can teams meet in the lobby? **No, the lobby hosts concessions and gate admissions plus bathrooms. Teams are allowed to meet between games only in the back gym on the small gray concrete area. Please do not "camp" in this area. You can no longer view through the windows in the lobby.**

DO NOT MEET OR GO TO ANY COURT THAT IS BLOCKED OFF.

Is the classroom available? **No**

Do you have any area where a child can play? No. This is a safety concern with the amount of spectators we have inside the facility. Any child that enters the facility must be supervised at all times and stay/sit with their guardians. SSA facility staff will be monitoring all areas for safety and security concerns. Please plan accordingly.

Do you have a lost and found? Yes, please go to the front gate admission table. We hold lost and found items for 30 days then donate to Goodwill. Any water bottles found will be thrown out at the end of the event day.

Does Concessions have healthy options? Yes. We suggest if you have a food allergy or need specific food items. SSA suggests bring the specific food the with you and leave in your car. You can access your food between games at your car.

Does Concessions take cash and credit cards? Yes, \$5.00 minimum charge required.

Do you have a retail/t-shirt area? Some events will have retail available.

Do you have a vending area when concessions closes? Yes, front lobby. Only accepts cash.

What if I have a medical issue or concern? Please contact SSA GM via email. coachskinner@spectrumsportsacademy.com

Do you provide ice for injury? For volleyball, a trainer is normally provided by the event organizer. For basketball, portable ice packs are available for FREE at concessions.

For any additional information, please refer to our website or facebook page. You may also contact the event organizer for specific event information.

www.spectrumsportsacademy.com