

Coastal Christmas Winter Festival Frequently Asked Questions

Will there be ATMs on site?

Yes, there will be ATMs located on the South Concourse: behind Section 113 & Second Floor at the top of the escalator.

Where do I purchase tickets?

This event has free admission however to purchase tickets for Ice Skating and access to the Winter Attractions, guests will pay on site. For information on pricing please click [HERE](#) or call 361-826-4700.

Is there an age requirement?

This event will be open to guests of all ages. Please keep in mind that strollers will not be allowed inside of the Arena however they will be allowed at the Ocean Drive Christmas Lodge open on December 21-23, 2018.

Are there any prohibited items?

- Bottles, cans, coolers or similar containers
- Outside food and drinks
- Illegal substances
- Weapons of any kind, chains, studded bracelets, etc.
- Backpacks, large bags, luggage, camera bags, boxes
- Helium balloons
- Pets or non-service animals (except on designated days)
- Any other items determined to be unacceptable or dangerous by management
- No loitering, trespassing, soliciting or peddling
- Shirts and shoes required at all times

Will there be alcohol served?

Yes, there will be alcoholic beverages served during the event. American Bank Center and its food and beverage concessionaires have adopted an alcohol policy that is designed to protect guests and the community from alcohol-related incidents. All guests who appear to be younger than the age of thirty-five (35) will be asked to show positive identification prior to being served alcoholic beverages. American Bank Center reserves the right to eject anyone under the age of twenty-one (21) who is observed to be consuming alcohol on the premises or who appears to be visibly intoxicated

Where is the First Aid station located?

Certified medical professionals are available at the First Aid station during all events to assist guests with medical needs. Guest in need of emergency first aid should contact the nearest American Bank Center Employee for assistance. The first aid station is in the East concourse behind Section 106.

Will there be accommodations for guests with disabilities?

Please see the Guest Services section for information regarding Accessibility.

Where is the Lost and Found ?

American Bank Center management assumes no responsibility for items lost at events. All lost and found items are to be taken to the Guest Service Center during events. Guests should visit the Guest Service Center on the main concourse during the event to inquire about lost items. After the conclusion of the event, if the lost item is not retrieved, Guests may contact American Bank Center Security at 361 826-4733 to inquire about the lost item.

Who do I speak to about getting a media pass to cover the event?

If you are a member of the media and are seeking access to cover an event, please contact Media Relations at (361) 826-4760.

Disturbances

All Guests must maintain reasonable and appropriate behavior at all times. Guests using offensive language or engaging in disorderly conduct may be ejected from the facility and may be subject to arrest. Ejected Guests will not receive a refund for their tickets or be compensated in any way for their loss.