



Frequently Asked Questions

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, accessible restroom facilities, and assisted listening systems. For accommodation requests, please use 7-1-1 or call 602.262.6225, 48 hours prior to your visit.

ATMs

ATM machines are 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 as well as Men's and Women's restrooms.

Bag and Purse Policy

Bag and purse policies are subject to change based on event. Please check the event specific prohibited/permitted item policy and plan accordingly.

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 in the Convention Center West Building on Second Street and can be reached at 602.251.0135.

Cannabis

Cannabis products, edible and non-edible, may not be sold or distributed at the Phoenix Convention Center, Orpheum Theatre Phoenix or Phoenix Symphony Hall regardless of the THC concentration of the products.

Cameras

The Phoenix Convention Center & Venues makes every effort to accommodate commercial, non-commercial and amateur photography/videography requests. Cell phone cameras, small tablets, or small point & shoot cameras, mono/tripods and selfie sticks are permitted. All non-commercial filming and requests, for commercial shoots, news stories, etc., are required to contact the department's Marketing and Communications Team at 602-262-6225, for authorization. The Phoenix Convention Center & Venues and the City of Phoenix do not sign location releases.

Code of Conduct

Phoenix Convention Center & Venues 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 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, theaters and garages.

Food & Beverage

Food and Beverage service for all Phoenix Convention Center & Venues events is provided by the exclusive food and beverage partner, Aventura Catering*. Apart from 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 **PHX Kitchens Downtown Food Hall**, exhibit hall concessions, vending machines and Starbucks Coffee, which is in the West Building. In addition to the concession options, the West and North Buildings offer easy-to-use drinking water refill stations.

*All Aventura retail outlets are cashless and only accept debit/credit card, apple pay or google payments.

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 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.

Nursing Rooms

The Phoenix Convention Center offers two 4ft x 8ft private Mamava nursing pods for breastfeeding guests. The nursing pods are in the atrium of the West Building and the second level of the North Building. Guests can unlock the pods by downloading the free Mamava app or by visiting the Information Desk and speaking with a Guest Experience Representative.

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/metro 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 and Adults

Parents seeking lost children may go to any of our Information Desks and/or notify uniformed event or Contact the Operations Center at 602.262.7271 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.

Ride Share Zone

A dedicated pick-up and drop-off zone for popular ride sharing services such as Uber and Lyft is located at the 3rd Street pull-in just south of the sky bridge*.

*The ride share zone may be temporarily relocated due to event activity.

Security

The Phoenix Convention Center & Venues provides security 24 hours a day, seven days a week.

Security can be reached at 602.262.7271 for assistance with medical emergencies, locating lost children and other security concerns.

Service Animals

Per Arizona Revised Statutes 11-1024, Service animals for guests with disabilities are permitted. All other animals, including emotional support animals, are prohibited.

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

Cannabis products, edible and non-edible, may not be sold or distributed at the Phoenix Convention Center, Orpheum Theatre Phoenix or Phoenix Symphony Hall regardless of the THC concentration of the products.

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 the venues for guests to place recyclable materials in the appropriate bins as marked.

Ticket Office

The Phoenix Convention Center & Venues Ticket Office uses an exclusive provider for tickets events. The Ticket Office, located at 100 N. Third St, between Washington and Monroe streets, is open Monday through Friday from 10am - 4pm (excluding holidays) and has extended hours during ticketed and special events.

Tickets may be purchased in person, by phone at 1.877.840.0457 or online at pcticketing.com. The Theater Box Offices at Phoenix Symphony Hall and the Orpheum Theatre Phoenix will open an 90 minutes prior to show time.

Visitor Information Center

The Visitor Information Center, in the West Building, on Second Street, 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 the main lobby of the West, North and South Buildings as well as the PHX Kitchens Downtown Food Hall High speed Internet connections, for streaming videos and large bandwidth needs, are available from Smart City Networks. Visit phoenixconventioncenter.com/planning-services for more information about SmartCity.

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