



## ENTERTAINMENT COMPLEX

CIVIC CENTER. AUDITORIUM. AMPHITHEATRE.

### Graduation Ceremony Frequently Asked Questions

- **Does Flint River Entertainment Complex provide wheelchairs?**
  - *No, wheelchairs are not provided.*
- **Are there accommodations for disabled patrons?**
  - *Yes, Flint River Entertainment Complex does offer accessible seating for ADA patrons, as well as one companion/aid. Those requiring accessible seating should arrive early, as accessible seats are filled on a first-come first-served basis.*
- **Does Flint River Entertainment Complex allow flowers, balloons, gifts, etc. in the venue?**
  - *No. Balloons and wrapped packages of any kind are prohibited at all Flint River Entertainment Complex facilities. Gifts and flowers are available for purchase at various stands throughout the facility.*
- **Are there prohibited items?**
  - *Yes, the following items are prohibited at Flint River Entertainment Complex facilities:*
    - *Weapons of any kind, including firearms, knives, pepper spray, explosives, tear gas, etc.*
    - *Outside food and beverages*
    - *Glass bottles, metal cans, etc.*
    - *Signs/flags/banners larger than 11"x17" and any affixed poles*
    - *Air horns, fireworks, slingshots, laser pointers, etc.*
    - *Cigarettes and smoking devices*
    - *Illegal substances*
    - *Professional camera equipment, tripods, monopods, selfie sticks, GoPros, etc.*
    - *Video or recording devices*
    - *Dead or living animals (excluding certified service animals)*
    - *Toy/replica weapons, water guns, squirt bottles, bubbles, stickers*
    - *Balloons, beach balls, frisbees, or other projectiles*
    - *Skateboards, skates, rollerblades, hoverboards, scooters, etc.*
    - *Full-face masks*
    - *Wrapped gifts or packages of any kind*
    - *Any additional items affecting safety or security of patrons or participants*

Guests found in possession of any above-mentioned items at security checkpoints will be asked to remove the item from the building or dispose of it. Guests who refuse to comply will be ejected from the venue without refund and may be subject to arrest. If illegal items are confiscated, the Albany Police Department may be brought in to investigate the matter.

This search is required for the safety and security of the guests, artists, facility, and staff. If a guest is found to be in possession of a prohibited item at a security checkpoint, it is the discretion of The Flint River Entertainment Complex management whether the guest will be granted entry into the event.

For a full list of prohibited items please visit the [Flint River Entertainment Complex](#) website.

- **Can I bring a purse or bag?**
  - In an effort to increase public safety, Flint River Entertainment Complex has established a [Clear Bag Policy](#) limiting the size and style of bags permitted within complex facilities. One bag is permitted per person and must meet the following requirements:
    - Small or clutch-sized bags or wallets (non-clear, not to exceed 4.5" x 6.5") will be searched upon entry and permitted.
    - For those who require more items during their visit, one clear bag (not to exceed 12" x 12") per guest will be searched and permitted.
      - Many of our patrons choose to bring a clear, gallon-sized freezer bag if they do not own a clear tote that falls within the stated size constraints.
    - No purses, fanny-packs, or bags exceeding the stated size constraints will be allowed into the venue whatsoever unless searched and deemed medically necessary.
    - Guests who approach a security checkpoint with an unapproved bag or prohibited item will be asked to return to their vehicle to consolidate their items, then return to the security checkpoint for re-check and entry.
    - Flint River Entertainment Complex will not hold or check bags that do not meet stated size constraints.
  
- **Where do graduates exit?**
  - Graduates will exit from the main lobby at the Albany Civic Center. Patrons and graduates will not be able to meet inside the facility.
  
- **What time should I arrive?**
  - Patrons should arrive one hour prior to the start of graduation to ensure sufficient time to pass through checkpoints and security screening.
  
- **Can I applaud while my student's name is called?**
  - Patrons are asked not to applaud, yell, or otherwise cause a disruption that would distract the next student's family from hearing their name called.
  
- **How do I get a ticket to graduation?**
  - Graduating students are given a pre-determined number of tickets to distribute to their families and friends. Requests for additional tickets must be made through the school.
  
- **Will I be allowed to video record my student's graduation?**
  - Check with your graduate to determine whether their school allows videotaping during their graduation. Flint River Entertainment Complex policies will follow the request of the school.