

KNOW-BEFORE-YOU-GO

We can't wait to see you at the **Heart** concert with **special guest Todd Rundgren** at Findlay Toyota Center on **Saturday, August 16th at 8:00PM!** Please read below for important event details, including parking, security, and mobile tickets.

Box Office Opens 4:30PM | Doors Open at 6:30PM | Concert Starts at 8:00PM

(Door and Start Times are approximate.)

MOBILE TICKETS:

Most tickets for this event are **mobile tickets** delivered via email or text. To ensure a smooth entry into the Findlay Toyota Center, please complete the following before leaving home:

- ✓ Download your tickets to your phone's digital wallet (Apple Wallet, Samsung Pay, or Google Pay) in advance. This helps avoid issues with slow or weak cellular signals at the entrance. You can access your tickets by logging into the Ticketmaster app or using the link in your Ticketmaster email or text.
- ✓ Complete any ticket transfers ahead of time.
- ✓ Fully charge your device prior to arrival.
- ✓ Have your tickets pulled up and ready as you approach the scanners.



Important Ticket Info:

- ✓ Our official ticketing provider is Ticketmaster. We can only assist with tickets purchased directly from Ticketmaster.com or our Findlay Toyota Center box office.
- ✓ If you purchased through a third-party reseller, please be aware that our box office cannot provide support if you experience issues downloading or accessing your tickets. Make sure you've received your tickets before heading to the arena and contact the company you purchased from if you need help.
- ✓ If you need assistance with your mobile tickets, please stop by the box office for support.

BOX OFFICE:

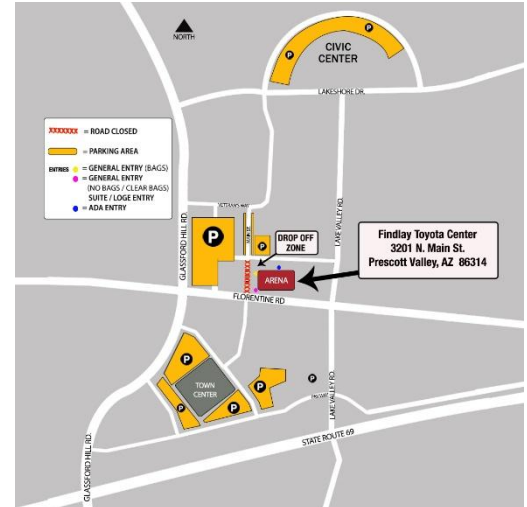
- The Box Office is open Monday – Friday 10AM – 3PM and will open at 4:30PM on Saturday, August 16th.
- To avoid delays in picking up tickets at will call, please have your ID ready to show at the box office windows.

SECURITY MEASURES:

- No weapons or knives (of any length) are allowed.
- No flash photography including mobile devices.
- No professional cameras (w/ removable lenses), Go Pros, selfie sticks, iPads, or laser pointers.
- No audio or video recording.
- For a complete list of prohibited items, please refer to our [Arena Policies page](#).

PARKING:

- Free parking is available in the Findlay Toyota Center (FTC) parking lots.
- Once those are full you can park in the Entertainment District parking lots.
- Drop-off and pick-up is available on the Northwest corner of the arena.
- Enter the arena parking lots via Florentine Road or Veterans Way as Main Street in front of the arena will be closed.
- Please allow extra time for any road closures or construction in the area.



BAG POLICY / EXPRESS ENTRY

- While we do not have a clear bag requirement, small and/or clear bags are recommended for faster entry. Unless your bag is necessary, please do not bring it in.
- All bags are subject to search.
- There will be an Express Entry Line at the main doors for those with no bags or clear bags.
- **Suite and Loge ticket holders** may enter through the dedicated **Express Entry Line** located to the right at the main doors. The main doors are located on the corner of Florentine Rd and Main St (near the flag poles.)



Let Lyft be your ride to the action! As the Official Rideshare Partner of Findlay Toyota Center, Lyft is here to make getting to and from the event easy.

New to Lyft? Use code [FINDLAYTC](#) for 50% off your first 2 rides (up to \$10/ride).

**Subject to Lyft Terms."*

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We would love for you to share your experience with us on social media! Please tag us with your photos and comments!

Instagram: @findlaytoyotacenter | Twitter: @findlaycenter | Facebook: @findlaytoyotacenter

Findlay Toyota Center
3201 N. Main St. | Prescott Valley, AZ 86314
928-772-1819

