

**ADA/ACCESSIBILITY**

ADA/Accessible seating is available for Macon City Auditorium events on the lower/floor level. Accessible parking is available as part of standard street parking available. Must have permit displayed.

ADDRESS

415 First Street
Macon, GA 31201

ALCOHOL

Alcohol is available for purchase at most Macon City Auditorium events. Patrons purchasing alcohol must be 21 years of age or older and have a valid ID.

ANIMALS

Animals are not allowed. Exceptions will be made for service animals.

BANNERS

Banners and signs are not permitted at Macon City Auditorium events.

CAMERA POLICY

Restrictions on the use of still cameras vary by event. The event promoter or artist dictates whether still cameras are allowed. No still cameras with removable lenses or lenses longer than 4" are allowed. Please call in advance to get additional camera-policy information prior to a specific show at 478-803-1593. Video and recording equipment of any kind are strictly prohibited.

CLEANING SERVICES

Any guests requesting cleaning services please notify a Guest Service Representative.

CODE OF CONDUCT

Macon City Auditorium staff will proactively support an environment free from the following behaviors:

- Sitting in a location other than the guest's ticketed seat.
- Behavior that is unruly, disruptive or illegal in nature.
- Intoxication or other signs of alcohol or substance impairment that results in irresponsible behavior.
- Foul or abusive language or obscene gestures.
- Interference with event progress.
- Failure to follow instructions of building personnel.
- Verbal or physical harassment of Macon City Auditorium guests and staff members.

COMPLAINTS

Guests who wish to enter a complaint can email MCP-Info@spectrarp.com

CONCESSIONS

Concessions and bars are located on the lower level of the Macon City Auditorium. Depending on the event, there may be additional bars located on the Cherry St. Patio and upstairs on the outside balcony. Must be 21 or older to purchase alcohol with valid ID.

DOORS OPEN TIME

The doors generally open one (1) hour prior to the scheduled game/event time. This may vary, depending on the event. Guests are encouraged to come early to avoid delays. Once a patron leaves the Macon City Auditorium during an event, there is no reentry permitted unless another ticket is purchased.

ELEVATORS

There is not a public elevator at the Macon City Auditorium.

FIRST AID

There is a certified EMT on site for all Macon City Auditorium public events. For assistance, please locate the closet member of our event staff.

LOST AND FOUND

All found items are turned into the Security Office. Please call us at 478-803-1593 if you're inquiring after the event has ended.

MERCHANDISE

Merchandise locations and availability vary by event.

PARKING

The Macon City Auditorium is primarily street parking with some lots located in the area.

PROHIBITED ITEMS

- Back packs or any oversized bags
- Cameras with professional lenses larger than 4 inches or removable lenses, tripods, monopods, and all other professional video and audio recording equipment
- Illegal drugs
- Large umbrellas [anything longer than 18" when fully collapsed is not allowed]
- Laser pointers, aerosol cans, and noise makers
- Outside food and beverage
- Bottles, Cans, or Coolers
- Distribution of unapproved promotional material
- Balloons
- Weapons or firearms*

*The Macon City Auditorium is a government owned facility. Access is controlled by security.

Weapons/firearms are not permitted in these facilities. You may not carry or possess a weapon/firearm in this building. Violation of this prohibition may result in criminal prosecution. Exceptions extended to off-duty or retired law enforcement officers who can carry service weapons as long as they have proper credentials, enter the main entrance, and check in with our security supervisor.

RE-ENTRY INTO MACON CITY AUDITORIUM

Macon City Auditorium maintains a strict no re-entry policy for all events.

RESTROOMS

Men's and Women's restrooms are located downstairs in the lower level. Two accessible/family restrooms are located on the main level on the First Street side of the facility and Cherry Street Lane side of the facility.

SMOKING/TOBACCO POLICY

Smoking and vaping are strictly prohibited inside the Macon City Auditorium. A designated smoking area is available outside, on the Cherry St. Patio. No smoking allowed within 20 feet of the venue.

TICKET OFFICE

The Macon City Auditorium Box Office is only open on event days. Please call 478-751-9232 to verify hours. You can purchase tickets at the Macon Coliseum Box Office open Monday-Friday 10:00am-5:00pm. Box Office is closed on the following holidays (unless there is an event): New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

To pick up tickets, please bring a valid photo ID or the credit card used to purchase the tickets. Will Call tickets purchased online from Ticketmaster can only be picked up the day of the event.

TICKET POLICY

All persons (age 2+) must present a ticket to enter the Macon City Auditorium. All ticket purchases are final. Please note, some shows may have a different policy, which will be noted on the corresponding event page.

TICKET EXCHANGE POLICY

All ticket purchases are final. No refunds or exchanges.