



# KNOW BEFORE YOU GO

**Vystar Veterans Memorial Arena**  
300 A Philip Randolph Blvd, Jacksonville, FL 32202

## Entrance Gates and Times

**Main Entrance** (located off of A Philip Randolph Blvd and across from 121 Financial Ballpark):

Doors open one hour before game time (6:00 pm Wednesday – Saturday and 2:00 pm on Sunday)

**Suite Entrance** (located off E Duval St.): Doors open one hour before game time (6:00 pm Wednesday – Saturday and 2:00 pm on Sunday)

## Parking

VyStar Veterans Memorial Arena, TIAA Bank Field and 121 Financial Ballpark share 6,604 on-site parking spaces, plus 100 handicap spaces. All ASM Global-managed parking lots have gone contactless and no longer accept cash. All major credit cards are accepted: Discover, MasterCard, Visa, American Express. Please have payment ready upon arrival.

**The suggested parking lots for Icemen gamedays are:**

**Lot Z:** open-aired parking lot located off E Duval St. and A Philip Randolph Blvd. Parking in Lot Z is \$10 per vehicle.

**Sports Complex Garage:** multi-story covered garage located off E Duval St. and A Philip Randolph Blvd. Parking in the Sports Complex Garage is \$10 per vehicle.

**Arena Garage:** multi-story covered garage located off E Adams St. and A Philip Randolph Blvd. Parking in the Arena Garage is \$10 per vehicle.

All parking information can be found at [www.vystarveteransarena.com/p/visit/parking-info](http://www.vystarveteransarena.com/p/visit/parking-info)

## Bag Policy

Bags, backpacks, or purses can be **no larger than 12" x 6" x 12"**. Purses, diaper bags and other small personal bags are allowed, but will be inspected at all entrances. Guests with prohibited items will be turned away at entrances. No storage or "check in" area will be provided for such items. Items confiscated at entry will not be returned.

All bag policy information can be found at [www.vystarveteransarena.com/p/visit/azguide](http://www.vystarveteransarena.com/p/visit/azguide)

## Cashless Facility

In an effort to reduce touchpoints at each event, VyStar Veterans Memorial Arena is now cashless. ATMs have been removed from the premises. In addition to traditional scan and chip options, all fixed points of sale will offer tap or scan payment options including Apple, Google and Samsung pay.



## Food & Beverage – On the Concourse

**Section 102:** Bold City BBQ

**Section 103:** Extreme Wings

**Section 108:** Duval Dogs

**Section 109:** 7 Bridges Pizza

**Section 111:** Draft Beer, Craft Beer, and Hot Beverages

**Section 117:** Arena Club Sections Grill

## Hockey 101 (Things you may see during the game)

- **Blue Line:** Two lines running across the width of the rink, one on either side of the red line. The area between the blue lines is called the neutral zone.
- **Face-Off:** The dropping of the puck between one player from each team to start or resume play.
- **Hat trick:** When a player scores three goals in one game.
- **Icing:** When a player behind the red line in his end of the rink shoots a puck past the goal line in his offensive zone when both teams are playing at even strength. Play is stopped when an opponent other than the goalie touches the puck.
- **Shorthanded:** When a team is playing with fewer skaters than its opponent.
- **Shorthanded Goal:** A goal scored by a team while it is at a player disadvantage.
- **Slap Shot:** Hitting the puck with the blade of the stick after taking a full backswing.
- **Wrist Shot:** Shooting the puck with the blade of the stick using a quick snap of the wrist rather than a full backswing.

## FAQ

For additional FAQs, please visit [www.jacksonvilleicemen.com/en/footer/faq](http://www.jacksonvilleicemen.com/en/footer/faq)

