

METAL DETECTOR FAQ'S FOR GUESTS

Q: Why is Saint Paul RiverCentre using metal detectors?

A: Saint Paul RiverCentre values the safety of all guests. Our staff works closely with the Department of Homeland Security and together it is our desire to make our venues safe by utilizing enhanced security procedures.

Q: What can I expect when I arrive at the event entrance?

A: As you approach the entrance to the event, any personal bags will be searched. Once the bag check is complete, remove your cell phone and place it along with the checked bag on the table provided. Wait for the staff to direct you through the metal detector. Once through, gather personal belongings and proceed to the ticket taker.

Q: What items are prohibited?

A: The following items are prohibited from being brought in by guests:

- Weapons of any kind (if banned by event promoter)
- Guns
- Knives with blades longer than 4"
- Pepper spray or mace
- Outside food or beverage
- Cans, bottles, coolers, or similar containers
- Oversized bags or backpacks
- Drones
- Air horns, noise makers, balloons, beach balls
- Laptops
- Laser Pointers
- Pets (excluding service animals)
- Masks
- Any other items that an event promoter deems restricted.

Q: I have a concealed weapon permit; may I bring in my firearm?

A: Each individual event promoter determines if weapons are allowed into an event or not. If promoters choose to ban weapons, signs will be placed at the entrances to the event and firearms will not be permitted. If weapons are not banned, Saint Paul Police Officers will be on hand to verify permits.

Q: What should I do if I arrive with a prohibited item?

A: We ask that all guests leave prohibited items at home or in their vehicle prior to entering Saint Paul RiverCentre. RiverCentre will not maintain custody of any such items on behalf of guests. If you arrive with a prohibited item, you can either forfeit the item with the security staff or return to your vehicle or home. Saint Paul RiverCentre is not responsible for items left at any of the entrances.

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Q: What happens if an alert goes off when I walk through the metal detector?

A: If a walk-through metal detector alerts a security officer to the presence of items that require further inspection, guests will be directed to the side, where they will be screened via a hand-held metal detector or physical pat-down. When the items in question are discovered, individuals will be asked to display them and/or allow a security officer to examine them. At this time, a security officer will determine whether or not these items will be permitted into Saint Paul RiverCentre or Roy Wilkins Auditorium.

Q: Do I need to remove my belt, shoes, and jacket?

A: No, guests will not be required to remove belts, shoes, or jacket. Items such as keys, coins, and eye glasses that may be left in your pockets.

Q: Should I arrive earlier?

A: We are making every effort to ensure the enhanced safety procedures do not slow down the process of entering events at Saint Paul RiverCentre and Roy Wilkins Auditorium. However, we recommend giving yourself extra time to enter, as the entry experience may take slightly longer than it has in previous years.

Q: Are bags permitted to be brought into Saint Paul RiverCentre?

A: Yes. Bags that do not exceed 12" x 6" x 12" in size are permitted. Cinch sacks are also permitted. Oversized bags and backpacks are not permitted.

Q: What if I arrive with a mobility device or stroller?

A: Each event will have an entrance available for those who cannot go through a metal detector. Guests using these entrances will be subject to a light pat down search and/or use of hand-held metal detector as well inspection of the mobility device/stroller.

Q: What if I have a medical condition that will not permit me to go through the walk through metal detector?

A: Please alert the staff at the check-point and they will make alternate accommodations. All guests are subject to search prior to entering the Saint Paul RiverCentre.



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Q: What if I have a medical implant and it sets the detector off?

A: We are aware of today's medical technologies. If an alarm is triggered, the guest will be subject to security follow-up screening, which may include the use of a hand-held metal detector or light pat down search.

Q: May I go outside to smoke?

A: Yes. Smoking will be permitted outside. You will need to be rescreened as you reenter the venue.

