

WALK THROUGH METAL DETECTOR FAQ'S

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 venue safe by utilizing enhanced security procedures.

Q: When will they start being used?

A: Saint Paul RiverCentre will require the use of walk through metal detectors for public, consumer shows effective on September 1, 2018.

Q: What can my guests expect when they arrive at the entrance?

A: As guests approach an entrance, their personal bags will be searched. Once the bag check is complete, they should remove their cell phone and place it along with the checked bag on the table provided. Staff will provide direction as they walk through the metal detector. Once through, they should gather personal belongings and proceed to the ticket taker.

Q: What happens if an alert goes off when someone walks 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 belts, shoes and jackets need to be removed?

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

Q: Does this mean guests should arrive earlier?

A: We are making every effort to ensure our enhanced procedure does not slow down the process of entering the Saint Paul RiverCentre campus. We anticipate that entry may take slightly longer than in prior years until guests become accustomed to the new security procedures.

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

A: Yes, bags are permitted. To provide a safer environment and significantly expedite guest entry into the venue, Saint Paul RiverCentre encourages guests to leave bags at home or limit the size of bags that are brought to the event. We suggest clear totes (plastic, vinyl or PVC) which do not exceed 12" x 6" x 12", gallon size plastic storage bags or small bags or clutch purses no larger than 4.5" x 6.5".

Q: What if guests arrive with a mobility device, stroller, or are medically unable to enter through a metal detector?

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 a guest has a medical condition that will not permit them 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 Saint Paul RiverCentre.

Q: What if a guest has a medical implant and it sets the detector off?

A: We are aware of today's advanced medical technologies. If an alarm is triggered, guests 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: Do exhibitors need to use metal detectors on load in days?

A: No. During **load in hours** (in the days leading up to the event), exhibitors will not be subject to screening. Saint Paul RiverCentre assumes that show promoters have properly screened their own exhibitors.

Q: Do exhibitors need to use metal detectors on event days?

A: Yes. If exhibitors are entering at the main public gates, they will be required to be screened upon entry. A separate entrance will be designated for exhibitor, ADA guests and guests with strollers to expedite their entry time. Your Event Manager will work with you to designate a time when exhibitors will be required to enter via metal detectors on event days.



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Q: May guests go outside to smoke?

A: Yes. Smoking will be permitted outside. Guests will need to be rescreened as they re-enter the venue.

Q: If guests or exhibitors have a concealed weapon permit, may they bring in their 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. Saint Paul Police Officers will be on hand to verify permits or manage situations if weapons are banned.

Q: What should guests do with prohibited items?

A: We ask that all guests leave prohibited items in their vehicle prior to entering Saint Paul RiverCentre. The venue cannot maintain custody of any such items on behalf of guests. We ask that guests refrain from bringing these items into the venue. Saint Paul RiverCentre is not responsible for items left at any of the entrances.

REMINDER OF PROHIBITED ITEMS

- Cans, bottles, coolers or similar containers
- Food or beverage
- Knives longer than 3.5" long
- Pepper spray/mace, chains, spikes, etc.
- Firearms without a permit (unless a show promoter bans all firearms)

