

VAF Suites and Events Team



Jessica French Armistead
Suites and Events Director
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Jessica French joined the Foundation in September 2004. Jessica leads the Suites and Events Team and manages the suite operations at Scott Stadium, Davenport Field, and the John Paul Jones Arena. She and her team are responsible for planning and implementing athletics events including sport reunions, sport specific fundraisers, spring social tours, facility dedications and special celebrations.

The Stanardsville, Va. native earned a bachelor's degree in English from U.Va. in May 2003. As an undergraduate, she worked as a student assistant in the football office, assisting in all phases of the operation. Jessica was married to Justin Armistead in July 2011.



Marilyn Coates
Suites and Events Coordinator
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Marilyn Coates joined the Foundation in March 2011. She assists with administration of the suites at Scott Stadium, Davenport Field and John Paul Jones Arena and with Foundation events. A native of Danville, Va. She earned a bachelor's degree in public relations and sports communication from James Madison University in 2008. After graduation from JMU she moved to Charlottesville where she spent two and a half years working as an event planner for the Office of the Dean of Students at the University. She received her certificate in Meeting and Event Planning from U.Va. in 2009.

Directory

Virginia Athletics Foundation

434.982.5555
P.O. Box 400833
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www.virginiaathleticsfoundation.com

Jessica French Armistead, Suites and Events Director

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Marilyn Coates, Suites and Events Coordinator

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John Paul Jones Arena

P.O. Box 400862
Charlottesville, VA 22904
www.johnpauljonesarena.com

Mark Driscoll, Assistant Box Office Manager

434.243.2215
mjd9m@virginia.edu

U.Va. Athletic Ticket Office

www.virginiasports.com
1.800.542.8821

Mike Pariseau

434.924.6268
pariseau@virginia.edu

UVA Suite Catering

www.uvacatering.com
fax: 434.982.2620

Christie Icenhower, Cavalier Suites Sales Consultant

434.924.7274
ci4n@virginia.edu

Suite Holder Parking

Parking for Virginia Basketball Games

Suite Holder Numbered Parking Spaces for Virginia Basketball games are located on the second level of the parking garage.

From the EAST: Use Leonard Sandridge Road
Take a left onto Copeley Road. Turn right just after the parking garage to enter the suite holder parking area of the garage.

From the WEST: Use Leonard Sandridge Road
Take a left onto Copeley Road. Turn right just after the parking garage to enter the suite holder parking area of the garage.

From the NORTH: Use 29 South Business (Emmet Street)
Turn right onto Copeley Road after the Taco Bell. Turn left at the base of the parking garage to enter the suite holder parking area of the garage.

From the SOUTH: Use Leonard Sandridge Road
Take a left onto Copeley Road. Turn right just after the parking garage to enter the suite holder parking area of the garage.

Parking for non-Virginia Basketball Events

Parking is first come, first served and available in any surrounding parking lot.

Finding Your Suite

From the Parking Garage 2nd level (North) entrance:

Suites 201A-205B Upon entering, proceed past the water fountains and ATM to the main lower concourse. Take a right and follow the concourse past the Lexus Club and through the glass doors. Suites are on the left and decrease in numbers west to east.

Suites 211A-215B Upon entering, proceed past the water fountains and ATM to the main lower concourse. Take a left and follow the concourse through the glass doors. Suites are on the right and increase in numbers west to east.

From Main (West) Entrance:

Suites 201A-205B Follow the stairs on the right to the lower concourse. Follow the corridor on your right through the glass doors. Suites are on the left and decrease in numbers west to east.

Suites 211A-215B Follow the stairs on the left to the lower concourse. Follow the corridor on your left through the glass doors. Suites are on the right and increase in numbers west to east.

Suite Amenities

There are 19 suites in the John Paul Jones Arena.

Each suite includes:

Lounge chairs (4)	Refrigerator, Ice Maker, Sink	Trash receptacle
Bar Chairs (4)	Flat Screen Television Monitors (2)	Locked storage cabinets
Suite Seats (12)	Glass and aluminum recycling bin	

Suite Policies and Procedures

Access

Suites open when doors open for all events (1.5 hours prior to U.Va. Basketball Games) and normally close 1 hour after the conclusion of the event/game. In some instances where back to back performances are held, the post event time may be shortened to 30 minutes.

Only patrons with a suite ticket or listed on the provided guest list will be given access to the suite. If someone is at the door without a suite ticket and not on the guest list, the security guard may enter and ask the suite host if the guest can enter.

Alcohol Policy

All patrons over 21 will be given a wristband when alcohol is served in the suite. Guests who appear under 35 will be asked for ID to verify their age.

Attendant Call Station

A button is mounted above the sink area in each suite that allows you to page your suite attendant should you have any catering needs.

Catering

University of Virginia Cavalier Suite Catering, a division of ARAMARK, is by contract the exclusive food and beverage provider at the John Paul Jones Arena. Find the catering menus for the John Paul Jones Arena at www.uva.catertrax.com.

Suite orders must be placed at least three (3) business days prior to an event or game. If you place an order with UVA Catering, a suite attendant will periodically check in with you, maintain your suite, and take your "Event Day Menu" orders. Only those suites with an advance catering order may place a food order on the day of a game or event. Christie Icenhower, the Cavalier Suites Sales Consultant can be contacted at 434.924.7274. If you ever need an inventory of your suite beverages, please send those requests to Christie.

Decorating

Permanent alterations such as wallpaper or changing the paint, carpeting, cabinets, countertops or lighting fixtures are prohibited. Decorations must be approved by the suite director and arena facilities manager. Suite holders will be billed for damages incurred during the term of their lease.

Food and Beverage

Suite holders may purchase food and beverage from UVA Suite Catering or from any concession stand. However, no food or beverage may be removed from the suite. The suite door attendant will monitor food and beverage leaving the suite.

Guest Lists

To accommodate suite holders who wish to invite colleagues and friends who do not have suite tickets to stop by the suite, suite holders may turn in a guest list prior to each game/event. Guest Lists should include a list of those who are invited to the suite without a suite ticket and the name of the suite event-day host. List should be sent to JPJsuitelists@virginia.edu. This information will be received by VAF or SMG to ensure that your guest lists are ready when doors open. Guest lists need to be received by 2:00 p.m. the day of a weekday game/event or by 5:00 p.m. on the Friday before a Saturday or Sunday game/event.

Leasing for Basketball

All suites are currently leased for the 2011-12 basketball season. Those interested in leasing a suite for future seasons can contact the Virginia Athletics Foundation at 434.982.5555.

Leasing for Special Events

To lease a suite for an individual concert, contact the John Paul Jones Arena at 434.243.4957.

Lighting

Under some circumstances, Arena management may need to shut off all lighting so as to not disturb the performance on stage.

Locked Cabinets

Your door security attendant or catering attendant will unlock and lock your cabinets, refrigerator and suite doors. A cabinet key has been provided to each suite if the suite holder should desire to lock/unlock cabinets. If you need assistance with your locks, please contact catering or the security staff posted at your door.

Maintenance and Housekeeping

Should you need any housekeeping, electrical or mechanical needs during an event or game, please contact your suite security attendant. Please contact the Virginia Athletics Foundation with any additional concerns.

Refuse and trash must be placed in the proper receptacles for disposal. Housekeeping will routinely provide cleaning services provided the suite is unoccupied at the time such services are provided.

Parking

Suite Holder parking for U.Va. basketball games is located in the second level of the parking garage. Suite Holders are required to park in assigned spaces. It is recommended that Suite Holders educate their guests on their exact numbered space location. For lost basketball parking passes, please notify the Virginia Athletics Foundation at 434.982.5555 or 800.626.8723. The lots will be monitored by security attendants.

Suite Holders do not have specific reserved parking spaces for non-U.Va. Basketball events. All suite holders have the option to purchase reserved parking for the reserved lots surrounding the arena. These spots are filled on a first come, first served basis. Parking passes for non-U.Va. Basketball events must be purchased from the John Paul Jones Arena ticket office, www.johnpauljonesarena.com, or at 1-888-JPJ-TIXS (575-8497).

The maximum height of a vehicle that can enter and park in the JPJA garage is 8' 2" tall. Limousines and buses do not fit into the garage. If your vehicle exceeds this height, please drop your guests at the Drop Off area located on Massie Road.

Removable Seats

Each seat is equipped with two removable seats in Row B to accommodate guests in wheelchairs. If you would like these seats removed, please contact Mark Hall, Arena Assistant Box Office Manager at 434.924.3595.

Suite Event-Day Host

For corporate suites or suites held by more than one individual, the suite contact person should designate an event-day host who will accept responsibility for the activities within the suite for that particular game or event. This person may or may not be responsible for ordering the food and beverages for that particular game. The host should also make himself or herself known to the suite catering attendant and the security staff at the door.

Suite Security

A security staff member is placed outside of every set of suite doors to assist the suite holder with suite security. The staff member is responsible for checking suite tickets and guest lists to control access to the suites, checking ID's, providing wristbands to appropriate guests, and monitoring food and beverage leaving the suite. If you should have any non-catering needs (housekeeping, medical, or other), please contact your security staff door attendant.

Suite Tickets and Standing Room Only (SRO) Tickets

U.Va. Basketball Games

Each suite automatically receives 16 season tickets for both Women's and Men's Basketball games with their lease. Suite holders have the option to purchase an additional four (4) Standing Room Only (SRO) tickets for each game. A SRO ticket provides entrance into the John Paul Jones Arena and access to your suite. It does not provide a seat. To purchase SRO tickets for U.Va. Basketball games, contact Mike Pariseau with the U.Va. Athletics Ticket office at 434.924.6268.

If you do not plan to use your Women's Basketball Suite tickets, we ask that you turn them back into the Virginia Athletics Foundation. The Virginia Athletics Foundation will resell your released suite to charitable organizations and those on our wait list on a game-by-game basis in order to maximize the use of all tickets and suites for the women's games.

Non-U.Va. Basketball Events

An e-mail to Arena Suite Holders announcing an event and the price of tickets and parking passes will be sent to all suite contacts by the John Paul Jones Arena Ticket Managers. The Suite Holders have approximately 30 days to decide if they want the tickets. If a Suite Holder chooses to purchase tickets, 16 tickets must be purchased with the option of purchasing up to 4 more standing room only tickets for a total of 20 tickets. Parking passes are sold in addition to the suite tickets. There is no limit to parking passes.

Suite Holders will also have the option to purchase up to 4 tickets outside of the suite. Those Suite Holders whose suites are blocked due to production will be relocated to another suite or seats in the lower level.

To purchase tickets, contact Mark Driscoll, Assistant Box Office Manager at the John Paul Jones Arena at 434.243.2215.

Televisions

Each suite has two televisions, one inside the suite and the other hanging over the seats. The television within the suite can be tuned to any of the basic Comcast channels or the Hoovision screen. Televisions may not be available during certain events. The hanging television cannot be controlled controllable by the Suite Holder.

Alcohol Policies

**John Paul
Jones Arena
Alcohol Policy**

No one under 21 may consume alcohol in the suite area or anywhere else at any time.

Alcoholic beverages may not be brought into the John Paul Jones Arena at any time.

Alcohol is prohibited in all public areas of the Arena. Alcoholic beverages may only be consumed in private suites, The Lexus Club, Courtside Club (members only), or other designated areas.

Failure to follow the above policies will result in the loss of your license to use alcohol in the suite area. These policies are consistent with ABC licensing for limited alcohol consumption.

Each suite has a recycling bin for bottles and cans.

**University of
Virginia
Alcohol Policy**

Any approved University function where alcoholic beverages are to be served is expected to be conducted in accordance with Virginia State laws concerning the purchase, possession, consumption, sale, and storage of alcoholic beverages, including, but not limited to the following:

- A. Alcoholic beverages are not to be given or sold to persons under the legal drinking age (21 years of age).
- B. Alcoholic beverages are not to be given or sold to persons who are intoxicated.
- C. State law prohibits drinking in public, possession of an alcoholic beverage by a person under the legal drinking age, falsely representing one's age for the purpose of procuring alcohol, and purchasing an alcoholic beverage for a person who is under the legal age.
- D. Any sale of an alcoholic beverage requires an ABC license.

John Paul Jones Arena Guests Services A-Z

ADA (Americans with Disabilities Act) Seating:

John Paul Jones Arena offers ADA compliant seating in the following sections:

Lower Level

106

108

109

110

Upper Level

302

303

308

316

317

318

319

Suite Level

All suites have an ADA compliant configuration

For some of the events at John Paul Jones Arena, some seating sections may be closed due to show production requirements. To inquire about a specific show, please contact the John Paul Jones Arena's Box Office at 434.243.4960.

Alcohol

Alcohol is prohibited in all public areas of the Arena for U.Va. Athletics events. Alcoholic beverages may only be consumed in private suites, The Lexus Club, and Courtside Club (members only), or other designated areas.

Animals

Animals are not permitted in the arena, unless they are service animals assisting a disabled guest.

Appearance

All guests entering John Paul Jones Arena must be appropriately dressed, including shirt and shoes at all times. Any guest wearing obscene or indecent clothing will not be permitted to enter.

Arena Seating

John Paul Jones Arena has three main seating levels: The Event Level, Lower Level (Suite Access), and Upper Level. In addition, depending on the type of event, Floor Seating can be utilized.

Assistive Listening Devices

For those guests who are hearing impaired, the Arena provides Assistive Listening Devices at no charge. Please see a Guest Services member or visit the Guest Services Booth *sponsored by RMC Events* at section 308, on the main concourse, for assistance with obtaining a device. A driver's license will be required to sign out a listening device.

Automatic Teller Machines (ATMs)

ATMs provided by Bank of America are located at the following locations:

- Lower Level: Behind Section 109 (Bank of America)
- Upper Level: Behind Sections 302 (Union Bank & Trust) & 314 (Bank of America)
- Note: most concessions and merchandise locations also accept credit cards.

Baby Changing Stations

All Men's, Women's and Family restrooms are equipped with baby changing stations.

Bags

Backpacks, duffel bags, and other large bags are not allowed in John Paul Jones Arena. If you arrive with such an item, you will be requested to return the item to your vehicle.

Banners & Signs

Banner and sign restrictions for events are determined by each promoter. Banners and signs may not be displayed during play of games or performances due to sightline restrictions. Signs may not be placed on railings or walls. Poles or sticks that are used to display banners, flags or signs are not permitted. Additionally, banners and signs that are offensive, vulgar, or commercial in nature will not be permitted into the Arena.

Backstage Passes

John Paul Jones Arena does not issue or have access to backstage passes or meet and greets.

Cameras

Cameras are permitted for U.Va. Athletics events; however, in no instance may photography interfere with access ways, seat aisles, or other guests' enjoyment of the event. The camera policy for non-U.Va. Athletics events will vary. Please call 434-243-4960 in advance to check the policy.

Children's Admission

The U.Va. Athletics Ticket policy states that all children age two and above must have a ticket for admission to UVA events. Children under the age of two are admitted free, provided they are

sitting on an adult's lap. Guidelines for non-UVA events vary by show. Please call 434.243.4960 to check the policy.

Concessions

John Paul Jones Arena offers more than sixty points of sale at sixteen permanent concession stands and additional concession carts. Debit/credit cards are accepted at most stands.

Concession stands provide a large selection of foods and drinks guaranteed to satisfy any appetite.

Coolers

No coolers of any kind are permitted in John Paul Jones Arena. If accommodations need to be made for medical reasons, please contact 434-243-4960 at least 48 hours prior to the event you plan to attend.

Elevators

Public elevators are located on the concourse adjacent to sections 101, 109, 301, and 309.

Entrances/Exits

John Paul Jones Arena provides multiple entrances on the West side of the Arena, adjacent to the John Paul Jones Arena surface lot. For those with student tickets for U.Va. Athletics, the entrance is located on the East side of the Arena adjacent to Massie Road. For those guests that park in the parking deck, access to the Arena can be accommodated through the 2nd level entry doors.

Firearms/Weapons

No firearms or weapons of any kind are permitted in John Paul Jones Arena.

First Aid

The First Aid stations are located across from sections 309 and 109. In addition, if first aid is needed, please notify the nearest staff member.

Guest Concerns

John Paul Jones Arena is committed to providing proactive, immediate response to issues affecting guests. Should a concern arise during an event, please visit the Guest Services Booth *sponsored by RMC Events* at Section 308, on the main concourse, to have your concern addressed or make a nearby staff member aware of the concern.

Guest Conduct

In order to maintain a safe and enjoyable atmosphere, John Paul Jones Arena asks that guests be courteous to those around them and abide by Arena policies. Guests who use offensive or abusive language, behave in an unruly manner, or appear to be intoxicated are subject to removal.

Group Sales

For information regarding group sales to any non-U.Va. Athletic event, please contact John Paul Jones Arena's Group Sales office at 434.924.3456. For group sales to U.Va. Athletic events, contact the U.Va. Athletics Ticket Office at 1.800.542.8821.

Handouts

The distribution of promotional items, handbills, flyers, pamphlets, printed materials, as well as the solicitation of signatures is not permitted on John Paul Jones Arena property without the express written consent of the University of Virginia.

Location

The physical location of John Paul Jones Arena is:

**295 Massie Road
Charlottesville, VA 22903**

Lost & Found

For any situation regarding lost and found items during an event, please go to the Guest Services Booth *sponsored by RMC Events* located at section 308 on the main concourse. During non-event times, please contact the Arena Security Office at 434.924.4960.

Lost Parents/Children

Lost parents and children are taken to the John Paul Jones Arena Guest Services Booth *sponsored by RMC Events* located at section 308 on the main concourse.

Merchandise

The U.Va. Team store is located at section 307 and is only open during Men's and Women's home basketball games. For non-athletics events, there will be multiple merchandise stands located at Sections 307 and 310.

Parking

John Paul Jones Arena offers 1,300 parking spaces onsite located at the intersection of Massie Road and Copeley Road. In addition, 1,200 parking spaces are across the street from the Arena. Additional parking spaces are within a 5-7 minute walk of the Arena.

Parking passes for events may be purchased ahead of time at www.johnpauljonesarena.com by clicking the “Buy Tickets” link, by calling 1-888-JPJ-TIXS, in person at the John Paul Jones Arena Box Office or online at www.ticketmaster.com.

Parking for U.Va. Athletics events is subject to parking passes provided to members of the Virginia Athletics Foundation.

Public Transportation

John Paul Jones Arena is conveniently located on the University Transit Service Blue Route. Charlottesville Transit Services has pick-up and drop-off points along Routes 2, 5, and 7 adjacent to the Arena.

Reentry

Exiting and reentering with the same ticket is not permitted.

Restrooms

John Paul Jones Arena has multiple restrooms located throughout the arena. All restrooms are accessible for physically disabled guests. For the closest restroom, please see a guest services representative.

Smoking

John Paul Jones Arena is a smoke-free facility. Outdoor smoking sections are provided at Sections 301 & 315.

Strollers

Guests who would like to check strollers may do so at the West Gate. Please see a Guest Services representative for assistance.

Ticketing

Ticketmaster is the official ticketing company for John Paul Jones Arena.

To purchase tickets online visit the Arena’s website at www.johnpauljonesarena.com and click the “Buy Tickets” link. Tickets can also be purchased at www.ticketmaster.com.

To purchase tickets by phone, please call 1-888-JPJ-TIXS (575.8497).

To purchase tickets in person, guests may visit John Paul Jones Arena Box Office during normal operating hours.

Will Call: Tickets may be picked up at the Will Call window of John Paul Jones Arena located at the Main Entrance (West Gate). Photo identification is required.

Umbrellas

Umbrellas are permitted in John Paul Jones Arena for most events. For certain events, a Guest Services representative may request that you leave your umbrella at the Guest Services Booth *sponsored by RMC Events* as you enter the building.

Water Fountains

Water fountains are located throughout the Arena on the Event, Lower, and Upper Levels.