

## FAQ – LA ZONA ROSA

### Address/Telephone/Fax/Web Site

La Zona Rosa  
612 West 4<sup>th</sup> St  
Austin, Texas 78701  
512.263.4146 Phone  
512.263.4194 Fax [info@directevents.net](mailto:info@directevents.net)  
[www.lazonarosa.com](http://www.lazonarosa.com)

### Animals

Animals are not permitted in La Zona Rosa, an exception is made regarding service animals for guests with disabilities. Certified service animals or service animals in training for guests with disabilities are welcome at LZR and must remain on a leash or in a harness. All other animals are prohibited unless specified by management.

### ATMs

Currently, there is one ATM location in La Zona Rosa.

### Cameras & Video & Audio

Camera are not permitted in the venue. Video and Audio equipment is not permitted. Anyone caught videotaping or taking professional photographs of a La Zona Rosa event will have their film confiscated by staff immediately.

### Children's Entry

All persons require a ticket to attend La Zona Rosa events.

### Concessions

Beverage Concessions are available at LZR. Hot dog concessions are also available at select events.

### Containers

No outside food, beverages, coolers, bottles or cans may be brought in or out of La Zona Rosa.

### Services for Patrons With Disabilities

Assistance is available for patrons with disabilities. Please contact LZR at 512-263-4146 or e-mail [info@directevents.net](mailto:info@directevents.net) 72 hours prior to the event.

### Doors Open

Door and show times vary, please see specific events for details.

### Drop-Off/Pick-Up, Taxis, Limousines

All vehicles, not staying for the event, may drop off in front of the venue.

### First Aid

In the event of an emergency, please notify any La Zona Rosa representative or uniformed staff in your area in order to ensure that appropriate emergency personnel are notified and dispatched.

### Food/Beverages

Outside food or beverages of any kind (alcoholic included) are not allowed to be brought into the venue. Beverage concessions located in the La Zona Rosa sell a variety of alcoholic and nonalcoholic beverages. Texas state law prohibits the sale of alcohol to persons under the age of 21. Guests will be required to show legal identification and proof of age when purchasing alcoholic beverages. All alcohol sales can be terminated at any time at the discretion of the LZR management

### **Guest Conduct**

La Zona Rosa intends to provide all guests with a safe, comfortable, and enjoyable atmosphere. Consequently, venue management does not intend to allow a pleasant experience to be disrupted or ruined by unruly guests. Therefore, we have established the following rules for guest conduct:

- Guests wearing obscene or indecent clothing are not allowed on the LZR property.
- Guests using foul or abusive language or gestures will be ejected from the LZR with no refund.
- Guests appearing intoxicated will be denied entry or ejected from the LZR.
- Guests interfering with the progress of the event or attempting to enter or throw items within the facility grounds will be ejected from the LZR and possibly arrested.
- Guests trying to sell tickets on the LZR property without permission will be asked to leave.

To enforce these policies, LZR event staff are located throughout the venue. Guests who are not here to enjoy the event or who cannot comply with these rules will not be welcome LZR.

### **Hotels**

For a complete listing, please visit the following Web sites: [www.austin360.com](http://www.austin360.com)

### **Lost and Found**

If you have lost an item during the event, please contact the nearest LZR staff member for assistance. You may also turn any found items into a LZR staff member. Items will be held for 30 days. Unclaimed items will be donated to charity. On non-event days, please call 512.263.4146.

### **Merchandise**

Event merchandise can be purchased during the event at the merchandise stands located in LZR.

### **Outside Vending**

The selling or sampling of merchandise, food, beverages, or other items on the property without written La Zona Rosa authorization is strictly prohibited.

### **Parking**

There is limited parking in front of La Zona Rosa. There are several parking garages and metered spots located within walking distance.

### **Pay Phones**

Pay phones are not available at La Zona Rosa.

### **Private Events**

You can hold your next corporate or private party at the LZR. Please call 512.263.4238 for more information.

### **Re-Entry**

During all LZR events, guests are not permitted to leave the facility and return.

### **Restrooms**

There are restrooms located throughout the LZR for your convenience.

### **Security/Crowd Management**

La Zona Rosa management wants to ensure that patrons have a fun and safe experience. If you have any concerns or questions, contact a La Zona Rosa staff member. The LZR staff will provide security for all events, patrons, and performers. The following measures will be in place:

- All handbags, purses and bags will be allowed in the LZR, but will be inspected at all entrance gates.
- The following items are prohibited: large bags, coolers, backpacks, bottles, cans, food, and other containers, umbrellas, chairs, knives, guns and anything that can be considered a weapon. These items will not be stored within the facility.
- There is a no re-entry (i.e., in-and-out, pass-outs) policy in effect at LZR.

**Sponsorship Opportunities**

If you are interested in sponsorship opportunities with the La Zona Rosa, please call 512-263-9510.

**Strollers**

Strollers are NOT permitted in the La Zona Rosa.

**Tailgating**

Tailgating is prohibited at the La Zona Rosa. Overnight parking is also prohibited.

**Ticket Information**

Tickets for La Zona Rosa events are available for purchase through GETTIX including Waterloo Records and Pinky's Wireless, charge-by-phone 1-866-443-8849 or purchase online [www.lazonarosa.com](http://www.lazonarosa.com). Tickets are available for purchase at the La Zona Rosa Box Office on the night of show.