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I. STAPLES CENTER GENERAL INFORMATION

IMPORTANT TELEPHONE NUMBERS

| | |
|---|----------------------------------|
| STAPLES Center Premium Seating Hotline | (213) 742-7480 |
| STAPLES Center Administrative Office Main Line | (213) 742-7100 |
| STAPLES Center Box Office/Premium Seating Will Call | (213) 742-7384 |
| STAPLES Center Parking Information | (213) 742-7275 |
| STAPLES Center Event Hotline | (213) 742-7360 or (877) 305-1111 |
| Accommodations for Guests with Disabilities (TTY/TDD) | (213) 742-7889 |
| San Manuel Club & Lexus Club Reservations | (213) 742-7450 |
| STAPLES Center Guest Services Main Line | (213) 742-7326 |
| Lost and Found | (213) 763-7326 |
| Security | (213) 742-7444 |

Mailing and Shipping Address
STAPLES Center
1111 S. Figueroa Street, Suite 3100
Los Angeles, CA 90015

DIRECTIONS TO STAPLES CENTER

(To Parking Lot 1, VIP Parking Area)

From San Fernando/Santa Clarita Valleys

- Take 101 Hollywood Freeway southbound
- Take 110 Harbor Freeway southbound
- Exit Olympic Boulevard and turn left at end of ramp (Blaine Street)
- Turn left at 11th Street
- Turn right at Georgia Street into Parking Lot 1

From San Bernardino, Riverside, Pomona, Ontario Areas

- Take 10 Freeway westbound towards Los Angeles
- Exit 110 Harbor Freeway northbound
- Take Pico Boulevard off ramp
- Turn right at Chick Hearn Court
- Turn right at Georgia Street into Parking Lot 1

From Thousand Oaks, Simi Valley Areas

- Take 405 Freeway southbound
- Take 10 Freeway eastbound
- Exit Hoover Street turn left and continue to Alvarado Street
- Turn right on Alvarado Street
- Turn right on Pico Boulevard
- Turn left on L.A. Live Way
- Turn right at Chick Hearn Court
- Turn right at Georgia Street into Parking Lot 1

From West Los Angeles

- Take 10 Freeway eastbound
- Exit Hoover Street turn left and continue to Alvarado Street
- Turn right on Alvarado Street
- Turn right on Pico Boulevard
- Turn left on L.A. Live Way
- Turn right at Chick Hearn Court
- Turn right at Georgia Street into Parking Lot 1

From San Diego, Orange County and Anaheim Areas

- Take 405 Freeway northbound
- Take 110 Harbor Freeway northbound
- Exit at Adams Boulevard and turn left
- Turn right on Figueroa Street

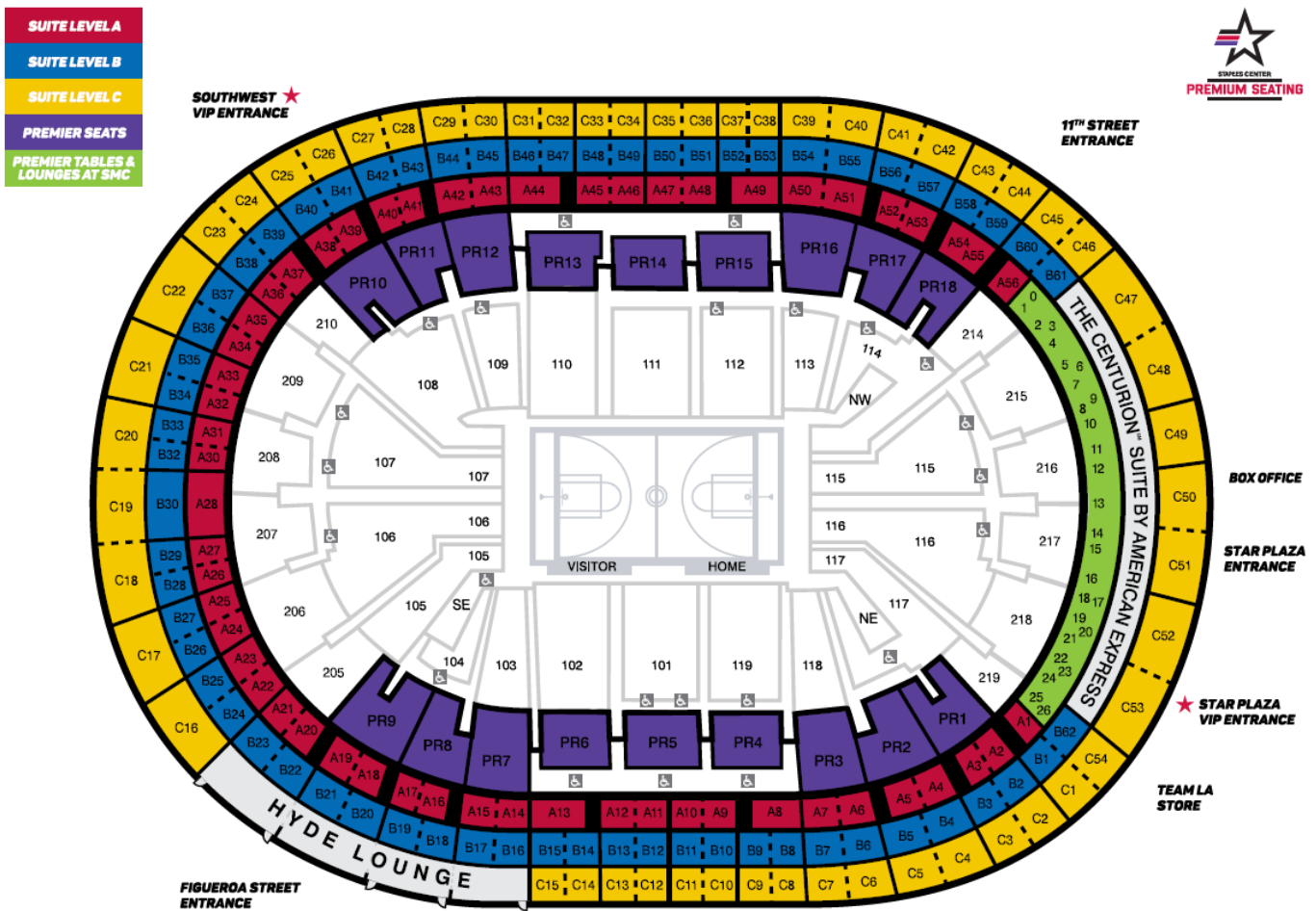
- Turn left at Pico Boulevard
- Turn right on L.A. Live Way
- Turn right at Chick Hearn Court
- Turn right at Georgia Street into Parking Lot 1
- Turn left at Pico Boulevard to L.A. Live Way
- Turn right on L.A. Live Way and left into Parking Lot C

STAPLES CENTER CONCOURSES

Private Concourses

Delta Suite Level A features many of the amenities available to Suite guests including the San Manuel Club, Wells Fargo Conference Rooms, STAPLES Easy Center, concession stands, Buss Stop and Cooke's Corner (lounges) and family restrooms. Private Suite Holders as well as their guests with a Private Suite ticket have access to this level. Lexus Club is also located on Suite Level A, but access is limited to members only.

Delta Suite Levels B and C are designated for Private Suite Holders only.



PRIVATE SUITE BENEFITS

As a Private Suite Holder, you will enjoy spectacular seats, exclusive perks and privileges and other conveniences offered at STAPLES Center, including:

- Events - From the Kings, Lakers and Clippers to family shows, concerts and playoff games, you can receive more than 150 world-class events a year.
- Additional Tickets - You may purchase a limited number of extra tickets for each event you attend.
- Access to the San Manuel Club, which is only open to Premier Seat and Private Suite Holders.
- First right to purchase Lexus Club Memberships.
- Access to the STAPLES Easy Center and the Wells Fargo Conference Center.
- Two private VIP entrances (Star Plaza and SW VIP) exclusively for Premier Seat and Private Suite Holders.

WELLS FARGO AUTOMATIC TELLER MACHINES

There are four Wells Fargo automatic teller machines (ATMs) at STAPLES Center. ATMs are located near the VIP Entrance at Star Plaza, Main Concourse across from aisle M12, Suite Level A across from Premier Section 16, Upper Concourse across from aisle U19.

WELLS FARGO CONFERENCE CENTER

The Wells Fargo Conference Center contains three tastefully appointed conference rooms and is located on Suite Level A. Conference rooms are available to Private Suite Holders for meetings both before events and during nonevent hours. Full catering service by Levy Restaurants can be arranged for an additional charge. Reservations are on a first-come, first-serve basis. Priority booking is given to Private Suite Holders until 60 days prior to an event. Please call Special Events Hotline at (213) 763-7767 to make a reservation.

STAPLES CENTER BOX OFFICE

The STAPLES Center Box Office is located adjacent to Star Plaza on Chick Hearn Court (formerly 11th Street) between Georgia and Figueroa. Tickets for STAPLES Center events can be purchased at AXS.com; Ticketmaster outlets (Ticketmaster Events) and STAPLES Center Box Office, however, the Box Office does not take phone orders. STAPLES Center Box Office hours are:

| Day | Non-Event Days | Event Days |
|-----------------|------------------|------------------------------------|
| Monday-Friday | 10:00am – 6:00pm | 10:00am – ½ hour after event start |
| Saturday-Sunday | Closed | 10:00am – ½ hour after event start |

AXS

To order tickets through AXS visit them online at www.axs.com, Charge-By-Phone Network: (888) 929-7849.

EVENT SUITES

In addition to 150 Private Suites, 18 Event Suites are available for rent on a per-event basis. Located at the north and south ends of Suite Level C, they are ideal for entertaining larger groups. Full catering service by Levy Restaurants is available during events. Pricing and reservation information for Event Suites is available by calling your Premium Services Manager.

FIRST AID STATIONS

Trained Emergency Medical Technicians (EMT) personnel are available to assist any guest in need at every STAPLES Center event. First Aid offices are located on the Main Concourse across from aisle M3 and on the Upper Concourse across from aisle U19. In addition, STAPLES Center is equipped with Automatic External Defibrillators (AED) located in various locations throughout the facility. Designated employees, including our EMT staff, have been properly trained and certified to use the AED. In the event of a medical emergency, contact a member of our Guest Services or Security staff for assistance.

GUEST LINK SERVICE CENTERS

Guest Services Centers are located on the Main Concourse across from aisle M12 and on the Upper Concourse across from aisle U6 and is designed to provide information to guests with questions, concerns, or issues during STAPLES Center events. In addition, Guest Services Centers provide assistance to guests with disabilities.

GUESTS WITH DISABILITIES

STAPLES Center is committed to accommodating the needs of guests with disabilities.

All requests for accommodating guests with disabilities should be arranged in advance through your Premium Service Managers or with our Guest Services Department at (213) 742-7326.

Private Suite Holders and their guests who have hearing impairments may contact their Premium Services Managers to request sign language interpreters for certain non-sporting events (please make arrangements at least two weeks in advance). Additionally, assistive listening devices are available. Please make arrangements in advance.

All restroom facilities are designed for the accessibility and usability of guests with disabilities. Family or unisex restrooms are available.

MERCHANDISE

Team LA, STAPLES Center's team merchandise store, is located on the Main Concourse, and features a wide variety of the latest Lakers, Kings, Clippers, and Sparks sportswear and memorabilia. Suite LA, a branch of Team LA, is located near the Buss Stop lounge for your shopping convenience. There are also two Team LA stands located on the Upper Concourse and two on the Main Concourse.

SECURITY

STAPLES Center is committed to ensuring a safe, comfortable entertainment environment for every guest. As part of this commitment, STAPLES Center provides event and guest services staffing throughout the facility. If additional staffing for an event is required, Private Suite Holders may contact Premium Seating Services to make special arrangements at an additional charge. Please be aware that bodyguards or personal security officers must have a ticket to enter the building for an event.

STAPLES EASY CENTER

The STAPLES Easy Center, located on Suite Level A (Premier Level), provides Premier Seat and Private Suite Holders with functional, intimate executive meeting space. It is conveniently located next to the two larger Wells Fargo conference rooms.

Amenities:

- 60" Big Screen TV
- High-speed internet access
- Teleconferencing capabilities

Please contact the Special Events Hotline at (213) 763-7767 or email specialevents@staplescenter.com for assistance in reserving this space. Guests must provide their Private Suite location, or account number to reserve this space. All guests should sign in and out.

II. POLICIES AND PROCEDURES (A-Z GUIDE)

ACCESS TO PRIVATE SUITES

To access Private Suite Levels, enter the arena from the street level at either VIP entrance located at Star Plaza or at the southwest corner of the building. Take the elevator, escalator or stairs to Private Suite Level A, B or C. It will be necessary to present a Private Suite ticket for entrance to this level.

ALCOHOL AND SUBSTANCE ABUSE

It is illegal for anyone under the age of 21 to consume alcoholic beverages. The use of unlawful drugs is strictly prohibited.

Private Suite Holders shall ensure that they and their guests drink responsibly and not drink and drive. Private Suite Holders and their guests are required to obey all state and local laws governing the sale, possession and consumption of alcohol. We suggest a designated driver program. A Guest Service Representative can arrange a taxi service by request.

APPROPRIATE BEHAVIOR

For the comfort, safety and enjoyment of all our fans, Private Suite Holders and their guests must maintain appropriate behavior at all times. Offensive language and behavior will not be tolerated. After a STAPLES Center staff member gives one warning, any subsequent occurrence will result in the immediate ejection from the arena. Drunk and disorderly conduct will result in immediate ejection by STAPLES Center security. Glasses, cans and bottles must remain inside the suite at all times. Bottles and cans are not allowed in the terrace seating area. Please pour drinks into disposable cups provided in the suite.

Private Suite Holders are responsible for the conduct of their guests at all times.

ARRIVAL TIME

Private Suite access begins 120 minutes prior to each Lakers, Kings and Clippers games; 60 minutes prior to Sparks games and special events. When there are multiple events on the same day, access to your Private Suite before and after each event may be limited to provide proper cleaning and security checks. Private Suite Holders must exit between events and return with the appropriate ticket for the next event. Please keep your Private Suite ticket with you at all times.

CAMERAS AND AUDIO/VIDEO EQUIPMENT

Non-professional, non-flash still photography is permitted at most events (disposable, digital, or 35mm cameras with no interchangeable or telephoto lens). However, for some events, at the request of the artist/performer/team, cameras of any type may be prohibited. Video recording devices, audio recording devices, monopods, tripods, and cameras with telephoto or interchangeable lenses (professional photography equipment) are not permitted inside STAPLES Center at any time. Video recording on any device and/or flash photography is prohibited at all times. This policy will be strictly enforced and management reserves the right to deny any electronic device at their discretion.

CHILDREN

For all sporting events and most concerts, children 2 years of age and younger do not require a ticket to be admitted into STAPLES Center. However, they must sit on an adult's lap and may not occupy a seat. Any child 3 years of age and older will require a ticket to enter the arena and must occupy their ticketed seat only. Please note that some shows (especially those intended for children) will have a different age policy.

DEPARTURE POLICY

If you plan to leave your Private Suite to go to the San Manuel Club, Main or Upper Concourse make sure to take your ticket with you to ensure your re-entry to Suite Level A. Also, please remember that once you leave the building, there is absolutely no re-entry, unless you are smoking in the designated smoking area outside the south entrance.

EMERGENCY PROCEDURES DURING AN EVENT

STAPLES Center continually works with the Los Angeles Fire Department, the Los Angeles Police Department, and other agencies in the development of specific Emergency Procedures Plans for each event. STAPLES Center's goal is to provide a safe and enjoyable atmosphere by using installed automated security systems and appropriate security operating plans. Trained Guest Services and Security personnel will ensure the security and safety of all guests, performers, and employees at STAPLES Center. In the case of an emergency, guests must comply with requests from venue staff regarding arena operations and emergency response procedures.

SMOKING

STAPLES Center is designated as a non-smoking facility by California state law. Smoking is only permitted on the San Manuel Club Terrace and City View Terrace on the Upper Concourse across from aisle U25-U28.

GUIDELINES FOR PRIVATE SUITE HOLDERS AND GUESTS

The following guidelines are provided to assist Private Suite Holders to ensure a successful event experience:

- ★ Only Private Suite Holder and guests with a Private Suite ticket have access to Suite Levels. *Please keep your Private Suite ticket in your possession at all times.*
- ★ STAPLES Center reserves the right to check all bags, purses, packages and briefcases upon entry into the arena.
- ★ No outside food, drinks, coolers, bottles or cans may be brought inside STAPLES Center.
- ★ Objects may not be thrown or tossed into the seating area or onto the playing surface or stage at any time. A violation will result in immediate ejection from the arena.
- ★ For problems or questions during an event, please see a Guest Service Representative immediately. There is always an Event Manager and a Premium Services Manager on duty to assist Private Suite Holders and guests in any situation.

- ★ For medical assistance during an event, please visit one of the First Aid stations located on the Main and Upper Concourses. A medical staff is on site for every event.
- ★ The use of any unlawful drugs is strictly prohibited. Alcoholic beverages will not be served to, and may not be consumed by, anyone under the age of 21.
- ★ Private Suite Holders are responsible for the conduct of their guests at all times. Private Suite Holders and guests should act responsibly and refrain from using offensive language and behavior.
- ★ If an item is left behind, please contact your Premium Services Manager or our Premium Seating Hotline and provide a description of the item and the date it was left. We will make every attempt to find the item for you.

III. ADMINISTRATION OF PRIVATE SUITE TICKETS

ACCOUNT INFORMATION

It is important that you keep an updated mailing address, telephone number, and e-mail address on file with the Premium Seating Services Department. Changes to this information can be made by sending a letter on company letterhead, if applicable, via e-mail to Premium Seating Services.

INVOICES AND BILLING OF PRIVATE SUITE LICENSE FEES

The annual Private Suite license fee is due on May 1st of each year, in advance of the upcoming season. An invoice for the Private Suite license fee will be mailed approximately 30 days prior to the due date. Payment for the Private Suite license fee may be made by check or credit card. For questions concerning invoices, please call your Premium Services Manager or the Premium Seating Hotline at (213) 742-7480.

IV. EVENTS

MONTHLY EVENT CALENDAR

An event calendar can be accessed on-line at www.staplescenter.com/premiumservices.

LAKERS, KINGS, CLIPPERS, AND SPARKS SEASON GAMES

Season tickets for each team's home games will be mailed prior to the start of each season.

EVENT ANNOUNCEMENTS

When an event is booked at STAPLES Center, an event announcement will be emailed to the Private Suite Holder and Suite Admin. The announcement will outline the name of the act or performer, the date and time, and SRO ticket price. Please refer to Section V for more information on online ticket ordering.

OTHER EVENTS

Non-Covered Events

Each year, STAPLES Center will host a number of entertainment events, including concerts, family shows and various sporting events. An event announcement will be emailed to the Private Suite Holder and Suite Admin. Payment for non-covered event tickets must be made by credit card only. The tickets will be mailed to the main licensee approximately two weeks prior to each event.

Non-Public Events

Non-public events, such as a private convention or trade show, are considered private events and Private Suite Holders will not have the opportunity to purchase tickets.

Cancelled or Rescheduled Events

In the unlikely event that a game or event is cancelled or rescheduled, the Premium Seating Services Department will provide Private Suite Holders details regarding alternate performance dates.

V. TICKETS/ACCOUNT MANAGER

STAPLES CENTER CUSTOMER PORTAL

You are able to access a variety of features by logging in at, www.staplescenter.com/premiumticketing.

Forward Tickets

You can send your tickets or parking to virtually anyone, up until VIP Doors open before each event. This allows you to email tickets to friends, family or clients when you cannot attend a game. Simply log in to your account and select the tickets or parking you would like to send, then select "Proceed to Step 2". You don't even need to have your tickets in-hand. Enter your guest's First Name, Last Name and Email Address, then select "Proceed to Step 3", then check the box to confirm that you would like to make the transfer, and select "Process Now".

How It Works

Each of your tickets carries a unique barcode, ensuring they are authentic. During the forwarding process, the barcode on your original ticket is cancelled and a new one is issued electronically.

What Is The Fee?

As a STAPLES Center Private Suite Holder, there is NO CHARGE for using this service.

PRIVATE SUITE TICKET DISTRIBUTION

Mailing Tickets

Private Suite Holders with multiple licensees have specified one individual to be the main licensee. Tickets will be sent only to the main licensee, who is responsible for distributing tickets.

Private Suite tickets to STAPLES Center home team games will be mailed at STAPLES Center's expense by overnight mail to the main licensee prior to the beginning of each season. Tickets to concerts, family shows, etc. will be mailed by overnight mail two weeks prior to the event.

Please note that the resale of Private Suite tickets is strictly prohibited, as stipulated in the Private Suite License Agreement. STAPLES Center reserves the right to take appropriate action or terminate a Private Suite Holder's License Agreement if this policy is violated.

Premium Seating VIP Will Call

Private Suite Holders may request tickets to be left at Premium Seating VIP Will Call located at the Box Office adjacent to Star Plaza entrance on Chick Hearn Court (formerly 11th Street) between Georgia and Figueroa Streets.

To ensure that tickets are released to the proper individual, all guests must show a photo identification. If the designated person cannot pick up the tickets, the main licensee should contact either by phone or email your Premium Services Manager noting the change from one individual to another. Tickets will not be released to an unauthorized individual.

A courier service may be sent to pick up tickets. The courier service is required to present a letter of authenticity for verification. The letter should also reference the name in which the tickets have been placed.

REFUNDS, EXCHANGES & CANCELLATIONS

There are no refunds, exchanges or cancellations. If a guest is not able to attend the event, we suggest that another guest be invited.

STOLEN OR LOST TICKETS

Tickets must be treated like cash. We recommend that they be kept in a secure place. Lost or stolen tickets can be replaced only under the conditions set forth by management and only to the Private Suite Holder of record.

Notice of a stolen ticket must be accompanied by a police report indicating the circumstances of the theft. A stolen ticket with a police report will be replaced at no additional charge.

If a ticket is lost or misplaced, you can re-issue the ticket/s through your STAPLES Center Customer Portal . Simply log in to your account at www.staplescenter.com/premiumticketing. Select the ticket/s you wish to re-issue the exact row and seat number/s must be known, and select "Transfer". During this process the barcode on the original Private Suite ticket is cancelled and a new one is issued electronically.

RESTRICTED VIEW POLICY

If the stage configuration of an event happens to restrict the view from your Private Suite, you will receive an event notice indicating this circumstance and you will be relocated to the best available area in the Premier Seat section.

VI. FOOD AND BEVERAGE SERVICE

PRIVATE SUITE CATERING

Delicious meals prepared by Levy Restaurants are presented nightly in your suite. Catering is available by simply logging into your Levy Catering account at www.e-levy.com/staplescenter. You may also order food and beverages during your event using the "Day of Event" menu and phone provided in your Private Suite.

SAN MANUEL CLUB

The San Manuel Club restaurant and bar is located on Suite Level A and is open to Private Suite and Premier Seat Holders for dinner before and during events. Reservations are strongly suggested for dining in the San Manuel Club. Access to the San Manuel Club is limited to one person per Private Suite ticket. Everyone entering the San Manuel Club must have a Premier Seat or Private Suite ticket.

Please note the following guidelines for making San Manuel Club reservations:

- For all San Manuel Club reservations, please contact Levy Restaurants directly at (213) 742-7450.
- All guests who choose to dine in the San Manuel Club (pre-game or game time seating) must have a Premier or Private Suite ticket.
- Levy Restaurants will begin accepting dinner reservations 4 weeks prior to an event. Dinner reservations are on a "first-come, first-served" basis.
- Dinner reservations will be accepted during the following hours:

| Day | Hours |
|-----------------|-------------------------------------|
| Season Weekdays | 9:00 AM - 5:00 PM |
| Season Weekends | 10:00 AM - 3:00 PM |
| Summer Weekdays | 10:00 AM - 4:00 PM |
| Summer Weekends | 9:00 AM - 3:00 PM (event days only) |

- When making a dinner reservation in the San Manuel Club, you will be required to give your Premier or Suite Account Number. Without this information, dinner reservations will not be confirmed.
- Dinner reservation times for special events will vary. Please contact Levy Restaurants at (213) 742-7450 for additional information and details.
- Levy Restaurants reserves the right to release all dinner reservations 15 minutes after the scheduled reservation time.
- STAPLES Center and Levy Restaurants reserve the right to release any dinner reservation in the San Manuel Club for all guests who do not have a valid Premier Seat or Private Suite ticket.
- Dining guests are prohibited from booking, selling or profiting from the sale of dining room tables for their personal financial gain. STAPLES Center reserves the right to permanently bar any guests found to have profited from the sale or use of dining tables in the San Manuel Club.
- The reservation policy is subject to change during playoffs.
- Up to 4 (four) San Manuel Club guest passes for your guests sitting in the Upper or Lower Concourses may be requested on a per event basis through your Premium Services Manager. These guest passes may only be picked up at Premium Seating VIP Will Call two hours before the event. A guest pass cannot be requested in lieu of purchasing a ticket. This privilege is revoked in the event the policy is abused.

Private Suite Holders may also book the San Manuel Club for private parties and functions during non-event hours. Full service catering is provided by Levy Restaurants, with audio visual equipment available. For pricing and other information, please call your Premium Services Manager.

LEXUS CLUB

Lexus Club, located on Suite Level A, is an exclusive, members-only restaurant and club. The Lexus Club, features a signature chef's table, as well as world class wines and spirits from the finest producers from around the globe. A full service humidor is also included for all members. For membership information, please contact your Premium Services Manager.

CONCESSION STANDS AND LOUNGES

For your convenience, concession stands and lounges are located on Suite Level A. The lounges include the Buss Stop, located on the east side of the arena, and Cooke's Corner, located on the west side of the arena.

Refreshment stands are also located on the Main and Upper Concourses.

VII. PARKING

VIP PARKING AREA

The VIP parking for Private Suite Holders is Lot 1 located on the south side of 11th St and Georgia St.

Only Private Suite Holders displaying the appropriate rear view mirror hang tag will be allowed to park in this area. Hang tags for the VIP parking areas will be mailed to the licensee along with each team's season tickets.

Parking passes for all non-covered events can be purchased on a per-event basis at the time you order your First Right of Refusal tickets for each event. These passes will be mailed with your tickets approximately two weeks before each event if you ordered them online.

GENERAL PUBLIC PARKING AREAS

More than 16,000 parking spaces are available within a seven to ten minute walk to the district. These lots are privately owned and operated. Parking at these lots provides an affordable option to guests within a short walking distance. Rates and hours of operation in these lots vary and are controlled by private management of the individual lots. Public parking passes can be purchased in advance online via www.axs.com or www.ticketmaster.com or at the event upon entrance to the parking lot. All general public parking passes are subject to availability.

LOST PARKING PASSES

If a parking pass is lost or misplaced you can now print it yourself or Transfer to anyone thru your STAPLES Center Customer Portal . Simply log in to your Private Suite account at www.staplescenter.com/premiumticketing. Select the parking pass you would like to "Print-at-Home" or simply Transfer to a friend.

ACCESSIBLE PARKING FOR GUESTS WITH DISABILITIES

Designated parking is available for guests with disabilities. These spaces, including van-accessible spaces, are designated for vehicles displaying a current state-issued disability placard or license plate. Guest Services can provide further information regarding parking access for guests with disabilities. We may require proof of California ADA registration. Please contact Parking Services at (213) 742-7275.

If you have a guest who requires special assistance, please contact your Premium Services Manager, Guest Relations Department at (213) 742-7326, or STAPLES Center Parking Office at (213) 742.7275 in advance. We make every effort to accommodate those with special needs.



For more views, please visit www.staplescenter.com/ticketing/premium-seating/parking-1.