

# COOL INSURING ARENA



## *2023 Promotor's Guide*

*Cool Insuring Arena  
1 Civic Center Plaza  
Glens Falls, New York  
(518) 798-0366  
[www.Coolinsuringarena.com](http://www.Coolinsuringarena.com)*

## **General Information**

**Cool Insuring Arena**  
One Cool Insuring Arena Plaza  
Glens Falls, NY 12801

Phone: (518) 798-0366  
Website: [www.coolinsuringarena.com](http://www.coolinsuringarena.com)

## **Management**

The Cool Insuring Arena is located in New York State, Glens Falls. The arena is managed by The Adirondack Cool Insuring Arena Coalition, Inc. which is based in Glens Falls NY.

## **Facility Personnel**

General Manager	Jeffrey Mead	<a href="mailto:jmead@coolinsuringarena.com">jmead@coolinsuringarena.com</a>	Ext. 113
Director of Events	Alexis Macy	<a href="mailto:Amacy@coolinsuringarena.com">Amacy@coolinsuringarena.com</a>	Ext. 111
Box Office Manager	Avery Giroux	<a href="mailto:Agiroux@coolinsuringarena.com">Agiroux@coolinsuringarena.com</a>	Ext. 115
Operations Manager	Larry DiDio	<a href="mailto:Ldidio@coolinsuringarena.com">Ldidio@coolinsuringarena.com</a>	Ext. 116
Finance Manager	Victoria Beagle	<a href="mailto:Vbeagle@coolinsuringaren.com">Vbeagle@coolinsuringaren.com</a>	Ext. 308

## **COOL INSURING ARENA HISTORY**

The Cool Insuring Arena, formally the Glens Falls Civic Center, built in 1979, is a 4,806-seat multi-purpose venue located in downtown Glens Falls, NY. The venue is a full entertainment arena featuring concerts, family shows, consumer shows, and sporting events. The Cool Insuring Arena is managed by The Adirondack Cool Insuring Arena Coalition, Inc.

The facility is the home for sports and entertainment in New York's North Country. Located 50 miles north of New York's State Capital of Albany, the Cool Insuring Arena is able to reach nearly 750,000 people throughout the Capital Region, the Adirondacks, and Western Vermont.

The Cool Insuring Arena accommodates up to 7,562 patrons for an in-the-round performance and also features an ice floor.

The venue also features the 7,335 square foot Heritage Hall, a multi-purpose room available to groups for meetings, banquets, and other public and private events.

Cool Insuring Arena is a New York State Qualified Film Production Facility.

# Notable Events at Cool Insuring Arena

Adirondack Thunder Hockey  
Adirondack Red Wings  
AHL Hockey  
Jeff Dunham  
Willie Nelson  
Disney Live  
Sesame Street Live  
Styx  
REO Speedwagon  
The Who  
Frank Sinatra  
Slayer  
Megadeath  
New York State Public High  
School Athletic Association  
Sports Championships

Brantley Gilbert  
WWE Live  
Justin Moore  
Godsmack  
Harlem Globetrotters  
Newsboys  
Casting Crowns  
Phish  
Shinedown  
Monster Trucks  
Adirondack Stampede Rodeo  
Siena Men's Basketball  
Garden Bro's Circus  
Bill Engvall  
Primus  
Kenny Rogers  
Motorcycle Ice Racing  
Brand New  
Mastodon  
Chris Young  
Darius Rucker



## **Logistical Information**

### **Dressing Rooms**

All dressing rooms are located on the Arena Floor level in the northwest quadrant (stage left).

All rooms are within 60 to 120 feet away, stage left.

- (4) Dressing/Locker Rooms w/ shower and toilet
  - (1) Production office w/ work area, hard lined internet access and phone jacks
- \*Washer & Dryer Available upon request

### **Electrical Equipment**

Fire sprinklers and fire extinguishers are located throughout the arena and office areas. An emergency generator will provide backup sound and light power in case of power failure.

### **Features for Guests with Disabilities**

All entrances to the concourse level of the arena are wheelchair accessible. Designated disabled parking is conveniently located in the Front Plaza. Disabled seating is offered in a variety of locations throughout the venue. Handrails inside the Arena are located on the Northeast seating quadrant. An elevator is located behind Section V with access to all four floors of the venue.

### **Floor**

Arena Floor Dimensions: 15,810 square feet

Floor Type: Finished concrete; Synthetic Ice Decking (updated 2016).

### **Dashers**

Plastic with Galvanized Steel. 42" high.

<b>Forklifts (2)</b>	Yale 6,000 lbs. capacity forklift	TCM 3,500 lbs. capacity forklift
	Max lift ht: 15'	Max lift ht: 14'
	Free fork extensions: 6' 6"	Free fork extensions: 6' 6"
	Fuel system: liquid propane	Fuel system: liquid propane
	Tires: pneumatic	Tires: pneumatic
	Carpet Dork: 12'	Carpet Dork: 12'

### **Intercom**

In-house Clear Com intercom system with patch points on all levels including spot light operators. Updated as of 2017.

### **Lighting**

The house light controls are located in the lighting room on the Press Box level. House lighting consists of state of the art LED advanced technology lighting, and Fluorescent Lighting ringed around the Promenade. Each row of lighting fixtures can be individually controlled and can be dimmed according to specification.

### **Load-In**

Entrance: Oakland Ave. at SW corner of the Cool Insuring Arena

External Dock: Capabilities for three (3) large transport trailers at dock at once with quick access into Arena and onto floor.

Entry into Arena at Section "M" Portal

### **Load-in/out Capabilities**

Loading Dock- 15' from Roll-up Doors; Maximum distance to Arena Floor: 50' Multiple Bus/Truck parking available in dock and back parking area

Load-in Roll-up Doors: 16' x 15';

- Box Trucks and Semi are able to back onto Arena Floor for load-in and out.

Storage space is available at loading dock and backstage area.

### **In-House Staging**

Maximum Stage Size: 80' x 40' (101 Pieces of 4' x 8' staging)

Wenger Staging: 4' x 8' increments, adjusted to 4' or 5' high

Aztec Wings: 4' x 8' increments, adjusted to 4' or 5' high

Wood Risers: 4' x 8' increments, (44) at 6" high or (60) at 10" high

Stage Drape: Rental available.

### **Electrical Power**

(1) 400 amp – Three Phase

(1) 200 amp – Three Phase

Location: Portal K (Stage Right) – 35' from Arena Floor

(1) 400 amp – Three Phase

Location: Portal G (Upstage Center) – 15' from Arena Floor

(1) 100 amp – Single Split-Phase

Location: Southwest Backstage Area

Various 50- & 100-amp outlets throughout facility

### **Lock and Keys**

Locker/dressing rooms may be secured with locks and keys. Keys for each room may be checked out through the Operations Manager. All persons who sign out keys will be responsible for return of the keys at the conclusion of the event.

### **Marquee**

The arena has an outdoor fully animated EverSan 10mm marquee. Approximate measurements are 17x11ft.



## Scoreboard

The arena updated its Scoreboard in 2016 with a state of the art US Panasonic 4-wall video board featuring 9 LED lighting and 5mm pixel pitch. Also new as of 2016 are the 7-entry way video boards which are also, US Panasonic, 9 LED and 5mm pixel pitch. It is located Center House and lifts flush to lower steel.

## Spotlights

The Cool Insuring Arena has four (4) Super Troupers, Long throw five (4) positions available on the catwalk, all wired for Clear Com intercom.

## Telephones

Telephones can be installed in any of the dressing/locker rooms or other arena locations. Costing, ordering, and placement can be done by contacting the Event Manager.

## Parking

There are 16 parking lots in close proximity to the Arena. Lots 5 & 6 can be used for parking of trailers after load-in. There are several additional patron parking lots/garages as well as street parking within 5 short city blocks from the Cool Insuring Arena (Refer to parking map on Page 19).

## Pyro

A New York State pyro permit is required for any pyrotechnics used in the building or anywhere on the premises. There will be a designated ace used for storing pyro. The arena will supply fire extinguishers at the show's expense. Please contact the city of Glens Falls Dept of Fire Safety for permit filing and information.

## Runners

The Arena can provide runners upon request. Our runners come with a standard passenger car. If you have any requirements other than this (vans, trucks, etc...), please let us know in advance and we can rent at your cost. Runners will be paid by the show a minimum of \$150.00 per day plus any tolls, gas or other expenses incurred by running. Any airport trips to Albany International come at the additional cost of the renter for reimbursement of fuel cost.

## Seating/Chairs

General fixed seating is made up of Irwin chairs with cushioned backs and bottoms. Disabled seating is located at various locations throughout the Arena. Portable chairs are upholstered and interlocking for use on the arena floor (depends on event set-up).

## Drapery/Soft Goods

We can provide a variety of drapery to fit your needs, from pipe & drape to truss and drapes travestyng the width of the Arena. Please contact the Event Manager for details and options.

## **Rigging**

(Note: Refer to rigging plot on Page 14)

Height from floor to low steel: 44' 6"

High Beam to Floor: 64' 6"

Low Beam to Ceiling: 20'

Truss Height: As Needed

End Stage Set: 75,000 lbs.

## **RENTAL RATES AND CONDITIONS**

### **Equipment and Service Rates**

The Cool Insuring Arena provides a full-range of event equipment and personnel including ushers, ticket-takers, stagehands, cleaning, operations, and technical support. Rental rates are dependent upon contract terms.

### **Rental Rates**

Per day facility rental rates are available upon request. All rental rates are negotiable and dependent upon contract terms. Please call (518) 798-0366 for rates.

**Taxes:** New York State tax is 7% on all revenue.

### **Available equipment**

(Rental and rates subject to contract terms):

- |                              |                                     |
|------------------------------|-------------------------------------|
| - Stage/chair/barricade      | - Forklifts                         |
| - Staging                    | - Tables (8ft. only)                |
| - Ice Decking Floor Covering | - Tables (skirted, each, per day)   |
| - Basketball Floor           | - Pipe and Drape (limited quantity) |
| - Barricade                  | - Furniture                         |
| - Bicycle Rack               | - Sound System and audio headsets   |
| - Outdoor Marquee            | - Telephones                        |
| - Risers                     | - Telephone long distance           |
| - Barriers                   | - Wireless and hard line internet   |
| - Spotlights                 | - Shore power                       |

### **Deposit Requirements and Procedures**

A deposit is required as consideration in order to secure a date at the Arena and/or in Heritage Hall. This amount is due upon execution of the contract or whenever another potential user challenges a date. In case of multiple events, the Cool Insuring Arena will hold the deposit as a floating deposit unless those dates are challenged, in which case the promoter must provide the additional deposit for each sum in advance as a damage deposit, which is refundable after the event is settled and when a check of the facility is completed. Management further reserves the right to require a deposit to cover all estimated expenses, including but not limited to: rent, ticketing fees, set-up, staffing, damages, advertising, electrical services, and miscellaneous equipment. Any unplanned additional and/or extensions of the rental term/agreement will be billed to the renter following the final settlement of the event.

## **I.A.T.S.E. STAGEHAND GUIDELINES**

Union:	Local #524 I.A.T.S.E.
Union Steward/Business Agent:	Colleen Grignon/Ed Smith
Union President:	Adrien Dubee
Loaders Separate:	Yes
Minimum Calls:	<ul style="list-style-type: none"><li>- Minimum two men for any show-related work</li><li>- Minimum three riggers (2 up, 1 down), but only if rigging is actually needed.</li><li>- Supervisory shop steward required when call is 9 people more than; working steward for calls under 9.</li><li>- Stagehands, grips, gaffers, and wardrobe shall be paid a minimum of 4 hours on the load-in and 4 hours on the load-out (Loaders: 4 hours on load-in).</li><li>- For trucks over 22' there must be a minimum four person loader crew</li></ul>
Performance Call:	Four (4) hours (including 30 minute pre-show call)
Crew split for lunch:	Yes
Coffee Break:	10 minutes in the middle of any 5-hour work period.
Meal Break:	1 hour at the end of any continuous 5-hour work period.
All crew on until Sound Check:	No, just minimum.
Focus:	Union focuses upon request, extra charge
Any Split Jurisdiction:	No
Breaks required before Outcalls:	See meal and coffee break above.
Stop Work during Breaks/Meals:	Show option.

**Commercial Rates:** For a performance that is to be recorded or live by a national or regional television network either by way of audio or regional mediums for reuse or presentation, there shall be an additional charge above the prevailing rate. Rates are \$5/hour and/or \$7.50/hour for overtime.

**Overtime:** Time and one half the straight-time hourly rate shall be paid after any eight consecutive hours. Any hours worked between midnight (00:00 hours) and 8:00 a.m. (08:00 hours) shall be paid at time and one half the hourly rate. A performance call shall not be included to compute overtime when in conjunction with an in or an out. Any overtime rate shall include a break after five (5) hours of work.

**Holidays:** Time and one half straight-time hourly rates, or time and one half the straight-time performance rates, whichever is applicable, shall be paid for all holidays worked. This rate shall continue to apply to any call beginning on a holiday and continuing into the hours of the following day. The following are designated holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day. All hours worked on a designated holiday exceeding eight (8) hours will be paid at two (2) times the applicable hourly rate.



### **Box Office/Ticketing**

The Cool Insuring Arena is affiliated with Seat Geek. Tickets to Arena events are available at the Arena Box Office, and on-line through the Internet at [www.Coolinsuringarena.com](http://www.Coolinsuringarena.com). The Cool Insuring Arena's normal Box Office hours are Monday through Friday 10 AM–5 PM, Saturday 10 AM—2 PM. The Box Office is also open Sunday on day of events. Normal business hours are extended on event days. During the summer, office hours are Monday and Thursday, 10 AM – 4 PM and Friday, 10 AM – 1PM.



### **Food and Beverage**

All food, beverage, and concessions are operated and controlled by the Cool Insuring Arena. All arrangements for catering, and food and beverages service should be made through our Director of Events who will coordinate with the Food/Beverage Manager. We have recently upgraded all of our Arena's concession stands with exciting new food items and designs to match what our customers are looking for in food service. Catering contracts are available through the Director of Events. For outside catering, the Arena works with some of the finest restaurants in Upstate New York in order to provide a variety of options to suit your needs. Please forward backstage and beverage requirements to the Arena at (518) 798-0366.

### **Meeting Room Space**

The Cool Insuring Arena offers the meeting room space in Heritage Hall for promoters and local businesses throughout Warren, Washington, and Saratoga counties. These rooms are equipped with a multitude of different setup capabilities, including access to a fully-functioning bar, quality-sized kitchen and restaurant-style facility. Heritage Hall has a maximum occupancy of 468 for banquet seating and 600 for assembly seating. The Hall is handicap-accessible with adjacent restrooms and an elevator.

Heritage Hall is located on the second level of the Cool Insuring Arena and can be subdivided into 2 smaller rooms;

- (1) Room 1 -- w/ full service bar and kitchen access  
Room Area: 80' x 45'
- (2) Room 2 – w/ Wireless Mic & PA system  
Room Area: 47' x 45'

Heritage Hall total area is 139' x 45' and has a ceiling of 10'. Stairwells have direct access to the Arena Floor and Dressing Rooms and can be used for extra Dressing Room Space. Heritage Hall is handicap accessible with elevator access to all 4 floors. Contact the Event Manager for capacities of each room.

### **Merchandise/Novelties**

The Arena sells merchandise and will retain a percentage of net merchandise/novelty sales, dependent upon the event contract. Net sales shall be gross receipts minus credit card fees. New York State may also require a vending permit. Please contact us for additional information.

### **Marketing Services**

The Cool Insuring Arena's in-house marketing department can assist with the numerous details involved to successfully market your event. For a negotiated fee (based on time, labor, and expense) the Cool Insuring Arena can also assist with promotions, public relations, and the publicity needed to ensure ticket sales.

### **Local Media**

#### **Print**

Print support comes from;

The Post-Star

- (circ. Mon-Sat: 33,667; Sun: 35,851)

The Chronicle

- (circ. Weekly: 30,000)

The Saratogian

- (circ. Mon-Sat: 8,500; Sun: 10,000)

Metroland

- (Thurs Only: circ. 100,000+)

Community News

- (Fri Only: circ. 23,000)

The Albany Times Union

- (circ. Mon-Sat: 53,521;  
Sun: 111,780)

#### **Television**

WNYT / Ch. 13.....NBC Affiliate

WRGB / Ch. 6 .....CBS Affiliate

WXXA / Ch. 7.....FOX Affiliate

WTEN / Ch. 10.....ABC Affiliate

WCWN / Ch. 15.....CW Affiliate

## Radio

WRVT / 88.7 FM.....Public Radio  
WMHT / 89.1 FM.....Classical  
WSSK / 89.7 FM...Christian Contemporary  
WXLG / 89.9 FM.....Public Radio  
WAMC / 90.3 FM.....Public Radio  
WLJH / 90.7 FM...Christian Contemporary  
WNGN / 91.9 FM.....Religious  
WFLY / 92.3 FM.....Top 40  
WGFR / 92.7 FM.....ACC (College)  
W228BO(WXLG)/ 93.5 FM.....Public Radio  
WNYV / 94.1 FM.....Adult Contemporary  
WBAR/ 94.7 FM.....Religious  
WVTQ / 95.1 FM.....Classical  
WYJB / 95.5 FM.....Adult Contemporary  
WCQL / 95.9 FM.....Hot AC  
WZRT / 97.1 FM.....Top 40  
W247BJ (WXLG) / 97.3 FM.....Public Radio  
WJJR / 98.1 FM.....Adult Contemporary  
WCKM / 98.5 FM.....Oldies  
WRVE / 99.5 FM..... Hot AC  
WFFG / 100.3 FM.....Country  
WJKE / 101.3 FM.....Hot AC  
WNYQ / 101.7 FM.....Classic Hits  
WEQX / 102.7 FM.....Alternative  
WMNV / 104.1 FM.....Religious  
WBLN (LPFM) / 104.9 FM.....Religious  
WJEN / 105.3 FM.....Country  
WQSH / 105.7 FM.....Classic Hits  
WPYX / 106.5 FM.....Classic Rock  
WKBE / 107.1 FM.....Alternative  
WGNA / 107.7 FM.....Country  
WROW / 590 AM.....Oldies  
WNNZ / 640 AM.....Public Radio  
WGY / 810 AM.....News / Talk  
WOFX / 980 AM.....Sports  
WAIX / 1160 AM.....Hot AC  
WMML / 1230AM.....Sports  
WENU / 1410 AM.....Sports  
WWSC / 1450 AM.....Talk  
WDCD / 1540 AM.....Religious

**Seating Capacities:**

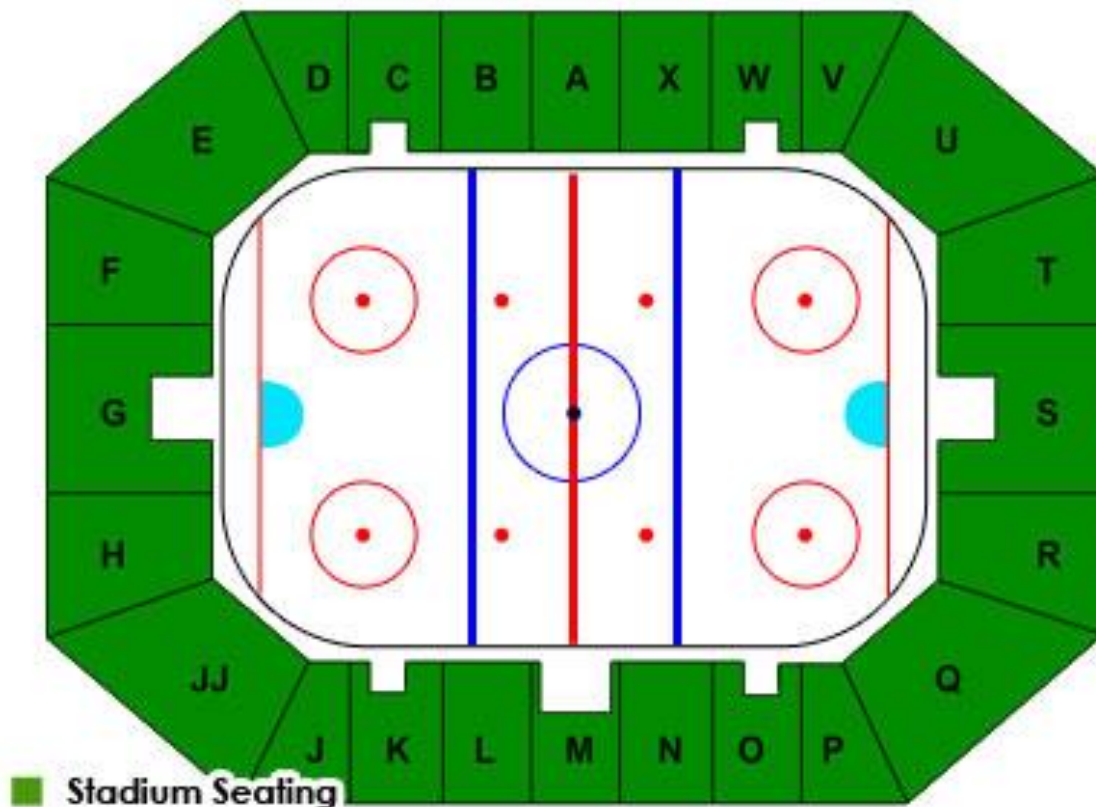
- Permanent Seating: 4,806
- Ice Hockey: 4,806
- Basketball: 5,475
- In the Round: 7,562
- End Stage: 6,778

**Event Set-Up Possibilities:**

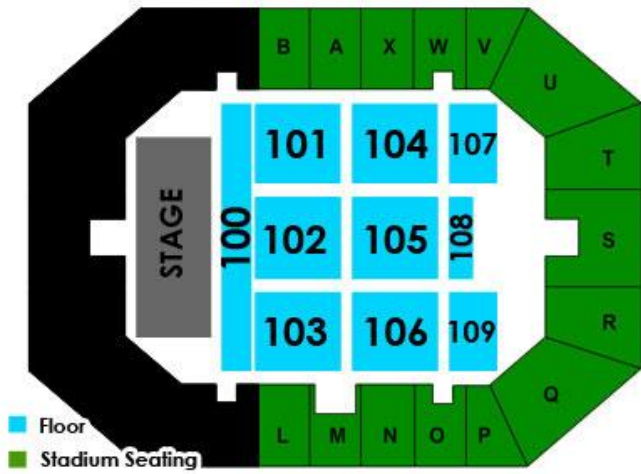
- Ice Hockey, Figure Skating, Ice Show
- Basketball
- Boxing, Wrestling
- Circus, Rodeo
- Trade Show – Arena Floor
- Trade Show, Banquet – Heritage Hall
- End Stage, Half-House Concerts, Comedy Shows, Family Shows

**Seating Charts**

Basic / Hockey Layout



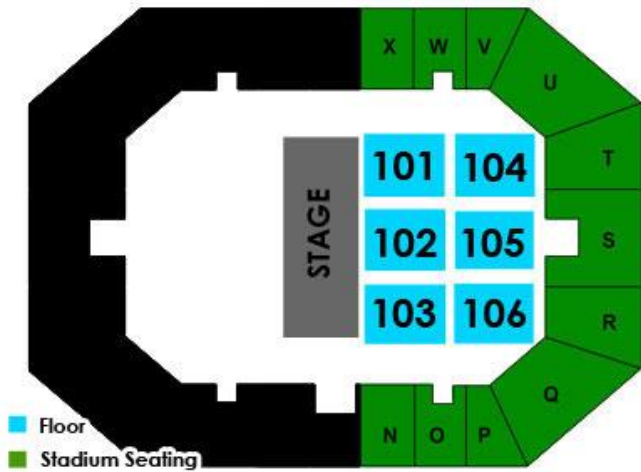
Concert - Seating



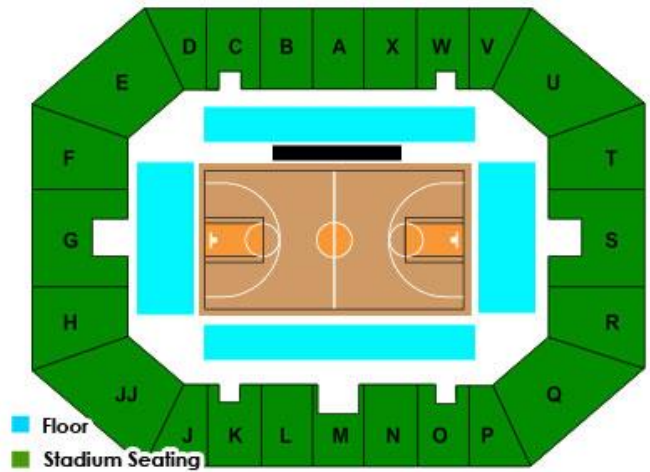
Concert - General Admission



Family show



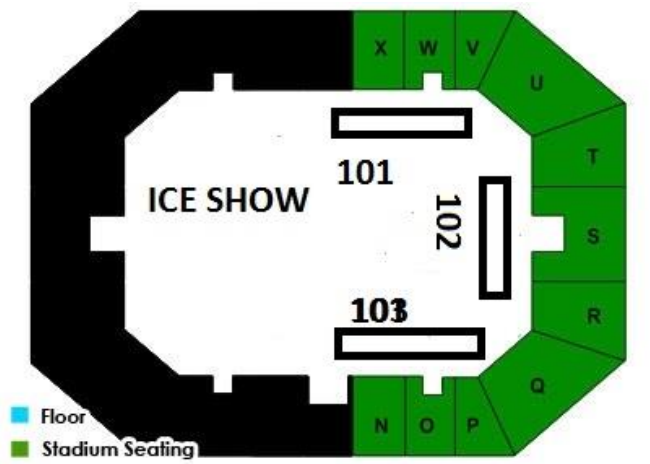
Basketball



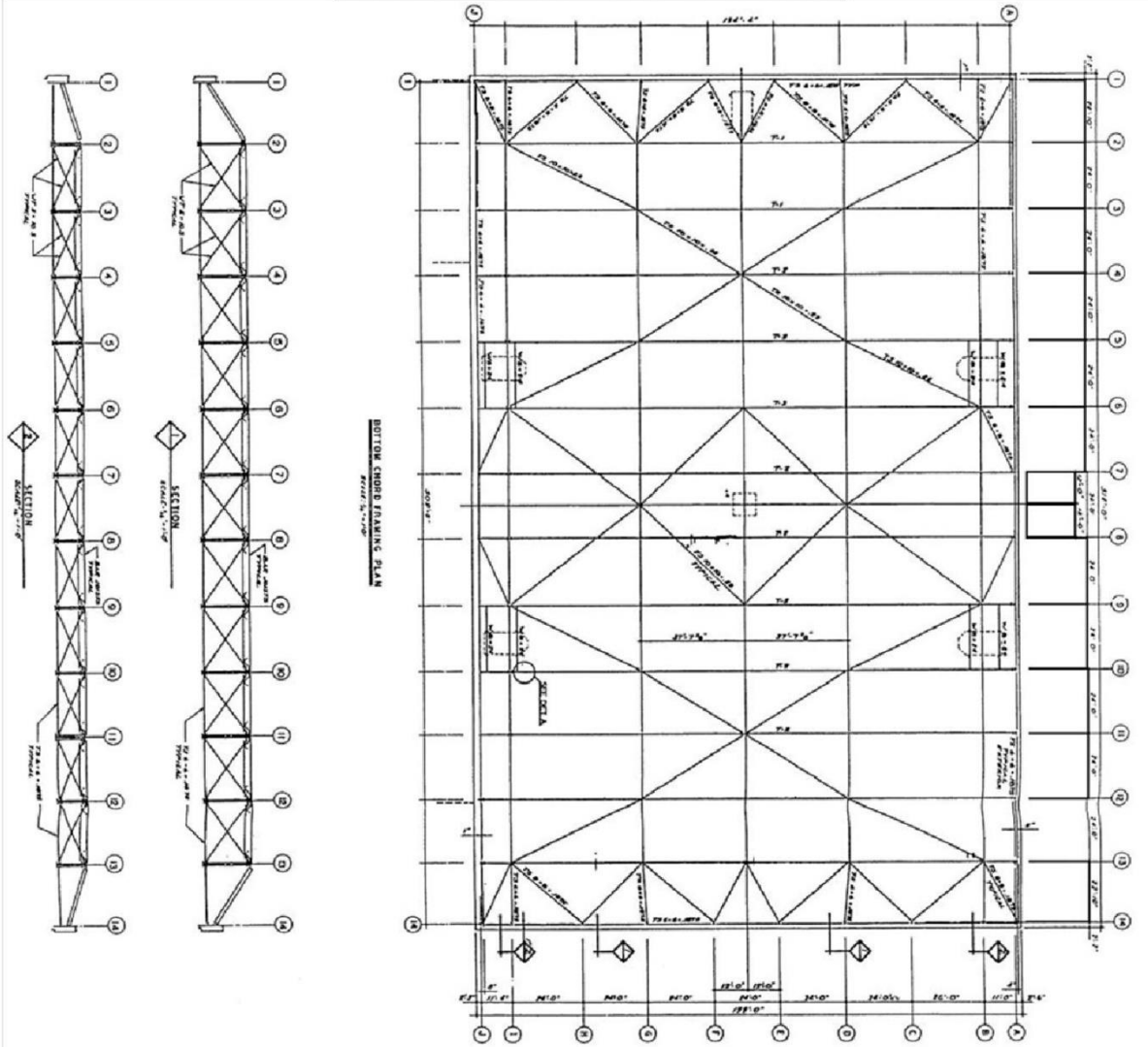
Wrestling



Ice Show



# Arena Beam Schematic

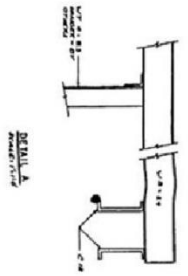
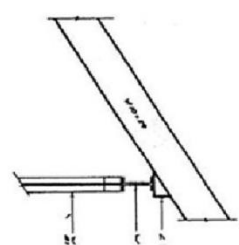


**GENERAL NOTES**

1. ALL DIMENSIONS SHALL BE AS SHOWN UNLESS OTHERWISE SPECIFIED.
2. THE STRUCTURE SHALL BE CONSTRUCTED TO WITHSTAND ALL APPLICABLE LOADS AS SHOWN ON THESE PLANS AND AS SET FORTH IN THE SPECIFICATIONS.
3. THE STRUCTURE SHALL BE CONSTRUCTED TO WITHSTAND ALL APPLICABLE SEISMIC LOADS AS SET FORTH IN THE SPECIFICATIONS.
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**SECTION LEGEND**

SYMBOL	DESCRIPTION
1	1" PIPE
2	3" PIPE
3	4" PIPE
4	6" PIPE
5	8" PIPE
6	10" PIPE
7	12" PIPE
8	14" PIPE
9	16" PIPE
10	18" PIPE
11	20" PIPE
12	22" PIPE
13	24" PIPE
14	26" PIPE
15	28" PIPE
16	30" PIPE
17	32" PIPE
18	34" PIPE
19	36" PIPE
20	38" PIPE
21	40" PIPE
22	42" PIPE
23	44" PIPE
24	46" PIPE
25	48" PIPE
26	50" PIPE
27	52" PIPE
28	54" PIPE
29	56" PIPE
30	58" PIPE
31	60" PIPE
32	62" PIPE
33	64" PIPE
34	66" PIPE
35	68" PIPE
36	70" PIPE
37	72" PIPE
38	74" PIPE
39	76" PIPE
40	78" PIPE
41	80" PIPE
42	82" PIPE
43	84" PIPE
44	86" PIPE
45	88" PIPE
46	90" PIPE
47	92" PIPE
48	94" PIPE
49	96" PIPE
50	98" PIPE
51	100" PIPE



## **LOCAL BUSINESSES & ATTRACTIONS**

The following facilities may be contacted directly or through the Event Manager

### **Equipment Rental Companies**

- Adirondack Scenic, Inc. Argyle, NY (518) 638-8000
- Allerdice Rent-All Saratoga, NY (518) 584-0002
- Clifton Park Rental Center Clifton Park, NY (518) 877-7449
- Creative Stage Lighting North Creek, NY (518) 251-3302
- High Peaks Light and Sound Saratoga, NY (518) 222-0151
- NES Rentals Queensbury, NY (518) 792-2204
- Advance Rental Supply Queensbury, NY (518) 792-2222

### **Lodging**

- Queensbury Hotel Glens Falls, NY (518) 792-1121
- Country Inn & Suites Queensbury, NY (518) 745-0180
- Fort William Henry Lake George, NY (800) 234-0267
- Hampton Inn & Suites Lake George, NY (518) 668-4100
- Holiday Inn Resort Lake George, NY (518) 668-5781
- Ramada Inn Queensbury, NY (518) 793-7701
- The Sagamore Resort Bolton Landing, NY (518) 664-9400
- Six Flags Great Escape & Indoor Waterpark Queensbury, NY (518) 824-6000
- Sleep Inn & Suites Queensbury, NY (518) 955-3000

### **Day Spas**

- Body Relief & Spa Queensbury, NY (518) 792-6196
- The Sagamore Resort Bolton Landing, NY (518) 644-9400
- The Spa Studio & Salon Glens Falls, NY (518) 745-6909

### **Emergency (Dial 911 or...)**

- Empire Ambulance Service Glens Falls, NY (518) 480-4944
- Glens Falls Hospital Glens Falls, NY (518) 926-1000
- Glens Falls Police Department Glens Falls, NY (518) 761-3840

### **Entertainment**

- Aviation Mall Queensbury, NY (518) 793-8818
- Hiland Golf Club Queensbury, NY (518) 793-2000
- Saratoga Racecourse (seasonal) Saratoga, NY (518) 584-6200
- Saratoga Raceway & Casino Saratoga, NY (518) 584-2110
- Six Flags Great Escape Lake George, NY (518) 792-3500
- Top of the World Golf Course Lake George, NY (518) 668-2062
- The Sagamore Resort Golf Course Bolton Landing, NY (518) 644-9400
- West Mountain Ski Center Queensbury, NY (518) 793-6606

## **LOCAL BUSINESSES & ATTACTIONS (cont'd)**

### **Restaurants/Take-Out**

-	Bogey's Pub & Grill	Queensbury, NY	(518) 792-1560
-	Carl R's Café	Queensbury, NY	(518) 793-7676
-	Cirelli's Osteria	South Glens Falls, NY	(518) 636-5090
-	Cooper's Cave Ale Company, Ltd	Glens Falls, NY	(518) 792-0007
-	Dango Fitzgeralds Irish Steakhouse	Saratoga Springs, NY	(518) 584-2022
-	Davidson Brothers Brewpub	Glens Falls, NY	(518) 743-9026
-	Denny's (24 hrs.)	Queensbury, NY	(518) 798-4388
-	Docksider Restaurant	Lake George, NY	(518) 792-3534
-	Downtown City Tavern	Glens Falls, NY	(518) 480-3500
-	Farm House Grill	Lake George, NY	(518) 668-3000
-	Gourmet Café	Glens Falls, NY	(518) 761-0864
-	Hometown Smoothies	Glens Falls, NY	(518) 816-1234
-	Log Jam	Lake George, NY	(518) 798-1155
-	O'Toole's Restaurant/Pub	Queensbury, NY	(518) 793-3389
-	Raul's Fresh Mexican Grille	Glens Falls, NY	(518) 761-1180
-	Steve's Place	Glens Falls, NY	(518) 793-5855
-	Talk of the Town	Glens Falls, NY	(518) 798-3348

### **Transportation**

-	Adirondack Trailways	Glens Falls, NY	(800) 858-8555
-	Albany International Airport	Albany, NY	(518) 242-2200
-	Amtrak Rail Service	Fort Edward, NY	(800) 872-7245
-	Empire East Aviation, Inc.	Glens Falls, NY	(518) 798-3091
-	Floyd D. Bennett Mem. Airport	Glens, Falls, NY	(518) 792-5995
-	Greyhound Bus Lines	Glens Falls, NY	(800) 231-2222
-	Hollywood Limousine	Glens Falls, NY	(518) 792-4871
-	Rentals by Ringer	Hudson Falls, NY	(518) 747-0636
-	White Knights Limousine Service	Troy, NY	(518) 664-4679



## **RULES AND REGULATIONS**

### **Alcohol**

No alcoholic beverages may be brought into the Cool Insuring Arena. Alcoholic beverages will be sold by Food and Beverage services during events should the event allow such sales.

### **Cameras and Recording Devices**

As a general rule, cameras and recording devices of any kind are not permitted inside the Arena. This is subject to change on an event-by-event basis.

### **General Rules**

- The cost of removing excessive tape will be the responsibility of the talent.
- Stickers and adhesive backed decals are not to be given out in or around the building.
- Nails and screws are not to be driven into the arena floor or walls.
- Use of duct tape is strictly prohibited for hanging signs. Painters tape is allowed.

### **Guest Conduct**

The Cool Insuring Arena strives to provide its guests with a safe, comfortable, and enjoyable atmosphere. Therefore, the Arena has established the following guidelines:

- Guests interfering with other guest's ability to enjoy the event may be subject to ejections.
- Guests using foul or abusive language, or inappropriate or unacceptable gestures may be ejected from the Arena
- Guests appearing impaired may be ejected from the Arena and turned over to the authorities.
- Guests are subject to denied entry based upon any of the above guideline violations as well as the refusal to comply with event-by-event security screening precautions.

### **Guidelines for Exhibiting Motorized Vehicles**

- There shall be no refueling of vehicles inside the building.
- Vehicle keys must at all times be readily available to the Cool Insuring Arena Management.
- Keys for unattended vehicles remaining overnight must be given to the Cool Insuring Arena management.
- There shall be no more than  $\frac{1}{4}$  of a tank of gasoline or 5 gallons per vehicle.
- There should not be any storage of flammable fuel in the building except for that which is in the vehicle.
- There shall be no work done on the vehicle inside the building unless authorized by Cool Insuring Arena management.
- Fuel tank doors must be locked or fuel caps taped shut.
- Vehicles will not be started except for move in or move out.
- Cleaning of vehicles is the responsibility of the vehicle owner and must follow Arena policies.

### **Leaflets/Brochures**

Distribution of any printed materials, or selling of any times is prohibited on the Cool Insuring Arena grounds including the parking lots, walkways, and inside the Arena unless permission from the Arena has been granted.

### **Re-Entry into Arena**

General policy of the Arena is once a patron leaves an event there is no re-entry to the event. This policy can be changed per event/promoter request. Please ask an Event Staff representative if you are unsure of a specific event re-entry policy.

### **Re-selling of Tickets**

Re-selling of tickets by private parties is prohibited on Cool Insuring Arena property.

### **Selling of Illegal Merchandise**

Selling of illegal merchandise is prohibited on Cool Insuring Arena property as well as by law.

### **Smoking**

Smoking is not allowed in any public facility in Glens Falls, NY. Smoking accommodations will be provided on an event-by-event basis.

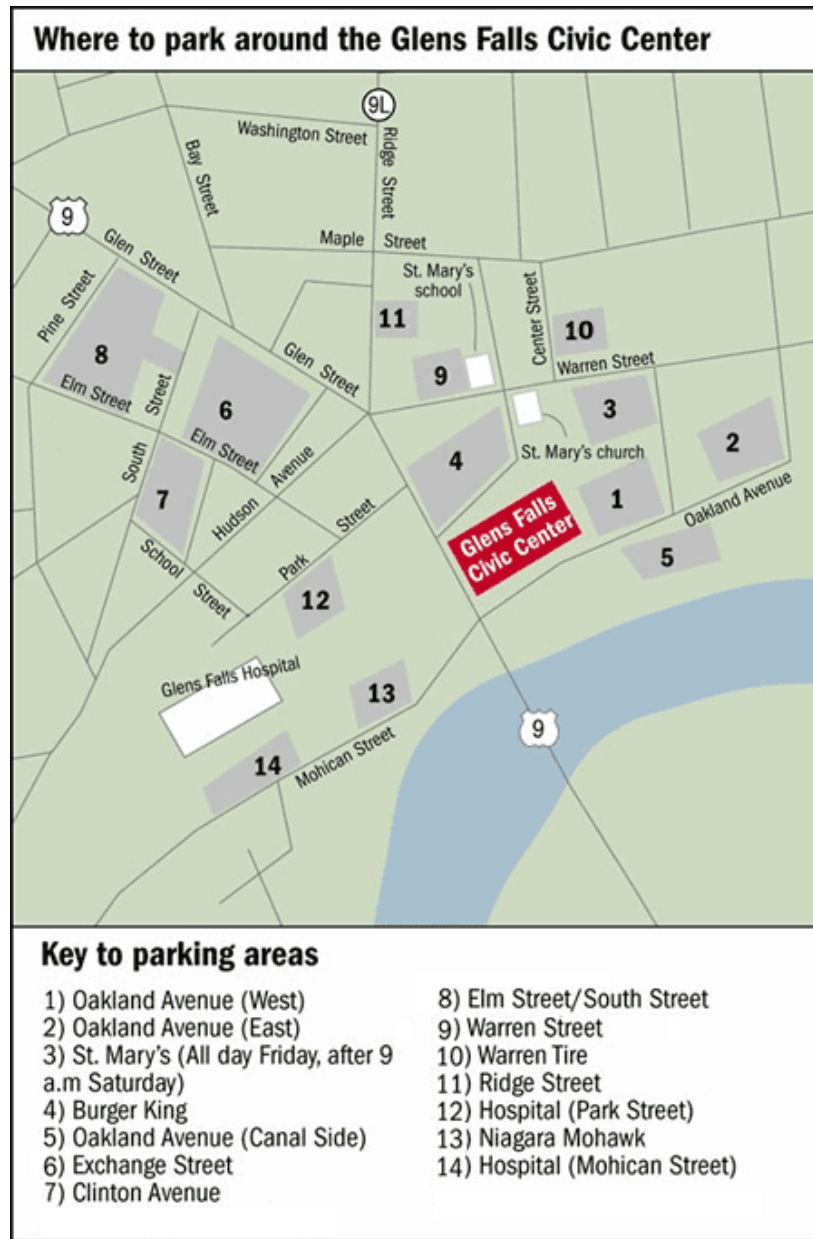
### **Sponsorships**

The Cool Insuring Arena owns signage rights inside and outside of the Arena. Tenants wishing to display advertising signs or banners must be pre-approved by Cool Insuring Arena management.

### **The following items are prohibited in the arena:**

- Aerosol cans
- Air horns
- Alcoholic beverages or illegal drugs
- Animals (except certified service dogs for the disabled)
- Backpacks and excessively large purses
- Beach balls and other inflatables
- Bota bags of wine skins
- Bullhorns or noisemakers
- Cameras (varies on events)
- Confetti
- Face/body paint
- Fireworks, firearms, or other weapons
- Framed backpacks
- Glass bottle or aluminum bottles
- Ice chests or thermo containers
- Laser pointers
- Outside food or beverage

Parking Areas



**Number of Parking Spots:**

1) Oakland Avenue (West)	66 Spaces	10) Warren Street	35 Spaces
2) Oakland Avenue (East)	57 Spaces	11) Warren Tire	45 Spaces
3) St. Mary's	102 Spaces	12) Ridge Street	31 Spaces
4) Burger King	108 Spaces	13) Hospital (Park Street)	216 Spaces
5) Oakland Avenue (Canal)	40 Spaces	14) Sawyers	100 Spaces
6) Exchange Street	167 Spaces	15) Niagara Mohawk	220 Spaces
7) Clinton Avenue	48 Spaces	16) Hospital (Mohican Street)	207 Spaces
8) Elm Street/South Street	140 Spaces	17) Hospital (School Street)	
9) Elm Street	105 Spaces		

## **Directions to the Cool Insuring Arena**

### **From the North**

Take I-87 (Adirondack Northway) south to Exit 18. Turn left at the end of the ramp onto Main Street. Go straight through five traffic lights. This will put you at a fork in the road with a Stewart's shop in the middle. Bear right onto Hudson Street. Go straight.

At the fourth traffic light, turn right onto Route 9 south. The Cool Insuring Arena is on your left-hand side as you start down the hill.

### **From the South**

Take I-87 (Adirondack Northway) north to Exit 18. Turn right at the end of the ramp onto Main Street. Go straight through five traffic lights. This will put you at a fork in the road with a Stewart's shop in the middle. Bear right onto Hudson Street. Go straight.

At the fourth traffic light, turn right onto Route 9 south. The Cool Insuring Arena is on your left-hand side as you start down the hill.

### **From the East**

Take I-90 (New York State Thruway) to Exit 24. Follow the signs to I-87 (Adirondack Northway) to Montreal/Saratoga Springs. Take I-87 (Adirondack Northway) north to Exit 18. Turn right at the end of the ramp onto Main Street. Go straight through five traffic lights. This will put you at a fork in the road with a Stewart's shop in the middle. Bear right onto Hudson Street. Go straight.

At the fourth traffic light, turn right onto Route 9 south. The Cool Insuring Arena is on your left-hand side as you start down the hill.

### **From Rutland, Vermont**

Take Route 4 to Fort Ann, NY. Turn right onto Route 149. Follow this to the junction of Routes 149 and 9 South. Turn left onto Route 9 South.

Follow Route 9 South for exactly 5.5 miles. Cool Insuring Arena is on the left-hand side as you start down the hill.

### **From the West**

Take I-90 (New York State Thruway) to Exit 24. Follow the signs to I-87 (Adirondack Northway) to Montreal/Saratoga Springs. Take I-87 (Adirondack Northway) north to Exit 18. Turn right at the end of the ramp onto Main Street. Go straight through five traffic lights. This will put you at a fork in the road with a Stewart's shop in the middle. Bear right onto Hudson Street. Go straight.

At the fourth traffic light, turn right onto Route 9 south. The Cool Insuring Arena is on your left-hand side as you start down the hill.