



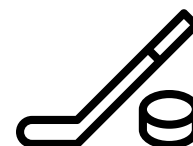
Going to Rocket Mortgage FieldHouse

ROCKET Mortgage
FIELDHOUSE





We are going to Rocket Mortgage FieldHouse. Rocket Mortgage FieldHouse is a place that hosts entertainment such as music concerts, shows and sporting events like the Cleveland Cavaliers basketball games.





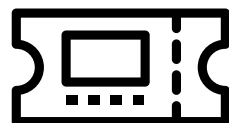
I will need to go through security before entering the building. Security will be wearing black shirts and are there to keep me safe.

The Team Member in black shirts will ask us to put things from our pockets on a tray and walk through a grey metal detector. The metal detector may beep or make a buzzing sound.

Don't worry, I will get my items back after I pass through the metal detector which only takes a few seconds.



There is a ticket office where we might need to pick up the tickets. The Team Member working at the ticket office can let us know where to go and how to find our seats. I will use my ticket to get into the building.

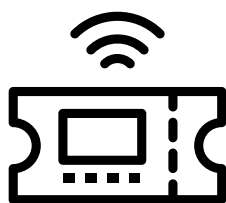


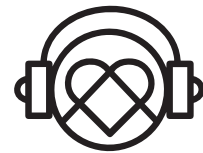


I might need to wait in line to show my ticket before going in. The lobby will be full of excited people going to the basketball game or event.

There will be a stand-alone scanner that I will use to scan my ticket and I will hear a beep.

A Team Member wearing a red shirt will stand next to it and I can ask them questions.





After my ticket is scanned, we will walk up the stairs to get to our seats. Upstairs there are food stands, and I might be able to smell the food.

I will need to ask the people I am with when we can get food. We might get food before or during the event.

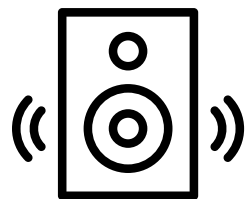
I can look at what kinds of food they have [HERE: click me!](#)

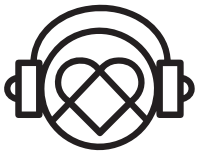




During the event, there might be big screens, bright lights, loud noises or music.

If there is too much noise or the lights are too bright for me, I can ask a Team Member for a sensory bag.

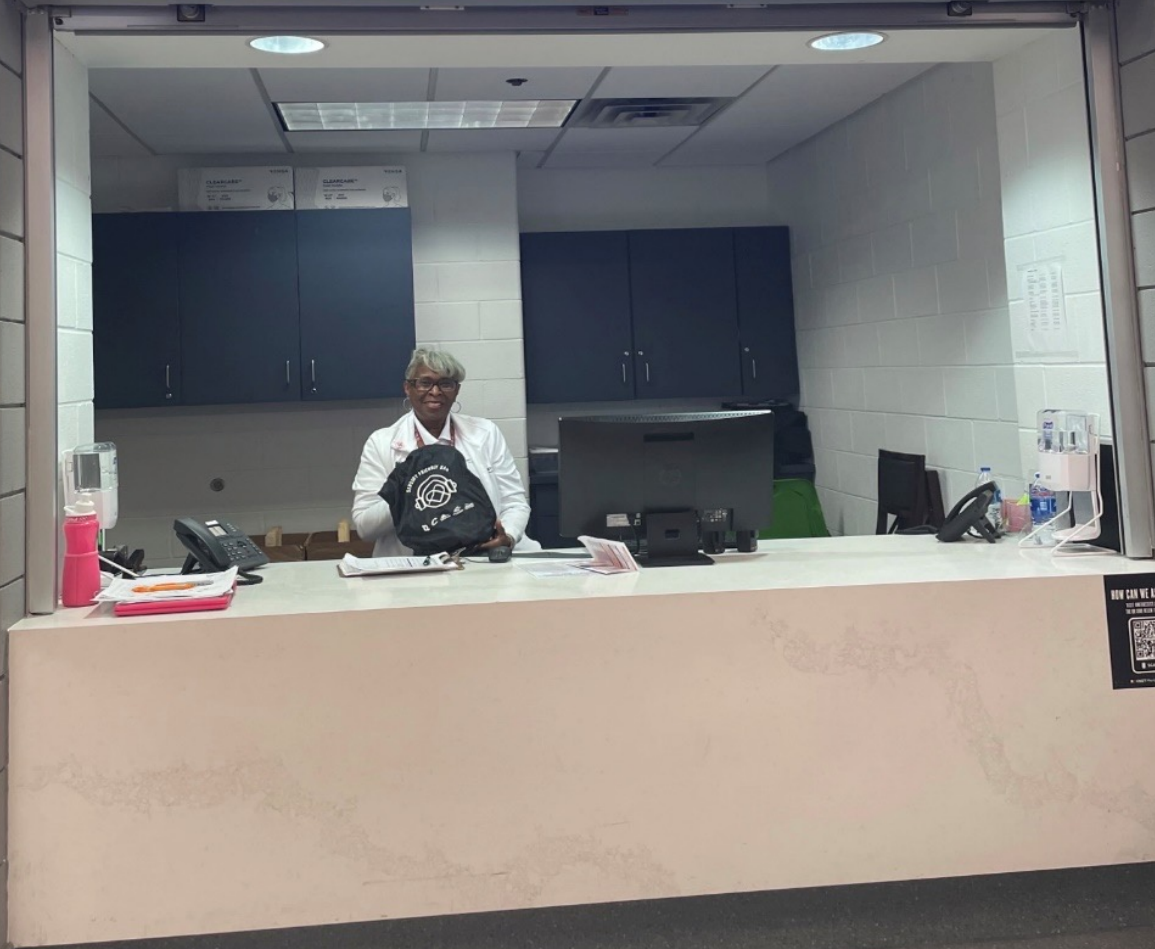




GUEST SERVICES

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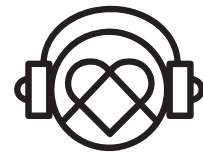


If I need a break or a sensory bag, I can go to Guest Services to ask for a quiet space or sensory bag.

Team Members in a red or blue shirt can direct us to the Sensory Room for a quiet space.

I can always find a Team Member at the Guest Services Booth located behind Portal 1.

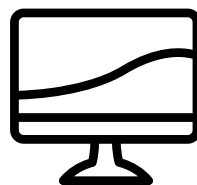




If it gets too loud for me, I can go to the quiet space. The quiet space is located at the Founders Level.

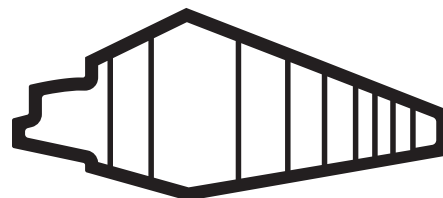
The Sensory Room is a quiet sitting area with fidget toys available to use and take a break. There is a TV in the room that shows the event so we can determine when it is a good time to try again.

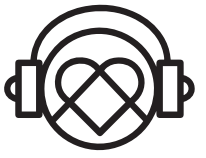
If we decide not to go back to the event, a Team Member outside of the room can let us know how to exit.





I am now ready for my visit to Rocket Mortgage FieldHouse!





Resources:

If there are any questions I have prior to the event, I can call the Guest Experience team at (216) 420.2020, Monday-Friday from 10am-4pm.

