

MERRELL CENTER A-Z GUIDE

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ADDRESS AND PHONE NUMBER

Leonard E. Merrell Center
6301 South Stadium Lane
Katy, TX 77494
Main Phone Number: 281-396-2562

AUTOMATED EXTERNAL DEFIBRILLATOR (AED)

There are two AED's in the Merrell Center located in the South Lobby near the center doors and in the North hallway near the clinic.

ATM LOCATION

There is one automated teller machine (ATM) for your convenience, located in the South West corner of the Merrell Center lobby.

ALCOHOL BEVERAGE POLICY

There is NO alcohol of any kind allowed in the Merrell Center or on the premises.

ANIMALS

Animals or pets of any kind are prohibited with the exception of service animals for guests with disabilities.

BABY CHANGING FACILITIES

Baby changing facilities are located in all family restrooms throughout the facility.

BANNERS AND SIGNS

Banners and signs are allowed in the Merrell Center, but may not exceed three feet in height and a reasonable length. Banners and signs may not be displayed during play due to sight restriction. Banners and signs may not be hung or fastened anywhere in the arena without proper approval from the Merrell Center management. Poles to display banners or flags are prohibited. Banners and signs must not be commercial in nature or obscene, or cause any disturbance with other fans. The Merrell Center reserves the right to remove any banner or sign without exception.

CHILDREN-TICKETS

Children 3 years old and under generally do not need a ticket, provided the child sits in an adult's lap. However, some events will require children of all ages to have a ticket for entry.

CONCESSIONS

There are two concession stands located on the East and West sides of the second floor outer concourse.

DISTRICT

The Merrell Center is home to numerous Katy ISD events including high school commencement ceremonies, sporting contests, banquets, and professional development.

ELEVATORS

Public elevators are located on the East and West ends of the South Lobby.

EMERGENCIES AND EVACUATIONS

The Merrell Center is committed to providing the highest standard of safety for our visitors and employees. Emergency response procedures have been developed to address an emergency or crisis that might arise at the Merrell Center or surrounding areas that might affect the arena operation.

EXITS

Exits are located on both levels of the Merrell Center. Please be aware of the closest exit in case of an emergency.

FAMILY RESTROOMS

For guests with children, family restrooms are located in the SE area of the lobby and the East and West sides of the second floor outer concourse.

FIRST AID

The First Aid station is located on the north side of the arena. Please contact any usher or Merrell Center staff member if you need assistance.

GUEST CONDUCT

The Merrell Center is committed to providing an enjoyable family atmosphere. Guests using foul language or causing an unruly scene will be ejected from the arena. Guests wearing obscene or indecent clothing will be denied entry. Shirts must be worn at all times. Noisemakers of any type are prohibited. Please contact a Merrell Center team member if you need assistance.

HOTELS

There are several hotels located within a 15 mile radius of the Merrell Center. Please visit our "Guest Accommodations" page of the website for more information.

INSPECTIONS AND SEARCHES

In the interest of guest and staff safety, a search process may be required for some events in order to prevent guests from bringing into the arena unauthorized and prohibited items.

LOST AND FOUND

Any item found after an event will be stored in the Merrell Center management office. You can contact the main office, 281-396-2562, to see if your item was recovered.

MERRELL CENTER STAFF

Please see the "Our Team" page of the website for a list of Merrell Center employees.

MEETING ROOMS (LMC 142-144)

On the West side of the facility, the Merrell Center has a 3,000 sq ft meeting area with a flexible design. The area can be separated into three rooms of 40ft x 25ft or one space of 40ft x 75ft.

OUTSIDE FOOD AND DRINK

NO outside food or drink is allowed in the Merrell Center. There are concession stands located in the facility.

PARKING

The Merrell Center is accompanied by 2,400 parking spaces including accessible spaces located near the South and West entrances.

PAYPHONE

There is one payphone located in the South Lobby near the East ticket window.

PROHIBITED ITEMS

For safety reasons, patrons may be refused entry if they are in possession of prohibited items including to, but not limited to: alcoholic beverages, illegal drugs, food, drinks, glass/plastic/metal containers, fireworks, laser pointers, coolers, knives, weapons of any type, baby seats or carriers, unauthorized noisemakers, glitter, confetti, streamers, helium balloons, basketballs, hockey sticks, beach balls, parcels or packages, inflatables, or large bags of any kind.

QUESTIONS/COMMENTS

Please visit the "Contact Us" page of the website to submit any questions or comments regarding the Merrell Center.

RE-ENTRY

Some events will prevent re-entry without the purchase of another ticket. Make sure you are aware of an event's re-entry policy before you leave with the intention of returning to the event.

RESERVATIONS

Please visit the "Reservations" page of the website for information regarding reservation of the arena or meeting rooms.

RESTROOMS

Restrooms are located throughout the Merrell Center for your convenience. All restrooms meet or exceed ADA specifications.

SEATING CAPACITY

5,600 for sporting events; 1,200 for arena floor banquet events; 5,000 for concerts and graduation; (21,600 sq ft. arena floor)

SMOKING POLICY

Smoking is prohibited inside the Merrell Center and on all Katy ISD property.

TICKET BOOTHS

There are two exterior ticket booths that serve the Merrell Center.

UMBRELLAS

For safety purposes, umbrellas are not allowed inside the arena. There will be an opportunity to check-in your umbrella upon entering the facility.

VISITORS

If you are visiting the Katy area for the first time, we urge you to take time to check out the surrounding community. The Katy Mills Mall and a variety of restaurants are located just minutes away from the Merrell Center.

WATER FOUNTAINS

For your convenience, water fountains are located on both concourse levels throughout the facility.

WHEELCHAIRS

If you or a guest are in need of wheelchair assistance, please contact an usher or Merrell Center staff member and we will be happy to escort you to your seat.

YOUNG CHILDREN

We ask that you keep an eye on your children and ensure their safety by not allowing them to wander the facility.