



Individual Event Suite Rental

FAQ'S

When can I book a suite?

Currently, all of our suites are leased on annual terms, however we are still able to rent them when they are not being used. We give the annual leaseholders a deadline of 10 calendar days prior to every event to reserve their suite. After the deadline passes, we are able to rent out unused suites. In the meantime, we keep a waiting list so that we can quickly contact you to let you know what suites are open after the 10-day deadline.

How do I get on the waiting list?

Rental forms are available at: www.iwirelesscenter.com/suites.php. You may submit completed forms via email, fax or mail. You do not have to complete the payment information until we confirm that you have a suite.

Can I buy tickets in the arena in case a suite is not available?

Yes, if you purchase regular tickets in the arena you can trade them in and pay the difference in price to move to the suite if one is available closer to the show date. Handling fees are non-refundable.

What is included with the suite?

The form attached will list the per ticket price. You will get two complimentary parking passes with the suite. Food and beverage is offered for purchase through our in-house caterer, Aramark. The suites feature a private restroom, wet bar, t.v. and counter space for catering displays.

Can I bring in my own food & beverage?

The i wireless Center does not allow any outside food or beverage to be brought into the building. Suite guests may order catering through Aramark (preferably 48 hours in advance) or purchase food at the concession stands. Also, a limited night-of-event menu is available to order from when you arrive in the suite.

How many people can I bring?

The minimum requirement to rent a suite is 12 people, however the suites hold up to 18 or 24 people. If multiple suites are available you will be given the opportunity to select the location and size, however often there is only one or a couple suites available to choose from.

The show that I want a suite for is sold out. How likely is it that I will get a suite?

It is hard to tell. Many suiteholders wait until the 10-Day deadline to book the suite so there is no way of knowing until after the deadline passes. However, even if there is a long waiting list, often those at the top have made other plans by the time we determine suite availability, so it is common that we contact several names before the suite is booked. Family shows, sporting events and multiple performance events are the most likely to have open suites.

I booked a suite... Now what?

Tickets

You may choose to have your suite tickets mailed to you or left at will-call. If selecting will-call, the person picking up the tickets must show an ID to pick them up at the box office.

What if I need more tickets after my original order?

Additional tickets may be purchased up to the weekday prior to the event at 4 p.m. All suite tickets must be ordered in advance by calling (309) 277-1308. Suite tickets cannot be purchased at the box office window if you haven't made prearrangements with the Suite Coordinator.

I know other people who will be at the show. Can they come up to the suite?

All guests must have a suite ticket to view the event from the suite. A brief visitor is acceptable, however if the suite appears over capacity an usher may request to see your guests' suite tickets at any time.

Suite Key

The suite doors lock automatically. You may arrange to have a suite key left at Guest Services/Admin to pick up on your way into the event. You would need to provide a name and that person would have to exchange their ID for the key, then return it on the way out. OR, you and your guests may show your suite tickets to an usher/iwC employee and they can open the suite door for you. Your suite tickets will have the suite number listed in the top left (example: ST 226 for Suite 226).

Suite Doors

We do not recommend propping the suite concourse door open during the event. Keeping the door shut will prevent unwelcome visitors. Please ensure that the sliding glass suite doors are shut and locked before you leave the event. The suites are inspected before and after the event – you are responsible for any damage to the suite space.

How do I order food & beverage?

Contact Deb Jacobsen at Aramark at (309) 277-1374 to order or ask questions about the menu. You will need to provide payment information along with the event and suite number at the time of order.