



PRIVATE DROP-OFFS AND PICK-UPS

Uber, Limousines, Buses, White Horse, Hotel Shuttles, Rideshares, and Personal

DROP-OFF PROCEDURES

Drop-offs will enter PNC Arena property via gate C (Trinity Road) and proceed along Carter-Finley Roadway to the Gate C drop-off location. Guests should then take the stairs down to the sidewalk and up to PNC Arena.

Drop-offs should **NOT** turn into any gate or parking lot, except Gate C. Alert parking staff immediately upon entering the property so that you can be directed to the Gate C drop-off location from Trinity Rd.

Buses and extended limousines may NOT enter the VIP lots; however, permitted to drop-off on the VIP Roadway near the front of PNC Arena.

All private drop-offs have the option to remain on the property during the event. Those wishing to stay must pay the parking fee and be staged by authorized personnel.

For most events, paid buses and limousines will park in front of the red brick plaza on the VIP Roadway. In some instances, paid buses and limousines will park in overflow areas. Limos and busses should remain in their staging area until their guests are ready to ensure they do NOT impede other vehicles from exiting. If your vehicles is on the VIP Roadway, your guests should be contacted and encouraged to exit the building as quickly as possible.

For most events, paid cars and SUVs will be placed in empty parking spaces in VIP and East PG lots. In some instances, paid cars and SUVs may be required to park in the overflow parking lots designated by PNC Arena Management.

PICK-UP PROCEDURES

Drivers should plan to arrive one hour prior to the end of the event.

When returning for pick-up, all pick-ups should enter PNC Arena property via Gate C on Trinity Road and follow along Carter-Finley Stadium. Vehicles will be sent down to the VIP Roadway located on the south side of the building.

Contact your rider to ask which of the four (4) "Uber Zones" they are in, and please tell them to remain in that zone as you will come to them for pick-up. Let our attendants know their location as you will be directed to the VIP Roadway. Make sure you stay in the middle lane until you have reached your rider's zone. You can then move into the right lane for pick-up.

NOTE: If riders try to meet their drivers outside of the previously confirmed zone, it will cause a bottleneck and delay pick-ups.