

Arrival Guide

Preparing for the Idaho Falls Look Up Tour with Will Graham

PRAYER

Pray for people you know who need the hope found in Jesus Christ. Also pray for Will Graham, his team, and the artists who will share the love of the Father each day.

BRING A FRIEND

Over 75% of those who make a decision at a *Look Up Tour* were invited, prayed for, and brought by a friend! You can be that friend who changes someone's life for eternity!

GET THE WORD OUT

The general public will typically learn about the *Look Up Tour* through our publicity efforts, but a personal invitation yields the greatest impact.

Getting There

PARKING

All services are held in the Hero Arena at the Mountain America Center, located at [1690 Event Center Drive, Idaho Falls, ID 83402](#). Park in the surrounding parking lots and enter through the main doorways. Overflow parking is available in various locations throughout Snake River Landing.

SERVICE TIMES

KidzFest, Sept. 23, 3 p.m.

(Doors open 30 minutes prior)

Rend Collective, Will Graham

Student Night, Sept. 23, 7 p.m.

(Doors open 60 minutes prior)

Rend Collective, Will Graham

Family Night, Sept. 24, 5 p.m.

(Doors open 60 minutes prior)

Crowder, Christine D'Clario, Will Graham

People of all ages are welcome to attend any of the three services. Visit LookUpTour.org/IdahoFalls for more information.

During the Event

The *Idaho Falls Look Up Tour with Will Graham* will feature music from award-winning Christian bands and messages of hope from evangelist Will Graham. It is open to everybody and all are welcome to attend.

ADMISSION/SEATING

All seats are FREE on a first come, first served basis. No ticket required. Bring your friends!

HANDOUT POLICY

Guests are not allowed to hand out promotional or advertisement brochures, fliers or any other printed material to other guests while in the parking lots or in the Mountain America Center.

PROHIBITED ITEMS

The following items are prohibited and will not be allowed into the arena:

- Alcohol, drugs, illegal substances or any paraphernalia associated with drug use
- Animals (except trained service animals and service animals in training for guests with disabilities)
- Audio/video recorders, professional cameras, tripods
- Bags, except those that are clear or are used for medical or childcare purposes
 - Note: all bags, clear and exempted bags, are subject to search
- Cans, bottles, coolers or other similar containers
- Electronic cigarettes / vape pens
- Fireworks
- Flags/signs with poles
- Tablets and laptop computers
- Laser pens/pointers of any type
- Artificial noisemakers of any type (such as air horns)
- Outside food or beverages
- Oversized bags, backpacks, or duffel bags
- Pepper spray/mace
- Strollers
- Umbrellas
- Weapons of any type, including chains, knives, firearms and spiked jewelry (including permit to carry)
- Any other item deemed unacceptable by event/building management.

For a complete list of Prohibited Items visit: MountainAmericaCenter.com/az-guide/#prohib

VENUE CLEAR BAG POLICY

There is a clear bag policy enforced by the Mountain America Center:

- NO large bags permitted
- One CLEAR bag that does not exceed 14" x 14" x 6" OR one SMALL bag clutch that does not exceed 4.5" x 6.5"
- Non-clear medical and diaper bags are permitted upon inspection
- Diaper bags are allowed into events, but are subject to be searched by our security staff.
 - Please keep in mind, a child/baby must be present with an adult for diaper bags to be allowed into the facility.

CONCESSION STANDS

Concession stands will be available before the service and during the music program. All concessions will be closed during Will Graham's message. All non-concession food and drinks are prohibited. The *Look Up Tour* does not profit from concession sales.

CASHLESS VENUE

The Mountain America Center is a cashless/cash-free facility. Credit and debit cards, prepaid gift cards, along with Apple Pay and Google Pay, are accepted forms of payment. Concession stands, portable carts and merchandise stands will only accept card payments. To assist guests that would prefer to pay with cash and/or do not have credit or debit cards as a payment option, there are three self-serve cash-to-card kiosks located throughout the concourse, near section 100, section 104, and within the Box Office lobby.

WHEEL CHAIR ASSISTANCE

Guests who require additional assistance because of a limitation in mobility can request a wheelchair transport from the entry doors of the arena to their seating location. Ask a Welcome Team Member.

SPANISH LANGUAGE TRANSLATION

There will be Spanish-language translation for all the *Look Up Tour* services. Please bring your phone and headphones, and go to the Spanish Translation Table near the main entrance. To access the translation services you will call (704) 327-2552 for live audio.

SIGN LANGUAGE

There will be interpretation in sign language at all events. If you need this service, please inform our welcome team and they will usher you to a seat in our sign language area.

WI-FI

Free Wi-Fi is available to guests within the venue. Please find the "Mountain America Guest" profile and utilize this while in the venue.

LOST & FOUND

If an item is lost or found during the *Look Up Tour* services, please visit the Lost & Found table near the Box Office.

SMOKING AND TOBACCO POLICY

The Mountain America Center is a non-smoking, tobacco-free and vape-free campus.

More Information

Visit the Mountain America Center website for full information about the venue: MountainAmericaCenter.com

Visit LookUpTour.org/IdahoFalls for more information about the *Idaho Falls Look Up Tour with Will Graham*.

For questions, please contact the *Idaho Falls Look Up Tour* Office at IdahoFalls@LookUpTour.org or call **(208) 497-0456** during normal business hours, Mon.–Fri, 8:00 a.m.–4:30 p.m.