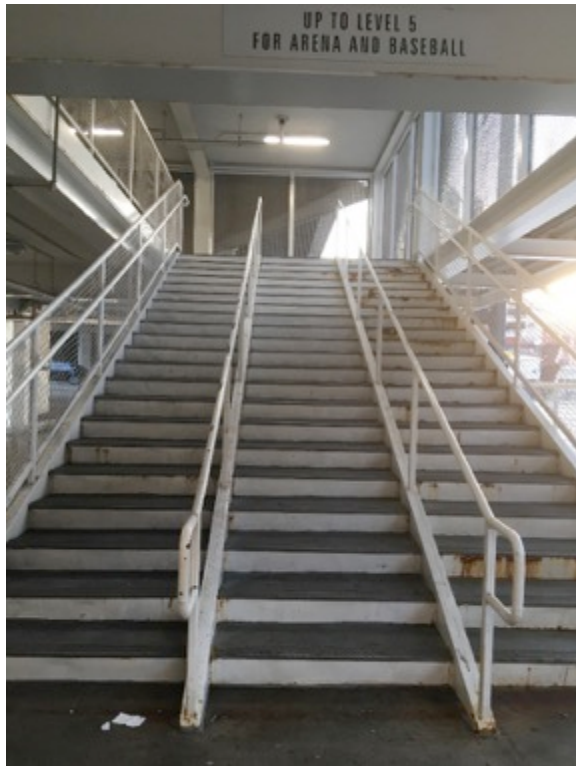


Going to a Cincinnati Cyclones  
Hockey Game at  
Heritage Bank Center

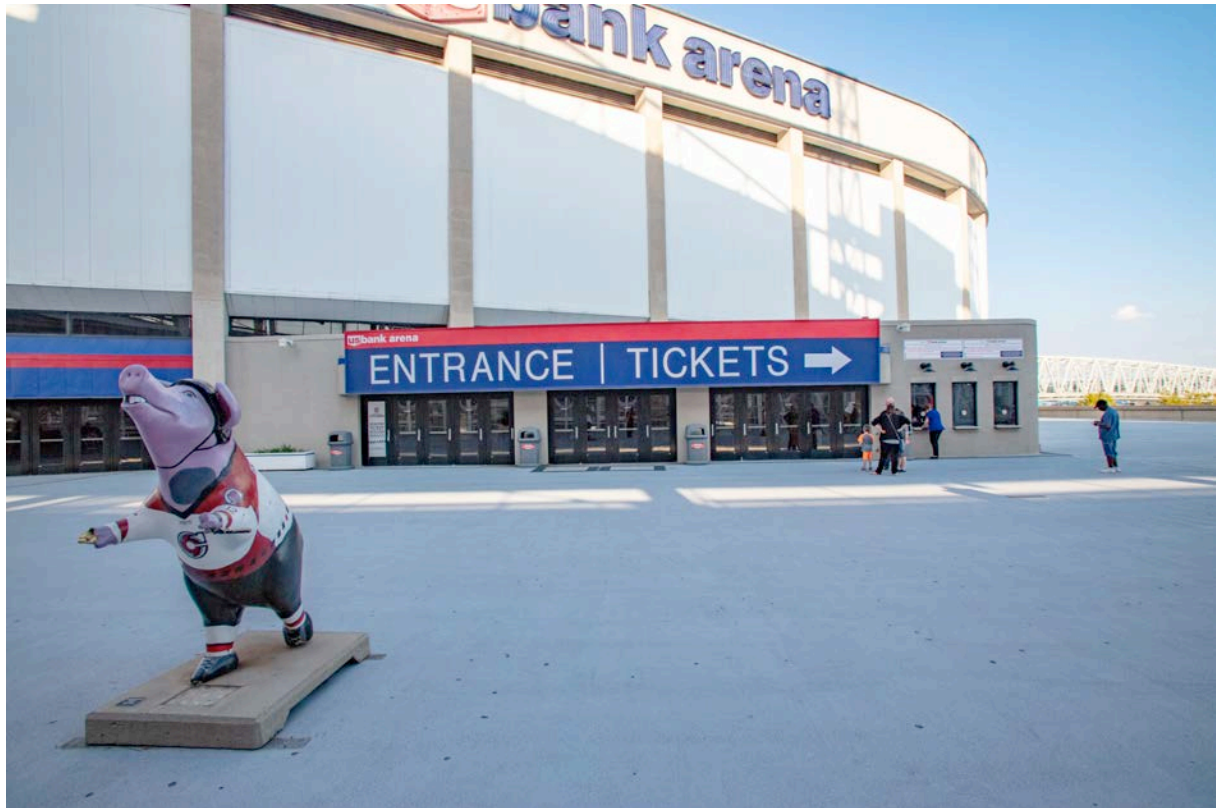




I am going to a Cincinnati Cyclones hockey game at Heritage Bank Center! The hockey game will be played on ice!



I will ride with my family or group to the Heritage Bank Center. We can park in the parking garage. We can take the stairs or elevator to the entrance to the Arena.



There is a ticket window outside where we can buy tickets. If we already have our tickets, we can enter the Arena. There might be a line to buy tickets or enter the Arena. That is okay -- we will get to go inside soon!





As we enter the Arena, we will walk through metal detectors. If the metal detectors beep, a security guard might ask to check to do more searching. Only small bags are allowed in the Arena. Security guards will look in our bags. That is okay. These security steps are to make sure that everyone in the Arena is safe.

It might be loud and crowded in this area. If it is too loud, I can cover my ears or wear headphones. We will be through security soon.



Next, we will have our tickets or phones scanned, and then we can go into the Arena to see the Cincinnati Cyclones hockey game!



After our tickets are scanned, we will be in the outer concourse, a path that goes all the way around outside of the seating area. The outer concourse has bathrooms, the Guest Relations booth, merchandise booths, and concession stands.





The bathrooms at the Arena have hand flush toilets and paper towels. There is one family restroom near Section 110 and the First Aid booth.



The Guest Relations booth is where we can go if we need help. At the Guest Relations booth, there will also be sensory kits with headphones and other items that we can borrow.





There is the Cyclones Information Booth (behind section 137). I can learn more about the Cyclones at the Information Booth. If it is my **first Cyclones game** I can get a free certificate to commemorate the event at the Cyclones Information Booth!

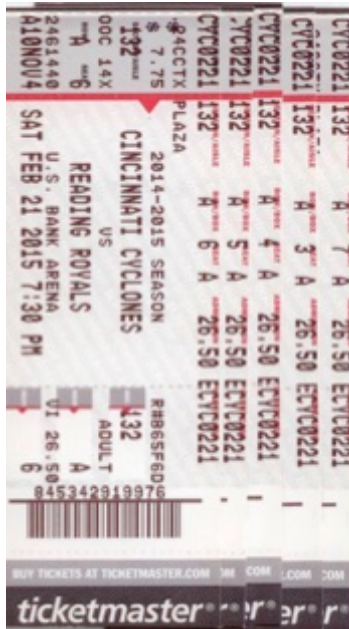


There are Merchandise Booths on the Outer Concourse. I can see if my family or group would like to look at the Merchandise Booths. I might not be able to buy something at these booths and that is okay.



Concession stands have drinks and food like hamburgers, hotdogs, nachos, popcorn, chicken tenders, pizza, chili, pretzels and French fries. My group will decide if we will buy any snacks at the game.





When it is time to go to our seats, we can look at our tickets for our section and seat number. Ushers can help us find our seats.

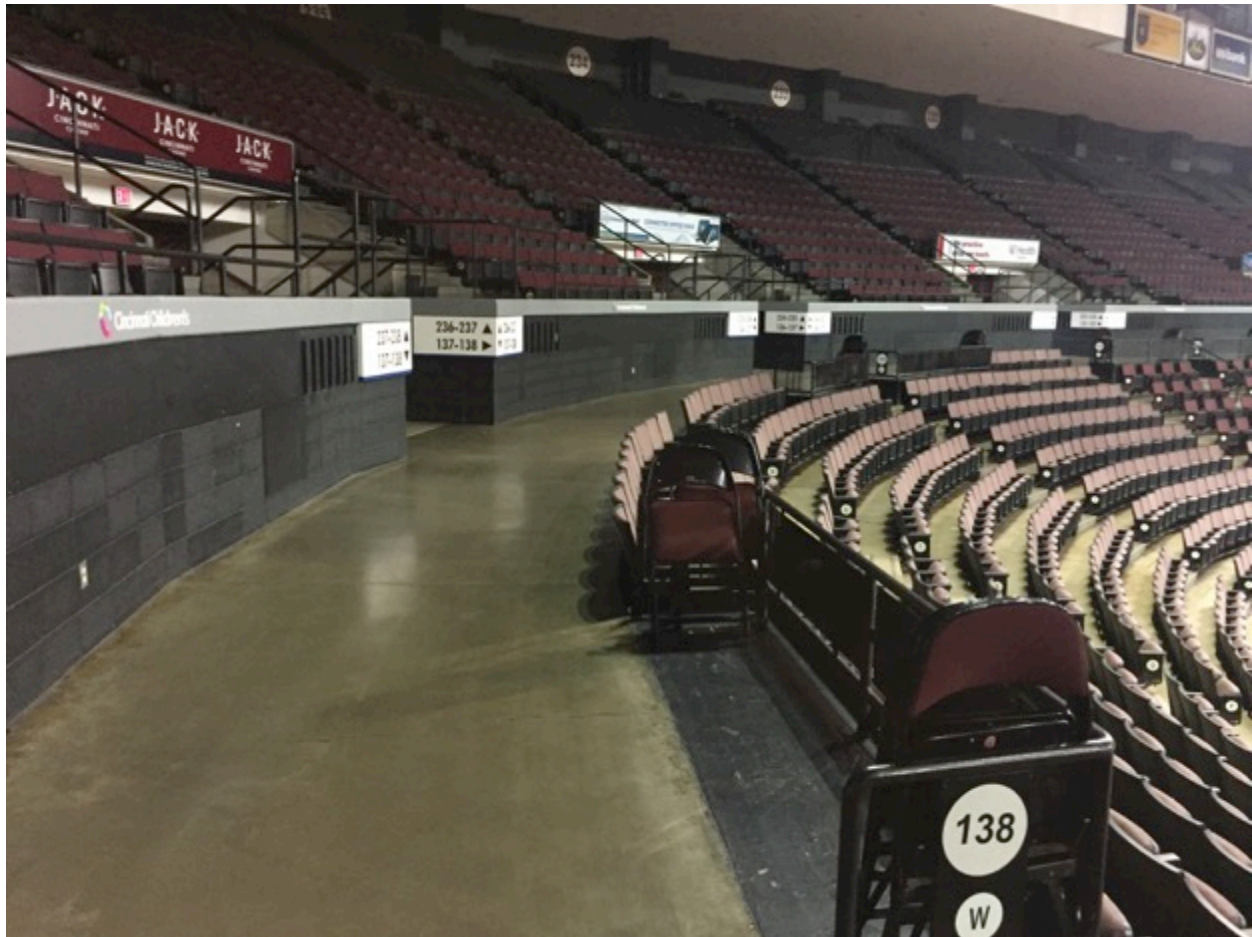


It might feel crowded because the seats are close together. I will try to stay in my seat.





It might feel chilly in the Arena because of the ice. I can wear a sweatshirt or jacket to keep warm.



The inner concourse is a pathway shaped like a loop. Sometimes the inner concourse is less crowded than the outer concourse, so it can be easier for moving throughout the arena.



JD  
Public Address Announcer



Jay Kruz  
In-game emcee

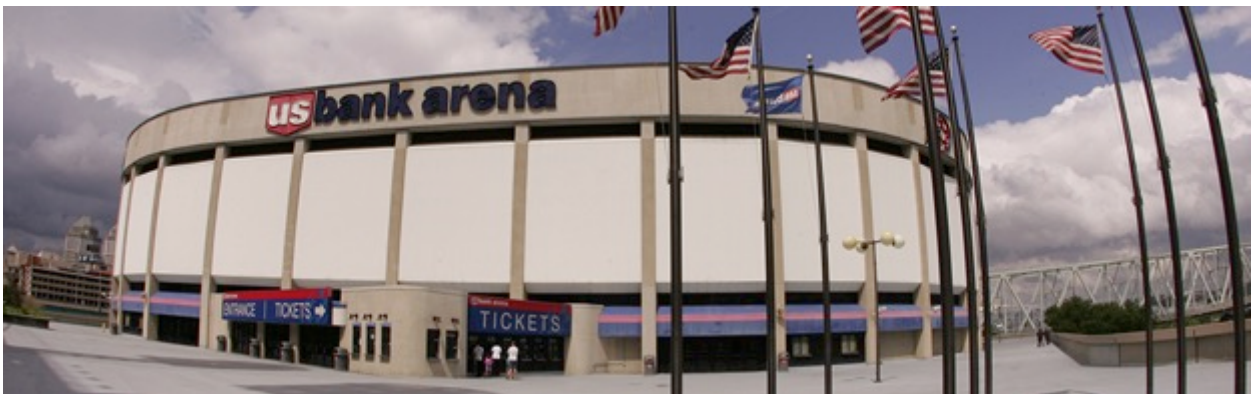
The voices over the speakers are JD and Jay Kruz. They announce what is happening and help everyone get excited about the game.



If it is too loud, I can cover my ears, wear headphones, or ask to take a break.



If I need to take a break, I can ask my group for a break.



One possible place to take a break is the Chill Zone tent just outside the Arena.





Before the game starts, we will listen to the national anthem. The fans can stand, face the flag, and put their hands over their hearts to listen to the national anthem. The hockey game will start after the national anthem.

During the sensory friendly game on October 20<sup>th</sup>, the lights will not go all the way dark, but during a typical game it will get really dark. The lights will come on when the anthem is finished. If I am a little scared by the darkness, I can

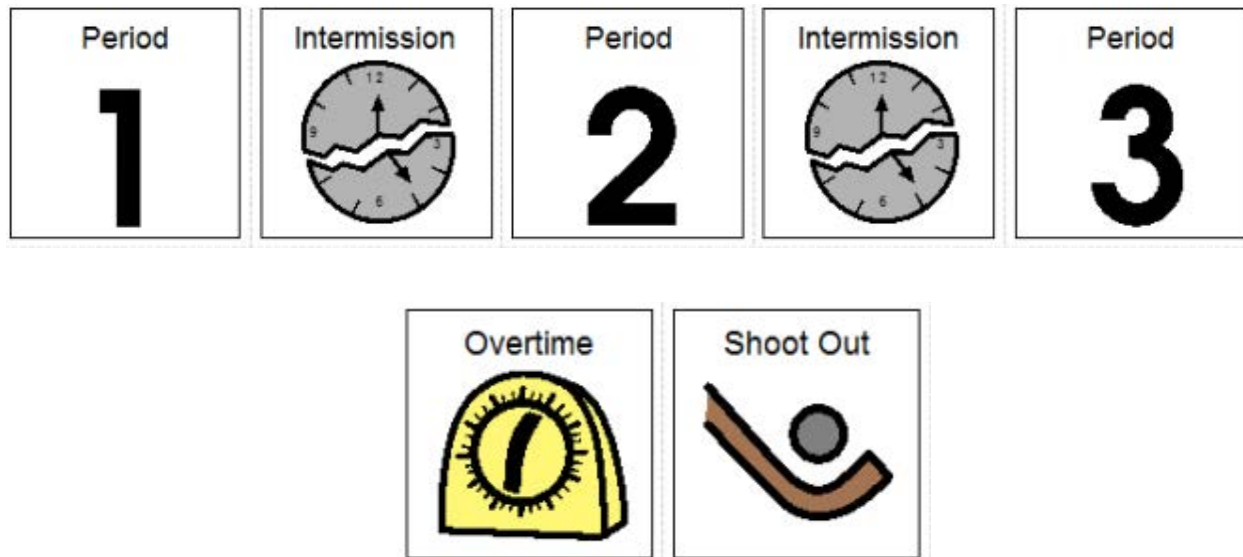
close my eyes or hold my adult's hand until the lights come back on.



When it is time to play, one player from each team lines up for the Face-off.



The referee drops the puck to start the play.



\*Thanks to Vanderbilt TRIAD for the great hockey game schedule!

The game has three 20 minute periods and two intermissions. If the game is tied at the end, there is a 5-minute overtime period. If the game is still tied, there is a shoot off, where each team gets five chances to score. Overtime and a shoot off could be very exciting!



I might hear a loud buzzer when the period ends or the Cyclones score a goal. When the Cyclones score a goal, the team and fans love to celebrate! I can cheer with the fans if I want!



If it is too loud, I can cover my ears or wear headphones.



Hockey can be a rough sport and sometimes the players get into a fight. The referees stop the fight.

The players may get hurt and may even bleed. But there are team doctors who can help them right away. The players will be okay.



Puckchop



Twister

The Cyclones have the BEST mascots!

They might shoot t-shirts for the fans to catch!



The Ice Crew keeps the ice in good shape between plays. They remove the snow that gets built up from the players' skates.





In between the periods, the Zamboni makes laps on the ice to make the ice super smooth.





In between periods (intermission), there are some on-ice activities, like Chuck-A-Puck and Chick-fil-A FanZam rides. We have to buy a puck or a ticket for these activities. My group can decide if we will do these activities.

Between periods is a good time to use the bathroom, have something to eat, or take a break.

When the intermission is over, the hockey game will start again.

When the game is over, I will leave with my group or family.



Maybe I can come again to see another Cincinnati Cyclones Hockey game! It was so fun!