

[Suite Administration Tutorial & FAQ:](#)

[Tickets](#)

Suite sizes range from 12 to 20 people. Your suite investment includes tickets to all public SAP Center events. For exceptions to the ticket standard amount, see "[Theater Style Event](#)" below. Your suite has a maximum capacity of 1 ½ times the number of seats in your suite. For example, for a 12 person suite has a maximum capacity of 18 people. Your suite tickets are covered with the suite license fees and the contractual agreement. Additional Standing Room Only (SRO) tickets can be purchased to reach maximum capacity in your suite. SRO ticket prices vary by event and is noted in each of the Suite Owner Memorandums. SROs can be ordered by contacting Suite Hospitality at the email/phone below prior to 3pm on the date of the event. We encourage all Suite Administrators to send ticket orders to Suite Hospitality as this will typically result in the quickest response from our team. Other ticket features and benefits of note:

[Suite Passes:](#) If you have guests who are already ticketed for an event, a suite pass can be issued to the guests as long as the suite is under the capacity person limit allowed. This can also be accomplished by phone/email to suite hospitality up until 3pm on the day of the event. In some situations, we can accomplish this during the event with an authorized decision maker making the request (noted from your suite information forms).

[In-Arena Tickets:](#) Often times, we have access to in- arena tickets for most events. To order these tickets, simply phone/email suite hospitality with information on the number of tickets requested and the method of payment. It is wise to get these orders in as quickly as possible, as some events do sell out quickly.

Suite Hospitality can be reached:

Phone: 408.999.5900

Email: suitehospitality@sharkssports.net

Suite staff typically responding to the Suite Hospitality contacts:

Bruce Ross – Director of Suite Sales & Service

Julie Kennedy – Suite Hospitality Service Manager

Ted Chuba - Executive Suite & Premium Sales Manager

Karen Deparini – Suite Sales & Service Coordinator

[Catering:](#)

All catering is performed by Aramark Suite Catering. Catering orders need to be placed 48 hours in advance of the event (ADV Menu), as this will provide more options and better pricing. Ordering within the 48 hour window (DOE Menu) will limit the choices available, and in some situations, the cost may be higher.

Catering can be reached:

Phone: 408.999.5999

Email: suitescatering@sapcenter.com

[Theater Style Event:](#)

We are able to book smaller venue events due to the removable curtain we have in the building. The removable curtain will sometimes block the view from a number of suites. When this occurs, front of stage suites will be provided with an allotment of in-arena relocation tickets. Not all suites will receive relocation tickets, please check your contract to determine if you will receive these tickets. Please understand that the promoter of the event would not bring the event to our building without the curtain

being available. The net result is our building/suite owners will receive an event not normally booked for a building our size. Suite obstructions created by the curtain will be noted in the Suite Owner Memorandums issued by Suite Hospitality and the bold lettering will typically look like the bold lettering below:

CONCOURSE SUITES 13-20 AND
PENTHOUSE SUITES 1-4 WILL BE OBSTRUCTED FOR THIS EVENT

These tickets come from the SAP Center box office, and are not available for online management. Tickets for obstructed view events will typically be shipped out the 3rd week of the month prior to the event.

[Multiple Performance Event \(MPE\):](#)

Disney on Ice is the best example. Disney On Ice may come in and do 12 shows from Wednesday through Sunday. Due to staffing and attendance, each suite is provided suite tickets for 2 shows of their choice on either Friday evening and typically any of the Saturday/Sunday shows. Multiple Performance Event structure is standard practice at arenas like ours around the country. If your group would like to purchase an additional showing of the event, the number of tickets will be charged at the SRO price of the show, which is typically lower than the standard suite ticket price. For our partnered Suite Owners, each partner will choose one show each. Should a selection not be chosen for a suite, we will provide default shows and automatically assign these show dates and times.