

Frequently Asked Questions

Prohibited Items:

- Weapons of any kind, including guns, knives, pepper spray, handcuffs, nightsticks, or other items
- Alcoholic Beverages
- Animals or pets (exception for service dogs)
- Bicycles, scooter, skateboards, skates, Segway, golf carts, and other unauthorized means of transportation
- Coolers, thermoses, or ice chests
- Drones
- Distribution of unauthorized promotional or commercial material
- Fireworks, explosives, or other incendiary devices
- Illegal substances

Event Experience & Safety Information

COVID -19: HCHSA has taken enhanced health and safety measures – for you, athletes, vendors, employees, and other guests. An inherent risk of exposure to COVID-19 exists in any public place where people are present, including HCHSA and the event for which you are attending. COVID-19 is an extremely contagious disease that can lead to severe illness and death. People who show no symptoms may spread COVID-19 if they are infected; therefore, any event where people are present may pose heightened risk of contracting COVID-19. If you are considered a high-risk person as defined by the Centers for Disease Control and Prevention (CDC), you may be especially vulnerable to COVID-19. You should evaluate your own risk in determining whether to attend any public event, including the event you are attending with HCHSA.

As a condition of admission to this event, you will be required to abide by all current facility rules, posted instructions, and protocols while on premises or risk ejection, including, but not limited to the following, which may be periodically revised in accordance with public health guidance or requirements, or other guidance or requirements:

- Guests are encouraged (and may be required) to wear a cloth face covering (all guests who are 3 years and older).
- Guests may be required to submit to a non-contact temperature check prior to entry.
- Guests may be presented with a brief questionnaire prior to entry to confirm that they are not currently experiencing COVID-19 like symptoms and/or have not been recently exposed to the virus which causes COVID-19.
- Guests are to maintain a distance of at least 6 feet between their travel party and others.
- Guests are reminded to wash their hands frequently with soap and water.
- For guests who may need an accommodation to comply with any facility rules and/or protocols, please contact one of our staff for further information.

In addition, to further protect the health and safety of our guests and employees, you will not be admitted to the event, and you should stay home if within the past fourteen (14) days you have:

- Tested positive or have been deemed presumptively positive with COVID-19.
- Sought testing to determine whether you might have COVID-19 due to contact with someone who tested positive from COVID-19 and have not yet received the results.
- Been informed that you may have been exposed to Coronavirus or learned that you have been in the immediate vicinity of a person now known to have been carrying the Coronavirus; or
- Experienced any of the following symptoms commonly associated with COVID-19, including cough, shortness of breathing, or two or more of any of the following: fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell.

WAIVER – ASSUMPTION OF RISK

We appreciate your cooperation as we strive to make the guest experience as safe as possible for all. Although preventative measures set forth by the facility are intended to help reduce the spread of COVID-19, we cannot guarantee you will not be exposed during your visit.

By purchasing tickets to and/or attending this event, you acknowledge the risk above. You also acknowledge notice of and agree to follow all facility rules, posted instructions, and protocols. You also agree to notify all guests for whom you are purchasing tickets of the instructions and protocols disclosed here, those that may be made publicly available for the event, and those that may be conveyed prior to your party's arrival. You acknowledge and agree that you are voluntarily assuming all risks of exposure to COVID-19 and agree to release, waive and discharge HCHSA, its parent entities, and all related and affiliated individuals and entities, and all individuals and entities involved in the event which you are attending, from all claims directly or indirectly arising from your visit.

TIME DOORS OPEN: Doors will open an hour before the scheduled event. These times are subject to change. Please check our social media pages or website for the most updated information.

SCHEDULE/EVENT TIMES: For the most updated schedule please click [here](#).

SECURITY PROCEDURES: All bags, purses, backpacks, and persons are subject to screening by security personnel. Fans entering the venue should prepare accordingly. Ticketholders should be aware that there are no provisions for returning banned items to them when such items are left at the venue entrances. Patrons are encouraged to leave all banned items at home or in their vehicles before entering the venue. Individuals who deliberately attempt to bring banned items through security checkpoints are subject to removal from the facility. All security measures are subject to change without notice.

BAGS – SIZE & SECURITY: Small bags (purses, diaper bags, camera bags, and other bags smaller than 11"x17") are allowed. Bags are subject to screening by security personnel. Guests entering the event should prepare accordingly to ease entry.

FIREARM & WEAPONS: Weapons of any kind, including but not limited to guns, knives, pepper spray, handcuffs, and nightsticks are **prohibited**.

ON-SITE ASSISTANCE: If you require assistance at any point while at our event, please notify the nearest staff member.

ATM: ATM machine is located on Mezzanine Level 2, next to the Starbucks.

RESTROOMS: Restrooms will be located throughout the venue.

SMOKING/VAPING: Smoking and vaping will not be allowed inside the venue at any time.

RE-ENTRY: Re-entry is permitted during the event. You will have to have your daily wristband to be able to re-enter. Guests will be subject to another screening by security personnel upon re-entering.

STROLLERS: Our venue is stroller-friendly.

PETS: Pets are not allowed in the venue and should not be left in vehicles.

CAMERAS & CAMERAS EQUIPMENT: Flash photography is not permitted at any time in the arenas. Only hand-held cameras may be brought into the arena. Tripods/monopods of any kind will not be permitted in the event arena areas. Mobile device camera features may only be used for personal photographic use.

VIDEO RECORDER: Video and audio recording are not permitted at any time with any device while inside the venue during major events. Violation of this policy may result in immediate expulsion and loss of ticket privileges for the remainder of the World Table Tennis Championships.

ADA ACCESSIBILITY: The George R Brown Convention Center has multiple passenger elevators throughout the main lobbies and floors near the bottom of the escalators. The convention center has large hallways easy to maneuver around.

OPENING CEREMONY: Currently the schedule has not been published. Please keep checking back on our social media pages or website for the most updated information.

Transportation, Parking & Hotels

HOTELS: Currently connected to the GRB at the south end is the Hilton Americas-Houston. Located at the North end of the GRB is the Marriott Marquis, which will also connect to the GRB via skybridge. To book a room in Houston, downtown and beyond, [click here](#).

DROP-OFF & PICK UP: Taxis and ride-sharing apps like Uber and Lyft operate all over Houston, with many businesses and venues having designated areas for pick up and drop off.

PARKING: George R Brown does have multiple parking garages and parking lots available nearby. Prices do vary throughout the city. All parking is paid at kiosks adjacent to the garage or parking lot. No cashier on duty. Click on link to view parking options in Downtown Houston. [Parking | Downtown Houston](#)

AIRPORT: Houston has two major airports, Intercontinental (IAH) and Hobby (HOU). The GRB is approximately 10 miles from William P. Hobby (HOU) Airport and approximately twenty miles from George Bush Intercontinental (IAH) Airport. For more information on the Houston Airport System, please visit www.fly2houston.com.

TRANSPORTATION AND DT HOUSTON: Getting around Houston is made easier through public transit, car rental, B-Cycle, and Ride-Sharing Services. We have multiple different car rental services located at both major airports.

Our METRORail runs through the heart of the city between Downtown and Midtown, and will drop you off only a few steps away from George R Brown Convention Center (Rusk and Capitol), proposed hotels, and restaurants.

Ride-Sharing services like taxis, Uber, and Lyft operate all over Houston, including the suburbs and airports. This is a great option to get from many different hotels, George R Brown Convention Center, and many of our great restaurants throughout Houston.

MORE INFORMATION ABOUT HOUSTON: VisitHouston.com is the best place to start! View information on hotels, events, restaurants, things to do in and around the city and all things Houston!

Food & Beverage

ALCOHOLIC BEVERAGE POLICY: Please be aware our event will ID for all alcoholic beverage purchases. The legal age to consume an alcoholic beverage in Texas is 21 years old. If you have a drink or two, please bring an acceptable form of identification with you. IDs accepted include U.S. Driver's License, U.S. Territory's Driver License, U.S. State-Issued ID, Passport, Passport Card, or U.S. Military ID.

FOOD & BEVERAGE OPTIONS: NO OUTSIDE FOOD INSIDE THE EVENT AREA. A variety of food and beverage options are available throughout Houston and the event. Here is a list of some [of Downtown Houston best dining](#) that we have to offer. The Shops at Houston Center is another great food option with a food court that is often utilized and within walking distance.

Ticket & Box Office Info

AGE REQUIREMENTS: Children aged 3 and under are free when accompanied by a ticketed adult and must sit on the adult's lap. Children 4 years of age and older will require a ticket.

LOST & DAMAGED TICKETS: If possible, please notify the Box Office that your ticket(s) were damaged, lost, stolen or misplaced prior to your arrival. Damaged tickets must be exchanged before new tickets will be reprinted. Please bring your photo ID and confirmation number to retrieve your reprinted tickets. Please also note that tickets can only be printed for the original ticket purchaser, no exceptions. Please get your tickets reprinted in advance to minimize any wait for yourself or other guests on event day.

DIGITAL/MOBILE TICKETS: In 2021, all tickets will be digital/mobile. There are multiple ways to access your tickets leading up to the event. We recommend accessing your tickets prior to arrival to ensure an efficient entry process.

WRISTBANDS: When you arrive to the event you must scan your digital ticket to receive a wristband that will allow entry and reentry into the competition hall.

WILL CALL/TICKET BOX OFFICE: Will Call and Ticket Box Office will be open one hour prior to the event start time. There will be separate lines; lines for Will Call and lines for Ticket Box Office. ALL patrons must go through the Box Office to obtain a wristband for entry into any event. Please have your digital ticket open and the QR code ready for scanning before entering a line.

TICKET INSURANCE: Ticket insurance is offered via Fanshield to protect your purchase from unforeseen circumstances that may prevent you from attending. Look for this offer during the ticket purchase checkout process.

REFUNDS: NO Refunds or NO Exchanges – All tickets are non-refundable and not able to be exchanged. ALL SALES ARE FINAL.

PAYMENT OPTIONS: HCHSA accepts Discover, American Express, MasterCard, and Visa. NO CASH.