

6 PM | SEPTEMBER 3, CHARLOTTE



 Bank of America Stadium 

STADIUM POLICIES

Alcohol policy

Fans who consume alcohol are encouraged to drink responsibly. Patrons who attempt to bring their own alcohol into the stadium or who are obviously intoxicated will not be admitted into the stadium. All alcohol sales require a picture ID as proof of age. You must be at least 21 years old to purchase alcohol. Only two beers will be sold at any one purchase per person. All alcohol sales will be discontinued at the end of the third quarter. Sales may be discontinued earlier at the discretion of stadium management.

Assistive listening devices

Closed Captioning devices are available for no charge at the Guest Relations Booth on the 100 level at the North Gate. Either a driver's license or credit card will be required as a deposit.

ATMs

Eight Bank of America ATMs are located throughout the stadium. They can be found on the 100 level concourse across from sections 113 (where there are two), 119 and 133, on the 300 club level at the North and South Lounges and on the 500 level concourse across from sections 517 and 539.

Banners

The players love to see signs of fan support. The stadium may allow a limited number of banners, subject to stadium management approval. In addition, stadium management reserves the right to prohibit banners due to space availability, banner size or message content.

[Bank of America Stadium Banner Policy.](#)

Camera policy

Small still cameras are permitted in the stadium. Video cameras are not permitted. Tripods or any other similar equipment that could be a tripping hazard are also not allowed.

Children

Bank of America Stadium was designed for fans of all ages. Please note that every child over the age of 12 months is required to have a game ticket to enter the stadium. Any child under the age of 12 months admitted without a ticket must share a seat with an accompanying adult. Adults can register children for the Tag-A-Kid Program at any of the 100 level concourse Guest Relations Booths. The child will receive a wristband with his/her seat location. If the child becomes lost, the wristband will give an event staff employee or police officer the necessary information to escort the child back to his/her seat. If a parent is not there, the child will be taken to the Public Safety Office.

Escalators

There are four bays at the three entry gates (one at the North Gate, two at the East Gate and one at the South Gate) with extra-wide escalators. One escalator in each bay arrives at the 300 Club Level. The other escalator in each bay takes fans to the 500 level. Added in 2014, the escalators are seamlessly integrated into the stadium façade, maintaining its classic appearance and timeless design. At the top of each escalator bay on the 500 level are open-air canopies that cover more than 2,500 square feet for expanded fan amenity plazas.

Evacuation procedure

[Watch the following video](#) to see what to do in the event of an emergency evacuation at Bank of America Stadium.

STADIUM POLICIES

Fan code of conduct policy

Our goal is to promote a high-energy environment to lend support to our team, while maintaining a wholesome, family-oriented atmosphere by defining certain acts or types of behavior that are unacceptable. Irresponsible conduct will not be tolerated at Bank of America Stadium. Unruly patrons will be subject to ejection, arrest and possible loss of ticket privileges.

Bank of America Stadium Fan Code of Conduct Policy

First aid

In the event of a medical emergency, please notify one of the event staff or police officers in your area. Carolinas Medical Center emergency care stations are located on the 100 level across from sections 109-110 and 133-134, on the 300 level across from suite 310A, and on the 500 level across from sections 511-512 and 543-544. Registered nurses, doctors and paramedic units are on duty.

Guest relations

As a convenience to our guests, the Belk College Kickoff Game provides Guest Relations Booths. Guest Relations representatives can provide fans with information about the stadium, public transportation, restaurants and hotels and can answer questions for guests with disabilities. Guest Relations Booths are located at each entrance gate and next to the 500 level elevator lobbies.

Guests with disabilities

The three stadium entrance gates (North, East and South) are equipped for accommodating guests with disabilities. If you have a bag subject to inspection, proceed to the extreme right or extreme left side at the North and East gates or to the extreme right side at the South gate as you enter the stadium, and a stadium employee will assist you. If you do not have a bag, proceed to the middle of any gate, and a stadium employee will assist you.

Once inside the stadium, Guest Relations Booths can help you or answer any questions. Wheelchairs are available at Guest Relations Booths but are only available

to escort you to your seat. If you need a wheelchair throughout the game, please bring one with you.

Headsets and receivers for multichannel LPB Radio-Aide and Closed Captioning devices are available for no charge at the Guest Relations Booth on the 100 level at the North Gate. Either a driver's license or credit card will be required as a deposit.

For guests with disabilities who have seats on the 300, 400 or 500 levels, elevators are available for them and their immediate party. Elevators are located at the North, East and South gates.

Lost and found

Reports of lost and found items should be made at any Guest Relations Booth. Please call the lost and found information line at 704-358-7492 to inquire about lost items.

Lost children

Parents/guardians reporting or inquiring about lost children should contact the nearest police officer, event staff employee or guest relations representative. That person will immediately contact the Public Safety Office with all important information about the child. This information will be disseminated to all relevant parties at the stadium.

If a police officer, an event staff employee or guest relations representative finds a lost child, every effort will be made to quickly return the child to the parents/guardians. If a child's seat location can be determined, we will try to return the child to his/her seat. A police officer will stay with the child until the parents/guardians return to their seats. If the parents/guardians cannot be located at their seat location in a reasonable amount of time, the police officer may bring the child to the Public Safety Office until the parties are reunited.

To expedite the return of a lost child back to his/her seat, guests may register their child in the Tag-A-Kid Program at any of the 100 or 500 level concourse Guest Relations Booths. If children are not registered
(continued on next page)

STADIUM POLICIES

each game in the Tag-A-Kid Program, we suggest that parents/guardians place their child's ticket in the child's pocket to expedite their return in the event they become separated from their parents/guardians.

Pat-downs/wandering screening

All patrons and their belongings will be searched upon entry into the stadium, and prohibited items may be confiscated. Security screening includes hand-held metal-detecting wands and/or pat-downs. By tendering a ticket and entering the stadium, fans consent to such searches and waive any related claims. If individuals elect not to consent to the searches, they will be denied entry into the stadium.

Prohibited items

To ensure that all fans have a safe and enjoyable visit to Bank of America Stadium, the following items are not permitted in the stadium:

- Alcoholic beverages
- All balls, including footballs of any size
- All bags larger than 8"x10"x14"
- Baby seats
- Balloons
- Coolers or containers, including cans and bottles
- Explosives
- Fireworks
- Folding chairs
- Food and beverages, except two (2) sealed plastic non-flavored water bottles per person
- Horns, bells, whistles and other noise makers
- Illegal drugs
- Laptops
- Laser pointers
- Pets, except service animals assisting those with disabilities
- Seat cushions with covers, zippers, clasps, pockets or any other device that would allow concealment of any item
- Strollers
- Umbrellas
- Video equipment
- Weapons of any kind, including those carried with a permit

- Other items that in the judgment of stadium management pose a safety hazard or diminish the enjoyment of an event by other patrons.

Prohibited items that are discovered during security inspections at the stadium entrances must be either returned to the owner's vehicle or discarded. Unlawful items that are discovered during security inspections are subject to confiscation, and the person in possession of those items may be denied entrance into the stadium and is subject to arrest. Any prohibited item discovered inside the stadium is subject to confiscation.

Items that will be permitted but will be inspected at bag check locations prior to entry include:

- Purses, bags or clutches no larger than 4.5" x 6.5"
- Containers for medical supplies or special food items for diabetics (please contact the director of security at 704-358-7000 for more information on the approval process)
- Flags without poles or sticks
- Seat pads without covers, zippers, clasps, pockets or any other device that would allow concealment of any items
- Tablets

Fans are encouraged not to bring any bags or items that need inspection as our goal is to get all patrons in the stadium as quickly as possible.

Radio and TV policy

You may bring a small portable radio or television with you to the stadium as long as you listen with an earpiece or headphones.

Recycling

The Belk College Kickoff Game recycles all cans, bottles and cardboard generated inside the stadium. In addition, the team has partnered with Bank of America, Bojangles', Center City Partners, City of Charlotte Solid Waste, Hands on Charlotte and Keep Mecklenburg Beautiful to create a tailgate recycling program. Fans parking in participating lots within a *(continued on next page)*

STADIUM POLICIES

four-block perimeter of the stadium are given a yellow recycling bag for cans, bottles and cardboard as they enter the lot. As fans head to the stadium, they can drop off the bags at a designated curb location in each lot. The City of Charlotte then collects the bags and takes the recyclables to the Mecklenburg Recycling Facility.

Service animals

Only service animals for guests with disabilities are allowed in the stadium.

Smoking policy

Smoking is prohibited in the seating bowl and all areas of the stadium. Fans who fail to comply with this policy after the appropriate warning will be ejected from the stadium.

Stadium gates

There are three main gates, each with illuminated glass domes, to Bank of America Stadium:

- North Gate – located off Graham Street
- East Gate – located off Mint Street
- South Gate – located off Morehead Street

Stadium gates normally open two hours prior to kickoff. All entrances comply with the Americans with Disabilities Act of 1990 and are equipped to accommodate guests with disabilities.

Tag-A-Kid program

All guests who would like to register their child for the Tag-A-Kid Program may do so at any of the 100 level concourse Guest Relations Booths. The child will receive a wristband with his/her seat location. If the child becomes lost, the wristband will give an event staff employee or police officer the necessary information to escort the child back to his/her seat. If a parent is not there, the child will be taken to the Public Safety Office.

Telephones

Public telephones are available to all patrons at the stadium. Phones are located at all six Guest Relations Booths on the 100 and 500 levels and in private booths on both sides of the North and South Lounges on the club level. Local calls are free of charge, and fans may use a credit card to make long-distance calls.

Television monitors

Television monitors are located throughout the concourses, allowing fans to follow the action if they leave their seats.

Wireless

Free Wi-Fi is available throughout the stadium to patrons in the upper and lower seating bowls, club level, suites, concession areas and concourses. With more than 460 access points, AT&T Wi-Fi keeps you connected to the Internet. Fans can have it all right from their seats – from surfing the Web to visiting social networks, to using apps to checking e-mail. Follow these instructions to connect:

- Turn on the Wi-Fi on your wireless device.
- Connect to “attwifi.”
- Go to your device’s Internet browser to bring up the AT&T Wi-Fi landing page.
- Check the box to agree to the terms and conditions.
- Click on the orange “Get Connected” button.

AT&T subscribers will not be required to accept the user agreement and will be connected instantly when “attwifi” is selected. For non-AT&T customers, the Wi-Fi connection process will be required only one time each game day.