



TOGETHER
WE CAN DO MORE.

2018 A-Z GUIDE

NFL LEAGUE-WIDE PUBLIC SAFETY BAG POLICY FOR 2018

The NFL Public Safety Policy includes the type of bag fans can bring inside University of Phoenix Stadium. This will also speed entry on game day. Here is everything you need to know for a safer, more convenient day at the stadium.

THE NFL BAG POLICY PERMITS ONLY THE FOLLOWING BAGS IN ALL NFL STADIUMS:

- Bags that are clear (see-through) plastic, vinyl or PVC and do not exceed 12" x 12" x 6"
- One-gallon clear (see-through) plastic freezer bag
- Small clutch bags, not to exceed 4.5" x 6.5" x 2" (approximately the size of a hand), with or without a handle or strap, may be carried into the stadium along with one of the clear bag options

NFL PUBLIC SAFETY APPROVED BAG EXAMPLES

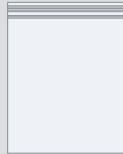
CLEAR TOTE

PLASTIC, VINYL OR PVC AND DO NOT EXCEED 12" x 6" x 12"



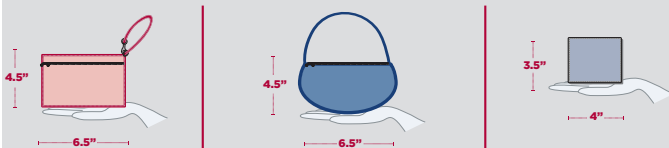
PLASTIC STORAGE BAG

1 GALLON RE-SEALABLE, CLEAR



SMALL CLUTCH BAG

APPROXIMATELY THE SIZE OF A HAND WITH OR WITHOUT A HANDLE OR STRAP. NO LARGER THAN 4.5" x 6.5".



FOR ADDITIONAL INFORMATION, PLEASE VISIT:
WWW.AZCARDINALS.COM/STADIUM/PUBLIC-SAFETY.HTML

Pre-Game Tailgating

One of the great traditions of Arizona Cardinals fans is enjoying time together with family, friends and other Cardinals before each home game. Tailgating in Sportsman's Park or Team controlled parking areas where permitted is intended for game day ticket holders only. Tailgating after the game has begun or post-game is not permitted. All fans are reminded the Arizona Cardinals Code of Conduct extends throughout Sportsman's Park and all game day parking areas. (See page 8).



Parking Guidelines

- Hours of Operation: Sportsman's Park carparks and other Cardinals parking areas open four (4) hours prior to kickoff and close one (1) hour after the conclusion of the game. Please follow the direction of law enforcement as vehicles cannot stage on or block the flow of traffic on city streets prior to the opening of carparks and lots. Vehicles are not permitted to park overnight prior to game day.
- Parking Spaces: A parking hangtag is valid for one (1) parking space only. Trailers of any kind are not permitted. Parking spaces are available on a first come first served basis and cannot be reserved or saved. Groups that wish to park together must arrive at the same time.
- Oversized Vehicles: The only oversized parking area is Lot F which opens 4 hours and 30 minutes prior to kickoff. Each oversized vehicle must have a valid "Lot F Oversized Vehicle" parking hangtag for access and is valid for one (1) parking space and one (1) vehicle only. Maximum parking space length is 45 feet.
- Speed Loading: Fans are asked to follow the direction of the parking team members to quickly park your vehicle.
- Prohibited Items and Activities: Weapons of any kind, fireworks, unmanned aircraft systems (drones, etc.), glass containers as well as golf carts, Segways, skateboards, roller blades, bicycles, scooters, hover boards and other non-licensed motorized vehicles are not permitted to be operated.
- Commercial Activity: The sale of goods or services, advertising or the display of commercial signage on vehicles is not permitted. Vehicles with exterior advertising can be stopped from entering even with a valid hangtag. Also, the placement of flyers or brochures on vehicles is prohibited.
- Safety and Security: Sportsman's Park and other Cardinals parking areas are patrolled by parking lot and security team members and law enforcement officers. Tampering or removing of any parking lot infrastructure is strictly prohibited.

Fans vehicles that fail to comply with all Parking Guidelines will be subject to tow and all fees associated with the impounding of the vehicle are the responsibility of the owner.

Tailgating Guidelines

- **Hours of Activity:** Tailgating activities are permitted from the opening of the Great Lawn and all Cardinals parking areas (4 hours prior to game time) until kickoff only. Tailgating after the game has begun or post-game is not permitted.
- **Parking Spaces:** Tailgating in the parking lots must be limited to the area directly in front of or behind the vehicle. Tents and tailgating equipment must not extend beyond the red painted fire lanes, along sidewalks and painted walkways or other areas deemed by stadium staff as an obstruction. Tailgating in empty stalls is prohibited, even with an unused hangtag.
- **Alcohol Consumption:** Excessive or underage consumption of alcohol will not be tolerated. Drinking games or any other activity that is linked to competitive or binge drinking are not permitted. Games or activities determined by security staff to be unsafe or which could cause harm to other fans will not be allowed.
- **Grills:** Natural gas or propane grills are permitted, however, charcoal grills and oil fryers are not permitted.
- **Tents:** Fans are permitted to bring up to a 10' by 10' shade tent for use on the grass areas within Sportsman's Park. So that many fans can enjoy the Great Lawn and south fields, tailgate groups will be limited to one tent. Fans are not allowed to rope off or reserve large tailgate areas on the Great Lawn.
- **Food and Beverages:** Fans are limited to preparing/providing food and beverages for their family and friends only. Private catering companies or the sale of food or beverage items to other fans is not permitted.
- **Unmanned Aircraft Systems:** Unmanned aircraft systems (i.e. drones, radio controlled model aircraft, etc.) are prohibited. Possession or operation of such devices will result in immediate ejection from the area and law enforcement intervention.
- **Audio Equipment:** Portable public address systems are not permitted and large portable radios and sound systems inside vehicles cannot be used at excessive volume levels or play music not suitable for a public setting (i.e. profanity in lyrics) as determined by parking lot or security team member.
- **Generators:** Small portable electric generators (6500W or less) are allowed, however, electrical cords cannot be placed across parking area drive aisles, any sidewalk or create a trip hazard for other fans.
- **Prohibited Items and Activities:** Weapons of any kind, fireworks, glass containers, the sale of goods or services, advertising or the display of commercial signage on tents is not permitted.
- **Waste:** The Cardinals encourage all fans to reduce, reuse and recycle and dispose of all waste in appropriate waste and recycling containers located throughout all tailgating areas.

Cardinals Code of Conduct

The Arizona Cardinals are committed to creating a safe, comfortable and enjoyable experience for all fans at University of Phoenix Stadium, Sportsman's Park and throughout our parking areas. Our staff will promptly intervene to support an environment free from unruly or disruptive behavior including the following:

- Failure to present a valid hangtag to enter an assigned parking area or failure to comply with any of the Parking Guidelines.
- Sitting in a location other than in one's ticketed seat location or failure to produce their game ticket when asked by staff.
- Obscene or indecent clothing not appropriate in a public setting.
- Foul or abusive language or obscene gestures
- Fighting, taunting, making threatening or offensive remarks including to players, officials or opposing team fans.
- Intoxication or other signs of impairment related to alcohol or illegal drug consumption.
- Displays of affection or other behavior not appropriate in a public setting.
- Excessive standing in seating areas which blocks the view of other ticket holders.
- Smoking except in designated smoking areas
- Interference with the progress of the game, including throwing objects or trespassing on the field or in other restricted areas.
- Interference with the progress of the game or failure to follow instructions of Arizona Cardinals, parking lot, stadium or security staff will not be tolerated.

All guests ejected for Cardinals Code of Conduct violations will be required to successfully complete a 4-hour online Fan Conduct class, at the cost of \$250.00, before returning to a future game at University of Phoenix Stadium.

Guest Assistance Hotlines

If you require assistance during game day or wish to report a Code of Conduct violation, stadium staff can be reached at:

Game Day Hotline

623-433-7156

Game Day Text Message Hotline

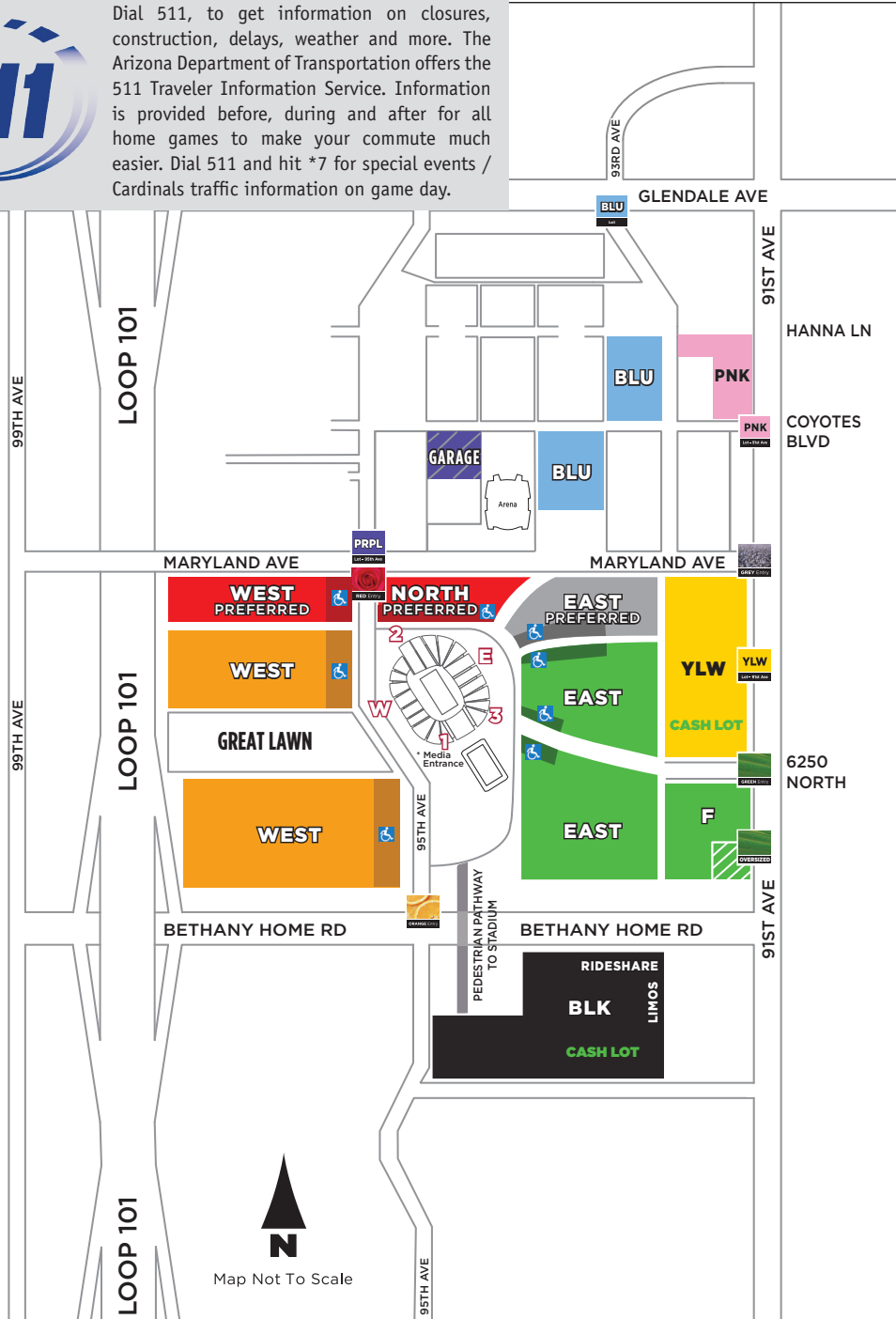
Text "Cards" <SPACE> issue and location to 69050

For more information on open captioning options inside the stadium, please refer to the Disabled Guest Information page.













University of Phoenix Stadium Game Day Parking



Dial 511, to get information on closures, construction, delays, weather and more. The Arizona Department of Transportation offers the 511 Traveler Information Service. Information is provided before, during and after for all home games to make your commute much easier. Dial 511 and hit *7 for special events / Cardinals traffic information on game day.



SEASON TICKET MEMBER CARPARKS (Parking Hangtag Required)

-  West Preferred Express Carpark
Use **RED** Entry
-  North Preferred Carpark
Use **RED** Entry
-  East Preferred Express Carpark
Use **GREY** Entry
-  East General Carpark
Use **GREEN** Entry
-  F Field Carpark
Use **GREEN** Entry
-  F Oversized Entry At 91st Avenue
Use Oversized Entrance
-  West General Carpark
Use **ORANGE** Entry
-  Yellow Lot
Entry Via Glendale Avenue At 91st Avenue
-  Blue Lot
Entry Via Glendale Avenue At 93rd Avenue
-  Purple Garage Lot
Entry Via Maryland Avenue At 95th Avenue
-  Pink Lot
Entry Via Coyotes Blvd At 91st Avenue
-  Black Lot
Entry Via Montebello Avenue At 95th Avenue

NORTHERN AVENUE

99th AVENUE



GLENDALE AVENUE

99th AVENUE

MARYLAND AVENUE

99th AVENUE



BETHANY HOME ROAD (CARDINALS WAY)

99th AVENUE

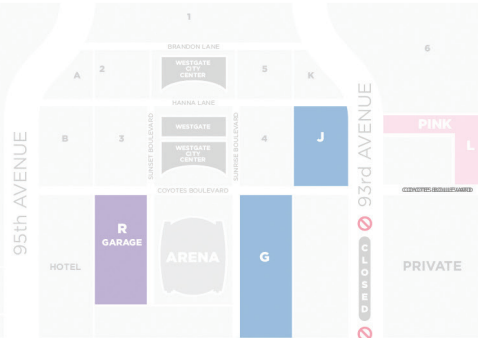
CAMELBACK ROAD

ParkingJuJu.com
creating great parking juju
PURCHASE YOUR PARKING PASS HERE

**FROM NORTH
USE YELLOW
CARPARK**

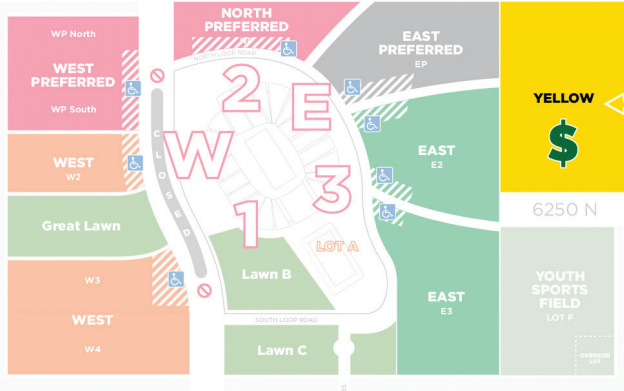
91st AVENUE

91st AVENUE



**ONLY ACCESS
VIA SOUTHBOUND
91ST AVE**

91st AVENUE



**NO NORTHBOUND
ACCESS TO
YELLOW LOT**

ROVEY

91st AVENUE



**FROM SOUTH
USE BLACK
CARPARK**

University of Phoenix Stadium Prohibited Items List

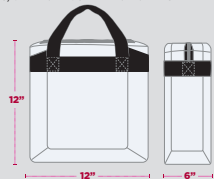
Fans are reminded that the following items will not be permitted inside University of Phoenix Stadium. There are no lockers available outside of the stadium to secure items not allowed inside nor can any items be held by security staff members.

- Aerosol Cans
- Alcoholic Beverages
- Animals (except for documented service animals)
- Bags that do not meet NFL guidelines (must be clear and less than 12"x12"x6" in size)
- Banners or signs larger than 3' x 2' or with a non-sport message
- Beverages other than one (1) factory-sealed, non-frozen 500mL (16.9 fl. oz.) plain bottle of water (sport drinks and flavored water not permitted)
- Beverage containers – glass bottles, cans and thermoses
- Cameras with professional lenses (larger than 8 inches) and tripods/monopods
- Chewing Tobacco and E Cigarettes/Vaporizer Pens
- Clothing deemed obscene or indecent
- Coolers of any kind
- Fireworks
- Folding chairs
- Food (except for children under the age of two years old)
- Footballs and beach balls (inflated or deflated)
- Illegal drugs
- Laptop computers
- Laser Pointers
- Noise Makers of any kind (whistles, horns, bells, etc.)
- Poles or Sticks of any kind, including "Selfie-Sticks" and brooms
- Seat Cushions except those which are one piece and have no zippers, pockets or concealable areas
- Skateboards, rollerblades or hoverboards
- Umbrellas larger than 12 inches in length
- Unmanned aircraft systems (drones, etc.)
- Video Cameras (single purpose)
- Weapons of any kind including, but not limited to, firearms & knives
- Any item deemed inappropriate or hazardous by stadium security

NFL PUBLIC SAFETY APPROVED BAG EXAMPLES

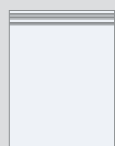
CLEAR TOTE

PLASTIC, VINYL OR PVC AND DO NOT EXCEED 12" x 6" x 12"



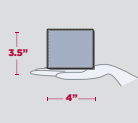
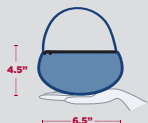
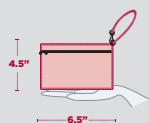
PLASTIC STORAGE BAG

1 GALLON RE-SEALABLE, CLEAR



SMALL CLUTCH BAG

APPROXIMATELY THE SIZE OF A HAND WITH OR WITHOUT A HANDLE OR STRAP. NO LARGER THAN 4.5" x 6.5".



A to Z Guide

50/50 Raffle

At every Cardinals home game, a 50/50 raffle is held to raise funds for the Cardinals Charities and various local organizations. You can purchase your 50/50 raffle tickets at the quantities of 3 tickets for 5 dollars, 10 tickets for 10 dollars, 50 tickets for 20 dollars and 300 tickets for 100 dollars. Sellers roam the stadium during the course of every home game. 50/50 Kiosks are also located in sections 107, 123, 135, 210, 232 and 424 with additional pop-up kiosks located in the Brew Haus and Game Zone. Ticket sales end at the end of the 3rd quarter.

Address

The street address for University of Phoenix Stadium is: 1 Cardinals Drive, Glendale, AZ 85305.

Aisle Policy - "Wait for the Whistle"

So that your fellow Cardinals fans do not miss any of the action on the field, University of Phoenix Stadium staff will ask fans on the main and club concourse to wait at the top of the aisle until the end of a play to return to their seats. This "Wait for the Whistle" policy will be enforced throughout the game and your cooperation is appreciated.

Alcohol Policy

Staff members at University of Phoenix Stadium strongly encourage all fans to exercise responsible consumption of alcoholic beverages. Fans should be aware of the following policies during Arizona Cardinals games:

- Any fan that shows signs of impairment and/or intoxication will not be allowed to enter or will be removed from University of Phoenix Stadium and subject to arrest.
- No alcoholic beverages can be brought inside the stadium. Any attempt to bring alcohol inside the stadium or possession of an alcoholic beverage not purchased from the University of Phoenix Stadium concessionaire may result in ejection.
- State of Arizona law prohibits the sale of alcoholic beverages to persons under the age of 21 years of age. All fans should be prepared to show proper identification if requested by the concessionaire staff member.
- Concessionaire staff members reserve the right to deny service to fans that show signs of impairment and/or intoxication.
- Fans providing alcoholic beverages to persons less than 21 years of age will be ejected from University of Phoenix Stadium and subject to arrest.
- Fans possessing alcohol that do not have proper identification when requested by a concessionaire or security staff member may be ejected.

A to Z Guide

Alcohol Policy

- A maximum of two alcoholic beverages will be sold per person per transaction.
- Alcohol sales in the general seating areas of University of Phoenix Stadium will stop at the conclusion of the third quarter.
- Alcoholic beverages are prohibited in the Family Sections (Alcohol-Free seating areas at Sections 114, 424 & 432).
- Stadium management reserves the right to change these policies and procedures at any time and without prior notice to fans.

All Access Loyalty Rewards Program

All Access is the exclusive loyalty rewards program for full season ticket members; this program allows season ticket members to redeem points which they've earned for consecutive years as a loyal Cardinals season ticket member, for prizes and experiences. Points can be used for one of a kind items, experiences and merchandise. To log in and start using points today visit www.AZCardinals.com/AllAccess.

Animals

Guide, signal and service animals are allowed inside University of Phoenix Stadium with fans that need their assistance. No pets or other animals are permitted.

ATM's

ATM's are located on the main concourse at sections 104 (2), 107, 115, 118, 120 (2), 123 (2), 125 & 135, on the club concourse at sections 216 & 233 and on the terrace concourse at sections 417 & 447, as well as the Red Zone and Brew Haus.

Automobile Assistance

If you encounter car troubles at the end of a football game, please raise the hood on your vehicle and wave down any Parking Associate for radio assistance or call 623/433-7156. Our parking staff will dispatch a service vehicle to help resolve the situation, or contact a local repair service to assist.

Baby Changing Stations and Nursing Mothers Privacy Rooms

All men's, women's and family restrooms at University of Phoenix Stadium are equipped with a baby changing station. Also, Nursing Mothers Privacy Rooms are located in the elevator atrium at section 230.

Bags - Public Safety Policy

In accordance with the NFL's Public Safety Policy, fans can bring one of the following approved bags inside University of Phoenix Stadium: 12" x 6" x 12" clear plastic bag, or; 1-Gallon Plastic Freezer Bag, or; Small Clutch bag no larger than 4.5" x 6.5" in size. Fans should be prepared to open their bags for inspection. Non-approved bags will be denied entry into the stadium and fans will be asked to return the bag to their vehicle or dispose of it. There are no lockers outside of the stadium to store items nor can any items be held by staff members.

Banners & Signs

Cardinals fans are encouraged to show their support and may bring handheld signs to Sportsman's Park and University of Phoenix Stadium, provided they are football related and in good taste as determined by

stadium security. Signs cannot be commercial, political or obscene in nature. Signs may not be affixed or hung anywhere within University of Phoenix Stadium nor be displayed in a manner that obstructs other fans' views of the game or stadium scoreboards/advertising signage. Signs must be made of a paper or lightweight cloth-like material and cannot utilize wood, metal or similar types of materials for support. Maximum dimensions of a sign are three feet by two feet. Signage not permitted within Sportsman's Park or inside the stadium will be disposed of by stadium security unless the guest wishes to return it to their vehicle.



Bottles & Cans

Fans will not be allowed to bring any type of bottle, can, thermos or beverage container inside of University of Phoenix Stadium with the exception of one (1) plastic factory-sealed, non-frozen 500mL (16.9 fl. Oz.) bottle of water (no soda, flavored water or sports drinks.) Parents with small children may bring plastic bottles of formula or milk inside of the stadium.

Cameras

Fans may bring personal still-photo cameras to capture the special moments from their visit to University of Phoenix Stadium. Feel free to ask any stadium staff member to snap a picture of your group. The following items are not permitted inside the stadium: Video cameras (single purpose), mono/tripods and professional cameras with zoom lenses larger than eight inches in length. Please note video recording by any device is prohibited within the stadium and Sportsman's Park, without prior written consent of the Arizona Cardinals.

Catering

All food services at University of Phoenix Stadium are handled by Craft Culinary Concepts. For more information on holding your special event at the stadium, they can be reached at 623/433-7656. Any catering provided by companies other than stadium concessionaire is not permitted inside University of Phoenix Stadium or anywhere on Sportsman's Park.

Child Locator Wristbands

Our young Cardinals fans are encouraged to stop by a Guest Services Office and pick up a Child Locator Wristband as part of the Cardinals "Safe in the Seat" program. The child's ticket location or contact phone number can be written on the wristband in the event a child gets separated from their party. The Guest Services offices are located along the main concourse (near Sections 104 & 123) and upper concourse (Sections 417 & 448.)

Children's Ticket Policy

Children 24 months of age or younger are permitted entry inside University of Phoenix Stadium without a ticket provided they obtain "lap pass" prior to entry. Adults can request a lap pass from stadium staff checking tickets at the entrance gates. The child receiving the lap pass must be present when the pass is issued. There is a limit of one lap pass per adult game ticket.

Compliments & Concerns

We value the compliments and concerns from all fans that come to University of Phoenix Stadium. Fans can express their comments in person at any of the four Guest Relations offices, which are located along the main

concourse (near Sections 104 & 123) and upper concourse (Sections 417 & 448). Written feedback can be sent through the Arizona Cardinals website at: www.azcardinals.com/footer/fan-feedback.html.

Designated Driver “Good Sport” Program

The Arizona Cardinals, Bud Light, Coca-Cola, SMG, Craft Culinary Concepts, the Arizona Department of Highway Safety and Hensley have teamed up to implement the “Good Sport” Designated Driver Program. Fans 21 years of age or older with a valid driver’s license can sign up pre-game on the Great Lawn as well as inside the stadium at the 100 and 400 Level Guest Relations offices which are located along the main concourse (near Sections 104 & 123) and upper concourse (Sections 417 & 448) and Club Level concierge locations. In appreciation of the commitment to getting their friends home safely all designated drivers are awarded a coupon for one soft drink or non-alcoholic beer. Designated drivers also have the opportunity to win prizes each game and are eligible for a grand prize which will be presented on field at the final regular season home game.



Ejection

Fans that refuse to follow the direction of University of Phoenix Stadium staff or fail to comply with the Arizona Cardinals Code of Conduct will be subject to ejection without a refund of their event ticket, which may result in the loss of ticket privileges. All guests ejected for Code of Conduct violations will be required to successfully complete a 4-hour online Fan Conduct Class before returning to a future game at University of Phoenix Stadium. To register, go to <http://www.fanconductclass.com/nfl/>.

Elevators

Elevators are located near the three public and two Club entrances at University of Phoenix Stadium. The location and availability of elevators are:

- **Hyundai Gate 1** – Working Media and guests with disabilities.
- **Gila River Casinos Club West** – Loft ticket holders and Club seat guests with disabilities.
- **University of Phoenix Gate 2** – Guests with disabilities.
- **Gila River Casinos Club East** – Loft ticket holders and Club seat guests with disabilities.
- **Bud Light Gate 3** – Guests with disabilities.

Emergencies

Fans should record their section, row and seat numbers at home and at work. If an emergency arises during the game, please call the University of Phoenix Stadium Security Command Center at 623/433-7156 with the seating information and a stadium staff member will be sent to that location. Per stadium policy, announcements will not be made over the public address system to locate guests.

Employment Opportunities

If you are interested in becoming part of the Arizona Cardinals or University of Phoenix Stadium event staff, information on open positions can be obtained at:

- Arizona Cardinals – www.teamworkonline.com
- SMG – 623/433-7100
- Pride Group LLC (Parking Services) – 480/663-3911
- S.A.F.E. Management (Security & Guest Services) – 623/433-7300

- Craft Culinary Concepts (Catering/Concessions) – 623/433-7656
- Fanatics, Inc. (Merchandising) – 623/433-7600

Entrance Gates / Gate Opening Times

The two Club Entrance gates open 3 hours and 15 minutes prior to kickoff for Club and Loft ticket holders.

- **Gila River Casinos Club West** – Northwest corner. Look for the large red “W.”
 - **Gila River Casinos Club East** – East side. Look for the large red “E.”
- The three public entrance gates open 90 minutes prior to kickoff for all ticket holders.
- **Hyundai Gate 1** – Southwest corner. Look for the large red “1.”
 - **University of Phoenix Gate 2** – North side. Look for the large red “2.”
 - **Bud Light Gate 3** – Southeast corner. Look for the large red “3.”

Escalators

University of Phoenix Stadium is equipped with escalators located adjacent to the three public and two private entrances. The escalators located directly inside Gates 1 & 3 allow fans access to the Club Level and Terrace concourse. The escalators located at Gate 2 provide fans with direct access to the Terrace concourse only. The escalators at the Gila River Casinos Club West and Gila River Casinos Club East entrances are reserved for Club and Loft ticket holders and access the Club level only. The escalators will run in the upwards direction through halftime and change to the downward direction during the second half to speed exiting at the conclusion of the game. Fans are asked to never walk up or down a non-operational escalator.

Family Restrooms

Family restrooms are intended for the use of parents with small children and guests with disabilities and are outfitted with baby-changing tables and are ADA compliant. The family restrooms are located on the main concourse (near Sections 102, 114, 124 & 136), club concourse (near Sections 204, 219, 230 & 247) and terrace concourse (near Sections 404, 421, 435 & 454.)

Family Sections (Alcohol-Free)

There are three sections at University of Phoenix Stadium in which alcohol is not permitted. Guests who hold tickets in Sections 114, 424 & 432 will not be allowed to bring or consume alcohol in these areas.

Fan Mail

Letters to Cardinals players should be sent to the following address:
Player’s Name
c/o Arizona Cardinals Football Club
P.O. Box 888
Phoenix, AZ 85001-0888

First Aid

University of Phoenix Stadium has four First Aid locations that are available to assist fans throughout the event. The First Aid offices are located along the main concourse (near Sections 122 & 136) and terrace concourse (near Sections 416 & 448).

Food & Beverage Policy

Fans are not allowed to bring any food or beverage items inside University of Phoenix Stadium. We ask that fans either leave these items inside their vehicles or dispose of them at the security checkpoint before entering the stadium. The only exceptions are:

- One (1) factory-sealed, non-frozen 500mL (16.9 fl. Oz.) plain bottle of water (sports drinks and flavored water not permitted.)
- Food and beverage items for infants two years of age or younger.
- Food or beverage purchased on the Flight Deck (interior plaza of the stadium).

Gila River Casinos Club East

Guests holding tickets for Club level sections 227-248 or Lofts numbering L232 to L243 or L333 to L367 are located on the Gila River Casinos Club East lounge. Please enter University of Phoenix Stadium through the Club East entrance doors, on the east side.



Gila River Casinos Club West

Guests holding tickets for Club level sections 201-222 or Lofts numbering L207 to L216 or L301 to L322 are located on the Gila River Casinos Club West lounge. Please enter University of Phoenix Stadium through the Club West entrance doors, on the northwest side.



Guest Assistance Hotlines

If you require assistance during your visit to University of Phoenix Stadium or wish to report violations of the Cardinals Code of Conduct, stadium staff can be reached at:

Game Day Hotline: (623) 433-7156

Text Message Hotline: Text "Cards" <SPACE> issue and location to 69050

Guest Services Offices

Guest Services offices are ready to assist and make your visit a memorable one. The Guest Services offices are located along the main concourse (near Sections 104 & 123) and upper concourse (Sections 417 & 448.) Some of the services available at these locations include: Child Locator Wristbands, Lost & Found, Lost Children and guests, "Good Sport" Designated Driver Program, Stroller/Wheelchair check-in and Guest Comment forms.

Kickoff Magazine

All fans are encouraged to pick up a free copy of Cardinals Kickoff magazine as they enter University of Phoenix Stadium. Kickoff will provide you with details on your favorite Cardinals players and information to make your visit an exciting one.

Kids Club

Become an official Arizona Cardinals Kids Club member and receive your Team Pack, plus opportunities to be on the field for the coin toss as a Kids Club Captain and get exclusive access at training camp opportunities. To sign up go to www.azcardinals.com/kidsclub.



Lofts

There are a total of 88 Lofts, often referred to as suites in other sports venues, at University of Phoenix Stadium. The design, build-out and furnishings inside the Lofts follow in line with the overall architectural characteristics of the stadium. Lofts are located on both the Club level lounges and Loft level corridor. For more information on Lofts at University of Phoenix Stadium, please call 602/379-0102.

Lost and Found

If during your visit to University of Phoenix Stadium you misplace an item or find something that belongs to another fan, please visit one of the Guest Services offices located along the main concourse (near Sections 104 & 123) and upper concourse (Sections 417 & 448). Claim forms are available to report missing items. Guests inquiring about lost items should call the 24/7 Command Center at 623/433-7147. Items lost at prior games are held in storage for 30 days and then are donated to a local charity. The Arizona Cardinals and University of Phoenix Stadium are not responsible for lost or damaged items.

Lost Children and Guests

Children that are separated from their family or friends will be escorted by a stadium staff member to the closest Guest Services office located along the main concourse (near Sections 104 & 123) and upper concourse (Sections 417 & 448). All parents are encouraged to stop by a Guest Services location to pick up a Child Locator wristband for their child when they enter the stadium.

Lost or Stolen Tickets

Lost or stolen tickets can be replaced only under certain conditions. Please contact the Cardinals Ticket Office at 602/379-0102 for replacement guidelines.

Party Lofts

Party Lofts are a great way to entertain clients and prospects in an upscale and exciting group hospitality setting. The Party Lofts are semi-private, located in the end zone corners, and are complete with a private entrance, luxury seating, TV's, buffet and bar service. For more information regarding the Party Lofts, please call 602-379-1822.

Merchandise

Official Arizona Cardinals team merchandise is available at the Team Shop, next to Gate 2 on the main concourse level. The Team Shop is open on game days for ticket holders and non-game days for all. On game days, there are additional merchandise stands on the main concourse (near Sections 101, 104, 111, 115, 126, 134 & 137), club level (near Sections 204, 217, 232 & 242) and terrace concourse (near Sections 408, 423 & 440). For more information, call the Cardinals Team Shop at 623/433-7600 or visit the Official Team Shop website at shop.azcardinals.com.

Mobile App

Cardinals fans can easily follow the team from their mobile devices. Those interested can download the free official Arizona Cardinals application to use on their iPhone, Android, Blackberry, and Windows smartphones. The Cardinals mobile app is available to download by searching "Arizona Cardinals mobile" in iTunes, the Windows Store and Android Marketplace or through www.azcardinals.com/app. This all-in-one application can be utilized not only on gameday, but 365 days a year. Cardinals fans can follow the team no matter where they are. In addition to providing up-to-the-minute team news and information, fans will have access to exclusive content and features.

National Anthem Performances

Do you have what it takes to perform the National Anthem before a Cardinals home game? If so, contact the Cardinals Entertainment Department at 602/379-1825 for more information.

Payphones

University of Phoenix Stadium does not have any payphones available. However, guests can request the use of a phone at any of the four Guest Services locations if needed which are located along the main concourse (near Sections 104 & 123) and upper concourse (Sections 417 & 448).

Playing Field - No Trespassing

Guests are reminded that attempting to enter or accessing the playing field without the proper credential will be considered trespassing and is grounds for immediate ejection and arrest.

Radios/Frequencies

So all fans can enjoy the action on the field, only personal radios with headphones are permitted inside University of Phoenix Stadium. To ensure a strong radio signal, the Cardinals broadcasts are retransmitted throughout the stadium to 102.9 FM for the English broadcast and 92.9 FM for the Spanish broadcast.

Radio Broadcasts

Be sure to tune into the Cardinals Radio Network on your drive to the stadium, and on your way home. The Cardinals flagship station is Arizona Sports 98.7 FM which carries all game broadcasts along with a regional network of stations throughout Arizona. In addition, you can catch all Cardinals broadcasts in Spanish on Univision Deportes 105.1 FM.

Recycling

The Arizona Cardinals encourage all fans to reduce, reuse and recycle. The recycling program at University of Phoenix Stadium includes: free recycling bags for tailgaters in Sportsman's Park, recycling containers on the Great Lawn and security checkpoint locations, as well as recycling containers along stadium concourses and lofts. Please check the signage on the recycling containers to ensure you're recycling the proper items such as plastic, glass and aluminum. We hope that all fans will follow Big Red's example and recycle at the stadium!



Re-Entry

In accordance with NFL and Cardinals security procedures, fans may not exit and re-enter the stadium using the same ticket. There will be no exceptions to this policy.

Restrooms

There are 50 restrooms located throughout University of Phoenix Stadium. All men, women and family restrooms are ADA accessible and equipped with a baby-changing table. Please ask any staff member for directions to the closest restroom.

Retractable Roof Movement

The position of the roof at University of Phoenix Stadium will be determined on game day. Many factors are included in the final decision, however the comfort of all fans in attendance is our main concern. Research has determined that it can feel up to 15 degrees warmer than the air temperature when seated in direct sunlight. With no breeze and direct sunlight, this creates a very uncomfortable environment for those ticket holders on the east side of the stadium. Fans can call the Cardinals Roof Hotline at 623-433-7663 on their way to the stadium to find out if the roof will be open or closed.

Ring of Honor

Located along the front of the Terrace level, the Ring of Honor pays tribute to the many great players and members of the Cardinals organization over the years. Ring of Honor level seating is accessible by the terrace concourse.

Security Procedures

In accordance with NFL Best Practices for stadium security, all fans will be subject to security screening prior to entry inside University of Phoenix Stadium along with inspection of all bags and carry-in items. Magnetometers will be used to screen all fans at the security checkpoints. Prior to the screening, fans will be asked to remove all metal from their pockets and person then hold the items in their hands for security staff to inspect. If a fan does not feel comfortable with the metal detector screening due to medical reasons, a physical pat-down will be conducted instead. Please have all bags open for security staff and be prepared to remove any item from inside the bag if requested for closer inspection. Fans electing not to consent to the metal detector screening or physical pat-down along with a bag search will be denied entry inside University of Phoenix Stadium.

Security checkpoints are the busiest during the 30 minutes leading up to kickoff. General stadium gates open 90 minutes prior to the start of the game and guests are encouraged to enter early.

Scoreboard Messages

Do you want to see your name in lights? If so, contact the Cardinals Entertainment Department at 602/379-1825 for more information about scoreboard messages.

Skateboarding/Rollerblading

Fans should be aware that skateboarding and rollerblading are not permitted within University of Phoenix Stadium, Tillman Plaza or Sportsman's Park. "Roller Shoes," which are athletic shoes with retractable wheels, are also not allowed.

Smoking/Vaping/Chewing Tobacco

In accordance with the Smoke-Free Arizona Act, University of Phoenix Stadium is a non-smoking facility. There are three designated smoking locations on the main concourse located beyond the Gate 2 exterior gate and outside the exit doors at Sections 102 and 137. Fans on the Club level, Loft corridor and terrace level can proceed to the designated smoking locations on the north ramp. Please remember to keep the north ramp walk aisles clear for other fans and smoke only in the designated areas. Fans outside the stadium are reminded that they must be at least 20 feet away from any stadium entrance to smoke. E-cigarettes or vaporizer pens are not permitted inside University of Phoenix Stadium. Fans that do not comply with the smoking policy inside the stadium are subject to ejection.

Solicitation/Literature

Fans should be aware that the distribution of banners, booklets, business cards, circulars, commercial advertising, flyers, folders, handbills, leaflets, notices, pamphlets, posters, stickers or any other written, printed and/or painted materials is prohibited at University of Phoenix Stadium and throughout Sportsman's Park.

Standing

Fans that enter University of Phoenix Stadium are asked to enjoy the game from the comfort of the seat that they are ticketed for. Please keep in mind that when you stand, you block the view of other fans behind you. It is not the Cardinals' intent to limit fan's enjoyment of the game and cheering after great plays, but continuous standing or standing on seats in seating areas will not be tolerated. Standing to watch the game is not permitted along the sidelines of the 400 level concourse as these areas must stay clear for fans using the stairways to the terrace level seating. Portions of the south endzone bridge are also considered no standing zones. Please follow the directions of ushers and security.

Strollers

University of Phoenix Stadium allows strollers, however, their use should not in any way inhibit fan movement or block any aisles. Smaller, umbrella-style strollers can be stored underneath a seat as long as it does not create an obstruction for other fans. Larger strollers can be checked at the nearest Guest Services office during the game which are located along the main concourse (near Sections 104 & 123) and upper concourse (Sections 417 & 448).

Team Store

The Arizona Cardinals Team Shop is the official headquarters for Arizona Cardinals merchandise. The Team Shop is located on the north side of University of Phoenix Stadium, between Gate 2 and the Ticket Office. The Team Shop is open from 10:00AM until 6:00PM Monday through Friday, 10:00AM until 4:00PM on Saturday and closed on Sundays (except on Cardinals home games when the Team Shop is open to ticket holders). For more information, call the Arizona Cardinals Team Shop at 623/433-7600. You can also visit the store website at shop.azcardinals.com.

Ticket Office

Located between Gate 2 and the Gila River Club East entrance gate, the University of Phoenix Stadium ticket office windows will open three (3) hours and fifteen (15) minutes prior to kickoff on gamedays. TicketMaster Will Call can be claimed here with a valid form of photo identification. Tickets for other stadium events can also be purchased here. Please call 602/379-0102 to confirm hours of operation.

Ticket Re-sale/Scalping

The resale of event tickets, regardless of price, is prohibited at University of Phoenix Stadium and throughout Sportsman's Park. Fans that purchase tickets from someone other than the Arizona Cardinals or TicketMaster do so at their own risk and those tickets could be counterfeit. The Cardinals are not responsible for and will not provide a replacement or refund of any kind for invalid tickets purchased through a secondary ticket provider.

Tours, University of Phoenix Stadium

Visit www.universityofphoenixstadium.com or call the stadium Tour Hotline at 623-433-7165 for more information about public and private tours of University of Phoenix Stadium including dates, times and pricing information.

Unmanned Aircraft Systems

All unmanned aircraft systems including drones and other devices are prohibited at University of Phoenix Stadium and within all game day parking areas. Possession or operation of such devices will result in immediate ejection from the area and law enforcement intervention.

Weapons

Guests are not permitted to bring firearms or any other weapons inside University of Phoenix Stadium. In accordance with Arizona House Bill 2457, law enforcement officials attending the event are permitted to bring a firearm inside the stadium if he/she is in compliance with the Arizona peace officer standards and training board requirements.

Wi-Fi

Complimentary Wi-Fi access provided throughout University of Phoenix Stadium lets you stay connected on gameday. To enhance your gameday experience, download the Cardinals Mobile App (azcardinals.com/app) and connect to Stadium Wi-Fi for exclusive features like; live video game feeds and NFL Redzone. Follow these instructions on gamedays at the stadium to connect:

- Turn on the **Wi-Fi** on your wireless device
- Connect to **Stadium Wi-Fi** (no password)
- Enjoy the experience

Will Call

The Will Call windows are located at the Ticket Office, to the east of Gate 2. The Ticket Office is open three (3) hours and fifteen(15) minutes prior to kickoff and closes at halftime. Will Call tickets can be claimed only by the person whose name appears on the will call ticket envelope. State or government picture identification is required.faster than the speed of a standard motorized wheelchair. University of Phoenix Stadium does not rent nor provide Segways for guest use. Stadium staff cannot take responsibility for nor provide storage of Segways.

Guests with Disabilities Information

Assistive Listening Devices

Assistive Listening Devices (ALD's) are available at all four Guest Services offices which are located along the main concourse (near Sections 104 & 123) and upper concourse (Sections 417 & 448). Fans will be asked to leave a valid driver's license or other form of identification when the ALD is checked out.

Disabled Parking

All Sportsman's Park carparks and most off-site gameday parking lots have signed disabled parking spots. Vehicles must have a valid Cardinals parking hangtag to enter Sportsman's Park or off-site gameday parking areas. A state-issued disabled hangtag or license plate is required to park in a signed disabled spot. Please contact the Cardinals Ticket Office at 602/379-0102 for more information on disabled parking.

Disabled Cart Service

Courtesy cart service is available for disabled guests from disabled parking areas to the stadium plaza security checkpoints. These carts are for disabled guests and one companion only. The carts will only take fans to the closest entrance as there is no cart service available inside University of Phoenix Stadium. The cart service will be available two hours prior to the game until one hour following the conclusion of the game. Post-game fans should wait at the large red numbers and letters outside of the gates for carts to meet them. Please note that ADA cart service is only available within Sportsman's Park parking spaces, BLU Lot, G Lot and the Black Lot.

Disabled Seating

Disabled seating is located on all three concourses at University of Phoenix Stadium, including all lofts and field boxes. All levels can be accessed by the elevators located near the five stadium entrance locations. One power outlet is available at each disabled seating platform for the use of guests with electric wheelchairs and other medical equipment.

Emergency Evacuation

Guests with disabilities should contact the nearest guest service or security staff member for assistance in the event of an emergency evacuation as elevators and escalators will not be available for use.

Open Captioning

University of Phoenix Stadium provides open captioning service for the stadium public address system. Open captioning is displayed under the north and south videoboards throughout Cardinals game day. In addition, closed captioning is available via smart phones which are available to use on the game day free of charge at the Gate 1 Guest Services office (across from Section 104.).

Restrooms

There are 50 restrooms located throughout University of Phoenix Stadium. All men, women and family restrooms are ADA accessible and equipped with a baby-changing table. Please ask any staff member for directions to the closest restroom.

Service Animals

Guide, signal and documented service animals are allowed inside University of Phoenix Stadium with fans that need their assistance. No pets or other animals are permitted.

TDD Phone

A TDD phone for hearing and speech impaired fans is located at the Guest Services office at Section 104.

MAIN CONCOURSE

GILA RIVER
HOTELS & CASINOS
CLUBEAST
Entry

BUD LIGHT
Gate 3 Entry

Main Cardinals
Ticket Office

University
of Phoenix
Gate 2 Entry



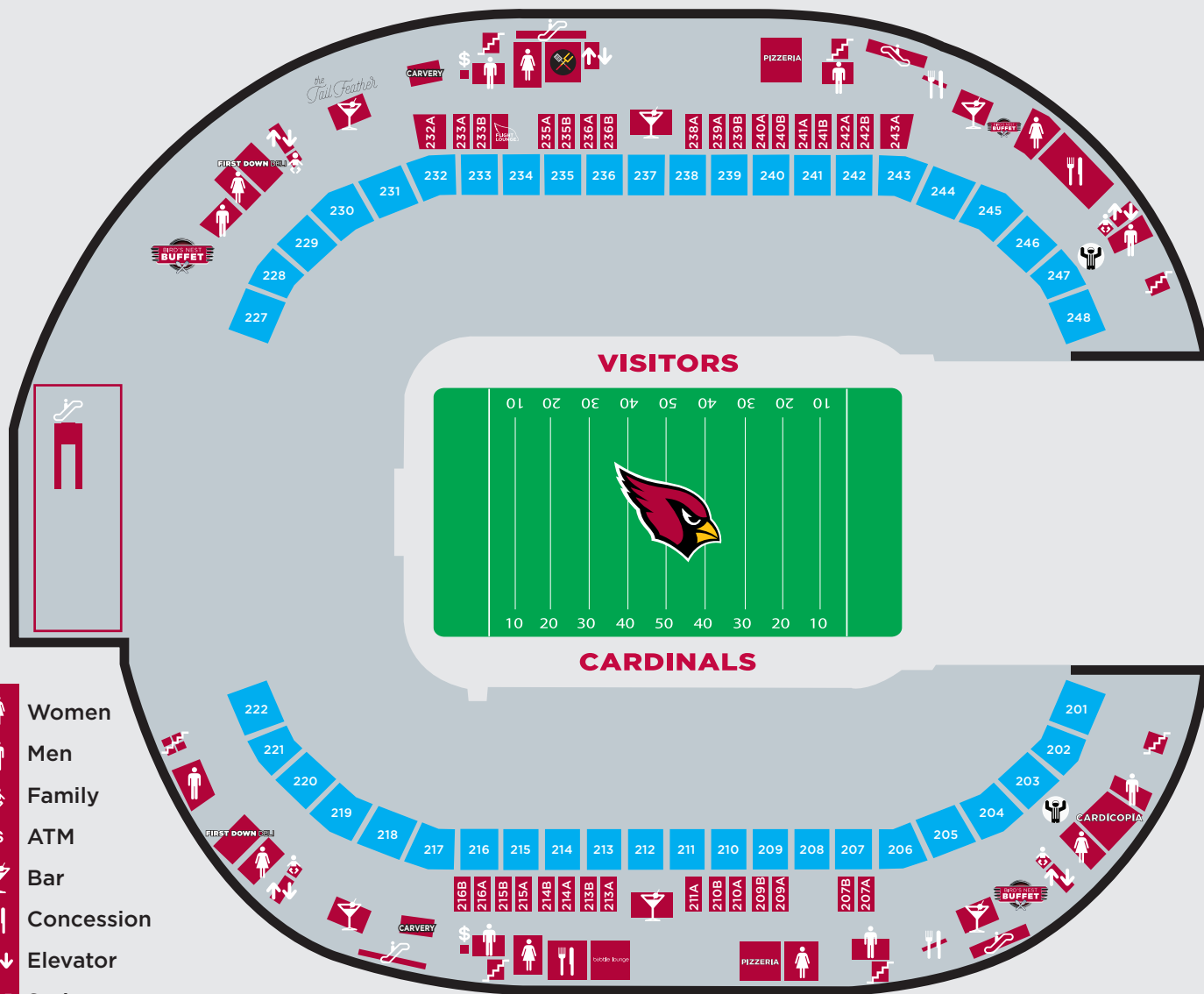
- Cardinals Ticket Windows
- Guest Services
- First Aid
- Women
- Men
- Family
- ATM
- Team Store
- Concession
- Elevator
- Stairs











GILA RIVER
HOTELS & CASINOS
CLUBWEST
Entry

HYUNDAI
Gate 1 Entry

For more on food and beverage offerings, please see pages 28 & 29.

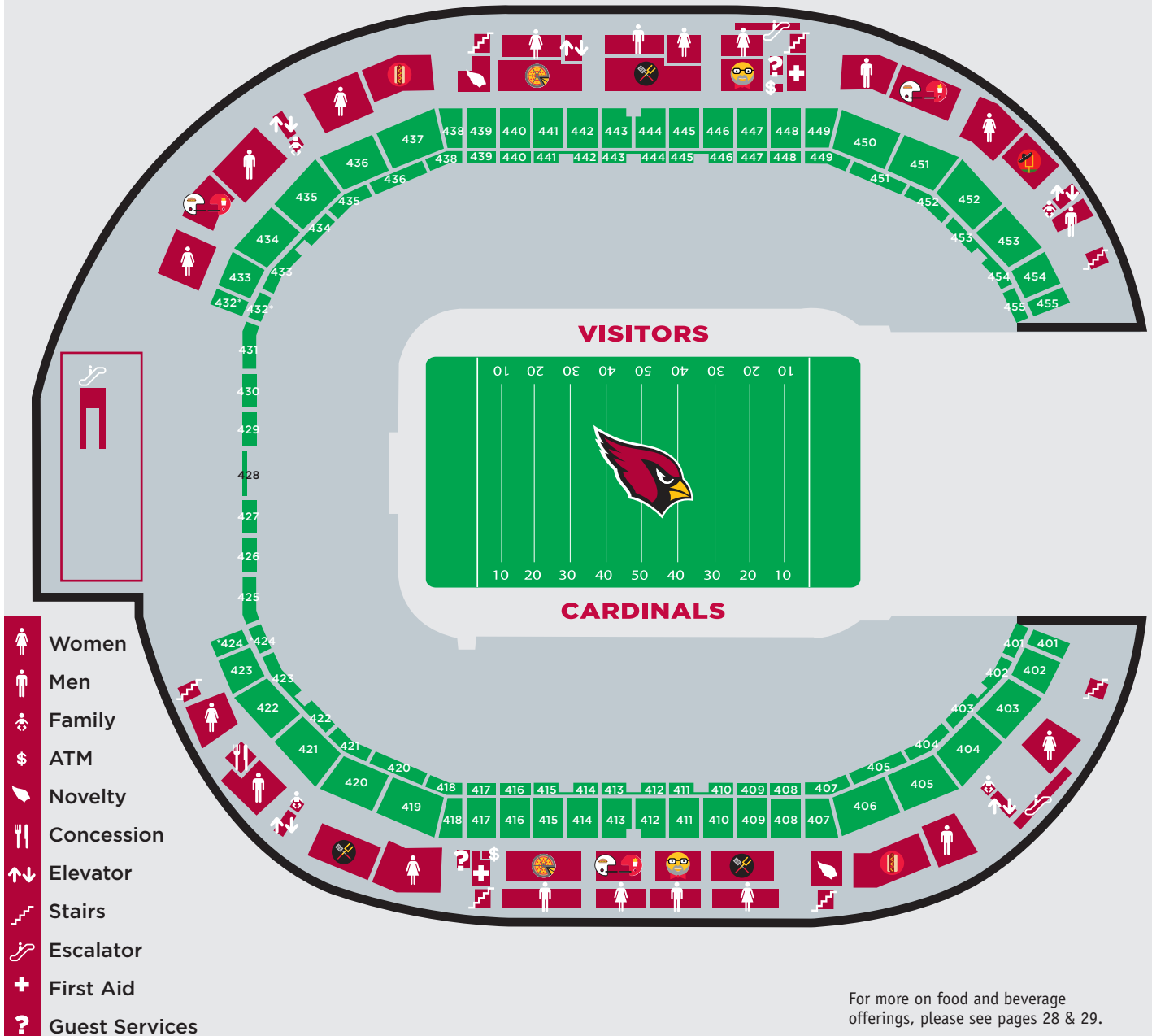
CLUB LEVEL



-  Women
-  Men
-  Family
-  ATM
-  Bar
-  Concession
-  Elevator
-  Stairs
-  Escalator
-  Loft

For more on food and beverage offerings, please see pages 29.

TERRACE CONCOURSE



For more on food and beverage offerings, please see pages 28 & 29.

Concession Information Main and Terrace Level Concourses

DESERT  **BREEZE**

Location – Main Concourse Section 125

 **FIELD OF FAVORITES** 

Locations – Terrace Concourse Sections 413, 434, 450

1ST ROUND  **DRAFT**

Locations – Red Zone Bridge, east and west end

GRANDE  **ROJO**

Location – Main Concourse Section 124

GRIDIRON  **GRILL**

Locations – Main Concourse Sections 102, 109, 129;
Terrace Concourse Sections 408, 420, 444

MR. B's 

Locations – Main Concourse Section 134;
Terrace Concourse Sections 411, 448

PIZZAZ 

Locations – Main Concourse Sections 113, 132; Terrace Concourse 416, 440

RED  **DOG**

Locations – Main Concourse Sections 112, 119, 135;
Terrace Concourse Sections 406, 437

TOUCHDOWN  **TORTILLAS**

Locations – Main Concourse Section 127; Terrace Concourse Section 452

 **WINGS OF HONOR**

Locations – Main Concourse Section 107

Concession Information Main and Terrace Level Concourses (cont.)

SPORTSMAN'S  **CAFÉ**

Locations – Main Concourse Section 115, 136; Terrace Concourse Section 422



Papa John's Pizza available at the four PizzAz stands
at Sections 113, 132, 416 and 440.

Concession Information Club Level

FIRST DOWN  **DELI**

Locations – Club Level Sections 220, 227

GRIDIRON  **GRILL**

Locations – Club Level Section 235

LOFTGRILL

Locations – Club Level Sections 213

PIZZERIA

Locations – Club Level Sections 209, 240

TACO STAND

Locations – Club Level Sections 213, 235

TD  **CAFE**

Locations – Club Level Section 203, 247

CARVERY

Locations – Club Level Sections 217, 232



Club Level Section 233

SWEET NEST

Locations – Club Level North Bridge Club 222, 247



Club Level Section 205, 223, 245

bubble lounge

Locations – Club Level Sections 213

University of Phoenix Stadium Information/Facts

Field Tray

University of Phoenix Stadium features a unique rollout natural-grass playing field, contained in a single tray measuring 234 feet wide by 403 feet long and weighing a hefty 18.9 million pounds. The first completely retractable field in North America, it will be positioned inside the stadium on game days to offer the preferred natural-grass playing surface for football and outside the stadium the remaining 350+ days of the year to receive the needed sunlight and water to grow. A total of 462 steel wheels riding on 13 parallel steel rails are used to slide the field tray in and out of the facility. Of those 462 wheels, only 76 of them are powered by a one-horsepower electric motor to move the field tray from outside to inside in roughly 70 minutes. The flexibility of this unique design allows University of Phoenix Stadium to serve as a true multi-purpose venue featuring a 152,000 square-foot event floor.

Retractable Roof

The roof at University of Phoenix Stadium is comprised of two 180-foot long by 240-foot wide retractable panels that will remain closed to allow for air conditioning during the hot summer months and then open during the cooler months to take advantage of the Valley's abundant sunshine. The fabric roof will allow light to fill the stadium and provide an open, airy feel even when the roof panels are closed. The roof system is designed to close in approximately 12 minutes.

Scoreboards

Prior to the start of the 2014 football season, both the north and south videoboards inside University of Phoenix Stadium were enlarged to provide Cardinals fans with the best game entertainment experience. The south video board display measures 54 feet high by 164 feet wide. Featuring Daktronics 13HD pixel layout for crisp and clear imagery, the display is capable of showing one large image to highlight live video and instant replays. The north videoboard is three times larger than the original board providing improved viewing of replays, highlights and other game day programming. Ribbon boards below both the north and south videoboards provide real-time game information along with open captioning for fans.

Tillman Plaza and Memorial

The Pat Tillman Memorial is located in a prominent, but reflective area just off the northwest section of the stadium plaza, which is also known as Tillman Plaza. Both the plaza and memorial are open for viewing by fans during their visit to the stadium. The Memorial was conceived and designed by Peter Eisenman and Michael Dollin, the same designers who designed Sportsman's Park, the 160-acre parcel that surrounds University of Phoenix Stadium. The Memorial consists of a bronze statue of Pat in a pose familiar to all Cardinals fans. The statue was sculpted by OmriAmrany, an expert in this art form. Opposite the statue is a 60 foot diameter negative edge reflecting pool. The pool has a low seat wall that allows fans to experience the Memorial and creates a fitting remembrance of the Arizona State Sun Devil, Arizona Cardinal and U.S. Army Ranger that lives on in our hearts and memories. All money collected in the reflecting pool is donated to the Tillman Foundation.

Emergency Evacuation Plan

All fans at University of Phoenix Stadium should familiarize themselves with the emergency evacuation plan. The most important thing you can do in the event of an emergency is be prepared. The first step is to be familiar with the closest emergency exits to your seat location. It is always a good idea to identify two emergency exits should one be unavailable due to the nature of the emergency. Families and groups should pre-designate a meeting location outside of the stadium in the event of an evacuation. If you have any questions about the location of emergency exits please refer to the stadium diagrams in this guide or contact a guest service or security staff member for assistance.

It is important to remain calm and follow the instructions of stadium staff during an evacuation. Please remember, for the safety of all, everyone should leave in an orderly manner.

Red Zone

Exit the seating area by walking to the top of the sections and down the stairways to the event floor. Exit the stadium through the emergency exits and up the vehicle ramp to the parking lot

Main Concourse

Exit the seating area by walking to the top of the section and onto the concourse. Exit the stadium through the nearest gate or door and continue out to the parking areas.

Club Level

Exit the seating area by walking to the top of the section or out the loft doorway to the Club concourse. Proceed to the nearest stairwell or north ramp exit doors and walk down to ground level. Exit the stadium and continue out to the parking areas.

Lofts Corridor

Exit loft doorway to the Loft corridor. Proceed to the nearest stairwell or north ramp exit doors and walk down to ground level. Exit the stadium and continue out to the parking areas.

Ring of Honor

Exit up and out of the seating area into the concourse and locate the nearest stairwell and exit down the stairs or walk north to the north ramp and take the ramp down and exit out of the stadium and into the parking lot.

Terrace Concourse

Exit the seating area by walking to the concourse. Proceed to the nearest stairwell or north ramp exit doors and walk down to ground level. Exit the stadium and continue out to the parking areas.

Disabled Fans

Contact the nearest guest service or security staff member for assistance in exiting the stadium as elevators and escalators are not available in the event of an emergency.



If you require assistance during your visit to University of Phoenix Stadium or wish to report violations of the Cardinals Code of Conduct, stadium staff can be reached at:

GAME DAY HOTLINE

623-433-7156

TEXT MESSAGE HOTLINE

**TEXT "CARDS" <SPACE> ISSUE
AND LOCATION TO 69050**

STAY UP TO DATE WITH
THE ARIZONA CARDINALS.

VISIT AZCARDINALS.COM
FOR MORE INFORMATION.

AZCARDINALS.COM/APP

