Welcome to StubHub Center and the home of your Los Angeles Chargers. This guide is designed to help you make your experience on game day the best it can be. Please do not hesitate to visit a Guest Services location throughout the stadium. We look forward to seeing you.

For the most up-to-date game day information, visit chargers.com.
CHARGERS GIRLS
The Chargers Girls may be best known for their entertainment on the sidelines of Los Angeles Chargers games, but the majority of their time volunteering and working in the community. The Charger Girls would love to be a part of your next event for an appearance at a golf tournament, grand opening, awards banquet, Monday Night Football event, or fundraiser. Go to chargers.com/charger-girls for appearance guidelines and a request form.

CHARGERS COMMUNITY FOUNDATION
Since its creation by the Spanos family more than 20 years ago, the Chargers Community Foundation has been a driving force in providing financial resources to support a wide range of programs. Along the way, the Foundation has provided more than $11 million in grants and programs to benefit local youth and families, helping critical dollars go further. The Foundation has supported programs labeled “Chargers Champions,” has raised over $5 million in direct support for local schools, and has invested in programs and facilities that provide for badly needed physical fitness, nutrition, and athletic programs. For more information, contact the Chargers Community Relations Department at (714) 540-7100.

CHARGERS EXPRESS
This Chargers Express offers fans free non-stop shuttles to and from StubHub Center for every Los Angeles Chargers home game.

- Operates approximately every 10 minutes
- Begins 2.5 hours prior to kickoff
- Returns operate for 1.5 hours after the game

Pickup locations include:
- Harbor Gateway Transit Center – 131 W. 182nd St., Gardena, CA 90248
- Del Amo Station – 20220 Senta Fae Ave., Rancho Dominguez, CA 90220

Fans are encouraged to contact the Chargers Express by riding the Metro Silver Line to the Harbor Gateway Transit Center or the Metro Blue Line to the Del Amo Station.

CHARGERS PRO SHOP
For official Los Angeles Chargers merchandise online, check out the Chargers Official Online Store at chargers.com.

Team Store: StubHub Center has three team store locations on-site. They are located near the Southwest entrance, Northeast entrance and on the main concourse in the South end zone. The Northeast and South end zone team stores are only open on gameday. The team store near the Southwest entrance is open gameday, Saturday from 10am – 2pm PT and on gamedays. Schedule is subject to change.

CHILDREN
Any child/two years of age or older will require a ticket to enter the facility.

CODE OF CONDUCT
The Chargers are committed to creating a safe, comfortable, and enjoyable experience for all fans, both in the stadium and its vicinity, including in the parking lot. We want everyone attending our games to enjoy the experience in a responsible fashion.

Attendees who demonstrate inappropriate or disruptive behavior, including but not limited to the following, are subject to ejection from the premises, and Season Ticket Members risk losing their season ticket account and/or parking privileges for:

- Excessive consumption of alcohol
- Obscene, offensive, or abusive language or actions
- Fighting, or otherwise dangerous, abusive or profane behavior
- Unruly or inconsiderate behavior
- Indecent exposure or undressing, wearing obscene or indecent clothing
- Smoking inside or near the stadium
- Subjegting or other improper resale of tickets
- Failing to follow rules elected from stadium personnel
- Verbal or physical harassment of opposing team fans
- Interfering with security procedures
- Tampering with the progress of the game, going onto or attempting to go onto the field or throwing or attempting to throw any object onto the field; and any other action pertaining to any and/or confiscation of game tickets

Event patrons are responsible for their conduct as well as the conduct of their guests and/or persons using their tickets. Even if Season Ticket Holders have sold, given or loaned tickets to a guest, the account holder is accountable for the actions of those using the tickets. Accounts can be forfeited partially or entirely for violations of the Code of Conduct, whether event patrons, their guests, and other fans can enjoy the event free from behavior like that described above. Event patrons and their guests will be subject to ejection without refund and to potential loss of ticket and/or parking privileges for future games for violations of the Code of Conduct.

The Los Angeles Chargers and StubHub Center thank you for complying with our Code of Conduct. Let’s all enjoy Gameday…the right way! Report any problems.

The Los Angeles Chargers and StubHub Center thank you for complying with our Code of Conduct and all logistical changes. For more information, visit Los Angeles Chargers Fan Conduct Issues. Text AssistMe to 49350. Message & data rates may apply.

CONCESSIONS
Concessions are located conveniently throughout the stadium.

Designated Driver Booth
The Designated Driver Booth is located across from Section 105. If you are 21 years of age with a valid driver’s license, sign up at the booth location to receive a car tag. Turning in an completed and signed Designated Driver Tag Form will open two hours prior to kickoff and close after the first quarter.

Drinking Fountains
Drinking fountains are conveniently located throughout the stadium.

Elevators
- Elevator 1 – inside StubHub Center main lobby
- Elevator 2 – passenger elevator closest to the field level
- Elevator 3 – freight elevator closest to the field level

Entrance Procedures
For your safety, all persons and their belongings entering the stadium are subject to screening procedures by uniformed security personnel. To aid in this process, please remove all metal items from your pockets, including tall phone cases and keys. The NFL strongly encourages fans to not bring any type of bags inside the stadium. If you do so, please limit the number of carried items. Items may be placed in a clear plastic, vinyl, or PVC bag that does not exceed 12” x 6” x 4.5” for all gamedays. This includes the Arizona Stadium. Smaller bags are allowed for the following:

- A carry-on purse not exceeding 4.5” x 6.5”
- Diapers for children under two years of age
- Medical equipment for those who require it

Enforcement procedures are in place to ensure that all fans have a safe, enjoyable experience.

Exit Gates
There are four main exit gates. After leaving the stadium, there is no re-entry into the stadium.

Family Restrooms
Family restrooms are located near sections 106 and 128 and available to all genders.

Fan Mail
Fans can contact Chargers players directly at:

Player Name
c/o Los Angeles Chargers
3333 Susan Street
Costa Mesa, CA 92626

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For more information, contact the Chargers Community Relations Department at (714) 540-7100.

Feminine Products
Feminine products are available at Guest Services near the Southeast entrance and terraces courts.

First Aid
Free-Aid is located adjacent to the Southeast gates behind Guest Services.

Foodballs
It is unlawful to throw or launch any object, including footballs, in the stadium parking lot, football, beach, and similar objects are not allowed inside the stadium.

Computers
Tablet computers such as an iPad or Surface are allowed inside the stadium. Owners may be asked to show the device is functioning, by turning it on. Laptop and other large personal computers are not allowed to be brought into the stadium. Computer cases and computer bags are not allowed into the stadium.

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- Excessive consumption of alcohol
- Obscene, offensive, or abusive language or actions
- Fighting, or otherwise dangerous, abusive or profane behavior
- Unruly or inconsiderate behavior
- Indecent exposure or undressing, wearing obscene or indecent clothing

FOOTBALLS
It is unlawful to throw or launch any object, including footballs, in the stadium parking lot, football, beach, and similar objects are not allowed inside the stadium.
GUEST SERVICES
Guest Services is available adjacent to the Southeast gates and near the Northwest gates. Additional kiosks are located throughout the concourse.

HOTLINE
Security personnel and Chargercare representatives are available during the game to report fan conduct or security issues or to answer any questions you may have. To report Fan Conduct Issues, text AudibleGrace Issue & Location to 69050. Message & data rates may apply.

JR. CHARGER GIRLS
Be a part of a halftime show with the Los Angeles Jr. Charger Girls and give back to the wonderful community of Los Angeles. Participants ages seven to 15 will have the opportunity to perform in front of 27,000 fans at a Chargers home game and raise money for the Make-A-Wish Foundation. For more information and an application, go to chargers.com/jrcharger-girls.

KIDS ID BRACELETS
ID bracelets that can be marked with seat locations are available at the Guest Services location adjacent to the Southeast gates.

LEAVING THE STADIUM
All vehicles must vacate the parking lot one hour after the game ends. Overnight parking is not permitted.

LOST & FOUND
All lost and found items will be turned into Guest Services during events or at their conclusion. All lost and found inquiries during the event should be directed to the Guest Services. At the end of the event, Guest Services will turn in all unclaimed lost and found items to the Security Department. After events, guests wishing to inquire about the recovery of lost items are directed to telephone the Security Department directly, positively identifying the lost item, presenting a valid photo identification card, and agreeing to be contacted via phone at (310) 630-2454. After 30 days, all unclaimed lost and found items will be released to charitable organizations.

LOST CHILDREN/ADULTS
Any fan looking for a lost child or adult should contact the Guest Services office adjacent to the Southeast guest gates.

PLAYOFF TICKETS
As a 2018 Chargers Season Ticket Member, you have the option to purchase playoff tickets for any Chargers playoff games hosted at the StubHub Center. Invoices for postseason games will be emailed or mailed if it appears the Chargers will host a postseason game. If a game is not played, any unused portion of your playoff payment will be credited to your next year’s season ticket account.

PREMIUM EXPERIENCES
Premium Experiences members can enter the stadium through the VIP entrance located adjacent to the StubHub Center. Premium Experiences members are located behind the valet lot. Doors for Premium members open 3 hours prior to kickoff. For questions or concerns on game day, visit the Premium Experiences tent located at the top of Section 104 or email Premium.Experiences@chargers.

RESERVED PARKING
Reserved Parking Permits cannot be replaced. Deposits will not be refunded after this date. Any replacement tickets will be issued.

RESERVED PARKING permits are directed to telephone the Security Department directly, positively identifying the item, presenting a valid photo identification card, and agreeing to be contacted via phone at (310) 630-2454. After 30 days, all unclaimed lost and found items will be released to charitable organizations.

PAGING
The stadium Public Address System is not used for paging fans. Please visit the Guest Services location for assistance.

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SERVICES FOR FANS WITH DISABILITIES

ASSISTANCE: If requested, Guest Services will provide assistance for persons who have difficulty accessing their seat.

ASSISTIVE LISTENING DEVICES: Assistive Listening Devices (ALD) are available at the Guest Services location near the Southeast entrance gates.

ELEVATORS: • Elevator 1 – inside StubHub Center main lobby
• Elevator 2 – passenger elevator closest to the field level
• Elevator 3 – freight elevator closest to the field level
• Elevator 4 – on the West side of the stadium, closest to Suite MC7
• Elevator 5 – on the East side of the stadium, closest to Suite MC3
• Elevator 6 – passenger elevator closest to the Northeast entrance

Lift 1 - North end zone behind sections 121 and 122

PARKING: A limited number of parking spaces are available for fans with valid accessible placards or license plates.

RESTROOMS: Accessible restrooms are located throughout the stadium.

SEATING: Wheelchair, companion, semi-ambulatory, and transfer seating is available. Contact the Chargers Ticket Office at (877) CHARGERS for more information.

SERVICE ANIMALS: Service animals that are trained or in training are allowed to enter during events. A guest whose service animal poses a threat to the safety of other guests or to the property may be asked to remove the animal from the premises. Guests who need to escort a service animal to a general seat area may be allowed by the service at the discretion of Guest Services. Guests that have service animals must notify Guest Services prior to entering the facility.

STUFFED ANIMALS: No stuffed animals are permitted. Stuffed animals are not to be brought into the stadium with guests. Please leave any stuffed animals at home.

RESTROOMS:

Restrooms are conveniently located throughout the stadium. There are also family restrooms located near sections 106 and 126 and are available to all genders.

RIDESHARE

Please visit chargers.com for the latest rideshare information.

SEASON TICKET MEMBERSHIP

The Season Ticket Member of record is the name or company which appears on the first line of the account.

EXAMPLES:

Brittany Fan (Brittany Fan is the Season Ticket Member of record)

ABC Company (ABC Company is the Season Ticket Member of record)

Brittany Fan

ABC Company

For your protection, the Los Angeles Chargers will only accept requests from the Season Ticket Member of record. If the member of record is a company, the Chargers will accept requests only from the company’s authorized representative identified on the account.

TOLL-TAILGATING:

For questions related to your suite or catering, please contact Premium.Experiences@chargers.nfl.com
Holder may have against the NFL Parties. Failure to consent to such searches will result in Holder’s denial of entry to Stadium. A condition of entry is that Holder hereby agrees and consents to the full release of: 1) Holder’s biographical information and 2) reports, citations, notes, or criminal complaints drafted or maintained by law enforcement officials relating to Holder’s acts at StubHub Center that necessitate contact by law enforcement, by the Chargers or their authorized agents. This Ticket may not be resold or offered for resale at a premium in excess of the amount allowed by law. Holder may not enter the Stadium for advertising, promotion, or commercial purposes, nor use this ticket for advertising, promotion, or other commercial purposes (including, without limitation, contests, sweepstakes and giveaways), without the prior written consent of the Chargers and the NFL. Photographs, video, or other accounts or descriptions (in whatever form or media) of all or part of the football game or any game-related activities created by Holder may only be used for personal, non-commercial uses, and any transmission, distribution, public performance and/or display are strictly prohibited. Holder grants the NFL Parties the irrevocable right to use Holder’s voice, name and/or likeness obtained in connection with the use of this ticket for any purposes whatsoever, including commercial purposes of the NFL Parties; and may use Holder’s voice, name and/or likeness now or hereafter existing, without additional compensation or permission. By using this ticket, Holder agrees to have read this contract and accepts its terms. This ticket cannot be replaced if lost, destroyed, or stolen. A ticket obtained from sources other than the Chargers’ ticket office may be lost, stolen, scalped, or counterfeit and may not be honored.

TEXT MESSAGING
To report Fan Conduct Issues, text AssistMe <SPACE> ISSUE & LOCATION to 69050. Message & data rates may apply.

TICKET DELIVERY METHODS
Chargers Account Manager allows you to manage your account quickly and easily. Log in to Chargers Account Manager at chargers.com to manage your season ticket account. Here you can access your mobile tickets for admission and utilize features such as ticket forwarding. NFL Ticket Exchange and other ticket activities. Season tickets may only be transferred or forwarded electronically. PDF ticket delivery methods are not allowed and will not be allowed entrance into the game. Chargers ticket policies may be found at chargers.com.

TICKET WINDOWS:
ADVANCE TICKETS: For Premium Seating information, call (877) CHARGERS. For single game tickets, call (800) 745-3000. For accessible seating information, call (877) CHARGERS.
PREMIUM EXPERIENCES: For more information, contact Premium Experiences at (877) CHARGERS or email Premium.Experiences@chargers.com.
SEASON TICKETS: The Chargers offer a variety of benefits and special services to its Season Ticket Members. For more information, contact the Chargers at (877) CHARGERS.
WILL CALL: Will call is located at the Northwest Box Office four hours prior to kickoff on game day. You must present a picture ID to pick up tickets. Premium Experiences will call is located at the Southwest Box Office and opens four hours prior to kickoff.

TRANSPORTATION
Other forms of transportation to the games include:

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