

SOCIAL STORY

Our goal is for Indianapolis Colts games to be an enjoyable experience for everyone, including fans with special needs. This booklet was compiled to serve as an informational tool to increase your enjoyment and comfort at Lucas Oil Stadium. It is not a complete or official statement of policies. The Colts reserve the right to alter, change, or interpret policies without notice.



When I go to a Colts game

Sensory Stories

- If you are attending an Indianapolis Colts game and have a loved one with sensory issues, the Indianapolis Colts in conjunction with the Damar DNA program would like to help prepare your loved one ahead of time for some of the sights and sounds they will experience.
- Below are images of some of the areas you will encounter during your game day experience. Some of the areas may be over-stimulating or anxiety-producing. You may want to read these pages with your loved one one or more times prior to your visit.
- When I Go To an Indianapolis Colts game...

This is Lucas Oil Stadium. The Indianapolis Colts play football in this stadium. I will be going to a football game here!



Before the game it gets very crowded and we have to wait our turn in line with other people. Sometimes it gets loud and this is OKAY!



The halls leading to our seats are long and can be very crowded.



This is what it looks like inside the stadium with all the other fans.



Sometimes they light small fireworks to introduce the players. This can be loud and that is OKAY!



When we walk around the concourse we will see a lot of TV screens. We can watch the game even when we take a walk around the stadium.



In the middle of the game, they have marching bands and other fun activities.



This is what the stadium looks like during a night game or when we leave after the game.



Frequently Asked Questions

Lucas Oil Stadium Security

Those observing other guests violating the policies above should report the incident to the nearest stadium representative. You can also contact Lucas Oil Stadium Security at (317) 262-3444 or you can send a text message to the Guest Assist Text Messaging Service to 78247. Type INDY (space) ISSUE (space) LOCATION.

Umbrellas & Strollers

Umbrellas and strollers are permitted in Lucas Oil Stadium. However, Lucas Oil Stadium does not assume responsibility or offer a 'check service' for such items. Umbrellas and strollers may not block aisles or obstruct another patron's view.

Items NOT Permitted in Lucas Oil Stadium

For the protection of our fans, the following items are not permitted in Lucas Oil Stadium and cannot be stored by Lucas Oil Stadium personnel. The items include, but are not limited to:

- Weapons or fireworks
- Backpacks or large bags- NFL approved bags only allowed in the stadium
- Any object that can be thrown
- Video cameras
- Poles/sticks of any kind
- Liquor containers, bottles, cans, liquid containers and coolers (except for guests with special medical or dietary needs)
- Food not dispensed by Lucas Oil Stadium concessionaires
- Objects that obstruct another patron's view of the playing field
- Horns, bells, whistles, bullhorns, megaphones, klaxons, boom boxes and/or other noisemakers
- Animals (except assistive animals for guests with disabilities)
- Anything that creates a nuisance or disruption

Pat Downs NFL Public Safety Entry Procedures

Patrons are subject to inspection of person, parcels, bags, containers and/or clothing capable of concealing prohibited items. In accordance with NFL and Colts security policy, all fans are subject to security inspection prior to stadium entry, including physical pat down and inspection of all items. Guests may refuse inspections, however, management reserves the right to refuse entry.



Disability Services

The Colts and Lucas Oil Stadium are dedicated to making the game day experience enjoyable for all fans. The following accessible services are available:

- **Drop-Off Point:** There are two drop-off points at Lucas Oil Stadium. One is located at the south west corner of the building accessible via northbound Missouri Street at Gate 3. The second is located at the north east corner of the building accessible via southbound Capitol Avenue near the Colts Pro Shop entrance at the stadium. Due to pedestrian traffic leading up to kick-off, local law enforcement has the authority to close Capitol Ave. and/or Missouri Street. We recommend planning accordingly.
- **Wheelchair & Hearing Enhancement Device Availability:** A limited number of wheelchairs and hearing enhancement devices are available for use during games. They can be obtained at the Guest Services window located in the Indiana University Health Corner on Street Level, near section 121. Guests will be asked to leave a driver's license as a deposit for these items. Guest Services may also provide wheelchair assistance by escorting guests to and from their seats. This can be arranged and requested at any staffed Guest Services window.
- **Weighted Blankets and Noise Cancelling Head Phones:** A limited number of weighted blankets and noise cancelling headphones are available for use during games. Weighted blankets may be obtained at the Guest Services window located in the Indiana University Health Corner on Street Level, near section 121. Noise Cancelling Head Phones are available at each Guest Services Window. Guests will be asked to leave a driver's license as a deposit for these items

Elevators

Elevators are located in each quadrant of Lucas Oil Stadium. They are in operation when doors are open until one hour after the conclusion of the game. Access to elevators is limited to suite holders and patrons with disability needs only.

Escalators

Escalators are available at the Lucas Oil and hgregg Gates. These stop at all public levels - Street Level (100–200), Loge Level (300–400) and Terrace Level (500–600).

Ramps

Pedestrian ramps are located in the northwest and southeast corners of Lucas Oil Stadium.



Parking

Parking for fans that have disability needs (ADA) in Lot A or South Parking Lot is not available to the general public on Colts game days. However, the Indiana Stadium and Convention Building Authority (ISCBA) with the assistance from the Indianapolis Metropolitan Police Dept (IMPD) have blocked off specific streets for reserved parking for patrons that have disability needs. These reserved spaces are located off of West Merrill Street (between Illinois Street and Capitol Ave.), Russell Ave. (between Merrill Street and McCarty Street), and at the Indiana Department of Administration's parking lot located off of West McCarty Street. A valid placard or state registered plate is required. Reserved parking passes are not available for advance purchase. Spaces are limited and are available on a first come first serve basis.

Restrooms

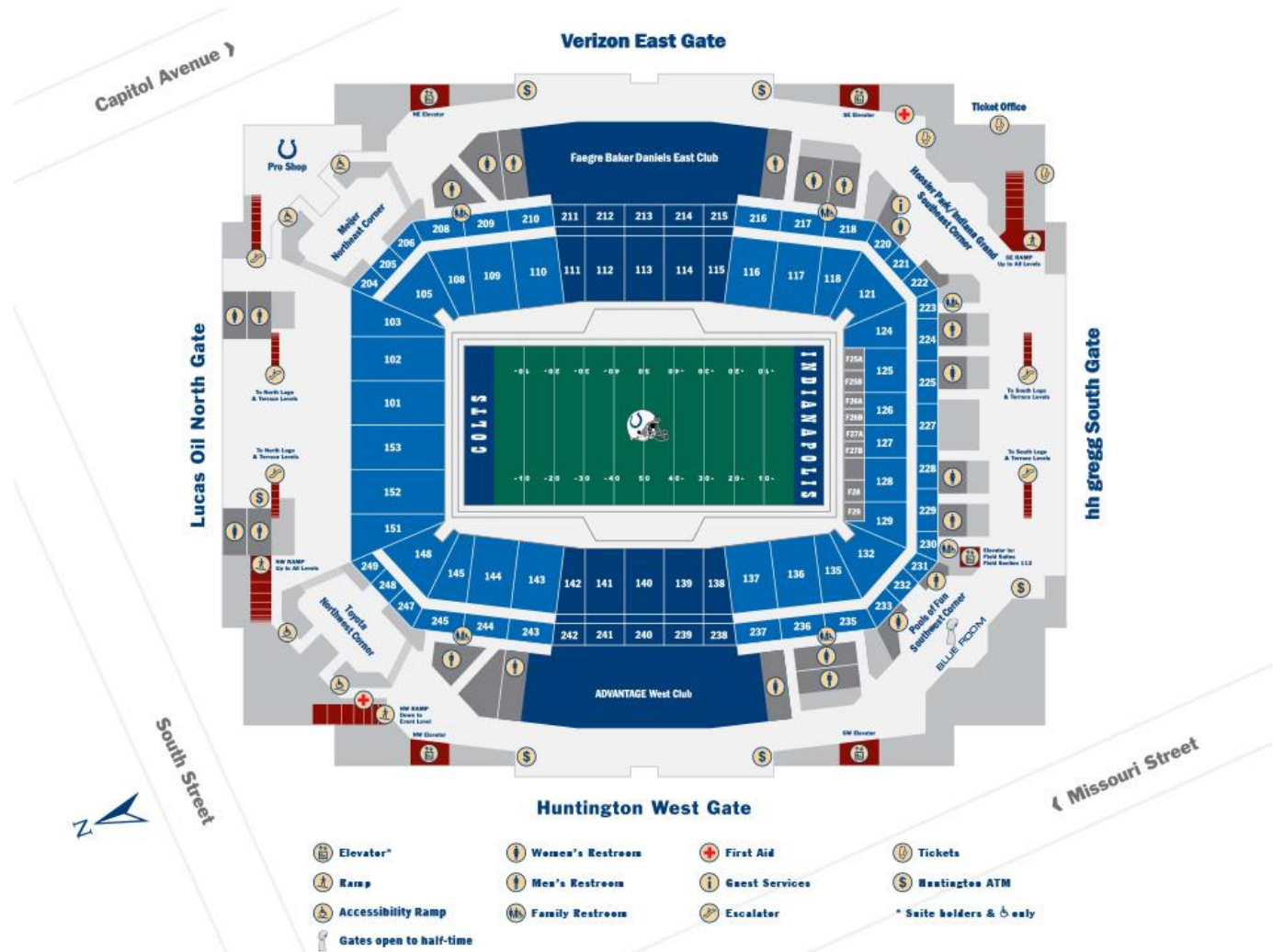
Lucas Oil Stadium has 1400 toilet fixtures for both men and women. Family restrooms are located in each quadrant of Street Level, Loge Level and Terrace Level. All restrooms are accessible and include baby changing stations.

NFL Clear Bags

Since the 2013 season, the NFL has implemented a new safety policy that will make the security process more efficient and effective. Fans are allowed to bring in a clear plastic, vinyl or PVC bag that does not exceed 12" by 6" by 12" or a one-gallon clear plastic freezer bag. In addition to one of the clear bags, fans may also carry in a small clutch bag or purse approximately the size of a hand, with or without a handle or strap. For more information, go to www.nfl.com/allclear.



100/200 LEVEL (Street Level)



300/400 LEVEL (Loge Level)



-  Elevator*
-  Women's Restroom
-  First Aid
-  Tickets
-  Ramp
-  Men's Restroom
-  Guest Services
-  Escalator
-  Accessibility Ramp
-  Family Restroom
-  * Suite holders & only



TERRACE LEVEL



Bud Light Party Zone



- Elevator*
- Women's Restroom
- First Aid
- Tickets
- Ramp
- Men's Restroom
- Guest Services
- Washington ATM
- Accessibility Ramp
- Family Restroom
- Escalator
- * Suite holders & ♿ only



If I stay calm during the game, I can get a treat on the way home!

