Parking Guidelines

- Sportsman’s Park carparks and other Cardinals parking areas open four (4) hours prior to kickoff. No vehicles will be admitted prior to this time. Vehicles will not be allowed to arrive the evening before a game to park overnight. Sportsman’s Park and other Cardinals parking areas close one (1) hour after the conclusion of the game. Tailgating activities are not allowed to resume following Cardinals games.

- All vehicles, including motorcycles, must have a valid parking hangtag to access Sportsman’s Park and other designed Cardinals hangtag parking areas.

- A parking hangtag is valid for one (1) parking space only. Trailers of any kind are not permitted inside any parking area. Vehicles taking more than one parking space or parked incorrectly will be subject to tow. All fees associated with the removal and impounding of the vehicle will be the responsibility of the owner.

- Oversized vehicles - There is only one oversized parking area, Lot F, for Cardinals games. Each oversized vehicle must have a valid “Lot F Oversized Vehicle” hangtag to access this parking location.

- “Speed loading of the parking lots” - Fans are asked to follow the direction of the parking staff to quickly park your vehicle. Vehicles that do not park in a location instructed by parking staff are subject to tow and loss of their hangtag for the remainder of the season.

- Fans that wish to park next to friends must arrive at the same time. Parking spots cannot be reserved or saved for fans arriving at a later time.

- Tailgating in the parking lots must be limited to the area directly in front of or behind the vehicle. Tailgating in empty stalls is prohibited, even with an unused hangtag. Tailgating equipment, such as chairs, tents, propane/natural gas grills and other items, cannot block the painted fire lanes for vehicles or sidewalks.

- Natural gas or propane grills are permitted in Sportsman’s Park and other Cardinals parking areas. Charcoal grills are not permitted.

- Glass containers are not permitted at Sportsman’s Park or any Cardinals parking area.

- Fans are permitted to bring up to a 10’ by 10’ shade tent to be used 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. Tents used in the parking areas must not block the painted fire lanes for vehicles or sidewalks.

- Fans are not allowed to rope off or reserve large tailgate areas in the parking areas or on the Great Lawn.

- Fans are limited to preparing food for their family and friends. Private catering companies are not allowed in the Sportsman’s Park and other Cardinals parking areas. The sale of food or beverage items to other fans is also not permitted.

- Recycle bins are located throughout the Great Lawn and recycle bags are available from the parking lot staff. Please do your part to recycle and help keep all parking areas litterfree. Trash cans and larger containers are located throughout all parking areas.
- Golf carts, Segways, skateboards, scooters and other nonlicensed motorized vehicles are not permitted to be operated within Sportsman’s Park or other Cardinals parking areas.

- Portable Public Address systems are not permitted at Sportsman’s Park or other Cardinals parking areas. Sound systems inside vehicles cannot be played at an excessive volume as determined by parking lot or security staff.

- Advertising of goods or services is not permitted at Sportsman’s Park or other Cardinals parking areas. Vehicles with exterior advertising can be stopped from entering even with a valid hangtag. Hanging commercial signage on vehicles tents or by other means is also not permitted.

- Sportsman’s Park and other Cardinals parking areas are patrolled by parking lot staff, security staff and local law enforcement officers. All fans should enjoy their tailgating experience in a responsible fashion. The Arizona Cardinals Code of Conduct will be enforced throughout all parking areas. Along with season tickets, parking hangtags can and will be revoked for non-compliance of Cardinals parking regulations and/or Code of Conduct.

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**Tailgating**

One of the great traditions in the National Football League is enjoying time together with family, friends and other Cardinals fans before each home game. Tailgating can mean many different things to people. Preparing a pre-game meal, sharing stories from past games and taking in the excitement on the Great Lawn would be some of the accepted practices prior to a Cardinals game. Excessive consumption of alcohol, playing music at a disruptive volume level and use of charcoal grills are not. All fans are reminded the Arizona Cardinals Code of Conduct extends throughout Sportsman’s Park and all game day parking areas.
Cardinals Code of Conduct

The Arizona Cardinals are committed to creating a safe, comfortable and enjoyable experience for all fans, both inside University of Phoenix Stadium and throughout our parking areas. The Arizona Cardinals Code of Conduct was developed for all fans attending our games to enjoy the experience in a responsible fashion. All ticket holders are responsible for their conduct as well as the conduct of their guests and/or persons occupying their season seats. Stadium and parking lot staff will promptly intervene to support an environment where ticket holders, their guests and other fans can enjoy the game free of behavior prohibited in our Code of Conduct. Ticket holders and others who violate these provisions will face ejection from the parking areas and/or stadium, along with possible arrest and potential revocation of season ticket privileges without refund.

When attending an Arizona Cardinals game, all fans should be aware of and comply with the following guidelines:

- Fans are expected to present a valid hangtag to enter the game day parking areas, sit in their ticketed seat location and produce their game ticket when asked by Arizona Cardinals, parking lot, stadium or security staff.
- Fans wearing clothing deemed obscene or indecent will not be allowed entry inside or will be subject to ejection from University of Phoenix Stadium.
- Foul or abusive language and obscene gestures will not be tolerated.
- Behavior that is unruly, disruptive or illegal in nature will not be tolerated, including verbal or physical harassment of opposing team fans.
- Intoxication or other signs of impairment related to any type of illegal drug or excessive alcohol consumption will not be tolerated.
- Displays of affection or other behavior not appropriate in a public setting will not be tolerated.
- Excessive standing in seating areas which blocks the view of other ticket holders will not be tolerated.
- Interference with the progress of the game or failure to following instructions of Arizona Cardinals, parking lot, stadium or security staff will not be tolerated.
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
- Alcohol
- Animals (except for service animals)
- Bags larger than 12” x 12” x 12”
- Banners or signs larger than 3’ x 2’ (see additional guidelines below)
- Beverages other than one (1) factory-sealed, non-frozen 500mL (16.9 fl. Oz.) bottle of water
- Beverage containers – Bottles, cans and thermos bottles
- Brooms
- Cameras with professional photo lenses (larger than 8 inches)
- 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
- Illegal drugs
- Laptop computers
- Laser Pointers
- Mono/tripods
- Noise Makers (whistles, horns, bells, etc.)
- Poles or Sticks of any kind
- Umbrellas
- Video Cameras and video capable cellular phones
- Weapons – including, but not limited to, firearms & knives
- Any item deemed inappropriate or hazardous by stadium security
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 maximum of two alcoholic beverages or 32 ounces of beer 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.

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.

Automated Teller Machines
ATM’s are located on the main concourse at sections 104 & 123, club concourse at sections 216 & 233 and the terrace concourse at sections 416 & 448, along with additional portable ATM’s throughout the stadium.

Automobile Assistance
If you encounter car troubles at the end of a football game, please raise the hood on your vehicle 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
All men’s, women’s and family restrooms at University of Phoenix Stadium are equipped with a baby changing station.

Bag Inspection
In accordance with NFL Best Practices and Cardinals security guidelines, small bags and purses measuring 12” x 12” x 12” or smaller will be permitted after a thorough inspection by stadium security staff. Fans that need to bring a diaper bag, when accompanied by a baby or infant will be subject to the same inspection procedures. Fans should be prepared to open their bags for inspection and may be asked by security staff to shift and possibly remove the contents. Backpacks, duffel bags, purses or any bag larger than 12” x 12” x 12” will be denied access inside University of Phoenix Stadium and fans will be asked to return them to their vehicle. There are no lockers outside of the stadium to store items nor can any items be held by staff members. All items left unattended outside the stadium will be disposed of by stadium staff.
Banners & Signs
Cardinals fans are encouraged to show their support and may bring handheld signs to 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. Signs may not be displayed in a manner that obstructs other fans’ views of the game or stadium scoreboards/advertising signage. The signs must be made of a paper or lightweight cloth-like material. Signs 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 inside the stadium will be disposed of by stadium security unless the guest wishes to return it to their vehicle.

Bicycle Parking
Fans that choose to ride a non-motorized bicycle will be able to use the bike rack located outside of Gate 2.

Bottles & Cans
Fans will not be allowed to bring any type of bottle, can, thermos or beverage container inside of University of Phoenix Stadium. However, fans will be allowed to bring one (1) 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, mono/tripods and professional cameras with zoom lenses greater than 200mm or larger than eight inches in length.

Catering
All food services at University of Phoenix Stadium are handled by Centerplate. For more information on holding your special event at the stadium contact Centerplate at 623/433-7200. Any catering provided by companies other than stadium concessionaire is not permitted inside University of Phoenix Stadium or anywhere on Sportsman’s Park.

Cell Phones
Cellular phones are welcome inside University of Phoenix Stadium. Fans are reminded, however, to make sure that their cell phone conversations are not disruptive to the others seated around them.

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 a ticket office issued “lap pass.” Parents can obtain a lap pass at the Stadium Ticket Office on the day of the game. 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.
Chewing Tobacco
Fans are asked not to bring any type of chewing tobacco inside University of Phoenix Stadium during events.

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, located on the main and terrace concourses. Written feedback can be sent through the Arizona Cardinals website at: http://www.azcardinals.com/feedback/feedbackform.php

Designated Driver “Good Sport” Program
The Arizona Cardinals, Anheuser-Busch, Coca-Cola, Centerplate 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 at the Guest Relations offices on the main and terrace levels, club level concierge locations and Great Lawn kiosk. In appreciation of the commitment to getting their friends home safety 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 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.

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

- **Alltel Gate 1** – Working Media and fans with disabilities.
- **Gila River Club West** – Loft ticket holders and Club seat fans with disabilities.
- **University of Phoenix Gate 2** – Fans with disabilities.
- **Insight Club East** – Loft ticket holders and Club seat fans with disabilities.
- **Budweiser Gate 3** – Fans with disabilities.

Emergencies
Fans should record their section, row and seat numbers at home and office. 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
- Global Spectrum – 623/433-7100
- ProEM (Parking & Guest Services) – 480/921-2112
- S.A.F.E Management (Security & Guest Services) – 623/433-7300
- Centerplate (Concessions) – 623/433-7200
- Facility Merchandising, Inc. (Merchandising) – 623/433-7600

Entrance Gates
The two Club entrance gates will open three (3) hours in advance of kickoff for Club and Loft ticket holders.

- Gila River Club West – Northwest corner. Look for the large red “W.”
- Insight Club East – East side. Look for the large red “E.”

The three public entrance gates will open two (2) hours prior to kickoff.

- Alltel Gate 1 – Southwest corner. Look for the large red “1.”
- University of Phoenix Gate 2 – North side. Look for the large red “2.”
- Budweiser 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 Club West and Insight 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
There are a total of 12 family restrooms which are intended for the use of parents with small children and fans with disabilities. All family restrooms are outfitted with baby-changing tables and 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. Fans that hold tickets in Sections 114, 424 & 432 will not be allowed to bring or consume alcohol in these three 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.) plastic bottle of water
- Food and beverage items for infants two years of age or younger.

Gate Opening Times
Gila River Club West and Insight Club East entrances will open for Club and Loft ticket holders three (3) hours prior to kickoff. All public entrance gates will open two (2) hours prior to kickoff.

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

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 four locations include: “Safe in the Stadium” Wristbands, Lost & Found, Lost Children, “Good Sport” Designated Driver Program, Stroller/Wheelchair check-in and Guest Comment forms.

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
Game Day Text Message Hotline: (602) 396-9888
Insight Club East
Fans holding tickets for Club level sections 227-248 or Lofts numbering L232 to L243 or L333 to L367 are located on the Insight Club East lounge. Please enter University of Phoenix Stadium through the Club East entrance doors, on the east side. While at the game, be sure to visit the Insight Briefing Center to learn how you can put the “technology behind the team” to work for your business.

Laser Pointers
Laser pointers are considered a prohibited item at University of Phoenix Stadium and are subject to confiscation if brought inside the facility.

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. Claim forms are available to report missing items. Fans 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 cannot be held 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. All children are encouraged to stop by a Guest Relations office to get a “Safe in the Stadium” wristband when they first arrive.

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.

Mastercard PayPass
The Arizona Cardinals are proud to offer MasterCard PayPass™ the contactless way to pay for your concessions and merchandise at the University of Phoenix Stadium. It is even easier with your Cardinals Extra Points MasterCard® with PayPass™ card, it is like having exact
change wherever you go. With PayPass™ you are back to your seat fast and will never miss a play. Just one tap of your Cardinals Extra Points MasterCard® with PayPass™ card and you're good to go. It works just like your traditional MasterCard® card but no more swiping or giving your card to cashiers. It is 100% safe and secure. For more information on how to get your Cardinals Extra Points MasterCard® with PayPass™ card visit www.azcardinals.com.

Media Entrance
All credentialed members of the media will enter the building at the Media Entrance, located to the south of Gate 1.

Merchandise
Official Arizona Cardinals team merchandise is available at the AZone Team Store, next to Gate 2 on the main concourse level. The Team Store 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 & 137), club level (near Sections 217 & 232) and terrace concourse (near Sections 408 & 440). For more information, call the AZone Team Store at 623/433-7600.

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.

Noise Making Devices
Musical instruments or any types of noise making devices are not permitted inside University of Phoenix Stadium. This includes, but is not limited to, items like air horns, cowbells and whistles.

Payphones/TDD Phone
University of Phoenix Stadium does not have any payphones available to fans. However, fans can request the use of a phone at any of the four Guest Services locations if needed. A TDD phone for hearing and speech impaired fans is located at the Guest Services office next to Gate 1.

Playing Field – No Trespassing
Fans 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.

Publications
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.
Radios
Only personal radios with headphones are permitted inside University of Phoenix Stadium. So that all fans can enjoy the action on the field, radios operated without headphones are not allowed.

Radio Broadcasts
Be sure to tune into the Cardinals Radio Network on your drive to the stadium, during the game and on your way home. The Cardinals flagship station is Sports 620 KTAR AM along with a regional network of stations throughout Arizona. All game broadcasts can be heard on News 92.3 KTAR FM. In addition, you can catch all Cardinals broadcasts in Spanish on ESPN Deportes 710 AM.

Recycling
The Arizona Cardinals encourage all football 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. This is the third season the Arizona Cardinals are making recycling part of your game day experience. 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
Both the Arizona Cardinals and the NFL want to ensure that all fans visiting University of Phoenix Stadium are able to enjoy the game in comfort. When the roof is open, it creates two different environments inside of the stadium. The majority of fans on the east side of the stadium will experience direct sunlight and those on the west side will not. While it is difficult to satisfy the wishes of all fans in regards to the position of the roof, the following guidelines have been developed to better educate ticket holders on this decision making process.

During the stadium construction process, the Cardinals developed “sun studies” to show fans if their seats would be in direct sunlight during the game with the roof open. Fans can view these animations on the Cardinals website at: www.azcardinals.com/stadium/sunstudies/index.php
Residents of Arizona know the effect of the sun and how much warmer it can feel when located in direct sunlight. Studies from other organizations determined that it can feel up to 15 degrees warmer than the air temperature when situated in direct sunlight. This means that standing in sun during an 80 degree day can make it feel like 95 degrees to the human body. At times a light breeze can reduce this effect, but even when the roof is open there is little or no breeze inside University of Phoenix Stadium.

The two main meteorological factors in determining the position of the roof are heat and chance of precipitation. With these two weather factors and the effect of direct sunlight on the body in mind, the following guidelines will provide fans with a better understanding of the potential position of the roof on gamedays.

- For afternoon games during the pre-season (August) and the first two months of the regular season (September and October), the stadium roof will be closed due to the average daytime high temperatures and chance of thunderstorms during the monsoon season.
- For afternoon games in November and December, the stadium roof will open if the forecasted high temperature is 75 degrees or lower and the chance of rain is 20% or less. Other weather factors like high winds or cloudy skies could also play a role in the position of the roof.
- For evening games throughout the season, the stadium roof will open if the forecasted high temperature at kickoff is 85 degrees or lower and the chance of rain is 20% or less.

The Cardinals are required to follow all NFL policies in effect for retractable roof stadiums as well. In accordance with NFL policy, the following guidelines must be followed:

- The roof can only be closed during the game if rain or other hazardous weather conditions develop or are anticipated. The only exception is that the roof will not be closed for rain in the last five minutes of the fourth quarter, or prior to or during any overtime period.
- If the roof is closed at the start of the game or during the game, it cannot be opened for the remainder of the game.
- If the decision is made to open the roof, the roof must be open no later than the time that the teams take the field for pre-game warm-ups.

Please check the Cardinals website (www.azcardinals.com) before you leave for the game for more information on the position of the roof.

**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.
Scanners
Radio frequency scanning devices are prohibited in University of Phoenix Stadium and Sportsman’s Park.

Security Procedures
In accordance with current NFL Best Practices for stadium security, all fans will be subject to security inspection prior to entry inside University of Phoenix Stadium, including a physical pat down and inspection of all items brought inside the facility. Fans can assist in this procedure by removing their hats and emptying their pockets of any items before reaching the security staff member. Fans that elect not to consent to this security screening will be denied entry inside University of Phoenix Stadium. Due to this security procedure, fans are encouraged to enter the stadium at least 45 minutes prior to kickoff.

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 announcements.

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
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. 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 is indicated on their ticket. 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 in seating areas will not be tolerated. Standing to watch the game is not permitted along the sidelines of the 400 level concourse. 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 welcomes fans with 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.

Team Store

AZone is the official headquarters for Arizona Cardinals merchandise. The Team Store is located on the north side of University of Phoenix Stadium, between Gate 2 and the Ticket Office. During the football season, AZone is open from 10:00AM until 6:00PM Monday through Friday, 10:00AM until 4:00PM on Saturday and closed on Sundays. Team store hours may change during the spring and summer months. For more information, call the AZone Team Store at 623/433-7600.

Ticket Office

Located between Gate 2 and the Insight Club East entrance gate, the University of Phoenix Stadium ticket office windows will open three (3) hours 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 for more information about public and private tours of University of Phoenix Stadium along with dates, times and pricing information.
Training Camp
The Cardinals hold their annual summer training camp in the northern Arizona city of Flagstaff. At an elevation of 7,000 feet Northern Arizona University (NAU) offers high altitude training which has been proven to bring a competitive edge to the elite athlete. *Sports Illustrated* has called the Cardinals training camp in Flagstaff one of the top three in the NFL. The Flagstaff Chamber of Commerce welcomes Cardinals fans and offers a variety of accommodations, dining and shopping. Additional information on practices open to fans can be found at www.azcardinals.com.

Umbrellas
With the retractable roof, umbrellas are not needed inside University of Phoenix Stadium. Please leave them inside your vehicle as umbrellas are not permitted inside the stadium.

Weapons
Fans 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.

Will Call
The Will Call windows are located at the Ticket Office, to the east of Gate 2. The Ticket Office is open three hours 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.
Disabled Guest Information

Assistive Listening Devices

Assistive Listening Devices (ALD’s) are available and can be found at the Guest Services offices. 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 other Cardinals gameday parking lots have signed disabled parking spots. Vehicles must have a valid Cardinals parking hangtag to enter these parking areas. Please contact the Cardinals Ticket Office at 602/379-0102 for more information.

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.

Disabled Cart Service

A courtesy cart service is available to disabled fans from disabled parking areas to the stadium plaza security checkpoints. These carts are for disabled fans and one companion only. The carts will only take fans to the closest entrance. 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. Fans should wait at the large red numbers and letters outside of the gates for carts to meet them when exiting.

Payphones/TDD Phone

University of Phoenix Stadium does not have any payphones available to fans. However, fans can request the use of a phone at any of the four Guest Services locations if needed. A TDD phone for hearing and speech impaired fans is located at the Guest Services office next to Gate 1.

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.

Segways

For the safety of all guests at University of Phoenix Stadium, Segways are not permitted inside the stadium.
Concession Information
Main and Terrace Level Concourses

**DESSERT 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, 107, 129; Terrace Concourse Sections 408, 420, 444

**MR. B’s BOWTIE BBQ**
Locations – Main Concourse Section 134; Terrace Concourse Sections 411, 448

**PIZZAZ**
Locations – Main Concourse Sections 113, 132; Club Level Sections 209, 240; 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
Concession Information
Main and Terrace Level Concourses (cont.)

**SPORTSMAN'S CAFÉ**
Location – Main Concourse Section 115 & 136

**SAFEWAY**
Safeway sandwiches are available at the South Bridge and Section 426 portable stands.

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Concession Information Club Level

**AZIAN WOK**
Locations – Club Level Sections 213, 247

**FIRST DOWN DELI**
Locations – Club Level Sections 220, 227

**GRIDIRON GRILL**
Locations – Club Level Section 235

**LOFTGRILL**
Locations – Club Level Sections 213, 247

**PIZZAZ**
Locations – Club Level Sections 209, 240

**TOUCHDOWN TORTILLAS**
Locations – Club Level Section 203

**SAFEWAY**
Safeway sandwiches are available at Section 209, 227 and 240 concession stands.
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-feet long by 240-feet 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
University of Phoenix Stadium features one of the largest video scoreboards in the state of Arizona. The main scoreboard over the south endzone measures 96 feet long by 27 feet tall and covers a total area of 2,592 square feet. The north endzone scoreboard measures 40 feet long by 22.5 feet tall. Both videoboards are manufactured by Daktronics, the industry leader in videoboards. They feature Daktronics’s “ProStar” VideoPlus display technology that locates full color LED pixels on 23 mm centers. This tight spacing of the LEDs will provide fans with crystal clear video images of replays, highlights and other game enhancements.

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 Omri Amrany, 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**
602-396-9888