

# Qualcomm Stadium

## Policies and Procedures

**Our Policies and Procedures are designed to make your experience on game day the best it can be. Please visit one of our Guest Services locations should your experience not meet your expectations.**

### **GUEST SERVICES:**

The Guest Services office is located on the Plaza Level between Gates F & G. For Charger games there are additional Guest Services tables located at: Club 8, Club 34, and View 25.

Guest Services representatives will help answer questions regarding directions, promotions and stadium services.

### **GENERAL INFORMATION:**

**AISLES & STAIRS:** Sitting or standing in aisles and stairs is prohibited. Doing so is a hazard to everyone's safety and may obstruct the view of other guests.

**ALCOHOL POLICY:** Alcohol sales begin from the time the gates open and continue until the end of the third quarter. An individual must be 21 years of age to buy alcoholic beverages and proof of age is required. Everyone, regardless of age, must present a valid I.D. for each alcohol purchase.

There is a two-drink limit per order until the start of the third quarter. After the start of the third quarter, there is a one-drink limit per order until the end of the third quarter. No alcohol will be sold in the fourth quarter of any game. During the Chargers-Raiders games there is a one-drink limit per transaction and all alcohol sales will be eliminated following halftime. Alcohol may not be brought into the stadium or taken out of the stadium.

**AUTOMATED TELLER MACHINES:** ATM Machines are located on the Plaza Level between gates F & G, Club Level Sections 8 & 15 and at View Level Section 20. Additionally, some concession and merchandise stands offer point of sale machines for credit and debit cards.

**BABY CHANGING STATIONS:** Diaper changing tables are located in most of the women's and men's restrooms throughout the stadium.

**BALLS:** Balls (including baseballs, footballs and beach balls) and other inflatable items are prohibited from entering the stadium.

**BANNERS, SIGNS and FLAGS:** Qualcomm Stadium encourages fans to create signs to show their support for the team. Banners must be related to the game, in good taste, must not obstruct the view of other fans or interfere with stadium structures and signs. Flags are permitted, but they must not be attached to poles or sticks. Management reserves the right to confiscate signs that do not meet the above requirements.

**CAMERAS & VIDEO RECORDING DEVICES:** Fans are permitted to bring cameras and video recorders into the stadium, provided they are intended for personal use only and do not interfere with other fans' view of the game. The taping of game footage is prohibited.

**CARRY-IN ITEMS:** Food in a small plastic bag and factory-sealed plastic water bottles ½ liter, 17 oz. or less (limit two per person) are allowed into the Stadium. Bottles, cans, coolers, backpacks and bags larger than 12"x12"x12" are prohibited from entering the stadium. All items are subject to search or may not be admitted.

**CATERING & KEG PERMITS:** A catering permit and proof of liability insurance is required for professional caterers of tailgate parties. A keg permit and proof of liability insurance is required for any person furnishing a keg in the parking lot. SDMC 59.0104(k). These permits are issued by the Stadium Manager, call (619) 641-3100.

**CELLULAR PHONES:** Cell phones are permitted, but please remember to be courteous to your fellow guests.

**CHARGERS TEAM STORE:** The Chargers Team Store is located at Qualcomm Stadium, Gate G and is open year-round, Monday – Sunday 10 a.m. – 7 p.m. On game days, an additional team store at Gate B will open five hours prior to game time. A game ticket is required to enter on game day. The Team Store closes one hour after the game ends. Contact the Chargers Team Store at 619-641-6053.

**CHILDREN:** For all events other than San Diego State games, anyone over 36 inches in height or children over two years of age, require a game ticket. San Diego State allows free admission to children five and under. Discounted admission (off of the adult price) is available for older children.

Children should always keep their game ticket in their pockets. Doing so will expedite reuniting lost children and their parents or guardians. If your child becomes lost, see an event staff member immediately and provide a detailed description of the child so that he/she may be found quickly.

**CONCESSIONS:** Food guides are available at all concession stands and any Guest Services location.

**COOLERS:** Hard sided coolers are prohibited inside Qualcomm Stadium. Soft sided coolers that do not exceed the 12"x12"x12" limit may be permitted after inspection of the contents.

**DESIGNATED DRIVER BOOTH:** The Chargers, SDSU, The City of San Diego, California Highway Patrol, Centerplate & Anheuser-Busch promote using designated drivers at booths on the Plaza Level near Elevators 1, 2, 4 and behind the scoreboard near Plaza section 54. A coupon for a free non-alcoholic beverage or water will be provided to designated drivers through the first quarter.

**DRESS CODE:** Qualcomm Stadium Management encourages fans to wear clothing that shows support for your team. However, we reserve the right to ask fans with clothing we deem to be

derogatory, profane or offensive to either remove the item, cover up the item, or leave the stadium. If you see clothing with language that you interpret to be offensive, please notify an usher or security representative. All fans must wear shoes or sandals at all times. On the Club level, shirts must be worn at all times.

**DRINKING FOUNTAINS:** Drinking fountains are located near the entrances of most restrooms.

**ELEVATORS:** Elevators are located at Gates B, D, F, & H, and are accessible only to persons with disabilities, the media, credentialed staff and fans with Press Level tickets.

**ESCALATORS:** There are four sets of escalators throughout the stadium. Escalators B & J access the Club, Loge and View Levels. Escalators D & G access the Loge and View Levels.

**EVACUATION PROCEDURES:** In the case of an emergency, you may be asked to calmly exit the stadium. Please follow the instructions for your seating area.

***FIELD LEVEL*** Sections 0-11 and 31-42, use the stairs in the back of your section to reach the concourse. Turn left or right and walk up the stairs to the Plaza Level. Exit through the nearest gate to the parking lot.

***FIELD LEVEL*** Sections 12-20, 43-45, 56-58 and the **PLAZA LEVEL**, walk up the stairs to the concourse and exit through the nearest gate to the parking lot.

***CLUB LEVEL and LOGE LEVEL*** Sections 45-49 and 54-58, walk down the stairs to the concourse. Turn left or right to the nearest ramp down to the Plaza Level and exit through the nearest gate to the parking lot.

***SUITES on the LOGE or PRESS LEVELS***, exit through the door to the concourse and go down the ramp to the Plaza Level. Exit through the nearest gate to the parking lot.

***PRESS LEVEL, VIEW LEVEL or LOGE LEVEL*** Sections 15-27, exit into the concourse and turn left or right to the nearest ramp. Go down to the Plaza Level and exit through the nearest gate to the parking lot.

**EXIT & RE-ENTRY:** Exit and Re-entry is prohibited at all events.

**FAN CONDUCT:** Please remember to be courteous to your fellow guests.

- Obscene language, as well as personal attacks on a player, coach, official, or another fan will not be tolerated.
- Clothing with any offensive or obscene material will result in denial of admission to the venue or if already inside the venue, possible confiscation and/or ejection.
- Public intoxication may result in the ejection and/or criminal charges.
- Disruption or interference with the game will result in immediate ejection and may result in criminal charges.
- During San Diego State Games all fans are expected to follow the Mountain

West Code of Conduct: “The Mountain West Conference and San Diego State University are committed to the ideals of good sportsmanship and fair play. We ask all persons to show respect for the opposing team, game officials, and each other. Persons throwing objects or participating in other acts in conflict with good sportsmanship and fair play are subject to ejection. Your cooperation is greatly appreciated.”

**FAMILY SECTION:** The Chargers have dedicated View Level Sections 54-58, Rows 5-26 to the enjoyment of families. Alcohol and abusive language are not allowed in this area.

**FEMININE PRODUCTS:** Are available at First Aid for all events and at Club Level concierge desks for Chargers games.

**FIRST AID:** First Aid is located on the Plaza Level between Gates F & G. An aid station is also located on the Plaza Level at Gate N. Emergency response teams are also posted throughout the stadium.

**FOOTBALLS:** Footballs may not be brought into Qualcomm Stadium. If a game ball is kicked or thrown into the crowd, stadium management requests that you return the ball to the nearest usher or security representative. Fans may keep footballs that are a gift from a player or staff member.

**GATES:** Qualcomm Stadium opens in full two hours prior to the start of an event. Fans are encouraged to enter the stadium at least one hour prior to the start of an event. Doing so will help you avoid long lines at the security check points.

**ENTRANCE GATES:** There are 11 accessible entrance gates for all guests entering the stadium. Gates A, C, D, E, F, G, J, L, O1, O2, and P open two hours prior to kickoff. Gates B, and H open three hours prior to kickoff and are exclusive entrances for Luxury Seating ticket holders.

**EARLY EXIT GATES:** Fans wishing to leave the game before the fourth quarter may exit through doors at Gates P, D, F, and H. After leaving, there is no re-entry into the stadium.

**GIFT SHOPS:** A new, 2000 square foot Chargers Team Store is now open on the Plaza Level near Gate G. There is also a Chargers Team Store located at Gate B. Both stores are open before, during and after Charger games.

Gift shops and merchandise stands for all events are located throughout the stadium. You will find them at Plaza Level Sections 28, 46 and 47, Club Level Sections 4 and 36 and View Level Section 28. They carry novelty items, team apparel, NFL merchandise, sun care products, film and batteries.

**KIDS ID BRACELETS:** I.D. bracelets that can be marked with seat locations are available at any Guest Services location during Charger games.

**LEAVING THE STADIUM:** Fans are not allowed to remain inside the stadium for more than one hour after the game ends. San Diego Municipal Code 59.0104(j). All vehicles must be removed from the parking lot two hours after the game ends. San Diego Municipal Code 59.0104(i).

**LOST & FOUND:** Lost & Found is located at the Guest Services office, located on the Plaza Level between Gates F and G. Non-game day Lost & Found is located in the Stadium Security office at Gate A. You may also call (619) 641-3150.

**LOST CHILDREN / ADULTS:** Any fan looking for a lost child or adult should contact the nearest usher or security representative or go to the Guest Services office, located on the Plaza Level between Gates F and G. Children are strongly encouraged to keep their event ticket in their pocket. Doing so will help reunite lost children and their parents/guardians.

**NOISE MAKING DEVICES:** Musical instruments and other amplified or noise making devices are not allowed inside the stadium. San Diego Municipal Code 59.0103(h). Small megaphones, less than 12 inches long are acceptable.

**PAGING:** The stadium Public Address System is not used for paging fans. Please visit any Guest Services location for assistance. If expecting an emergency telephone call, please leave your name and seat location at the Guest Services office at Gate F.

**PARKING:** We strongly encourage fans to arrive at least 3 hours before game time and to carpool. For more information on parking, parking rates, tailgating, the Chargers Express Bus, Trolley and Amtrak please visit the [Parking section](#) of our website at.

**AAA Assistance** – An emergency service vehicle is available for Chargers games, free of charge, beginning at half-time and continuing until two hours after the game ends. Please visit the Guest Services Office at Gate F for assistance.

During San Diego State games, free vehicle assistance is provided by RoadOne. Please contact the Guest Services office to make a request.

**Hours** – The stadium parking lot opens four hours prior to kick-off. Vehicles with pre-purchased parking permits can enter the parking lot five hours prior to kick-off. The parking lot can be expected to reach capacity and close an hour before kick-off. The lot closes two hours after the conclusion of the game.

**Illegal Parking** – Vehicles illegally parked may be towed at the owner's expense.

**Motorcycles & Bicycles** – Parking is located between parking areas F1 and G1.

**Overflow** – Additional parking is located at the Pacific Bell building (just west of the stadium) off of Northside Dr. and at Hazard Center (lower levels only) via Friars Rd. to Frazee Rd. Overflow parking is also available at the Mission Valley Marriott and the Town & Country Hotel. From Hazard Center, the Marriott and Town & Country, purchase Trolley tickets before boarding the trolley.

**Shuttle Service** –Qualcomm Stadium, the Chargers and SDSU operate free courtesy shuttles throughout the parking lot before and after the game. For assistance, contact Guest Services. Shuttles are accessible for fans with disabilities.

**Tailgating** – Tailgating is allowed ONLY in your own parking space. Persons who interfere or block other parking spaces may be cited. Caterers and parties furnishing a keg of any type require a permit and proof of liability insurance from the Stadium Manager; call 619-641-3100. To reserve a large tailgating space during Charger games, please contact 619-230-0173.

**Taxi Stands** – Are located outside Gates A, B, E, F, H and J and on San Diego Mission Road .

**PROHIBITED ITEMS:** For the comfort and safety of everyone, bags larger than 12”, large coolers, bottles, cans, guns, weapons, sticks, inflatable objects, laser pointers, flammable objects, stun guns, fireworks, lawn furniture, spray bottles, beach balls, frisbees, musical instruments, boomerangs, knives, mace and pepper spray, chains, balloons, sports balls, water guns, noise making devices, bicycles and skateboards, illegal drugs, outside alcoholic beverages, umbrellas and any items deemed inappropriate by management are prohibited from entering the stadium.

**RAMPS:** There are eight ramps which connect the Plaza Level to the Club, Loge, Press and View Levels. Ramps are located near Gates A, C, E, F, H, K, L and P.

**RESTROOMS:** Restroom facilities are located on all levels of the stadium. Portable restrooms are located throughout the parking lot as well.

**SCOREBOARD MESSAGES:** To place a special message on the scoreboard during a Chargers game, please contact the Chargers Community Relations Department at 858874-4500, prior to the game and during regular business hours. For San Diego State games please contact the SDSU Athletics Marketing department at 619-594-3019. Special messages are not permitted during other stadium events.

**SEARCH:** All items and persons are subject to inspection upon entering the venue. Persons with prohibited items may be denied entry to the facility. To provide additional safety and security in the venue, guests will be asked to submit to a voluntary pad down procedure. Failure to submit to these inspection procedures will result in being denied entry to the venue.

**SECURITY:** The Security Office is located on the Plaza Level at Gate A.

**SERVICES FOR FANS WITH DISABILITIES:** An Accessible Guide to Qualcomm Stadium can be viewed at our [Accessibility Guide web page](#) and can also be picked up at the stadium during events at the Guest Services office at Gate F.

**Assistance** - If requested, Guest Services will provide assistance for persons who have difficulty accessing their seat.

***Assistive Listening Devices*** – Assisted Listening Devices (ALD) are available at the Guest Services office at Gate F.

***Elevators*** – Elevators are located at Gates B, D, F & H. Elevators for use by persons with disabilities to get to the Field Level/Lower Plaza Walkway are located at Gate E and at Section 51 behind the scoreboard.

***Parking*** -A limited number of free 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 888-263-0006 for more information. For the hearing impaired call 619-641-3171 (TTY).

***Service Animals*** – Any guide dog, signal dog or other animal that is trained to provide assistance to an individual with a disability is permitted inside the stadium. Animals can relieve themselves at planters near Gates M or N.

***TTY Machines*** - TTY machines are located in the following areas: Field Level 26, Plaza Level 48 & 56, Club Level 8 & 34, Loge Level 35, Press Level 48 & 55, View Level 48 & 55, and at the Chargers Ticket Office at Gate C.

***Water Fountains*** – Accessible water fountains are located on each level near the restrooms.

***Wheel Chairs*** – Wheelchairs are available through Guest Services at Gate F. Wheelchairs are for assistance only and are not intended to be occupied by the guest during the game. Wheelchairs are not available during the Holiday Bowl and Poinsettia Bowl.

**SMOKING:** Qualcomm Stadium is a completely smoke free facility. Smoking is prohibited inside all areas of Qualcomm Stadium.

**TELEPHONES:** Amplified pay telephones are located on the Plaza Concourse at gates C, E and F; on the Club level at sections 8 and 34; and outside the stadium at Gate C.

**TICKETS (CHARGERS):**

***Advance Tickets*** –The Chargers advance ticket window located at Window C is open Monday through Friday from 8:00 am – 5:00 pm and on Saturday from 10:00 am to 4:00 pm. On game day, ticket windows open at 9:00 am and stay open until 1 hour after the game ends. Advance ticket locations are also inside the stadium at Gate F and at the Club Level Concierge desks. For single game tickets, call (619) 220-TIXS. For Accessible seating information, call (888) 263-0006. For the hearing impaired call (619) 641-3171 (TTY).

Seating. For more information, stop by the Luxury Seating Ticket Office at Gate B or contact a Luxury Seating representative at 1-877-242-7437.

**Season / Group Tickets** – The Chargers offer a variety of benefits and special services to its season ticket holders. For more information, contact the Chargers at 1-877-CHARGERS or stop by Gate C.

**Will-Call** – Will-Call is located at Ticket Window C and opens at 9:00 am on game day. You must present a picture I.D. to pick up tickets. Luxury Seating will-call is located at Window A and opens at 9:00 am.

**TICKETS (SAN DIEGO STATE):**

For those wishing to pre-purchase tickets or to purchase season tickets, they can do so by contacting the Aztec Athletic Ticket Office at Qualcomm Stadium, Window E (619) 283-SDSU, or by visiting our website the SDSU Athletics website at <http://www.goaztecs.com>.

Tickets can be used for the designated game only. Unauthorized ticket distribution or selling on stadium grounds is prohibited. SDSU Students receive free admission to the game by showing their valid student ID at any ticket window, and then showing the ID along with their game ticket at the entry gate. Public Will Call and Season Ticket Services on game days are located at the main SDSU Athletic Ticket Office, Window E. SDSU players guests, high school/ junior college coaches, & high school/ junior college recruits that are part of a guest list receive admission via a special entry gate area located at Gate E, where they will be required to show proper photo identification and sign to receive a ticket. Visiting team guests will receive admission via a special entry located at Gate H. Both gates at E & H open 1-1/2 hours prior to scheduled kickoff.

**TICKETS (HOLIDAY BOWL/POINSETTIA BOWL):**

Tickets for both games are available through the Bowl office at Qualcomm Stadium Monday-Friday from 8:30 a.m. to 5 p.m. or through TicketMaster. To visit the Bowl office, enter through Security – Gate A.

**TRANSPORTATION:**

**Amtrak:** On Sundays, fans from Orange County and Los Angeles can board select Amtrak trains and connect to the San Diego Trolley's Green Line at Old Town. Visit [www.amtrak.com](http://www.amtrak.com) for train service and special train and Trolley tickets.

**Chargers Express Bus:** San Diego Transit's Chargers Express Bus serves all 10 games from five convenient locations. Round-trip fare is \$8.00 or \$5.00 one way (exact change is required) or \$70 for a Chargers Express Season Ticket Book (round trips to all 10 home games). To order, visit [www.sdcommute.com](http://www.sdcommute.com) and click on the eStore, stop by the Transit Store at 102 Broadway in downtown San Diego or call (619) 234-1060.

Pick-up locations are:

- Kearny Mesa Traffic Court ( Clairemont Mesa Blvd. east of SR 163).
- Governor Drive & I-805 Park & Ride
- Spring St. Trolley Station ( La Mesa , Spring St. at Hwy. 94)

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- Mira Mesa Park & Ride
- Plaza Bonita Shopping Center (in National City )

Buses begin loading two hours before game time with the last departure 45 minutes before game time. Buses leave the stadium 20 minutes after the game ends.

***North County Express BREEZE Bus:*** North County Transit District's Chargers Express Buses serve all 10 home games along both the I-5 and I-15 corridors. Buses depart from the Escondido and Oceanside Transit Centers and have several convenient pick-up locations along the way. The fares are Adults – one way: \$5; round trip: \$10. Youth (12 and under) – one way: \$1; round trip: \$2. For information visit [www.gonctd.com](http://www.gonctd.com).

Pick-up locations are:

I-5 & Coastal Route Departures

- Oceanside Transit Center
- Plaza Camino Real
- La Costa Park & Ride
- Birmingham Park & Ride

I-15 & Inland Route Departures

- Escondido Transit Center
- Felicita Plaza
- Beethoven Park & Ride

***San Diego Trolley:*** THE MTS Trolley's new Green Line provides service to Qualcomm Stadium from all stations, from Santee Town Center, Gillespie Field and El Cajon Transit Center in east County to the Trolley's Mission Valley stations at 70th Street , San Diego State, Grantville, Rio Vista, Hazard Center , Fashion Valley , Morena/Linda Vista and the Old Town transit Center. Fans can also transfer to the Green Line from both the Blue Line and the Orange Line. The Green Line runs every five to seven minutes starting three hours before game time and post-game departures are every five to seven minutes in each direction. Round trip tickets range from \$3.00 to \$6.00, or use your monthly pass.

***Please note that the policies and procedures listed here are general in nature and may not reflect all of the policies, rules and laws that govern Qualcomm Stadium. Each tenant may have additional policies and procedures that are not listed here or they may vary slightly. You are encouraged to email us at [stadium@sandiego.gov](mailto:stadium@sandiego.gov) should you have any questions.***