

# 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.

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. 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.

**BABY DIAPER BAGS:** Each member of a family, including children, would be allowed to carry a clear plastic bag no larger than 12"x6"x12", and a clutch purse into the stadium. This is quite a bit of storage capacity.

**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 without camera bag, 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. Fans are not permitted to stand in aisles or obstruct others from viewing the game while taking pictures. Tripods, camera stands, and cameras with lens' longer than 3 inches (detachable or non-detachable) will not be permitted into the stadium.

**CARRY-IN ITEMS:** Food in a small plastic clear bag no larger than 12"x6"x12" and factory-sealed plastic water bottles ½ liter, 17 oz. or less (limit two per person) are allowed into the Stadium. Prohibited items are bottles, cans, coolers, purses, backpacks, diaper bags and bags larger than 12"x6"x12" 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 Stadium Management, call (619) 641-3100. For our onsite Catering Company please contact Mina Azim with San Diego Sportservice at (619) 641-6017.

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

**CHILDREN:** For all events, children over two years of age, require a game ticket. Children under two years are free (must sit on lap). Children should always keep their game ticket in their pocket. I.D. bracelets are recommended. Doing so will expedite reuniting lost children with 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 soft sided coolers are prohibited inside Qualcomm Stadium.

**DESIGNATED DRIVER BOOTH:** SDSU, The City of San Diego, California Highway Patrol, San Diego Sportservice & 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:** View Level Sections 54-58, Rows 5-26 are for the enjoyment of families. Alcohol and abusive language are not allowed in this area.

**FEMININE PRODUCTS:** Are available at First Aid for all events.

**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:** 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, 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 with 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, Trolley, and Amtrak please visit the [Parking section](#) of our website.

***AAA Assistance*** – An emergency service vehicle is available, beginning 1 ½ hours after the start of game and continuing until 1 hour after the game ends. Please visit 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 Mission Center 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. For more information please call (619)641-3186.

***Shuttle Service*** –Qualcomm Stadium and SDSU operate free courtesy shuttle 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 either a Catering permit or Keg Permit and proof of liability insurance. Please contact Stadium Management at (619) 641-3101. To reserve a large

catering party please contact Mina Azim with San Diego Sportservice at (619) 641-6017. To reserve a large tailgating space during SDSU games, go to [www.aceparking.com/tailgate](http://www.aceparking.com/tailgate) or call (619) 285-9392.

***Taxi Stands*** – The Taxi Stand is located outside the Main Gate on San Diego Mission Road. Taxis are no longer allowed on site.

**PROHIBITED ITEMS:** For the comfort and safety of everyone, bags larger than 12”, purses larger than 6.5” x 4.5” (clutch size), camera bags, diaper bags, seat cushion, large coolers, bottles, cans, guns, weapons, sticks, inflatable objects, selfie sticks, 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 (858)874-4500, 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 pat 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 (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)283SDSU, 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 are required for children over two years of age.

### **TICKETS (HOLIDAY 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 Ticket Master. 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.

***San Diego Trolley:*** The MTS Trolley's 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 are \$5.00, or use your monthly pass. For more information on Trolley visit [www.sdmts.com](http://www.sdmts.com) or call 5-1-1.

***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.***