

# ARROWHEAD STADIUM

## A to Z GUIDE

### A

#### **Accessible Parking**

Accessible parking is available in the front of Lots B C, D, F, G, H and M and is available to guests with a registered state issued license plate or hang tag. Courtesy Carts are available for anyone who is in need of this service. Guests may visit one of the Courtesy Cart designated pick-up locations or call Chiefs Fan Experience at 816.920.4237. A Courtesy Cart will be dispatched to the location given.

#### **Accessible Seating**

Accessible/wheelchair seating is located on the Field, Scout Investments Club and Ford Fan Zone Levels. Seating is on raised platforms which meet governmental requirements for access and enhanced sightlines. In addition to the person needing accessible seating, an adjacent companion seat is available. Subject to space availability, up to three additional companion seats may be purchased. To purchase tickets in these areas, contact the Ticket Office, 816.920.9400 ext. 1 or email [ticketoffice@kcchiefs.com](mailto:ticketoffice@kcchiefs.com).

Guests needing to change current tickets for accessible seating, may exchange tickets subject to space availability. Up to three additional companion seats may also be exchanged or purchased. To exchange tickets in these areas prior to event day, contact the Ticket Office, 816.920.9400 ext. 1 or email [ticketoffice@kcchiefs.com](mailto:ticketoffice@kcchiefs.com).

On event day, guests may visit the main ticket office on the Northwest Plaza Gate side of Arrowhead Stadium or the Tower Gate ticket office to exchange a ticket for an accessible seating ticket comparable to original seat location subject to space availability. Inside Arrowhead Stadium, guests may visit any Fans First Booths to exchange seats subject to availability.

#### **Address and Phone Number**

Kansas City Chiefs  
One Arrowhead Drive  
Kansas City, MO 64129  
816-920-9300

### **Aisle Obstructions**

Sitting or standing in aisles and stairs is prohibited. Doing so is a safety hazard and may obstruct the view of other guests. Guests may not stand in aisles or obstruct others from viewing the game while taking pictures. For the safety of all guests, please keep all items clear of the aisle.

### **Alcoholic Beverages**

Policies pertaining to alcohol are in place so that all guests can enjoy the event in a safe and comfortable environment.

- Outside alcohol including but not limited to flasks and air plane bottles, is prohibited from entry into Arrowhead Stadium.
- Intoxicated or alcohol impaired guests may be refused admission to Arrowhead Stadium.
- State law requires that all persons consuming alcohol be at least 21 years of age.
- If guests are under the age of 35, he or she will be asked to show valid identification indicating their age prior to purchasing any alcoholic beverages.
- Only two (2) alcoholic beverages per ID may be purchased at a time.
- No alcoholic beverages will be sold to anyone perceived to be alcohol impaired or intoxicated.
- No alcohol will be sold after the end of the third quarter in the Field and Upper levels. It is at management's discretion to stop the sale of alcohol earlier than the third quarter if they deem necessary. For non-football events, alcohol cut-off times will be determined by Arrowhead Stadium management.

The Kansas City Chiefs promote responsible drinking and positive fan behavior at Arrowhead Stadium. The Chiefs alcohol management plan ensures that fans have a safe and fun experience. For more information about the Budweiser Good Sport Designated Driver, visit a Fans First Booth.

### **Ambassadors**

The Kansas City Chiefs Ambassadors are a group of former Chiefs players living in the greater Kansas City area, dedicated to supporting the Kansas City Chiefs football team and its fans. The Ambassadors raise money for numerous charities through their annual golf tournament and other fundraising endeavors. They also make numerous appearances in the community. To learn more about the Chiefs Ambassadors please visit [chiefs.com/team/ambassadors](https://chiefs.com/team/ambassadors), email [chiefsalumni@chiefs.nfl.com](mailto:chiefsalumni@chiefs.nfl.com) or call 816-920-4306.

### **Angel Cheerleader Program**

For information regarding the angel cheerleader program please call 816.920.4525 or visit [www.chiefs.com/cheerleaders](https://www.chiefs.com/cheerleaders)

## Appearances

KC Chiefs Cheerleaders	816-920-4847	chiefs.com/cheerleaders
KC Chiefs Ambassadors	816-920-4517	chiefs.com/team/ambassadors
KC Wolf	816-920-4212	chiefs.com/cheerleaders/kc-wolf

## Assisted Listening Devices

Assisted Listening Devices are available during all major events. Please visit any of the Fans First Booths located throughout the stadium for assistance. Devices are available for free of charge at the Fans First Booths. Either a driver license or credit card will be required as a deposit. Failure to return device, will be subject to replacement fee.

## Attire

Guest attire must not have foul, abusive messages or images. Clothing worn should also offer appropriate body coverage given the public nature of the events. Please also reference the “Fan Code of Conduct” for more information.

## Automated Teller Machines (ATMs)

ATMs are located on each level of the stadium (Field Level, Scout Investments Club Level and Upper Level End Zone). Machines are located near the Sprint Gate & CommunityAmerica Gate.

- Field Level Locations: 106; 114; 124
- Scout Investments Club Level Locations: 209; 231
- Upper Level Locations: 304; 327

## Automobile Assistance

Having car troubles? Call Chiefs Fan Experience at 816-920-4237 and they will dispatch tow service to your location.

## Away Game Tickets

Fans looking for tickets to away games may check ticket availability by contacting the host team, or host venue, by visiting the NFL Ticket Exchange online at [www.nfl.com/ticketexchange](http://www.nfl.com/ticketexchange) or [www.primesport.com](http://www.primesport.com).

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## **B**

### Baby Bottles

Plastic baby bottles are permitted into the stadium if the infant is with the guest but are subject to inspection by security upon entering.

### **Baby Changing Stations**

All Family Restrooms have changing stations and are located on each level of Arrowhead Stadium. Changing stations are also located in many women's and men's restrooms.

- Family Restroom Locations Field Level: 108; 113; 126; 131
- Scout Investments Club Level: 206; 219; 229; 242
- Upper Level: 304; 310; 316; 324; 332; 338; 344

### **Bags**

Guests are strongly encouraged to not bring any type of bags. Guests will be able to carry the following style and size bag, package, or container at stadium plaza areas, stadium gates, or when approaching queue lines of fans awaiting entry into the stadium:

- Bags that are clear plastic, vinyl or PVC and do not exceed 12" x 6" x 12"
- One-gallon resealable, clear plastic storage bags (Ziploc bag or similar).
- Small clutch bags are not to exceed 4.5" x 6.5" (approximately the size of a hand), with or without a handle or strap, may be carried into Arrowhead Stadium along with one of the clear bag options.
- An exception will be made for medically necessary items after proper inspection at either Tower Gate, Founder's Plaza Gate or Spiral gates D and F, which are designated for this purpose.

Prohibited items include, but are not limited to: purses larger than a clutch bag, coolers, briefcases, backpacks, fanny packs, clinch bags, luggage of any kind, computer bags and camera bags or any bag larger than the permissible size. For more information, please [click here](#).

### **Banners and Signs**

Banners are permitted inside Arrowhead Stadium as long as they do not interfere with other guests sight-lines and are no larger than 3' x 5'. All signs will be subject to security screening. Any sign deemed inappropriate by security will not be allowed into Arrowhead Stadium.

- Cannot be commercial, offensive or in poor taste.
- Banners and signs may not be hung on walls, rails, stadium padding, LED boards, or any other structure of Arrowhead Stadium.
- They cannot interfere with stadium signage or present safety hazards.
- For safety reasons poles of any kind will not be permitted.

### **Bells**

Bells and other noisemakers are prohibited in Arrowhead Stadium.

### **Binoculars**

Binoculars are permitted in Arrowhead Stadium as long as they are carried or in a clear plastic, vinyl, or PVC bag measuring 12" x 6" x 12" or less. The bag and binoculars are subject to inspection.

### **Blankets**

Blankets are permitted in Arrowhead Stadium, as long as they are carried in through security screening over the shoulder.

### **Bottles/Cans**

Bottles and cans of any type, (excluding one factory sealed bottle of water of 20 oz. or less in size per guest) are prohibited from being brought into the stadium. Any guest deliberately concealing alcohol which is found during the pat-down process will be prohibited from entering the facility. Any guest found to be consuming from or in possession of a prohibited container inside of Arrowhead Stadium will be subject to ejection.

If a guest has a special need that requires a specific type of drink, please see the nearest gate supervisor or Fans First kiosks at the exterior of each spiral gate.

### **Breast Pumps**

Breast pumps and supplies are permitted in Arrowhead Stadium, as long as they are carried in a clear plastic, vinyl, or PVC bag measuring 12" x 6" x 12" or less. The bag, breast pump and supplies are subject to inspection. A nursing room is located inside The University of Kansas Hospital First Aid by section 114.

### **Broadcast Information**

Broadcast information for an event conducted at Arrowhead Stadium is available at the Guest Services Booths.

### **Budweiser Good Sport Designated Driver**

The Kansas City Chiefs promote responsible drinking and positive fan behavior at Arrowhead Stadium. The Chiefs alcohol management plan ensures that fans have a safe and fun experience. Guests who wish to enroll in the Budweiser Good Sport Designated Driver Program should visit a Fans First Booth located on the Field and Upper Levels of Arrowhead Stadium. Scout Investments Club Level patrons may visit a concierge location to enroll in the program. Designated drivers will receive a wristband and a coupon for a free non-alcoholic beverage. Individuals will also be registered in a prize drawing at that time. For more information about the Budweiser Good Sport Designated Driver, visit a Fans First Booth.

### **Bus Service**

Bus transportation is available to Arrowhead Stadium through KCATA on the RideKC 47-Broadway line. Visit [www.ridekc.org](http://www.ridekc.org) for more information.

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## **C**

### **Cameras**

Video cameras or professional cameras are prohibited in Arrowhead Stadium. Small still cameras are permitted in Arrowhead Stadium, as long as they are carried or in a clear plastic, vinyl, or PVC bag measuring 12" x 6" x 12" or less. The bag and small still camera are subject to inspection. Small still cameras are considered any camera that is smaller than 6" in length and width. Tripods, monopods, and camera lens longer than 6" (detachable or non-detachable) are not permitted.

### **Car Seats**

Car seats are permitted if a ticket has been purchased for the child. Car seats will be subject to security screening.

### **Cell Phones**

Guests are welcome to use cell phones in Arrowhead Stadium provided their use does not disturb other guests. However, taking videos is prohibited. Any footage captured on a cell phone or portable device without the written permission of stadium management is not permitted. Guests may be asked to delete any video footage captured.

### **Chewing Gum**

Guests may use chewing gum only if it does not create a disturbance to those guests around them. It must be deposited into a personal/discrete container and/or trash receptacle.

### **Chewing Tobacco**

Guests may use chewing tobacco discretely only when it is deposited into a personal/discrete container and does not create a disturbance to those guests around them.

### **Chiefs Cheerleaders**

The Chiefs Cheerleaders are incredibly dynamic women, traveling domestically and internationally meeting Chiefs fans and America's military. Chiefs Cheerleaders strive to entertain and lift the spirits of the Chiefs Kingdom. For information regarding the Kansas City Chiefs Cheerleaders, appearance requests, youth programs, auditions or tryouts, please call 816.920.4847 or visit [www.chiefs.com/cheerleaders](http://www.chiefs.com/cheerleaders)

### **Chiefs Hall of Honor – Presented by Time Warner Cable**

The Chiefs Hall of Honor presented by Time Warner Cable, opened just prior to the 2010 season, pays tribute to the founding of the American Football League

by Lamar Hunt and tells the story of the Chiefs franchise, its players and its accomplishments.

All Chiefs guests can enjoy the Chiefs Hall of Honor presented by Time Warner Cable located on the field level concourse. The Chiefs Hall of Honor presented by Time Warner Cable allows guests to experience the rich heritage of the Kansas City Chiefs and re-live some of the greatest moments in franchise history. In addition to rotating recognition on the Ring of Honor, members of the Chiefs Hall of Fame have received their due as important parts of the franchise's history with dedicated displays featuring their busts, bios and mementos.

Interactive exhibits and video boards throughout the area bring back great memories and set the foundation for future stars. Exhibits include listings of every player who has ever appeared on a regular season roster for the team, summaries of every regular season and playoff game for the past 50 plus years and tributes to the team's Super Bowl IV Championship.

Schedule a private or public tour at [stadium tours](#) to visit the Chiefs Hall of Honor presented by Time Warner Cable on a non-event day.

### **Chiefs Kingdom Rewards**

Chiefs Kingdom Rewards is a program designed to extend the Season Ticket Members experience beyond gameday.

**Ticket Management** - Flexible ticket management options including complimentary ticket printing, forwarding & donating plus the ability to resell tickets through NFL TicketExchange, the official ticket exchange marketplace of the NFL.

**Video Content** - Season Ticket Members will enjoy content from Emmy Award-winning 65TPT including behind the scenes features, player diaries, STM spotlights and more.

**Kingdom Rewards** - Season Ticket Members will have opportunities to win unique prizes and experiences with points earned for purchases and engagement with the Chiefs.

**Special Savings** - Present the Chiefs Kingdom Rewards to enjoy special pricing at concession stands and a 15% discount at the Chiefs Pro Shop and online at [shop.kcchiefs.com](http://shop.kcchiefs.com). For more information on Chiefs Kingdom Rewards, please visit [www.ChiefsKingdomRewards.com](http://www.ChiefsKingdomRewards.com) or contact Chiefs Fan Experience at 816-920-4237 or [fanexperience@chiefs.com](mailto:fanexperience@chiefs.com).

### **Chiefs Kids Club**

The Chiefs Kids Club gives children the chance to connect with their favorite football team. After signing up, Kids Club Members will receive a welcome kit



with customized items just for kids! Members will get exclusive access to newsletters, contests, prizes and events for Kids Club members only. Become an Official Chiefs Kids Club Member for a one-time fee of only \$20 plus shipping and handling! The Chiefs Kids Club, where football means fun! For more information please visit [chiefs.com/kidsclub](http://chiefs.com/kidsclub)

### **Chiefs Pro Shop**

The 4,000 square feet Kansas City Chiefs Team Pro Shop is located on the north side of Arrowhead Stadium, directly behind the Founder's Plaza area. The Team Pro Shop has the largest selection of Chiefs Merchandise in the Kansas City area including men's, women's and youth apparel, items for the home, one-of-a-kind souvenirs and many other items.

The Pro Shop is open Monday – Saturday from 9:00 a.m. to 6:00 p.m. and Sundays during home Chiefs games.

### **Chiefs Pro Shop Online**

Guests who wish to shop online for Chiefs merchandise, may do so at [shop.chiefs.com](http://shop.chiefs.com).

### **Chiefs Sports Lab**

The Chiefs Sports Lab is a destination for students, youth groups, and Scouts that promotes the importance of being active in daily life, good nutrition and healthy living. The Chiefs Sports Lab features hands-on and interactive computer activities.

The one-of-a-kind educational center aligns with the Missouri Grade Level Expectation (GLEs) and Kansas Standards, Benchmarks and Indications (SBIs) in Science, Physical Education and Health.

The admission fee includes entry to the Chiefs Sports Lab and a behind-the-scenes stadium tour. Ask us about enjoying sack lunches at Arrowhead before or after your tour. To schedule a group for a field trip to the Chiefs Sports Lab or for more information call 816-920-4539, email [asmitka@chiefs.nfl.com](mailto:asmitka@chiefs.nfl.com) or go to the [tours](#) page.

### **Children**

Children older than three years of age require a ticket. Children under the age of three do not require a ticket; however must share a seat with an accompanying ticketed adult. Fans First Booths provide an ID bracelet for children. This ID bracelet will contain key information to help reconnect children and their parent should they become lost. Scout Investments Club Level guests may visit the concierge locations.



### **Closed Captioning**

On Chiefs gamedays closed-captioned LED boards are found in both end zones and provide captioning on all announcements made over the public address system, including calls made by the referees and other in-event announcements.

### **Cocktail Bars**

Field and Upper Level Cocktail Bars have a full selection of cocktails featuring margaritas, domestic and imported beers. Frozen cocktails are served at some locations.

- Field Level Locations: 104, 121, 134, and Draft Room
- Upper Level and Horizon Locations: 301, 308, 317, 322, 323, 325, 326, 331, 340

Club IV, Foolish Club, Tower Club, North Club in Scout Investments Club Level are spacious cocktail lounges featuring cocktails, beer and wine as well as flat screen monitors to follow the action on gamedays.

- Scout Investment Club Level Locations: 204, 216, 222, 225, 235, 245

### **Comments/Concerns**

It's the goal of the Kansas City Chiefs to provide a positive experience for all guests. In the unfortunate situation that a guests experience is less than desirable the following resources are available:

**Visit:** Fans First Booths are located throughout the lower and upper levels, as well as various locations throughout the parking lot and serve as resources to help create a positive event day experience

- Field Level Locations: 106; 114; 124; 131
- Upper Level Locations: 307; 317; 318; 330; 338; 341 and Ford Fan Experience
- Concierge desks are located at each gate of Scout Investments Club Level and in the Tower Club and North Club to provide assistance to Scout Investments Club Level patrons.

**Talk:** The Chiefs Fan Experience Hotline 816.920.4237 is useful for patrons to obtain event day information, such as gate opening times, accessible seating and other game day related questions. Guests may call on game days, three hours prior to kick off through the end of the game. This line is also available Monday – Friday during normal business hours which are 8:30am - 5:00pm.

**Text:** Text “CHIEFS” YOUR LOCATION AND ISSUES TO 69050. Standard SMS rates apply. Use this communication method to report fan conduct or stadium issues confidentially and efficiently. Guests can text three hours prior to kickoff, during the game and one hour after conclusion of game or event.

### **Community Caring**

The Hunt family has made corporate citizenship and charitable giving a priority for the Kansas City Chiefs. Those efforts focus on organizations and programs which improve the civic climate in the region, support families and children in crisis, improve health and wellness among children as well as preserve the legacy and history of the game of football. One way the organization supports these efforts is through the Chiefs Community Caring Team. This group includes members from the entire Chiefs organization who participate in community outreach efforts throughout the year. It consists of not only Chiefs players but also the Chiefs Women’s Organization, KC Wolf, Chiefs Cheerleaders, Chiefs Red Coaters, Chiefs Ambassadors and other alumni as well as Chiefs executives and staff members.

For more information about the Chiefs Community Caring Team, please visit [www.chiefs.com/community](http://www.chiefs.com/community).

### **Computers/Tablets**

Computers are prohibited inside Arrowhead Stadium. Tablets (i.e. iPads) are permitted provided they are smaller than 12” x 6” x 12” in size and can be powered on during the security screening.

### **Concession Menus**

The Chiefs offer many concession options for your enjoyment. A partial listing is shown below.

#### **Field and Upper Levels**

**BLAZE:** Beef hamburgers, chicken tenders, bratwurst, fries, beer and soft drinks

- Field Level Locations: 102, 111, 116, 126, 136
- Lower Upper Locations: 310, 316, 333
- Upper Side Line Locations: 321, 327, 345

**BLANC:** Specialty burgers, corned beef and chicken sandwiches, specialty fries, beer and soft drinks

- Field Level Location: 122

**CHIEFS BAR:** Full selection of cocktails featuring margaritas, domestic and imported beers, wine

- Field Level Locations: 102, 104, 109, 117, 121, 129, 134 and Draft Room

- Lower Upper Locations: 308, 317, 331, 340
- Upper Side Line Locations: 301, 322, 326, and Ford Fan Zone Locations

**IORELLA'S JACK STACK:** BBQ sandwiches, beef burnt ends, ribs, fries, beer and soft drinks

- Field Level Locations: 112, 130
- Lower Upper Location: 339
- Upper Side Line Location: 326

**FOOLISH DOG:** Specialty hotdogs, extreme fries, loaded nachos, beer and soft drinks

- Field Level Locations: 107, 131
- Upper Side Line Locations: 322

**GRIDIRON GRILL:** Specialty burgers, hand-breaded chicken tenders, hand-cut fries, beer and soft drinks

- Field Level Locations: 109, 127
- Upper Side Line Location: 303

**SLICE:** Specialty flatbread pizzas, pizza slices, Panini sandwich, frozen desserts, candy, beer and soft drinks

- Field Level Locations: 107, 125
- Lower Upper Location: 315
- Upper Side Line Locations: 323, 343

**TAILGATERS:** Hot dogs, bratwurst, nachos, snacks, beer and soft drinks

- Field Level Locations: 101, 103, 113, 117, 118, 121, 125, 131, 134
- Lower Upper Locations: 309, 332, 338
- Upper Side Line Locations: 301, 303, 305, 320, 325, 328, 345, and Ford Fan Zone locations

### **Scout Investments Club Level**

**DESSERT CART:** Sky-high cakes, cheesecake, cookies, giant candy apples and ice cream are only a sampling of the great dessert items.

- Locations: 227

**FLAME GRILL:** Features open flame grilled brisket steak burgers, jumbo hot dogs, chicken tenders, veggie burgers, fries, beer cheeseburger, cheese burger, bratwurst, grilled chicken breast

- Locations: 210, 220, 233, 244

**KANSAS CITY STYLE BARBECUE:** Chiefs brisket stack and pulled pork sandwiches, smoke house loaded baked potatoes, KC brisket dogs, jumbo hot dogs, bratwursts, Big Red KC cheesesteak, nachos, vegetables, hummus

- Locations: 215, 238

**PRIMO ITALIAN CLASSICS:** Pizzas cooked in a gas fired oven, Arrowhead Grinder, Italian Sausage, Veggie Chopped Salad, fruit cup and jumbo hot dogs

- Locations: 204, 228

### **Contact Information**

Chiefs Main Office  
816.920.9300

Fan Experience  
816.920.4237  
[fanexperience@chiefs.com](mailto:fanexperience@chiefs.com)

Group Ticket Sales  
816.920.4849  
[grouptickets@Chiefs.nfl.com](mailto:grouptickets@Chiefs.nfl.com)

Suite Sales  
816.920.4839  
[ChiefsVIP@chiefs.nfl.com](mailto:ChiefsVIP@chiefs.nfl.com)

Ticket Office  
816.920.9400  
[ticketoffice@kcchiefs.com](mailto:ticketoffice@kcchiefs.com)

Ticket Sales  
888.99.CHIEFS (888.992.4433)  
[seasontickets@chiefs.nfl.com](mailto:seasontickets@chiefs.nfl.com)

### **Coolers**

For safety and security, coolers are prohibited in Arrowhead.

### **Costumes**

Costumes are permitted and must be appropriate. Stadium personnel ask that costumes be removed upon arrival and kept off through security screening. Costumes cannot detract from the experience of other patrons. It is at management's discretion to deem what is appropriate.

- Masks or other costume pieces that in any way obscure the face are strongly discouraged
- Guests are advised that bulky clothing and/or costumes will result in delays at security screening outside the stadium
- Costumes must fit within the confines of the guest's ticketed seat
- Toy or replica weapons are prohibited from entry
- Any item deemed to be unsafe and/or offensive will not be allowed into Arrowhead Stadium.

### **Credit Cards**

The following credit cards are accepted at Arrowhead Stadium: MasterCard, American Express, Visa and Discover.

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## **D**

### **Directions to the Stadium**

GPS Users - For easy step-by-step directions, type in Arrowhead Stadium or the address of One Arrowhead Drive, Kansas City, MO 64129

**I – 70** gives guests the best access into Truman Sports Complex at gates 1, 2, 3 and 4

**I - 435** gives guest the best access into Truman Sports Complex at gates 5, 6 and 7

**Traffic flows** in a counter-clockwise direction. Gate entry and parking pass determines parking lot. Subject to change based on traffic conditions.

For more information on direct routes to Arrowhead Stadium please visit [Parking Maps](#)

The following resources are available on event day to assist with travel to Arrowhead Stadium:

- Fan Experience Hotline: 816.920.4237; call 4½ hours prior to event start and 1 hour after the conclusion of the event
- Fans First representatives will be located throughout the lot in tents and on golf carts to provide guests with assistance. [Click here](#) to view locations.
- Listen to the pregame show on 101 the Fox home of the Kansas City Chiefs Radio Station for traffic updates coming straight from Arrowhead Stadium.

- Twitter: Follow @ArrowheadEvents, the official Twitter feed of Arrowhead Stadium for traffic updates while mobile or at home
- Please note that the Kansas City Chiefs do not promote utilizing mobile devices while driving.

### **Donations**

The Chiefs are proud to support non-profit organizations and charitable fundraisers within the two-state region of Kansas and Missouri. Due to the high number of requests received, the Chiefs are unable to make other out-of-state donations. Charitable donations are strictly limited to Chiefs articles. Requests for monetary contributions or tickets are not accepted. The non-profit organization must be a 501 (c) (3) charity, a school or a church. Non-profit organizations must include their federal tax ID number. Without a tax ID number, we will be unable to consider the request.

- Chiefs donations are limited to Missouri and Kansas.
- All requests for donated items must be made at least six (6) weeks in advance of an event.
- The Chiefs only donate one item per year per organization.
- The Chiefs do not sponsor businesses or family reunions.

The Kansas City Chiefs use an online donation request process. Please click on the link below that will take guests to the Kansas City Chiefs Donation Guidelines page. Once the guidelines have been reviewed and if the organization meets the required criteria, access the online form to complete and submit a request. We require donation requests to be submitted at least six weeks in advance of the fundraising event date. Note that if an attachment is submitted along with a donation request, the file must be no larger than 4 MB. Please visit [www.chiefs.com/community/donations](http://www.chiefs.com/community/donations) for more information

### **Draft Room**

The draft room, open to all Chiefs fans, provides a sports bar atmosphere before, during, and after the game. Located just west of the Tower Club, the Draft Room is also accessible via the CommunityAmerica spiral.

### **Drop-Off and Pick-Up**

Through a partnership with zTrip, all zTrip passholding vehicles (including a variety of vehicles included but not limited to, taxicabs, black cars and limousines) can drop off and pick up within the Truman Sports Complex grounds. zTrip riders will be dropped off and picked up on the east side of Arrowhead Stadium across from Lot A/B on Red Coat Drive.

Guests and non-zTrip transportation vehicles, including other ride-sharing services, may drop off and pick up at the Missouri Welcome Center located between Gates 1 and 2 on Blue Ridge Cutoff at no charge.

To drop guests off within the complex, a non-refundable fee of the posted parking price will be charged at the tollgate or a parking pass can be purchased in advance at [www.chiefs.com/parking](http://www.chiefs.com/parking). Parking passes purchased in advance of Chiefs games are sold at a discounted price.

Non-commercial vehicles and non-zTrip commercial transportation are allowed to enter any gate, except Gate 1, and pay the non-refundable fee. Once guests have been dropped off, parking personnel will direct those vehicles out through Gate 7. Please follow the direction of the traffic attendants.

For-hire vehicles displaying the proper licensing may enter Gate 1 after halftime and proceed to Lot J to pick up their passengers. After halftime, no parking fees will be collected for coming onto the property at Gate 1.

To book your zTrip, please visit <http://www.ztripae.com/>. For more information on the Drop-Off and Pick-Up Policy, please [click here](#).

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## **E**

### **Ejection**

The Chiefs reserve the right to eject any patron whose behavior is against policy, unruly or illegal in nature. Event tickets will be forfeited without refund. Revocation of season tickets or arrest is possible.

### **Electrical Outlets**

Electrical outlets are available inside Arrowhead Stadium for recharging wheelchairs/scooters and other medical equipment.

### **Electronic Devices**

Electronic devices that are permitted inside Arrowhead Stadium will be allowed as long as they do not interfere with other fans' enjoyment of the game. Electronic devices must be able to power on during security screening. The Chiefs reserve the right to ask any fan to discontinue use of such devices.

### **Electronic Scooters**

Electronic scooters will be allowed within Arrowhead Stadium for ADA purposes. Any services (i.e. Segway's) may be permitted with proper notice. Information regarding access points and accommodations can be obtained by contacting Fan Experience at 816.920.4237 or email [fanexperience@chiefs.com](mailto:fanexperience@chiefs.com).

Any of the listed transportation will be subject to security screening. All other forms of transportation within Arrowhead Stadium are strictly prohibited.



### **Elevators**

Are available for guests needing special assistance as well as Suite, Penthouse and Scout Investments Club Level ticketed guests. All other guests should use the spiral ramps to access the various levels.

### **Emergencies**

During emergency situations, please remain calm and report as much information as possible to the nearest event stadium personnel, who are well trained in emergency procedures. In the event of an emergency, please follow stadium personnel instructions and any announcements broadcasted over the public address system.

Should guests need immediate assistance, please notify the nearest security guard, police officer, or visit a Fans First Booth. Scout Investments Club Level patrons may visit a concierge location. In case of an emergency where it is needed to contact a stadium guest on event day, please call 816.920.4237 for assistance.

### **Escalators**

There are four escalators in the stadium on the Scout Investment Club Level. Two escalators are located at the Founder's Plaza Gate on the North entrance and two at the Tower Gate on the South entrance.

### **Evacuation**

Should there be an immediate need to evacuate the stadium; guests will be given instructions via the public address system. Stadium personnel will help direct guests to the nearest exit. It is imperative that guests always follow the direction of stadium personnel.

### **Event Booking**

The combination of rich tradition and a renovated facility, Arrowhead Stadium is the perfect backdrop for an upscale or casual event. The unique spaces filled with character and sophistication is sure to make a lasting impression on clients, employees or guests. Whether it's a company meeting, cocktail reception, trade show, holiday party or wedding reception, Arrowhead Stadium offers over 20 great spaces with multiple rooms and luxury amenities to accommodate anywhere from 10 to more than 1000 people. We are dedicated to making events a success. Private stadium tours and appearances by Chiefs Cheerleaders, former players and KC Wolf are also available. For more information please call 816.920.4896

### **Exchanges**

Arrowhead Stadium has a policy of no exchanges or refunds for tickets to all events. Please see Tickets for more information.

## **Extra Yard for the Environment**

The Extra Yard for the Environment program is designed to integrate environmentally-friendly principles with the sound management of a world-class sports organization and facility. The Chiefs are committed to environmental sustainability at Arrowhead Stadium, The University of Kansas Hospital Training Complex, and encourage fans to actively participate in positively impacting the environment. Arrowhead Stadium encourages all guests to reduce, reuse and recycle. The recycling program at Arrowhead Stadium includes recycling containers in all parking lots, all security checkpoint locations, as well as along all Stadium concourses and in all premium areas. Please check the signage on the recycling containers to help guests in recycling the proper items such as plastic, glass and aluminum. Please help keep Arrowhead Stadium beautiful and protect the future! For more information on how you can help the environment, please visit [www.chiefs.com/community/recycle](http://www.chiefs.com/community/recycle).

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## **F**

### **Family Restrooms**

All Family Restrooms have changing stations and are located on each level of Arrowhead Stadium. These restrooms are intended solely for guests with children, or those needing assistance. Stadium Personnel are located nearby to open family restrooms.

- Field Level Locations: 108; 113; 126; 131
- Scout Investments Club Level Locations: 206; 219; 229; 242
- Upper Level Locations: 304; 310; 316; 324; 332; 338; 344

### **Family Zone**

The Family Zone is located on the Field Level behind section 134. The Family Zone is an alcohol and obscenity free area for the guests sitting there. For more details or to purchase season tickets in the Family Zone call 816.920.4537 or email [kwhitlow@chiefs.nfl.com](mailto:kwhitlow@chiefs.nfl.com).

### **Fan Code of Conduct**

The Chiefs are committed to creating a safe, comfortable and enjoyable experience for their guests, both inside Arrowhead Stadium and throughout the parking areas. When attending a Kansas City Chiefs game or other events held at Arrowhead Stadium, all guests should be aware of and comply with the Fan Code of Conduct. Stadium and parking lot personnel will promptly intervene to support an environment where all event patrons can enjoy the event. Guests are required to refrain from the following behaviors:

- Behavior that is unruly, disruptive or illegal in nature

- Intoxication or other signs of alcohol or substance impairment
- Foul or abusive language or obscene gestures
- Interference with the progress of the event, going onto the field or throwing objects onto the field
- Failing to follow instructions of stadium personnel
- Verbal or physical harassment
- Smoking except in designated areas
- Obscene or indecent clothing or signs
- Behavior that detracts from the enjoyment of fellow guests
- Attempting to sit in a location other than the guest's ticketed seat
- Conduct that endangers spectators or participants
- Selling items or tickets in-stadium or within the Truman Sports Complex

Event patrons are responsible for their conduct as well as the conduct of their guests and/or persons using their tickets. Please respect the rights of others. We thank all guests for adhering to the provisions of the Fan Code of Conduct.

### **Fan Experience**

Chiefs Fan Experience is committed to creating a safe, comfortable and enjoyable experience for all guests. On event day, Fans First Booths and concierge desks are conveniently located around Arrowhead Stadium to enhance guest service.

Guests may also call Chiefs Fan Experience at 816.920.4237 or email [fanexperience@chiefs.com](mailto:fanexperience@chiefs.com).

### **Fan Mail**

For those wishing to send mail to players and coaches, address the package or letter as follows:

Attn: Player's or Coach's Name  
The University of Kansas Hospital Training Complex  
One Arrowhead Drive  
Kansas City, MO 64129

If a response is desired, please enclose a self-addressed, stamped envelope. Please note that the Kansas City Chiefs assume no responsibility for lost or damaged items and cannot guarantee that correspondence will be answered or items returned.

### **Fans First Booths**

The foundation of the Chiefs has been and always will be the fans. Fans First Staff exemplify a high level of service, communication skills, and general knowledge of Arrowhead Stadium to ensure all guests have a positive gameday experience. Fans First booths are located throughout Arrowhead Stadium and in

the parking lots to serve as representatives who can answer any question and respond to any concerns.

Fans First Representatives are available to answer any questions and listen and respond to any concerns.

**Fans First Locations:**

- Field Level: 106; 114; 124; 131
- Upper Level: 307; 317; 318; 330; 338; 341 and Ford Fan Zone
- Parking Lot: Lots A, C, D, F, G, L, N

Scout Investments Club Level Concierges are located at each gate of Scout Investment Club Level and on the Scout Investments Club Level Tower Club and North Club.

The stadium personnel in these booths are also able to provide assistance with the following items:

- Fulfilling any special need or request from any guest
- Directional assistance, policy clarification, etc.
- Lost and found
- Child identification bracelets
- Seating and assistance arrangements for guests with disabilities (including Assistive Listening Devices) and all other re-seating requests
- First game certificates
- Designated Driver sign-ups

**Firearms/Pyrotechnics**

For safety and security, firearms and weapons of any kind are prohibited in Arrowhead Stadium.

**Fireworks**

From time to time, the use of pyrotechnics may be part of events presented at Arrowhead Stadium.

For safety and security the use of fireworks by guests is strictly prohibited at Arrowhead Stadium and in its parking lots. Guests found in possession of or using fireworks/pyrotechnics are subject to ejection without refund, loss of season tickets or gameday ticket and may also be in violation of law resulting in possible arrest and prosecution.

**First Aid - Presented by The University of Kansas Hospital First Aid Stations**

The University of Kansas Hospital First Aid stations provides trained doctors, nurses and EMTs on-site to provide basic and emergency medical services for guests.

First aid stations are located at the following locations:

- Field Level: Sections 114 & 132
- Scout Investments Club Level: By Hy-Vee Ramp Doors and Section 241  
Upper End Zone: Sections 316 & 339
- Upper Side Line: Sections 307 & 329

### **Flags**

Flags are permitted inside Arrowhead Stadium provided they are not commercial, offensive or in poor taste. Flags may not interfere with other guests. Signs cannot be any larger than 3' x 5'. Flags may not be hung on walls, rails, stadium padding, LED boards, or any other structure of Arrowhead Stadium. They cannot interfere with stadium signage or present safety hazards. For safety reasons flag poles of any kind will not be permitted.

### **Flammable Liquids**

For safety and security, flammable liquids are prohibited in Arrowhead Stadium.

### **Flasks**

Flasks are prohibited in Arrowhead Stadium.

### **Flex Scheduling**

The NFL utilizes flexible scheduling for the final seven weeks of the regular season. Games during Weeks 11-17 are eligible to move into different time slots. Season ticket holders will be notified of any changes via e-mails from the teams. Game time changes will also be posted on the team and stadium websites.

### **Food**

Outside food is prohibited in Arrowhead Stadium. Guests with medical dietary restrictions may call Fan Experience at 816.920.4237 or email at [fanexperience@chiefs.com](mailto:fanexperience@chiefs.com). Guest with medical dietary restrictions may also visit a Fans First Kiosk at Tower Gate, Founders Plaza Gate, or Spiral Gate D and F. Otherwise, patrons are not allowed to bring food into the stadium. For a list of Arrowhead Concessions, please reference concession menus.

### **Footballs**

For safety and security, footballs are prohibited from being brought into Arrowhead Stadium.

### **Ford Fan Experience**

The Ford Fan Experience occupies the Founder's Plaza outside of Arrowhead Stadium. Spanning the length from the Hy-Vee Gate to the Sprint Gate, it is the largest pregame entertainment area available free of charge to all fans on game day. The Ford Fan Experience opens when parking lots open and remains open all the way up until kickoff. Full of sponsor booths, face painters and inflatable activity stations, the Ford Fan Experience also includes a number of new additions for the 2013 season, including the McDonald's Fry Truck, the Bud Light

Recycled Field Goal and the Bud Light Beer Garden. Chiefs Cheerleaders and the Chiefs Rumble also make appearances in the Ford Fan Experience before the game. The Ford Fan Experience is also the place for fans of all ages to get an up-close look at Warpaint and meet KC Wolf before the game.

### **Ford Fan Zone**

The Ford Fan Zone is located in the Upper Level between sections 320-328 and includes restrooms, concession stands, bar services, elevators, and a unique viewing experience. This is the location for Upper Level ADA ticketed guests.

### **Founder's Club**

Located on the North side of Arrowhead Stadium at street level, the Founder's Club features all-inclusive food and beverage in an upscale sports bar environment that is both comfortable and private while boosting the overall action and gameday atmosphere. On gameday, the Founder's Club is home to the Kansas City Chiefs Ambassadors. Members can enjoy meeting some of their favorite former players and hear their insights on the upcoming game.

Amenities of the Founder's Club include concierge service, live entertainment, pregame Chiefs Cheerleader appearances, and convenient access to the Chiefs Team Store. Additional benefits of being a Founder's Club member include a premium, private entrance near the Founder's Plaza gate, early entrance into the club that begins 2 ½ hours prior to kickoff, as well as the luxury of staying one hour after the conclusion of the Chiefs game to catch other game action around the league on one of the numerous high definition televisions.

### **Free Speech Areas**

The Kansas City Chiefs lease Arrowhead Stadium and the surrounding areas and parking lots within the Truman Sports Complex as a sports and entertainment venue for use by its guests. It is not a forum or place for use by the public at large for assembly and speech. In order to protect its guests, the Kansas City Chiefs encourage free speech and other forms of expression in a safe and reasonable manner outside the Truman Sports Complex. Specifically, subject to applicable law, members of the public who so desire may parade with placards and signs, distribute literature or engage strangers who wish to be so engaged, subject to the following restrictions:

Such expressive activity is not permitted inside areas under the Chiefs' or its agents' control that requires a ticket for entrance, including but not limited to Arrowhead Stadium and any parking lots within the Truman Sports Complex.

Expressive activity may not disrupt the free flow of automotive traffic or pedestrian traffic or otherwise cause a public safety concern.

Commercial activities, including but not limited to vending and the sale of goods or distribution of goods free of charge, are not permitted unless pre-approved in writing by the Kansas City Chiefs.

### **Fundraising**

The Kansas City Chiefs, along with their food service partners at Aramark and Levy Restaurants, offer a unique fundraising opportunity for non-profit organizations in the Kansas and Missouri areas. Concession stands at Arrowhead Stadium are offered to volunteer groups who staff and operate the stand. In return they receive a percentage of the sales produced in that location. For more information, please contact Aramark or Levy Restaurants at the numbers below:

- Aramark (Upper and Lower Level Concession Stands) Phone: 816.920.8205
  - Levy Restaurants (Scout Investments Club Level Concession Stands) Phone: 816.924.4000 or [rwaters@levyrestaurants.com](mailto:rwaters@levyrestaurants.com).
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## **G**

### **Gates**

Parking lot gates typically open 5 hours prior to the start of Chiefs games, with stadium gates opening 2 hours prior to the start of the game. North and Tower Gate times for premium areas including Scout Investments Club Level, Suites, Founder's Club, and Penthouse open 2½ hours prior to Chiefs games.

### **General Stadium Policy**

This guide is not a complete or official statement of policies. This guide contains only a summary of the regulations that most often are of interest to guests. The Chiefs reserve the right to alter, change, or interpret policies without notice.

### **Gift Cards**

Chiefs gift cards are redeemable at all permanent concession stands, bars and Chiefs merchandise locations within the stadium. Gift cards are available for purchase at the Chiefs Ticket Office and all area Hy-Vee stores.

### **Gluten Free**

#### **Scout Investments Club Level (Club Market):**

- Food Should Taste Good Olive Flavored & Sweet Potato Chips
- Caramel & Cheddar Popcorn Mix
- Eden Organic Pumpkin Seeds
- Eden Organic Wild Berry Mix
- Larabar Cherry Pie Bar
- Nu-Go Free Dark Chocolate Bar



- Skittles
- Gummi Bears
- Redbridge Beer available at all bars on Scout Investments Club Level
- Dasani Water and Coke Products are available at all concession stands and bars on Scout Investments Club Level

**Field Boxes and Suites:**

- Gluten Free snack basket
- Redbridge Beer
- Dasani Water and Coke Products

**Founder's Club:**

- Food menu will vary on every game
- Redbridge Beer
- Dasani Water and Coke Products

**Field and Upper Level Options:**

All Chiefs Bar Locations carry Redbridge Beer.

**Group Tailgates**

Enhance your Arrowhead experience with a customized tailgate party for you and your group. Call 816.920.4833 or email [grouptickets@chiefs.nfl.com](mailto:grouptickets@chiefs.nfl.com)

To find out more information on group tailgates, please [click here](#).

**Group Tickets**

Bring a group of 20 or more people and receive a ticket discount and experience the best atmosphere. An Arrowhead Stadium outing is perfect for motivating a group, building camaraderie, boosting morale, spending time with family and friends, or providing outstanding client entertainment. Individuals may safely and securely manage their own transactions directly through the online "My Group" program and receive big savings on tickets and service fees.

Enhance the Arrowhead Stadium experience with a customized tailgate party coordinated by the Chiefs. Guests interested in "Party Platforms" with additional amenities may enjoy private space throughout the event exclusively for individual groups. Call 816.920.4849 or email [grouptickets@chiefs.nfl.com](mailto:grouptickets@chiefs.nfl.com) for further details.

**More information on Group**

Tickets Phone: 816.920.4849

Email: [grouptickets@chiefs.nfl.com](mailto:grouptickets@chiefs.nfl.com)

Website: [Click Here](#)

**Guest Interference**

In the interest of player and guest safety, Arrowhead Stadium maintains a zero tolerance policy regarding fan interference with a ball in play or a player during

the game. Failure to comply with this policy will result in immediate removal from Arrowhead Stadium, possible arrest and/or loss of tickets.

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## **H**

### **Hand-held Radios and TVs**

Hand-held radios and TVs are permitted provided that they do not interfere with other guests – an ear piece must be used to listen. Radios and TV's cannot be any larger than six 6" x 6".

### **Hours of Operation**

Chiefs Gamedays: Parking lot gates typically open 5 hours prior to the start of Chiefs games, with stadium gates opening 2 hours prior to the start of the game. Gate times for premium areas including Scout Investment Club Level, Suites, Founder's Club, and Penthouse open 2 ½ hours prior to Chiefs games. Times are subject to change based on traffic patterns and safety precautions.

#### **Chiefs Front Office:**

Monday through Friday from 8:30 a.m. to 5:00 p.m.

#### **Chiefs Fan Experience:**

Monday through Friday from 8:30 a.m. to 5:00 p.m.

Saturdays prior to Sunday event days from 9:00 a.m. to 1:00 p.m.

#### **Chiefs Ticket Office:**

Monday through Friday from 8:30 a.m. to 5:00 p.m.

Saturdays prior to Sunday home games from 9:00 a.m. to 1:00 p.m.

Sunday home games 3-1/2 hours prior to the start of the game

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## **I**

### **Identification Bracelets**

Fans First Booths provide ID bracelets for children. This ID bracelet will contain key information to help reconnect children and their parent(s) should they become lost. Scout Investments Club Level guests may visit the concierge locations.

### **Information**

Please visit Fans First located throughout Arrowhead Stadium or call Chiefs Fan Experience at 816.920.4237. Guests may also email [fanexperience@chiefs.com](mailto:fanexperience@chiefs.com).

### **Intoxicated Guests**

We reserve the right to deny entry or discontinue service to guests who appear to be visibly intoxicated. Any intoxicated guests causing a disturbance while entering the stadium or during an event will be subject to denied entry, ejection without refund, loss of season tickets, and may also be in violation of city ordinances resulting in possible arrest and prosecution.

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## **J**

### **Jackson County Residents**

Information regarding Jackson County Residents can be found [here](#).

*\*Website updated 4/23/15*

### **Junior Cheerleaders**

For information regarding youth cheerleading programs please call 816.920.4525 or [click here](#).

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## **K**

### **KC WOLF**

Since his introduction to Chiefs fans in 1989, KC Wolf has become one of the most entertaining mascots in professional sports. Whether he is dancing, imitating Elvis or performing one of his hilarious routines, audiences everywhere are guaranteed lots of laughs and smiles. One thing that sets KC Wolf apart from other mascots is the fact that he is also in high demand as a humorous and motivational speaker. He brings energy and enthusiasm when he speaks to audiences of all ages at schools, churches, businesses, banquets, charity events, parties, conventions or any event that brings people together for fun and excitement. If guests have any questions concerning KC Wolf visits or if guests would like a specific price quote for an event, please contact Dan Meers at 816.920.4212 or [click here](#) to request an appearance online.

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## **L**

### **License Plates (Missouri Residents)**

The Chiefs and the Missouri Department of Revenue offer the chance for Chiefs fans to get their own Chiefs License Plates. All proceeds go to the Hunt Family Foundation. To obtain plates, contact the Chiefs Ticket Office at 816.920.9400 extension 1, email [ticketoffice@kcchiefs.com](mailto:ticketoffice@kcchiefs.com) or [click here](#).

### **Limousine Parking**

Limousine parking is located in Bus/RV area on a first come, first serve basis. Space is limited, we recommend you arrive early to secure a parking space. The cost of limousine parking is \$70 and overnight parking for any type of vehicle is prohibited.

### **Lost and Found**

Found articles may be turned into any Fans First Booth or Scout Investments Club Level concierge desk and will be immediately logged by the attendant. The items will be kept at that location until the crowd has completely exited Arrowhead Stadium after each event. Chiefs Fan Experience handles all unclaimed items beginning the next business day. Fan Experience can be reached at 816.920.4237 or [fanexperience@chiefs.com](mailto:fanexperience@chiefs.com), Monday - Friday, 8:30 a.m.-5:00 p.m. Due to the vast quantity of lost and found items we urge guests not to try to collect missing items on event day, but to complete a lost and found submission.

If you have an item of great importance visit the nearest Fans First Booth or Scout Investments Club Level concierge desks for assistance.

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## **M**

### **Maps**

[Click here](#) to view stadium maps or [click here](#) to view parking maps.

### **Media**

Media requests should be directed to the Chiefs Communications Department. Please call 816.920.4352 for assistance.

### **Media Guides**

Chiefs media guides are available online at [media.chiefs.com](http://media.chiefs.com).

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## **N**

### **Nursing Station**

A nursing station is located inside The University of Kansas Hospital First Aid station located behind section 114.

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# **P**

## **Parking**

Providing a world class experience is second only to ensuring your safety at Arrowhead Stadium. Upon arrival to the Truman Sports Complex, please plan accordingly to ensure your safest and most efficient route. The Kansas City Chiefs have policies in place to maintain the best tailgating environment in NFL. Please [click here](#) for more information about parking.

## **Pat-down Policy**

Guest belongings may be searched upon entry into Arrowhead Stadium. By tendering a ticket and entering Arrowhead Stadium, guests consent to such searches and waive any related claims that might have against the Kansas City Chiefs, the NFL, its member clubs, their affiliates and stadium landlords or their agents. If guests elect not to consent to the searches, they will be denied entry into Arrowhead Stadium.

## **Payments**

Season Ticket Members can easily and efficiently make a payment via their [Chiefs Kingdom Rewards](#). To make a payment over the phone call the ticket office at 816.920.9400. To make a payment in person go to the Arrowhead Stadium Ticket Office located between the Founder's Plaza and the Hy-Vee Gate on the northwest side of the stadium from 8:30 a.m. – 5:00 p.m. Monday through Friday.

## **Permitted/Prohibited Items**

The following items are permitted for guests to bring into Arrowhead Stadium:

- Bags that are clear plastic, vinyl or PVC and do not exceed 12" x 6" x 12" and all carried items will be subject to search.
- One-gallon clear plastic freezer bag (Ziploc bag or similar)
- Small clutch bags not to exceed 4.5" x 6.5", approximately the size of a hand, with or without a handle or strap, may be carried into the stadium along with one of the clear bag options.
- An exception will be made for medically necessary items after proper inspection at a gate designated for this purpose.
- Food contained in a clear plastic bag that has been pre-approved for medical purposes by Fan Experience or Security.
- One factory-sealed, plastic bottle of water per guest. The bottle of water must be 20 oz. or less in size and must be factory sealed upon entry (caps might be removed by stadium personnel).
- Still-photography cameras with a lens that is 6" or less in length
- Jackets or blankets after being patted down or searched
- Banners, signs or flags of that are no larger than 3' x 5'; they will be pre-screened by security for inappropriate messages.

- Baby Strollers that are small and can collapse to fit under a seat.
- Compact umbrellas may be brought into the stadium however they may not be used inside of the seating bowl as they may impede the view of surrounding guests.
- Hand-held radios and TVs are permitted as long as they do not interfere with other guests – an ear piece must be used to listen. They may be asked to power on the device during the security screening process. They may not be any larger than 6" wide and 6" long.
- Seat cushions without pockets, zippers, compartments or covers

The following items are prohibited items that guests may not bring into Arrowhead Stadium:

- Purses larger than a clutch bag, coolers, briefcases, backpacks, fanny packs, luggage of any kind.
- Seat cushions with pockets, zippers, compartments or covers
- Computer bags and camera bags or any bag larger than the permissible clear bag size.
- Bottles, cans, thermoses, containers, flasks, plastic, metal, or glass cups
- Coolers – any size, any type
- Alcohol of any kind
- Weapons or anything that can be used as a projectile or is deemed dangerous by Stadium management
- Firearms, weapons of any type or fireworks
- Banners, signs or flags of that are larger than 3' x 5'
- Balls of any kind including full sized footballs, or Frisbees
- Single purpose video cameras or still-photography cameras with a lens longer than 6"
- Any animal with the exception of a service animal
- Bags larger than 12" x 6" x 12" NFL Approved Clear Bag
- Food
- Beer or liquor
- Boom boxes
- Portable heaters
- Flammable liquids
- Noisemakers – air horns, klaxon, bells, whistles, etc.
- Laser pointers of any type, poles or rods
- Large strollers
- Floor mats
- Balloons
- Selfie Stick
- Any other items deemed dangerous, unacceptable or inappropriate by security or stadium management

To ensure the highest level of safety and security, all guests will be subject to a courteous screening upon entry by Security which includes wandings, on occasion, may include a pat-down screening by same-gender stadium personnel. All bags and vehicles will be subject to inspection upon entry. Persons that refuse to be wanded, patted down, and/or refuse to have their bags or vehicle inspected will not be admitted.

By presenting a ticket or credential to Stadium Personnel, guests consent to such inspections and waive any and all related claims that guests might have against Arrowhead Stadium, the teams and promoters. Alcohol, weapons, or any items the stadium security personnel deem dangerous will be confiscated.

### **Posting Tickets for Sale**

Sell season tickets anonymously to other fans by logging into [ChiefsKingdomRewards.com](https://ChiefsKingdomRewards.com). There is no fee for posting tickets and only a minimal fee when tickets are sold. The process is secure – simply highlight the tickets desired to sell, choose the selling price, the expiration date and submit the listing. Editing postings at any time is quick and easy. Note that it is illegal to sell tickets, regardless of price, inside the confines of the Truman Sports Complex. To do so is to risk arrest.

### **Press Entrance**

The press entrance is located at the Tower Gate on the south side of Arrowhead Stadium. Press should use the elevators located at the Tower Gate entrance of Arrowhead Stadium to reach their seats.

### **Profanity**

In the interest of presenting family friendly events, the use of foul/abusive language will not be tolerated in Arrowhead Stadium. Those guests who choose to use foul language will be removed from the stadium. Guests who are wishing to report may notify stadium personnel by texting the Chiefs text message service (CHIEFS <SPACE> Your Location and ISSUE to 69050) or call the Chiefs Fan Experience at 816-920-4237.

### **Professional Cameras**

For safety and security, video cameras or professional cameras (lenses) are prohibited in Arrowhead Stadium. Small still cameras and cases are permitted. Small still cameras are those that are no larger than 6" wide and 6" long.

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## **R**

### **Radio**

Hand-held radios and TVs are permitted as long as they do not interfere with other guests – an ear piece must be used to listen. Guests may be asked to



power on the device during the security screening process. The devices may not be any larger than 6" wide and 6" long.

### **Radio Broadcast**

Chiefs games are broadcasted locally on 101 The Fox, home of the Chiefs Radio Network. Additionally, Sports Radio 810 WHB will broadcast the second hour of the official Chiefs postgame show, live press conferences and other Chiefs dialogues during the game.

### **Red Coaters**

The Chiefs Red Coaters are a special group of dedicated fans who support the team. They are ambassadors to the community and a vital part of the Chiefs organization. Members volunteer for Chiefs-related charity and special events throughout the year and assist Chiefs Season Ticket Members. If you are interested in becoming a member of this elite organization, [click here](#).

### **Red Friday**

Red Friday is an annual Chiefs event, spearheaded by the Red Coaters, to signify the start of the regular season. Stay tuned to chiefs.com for more information closer to Red Friday.

### **Re-Entry Policy**

Once guests exit through Arrowhead Stadium gates, regardless of whether guests have a ticket stub or Chiefs Kingdom Rewards, guests are not permitted back into the stadium. Arrowhead Stadium has a no re-entry policy for most Stadium events, including Kansas City Chiefs Football games. For other select events, adjustments to this policy may be in place. Please see the nearest gate event stadium personnel for more information.

### **Restrooms**

There are men's and women's restrooms located on each level of Arrowhead Stadium; each is an ADA accessible facility. Diaper changing stations are available in many men's and women's restrooms with all Family Restrooms providing this convenience.

- **Field Level:** 101W; 102M; 103W; 107W; 108M; 109W; 110W; 111M; 112W; 116W; 117M; 118W; 120M; 121W; 125W; 126M; 127W; 128W; 129M; 130W; 134W; 135M
- **Scout Investments Club Level:** 206W/M; 209W/M; 216W/M; 220W/M; 229W/M; 232W/M; 239W/M; 242W/M
- **Upper Level:** 301W; 303W/M; 304M; 305W; 307W; 308M; 309W; 310M; 314M; 315W; 316M; 317W; 318M; 320W; 322M; 324W; 326M; 328W; 330W; 331M; 332W; 333M; 337M; 338W; 339M; 340W.

## **Risk**

Guests are at their own risk with respect to the dangers incidental to football games and other events whether occurring prior to, during, or after the actual game or event. Arrowhead Stadium, the teams and promoters are not responsible for lost, stolen or damaged property. This includes parking at the Jackson County Sports Complex Authority.

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## **S**

### **Season Tickets**

For information regarding Season Tickets call 888.99.CHIEFS (24433) or [click here](#) for more information.

### **Security Office**

The Security office is located at the southeast corner of the stadium, street level, via the Gate D ramp.

### **Security Screening**

For guest safety, prior to entering Arrowhead Stadium gates, all guests will be subject to security screening which may include wandings, pat downs by same-gender security personnel and inspections of all bags and items entering the stadium. Any prohibited item must be returned to the guest's vehicle. To ensure that guests are in their seat in time for event start, please allow an extra 30 minutes at Arrowhead Stadium gate entrances.

VIP entrances are available for Scout Investments Club Level, Suite and Founder's Club Patrons at the Founder's Plaza Gate and for Scout Investments Club Level, Suite and Penthouse patrons at the Tower Gate. Furthermore, and VIP lanes are available at each of the corner gates.

### **Selfie Stick**

For safety and security, selfie sticks are prohibited in Arrowhead Stadium.

### **Service Animals**

Service animals are allowed to accompany guests with disabilities into the stadium area. Information regarding access points and accommodations can be obtained by contacting Fan Experience at 816.920.4237 or email [fanexperience@chiefs.com](mailto:fanexperience@chiefs.com). All other animals are prohibited.

### **Sign Language Interpreters**

Signed performances are provided for hearing-impaired guests for select concert events. Interpretation services are not guaranteed for every event; however, every effort will be made to accommodate each request with appropriate advance notice, at least four weeks prior to the event. Please contact the Chiefs Fan Experience at 816.920.4237 for further information.

### **Single Game Tickets**

To purchase single game tickets, guests can visit the ticket office located on the northwest side of the stadium. Tickets will also be available for purchase through [www.ticketmaster.com](http://www.ticketmaster.com).

### **Smoking**

Smoking areas are located and clearly labeled outside each of the four spiral entrances on the street level and at Upper Level Sideline bar locations.

Guests who fail to comply with this policy after a warning are subject to ejection from Arrowhead Stadium and potential revocation of tickets.

### **Soliciting/Sampling/Peddling**

Guests 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 on the Truman Sports Complex, in Arrowhead Stadium and within its parking lots. This includes any exchange of money while on the complex including the solicitation for donations to charities, teams or clubs and sale or peddling of any product/food/drink. Any guest who engages in soliciting while on the Truman Sports Complex property may be subject to ejection or arrest.

### **Special Assistance Carts**

The Chiefs will provide several passenger carts that tour the parking lots and offer assistance to guests. Cart assistance will begin 2-1/2 hours prior to the event. Cart assistance will continue to transport guests to Arrowhead Stadium from the parking lots.

**For Gamedays:** Assistance back to the lots is ongoing and continues for 60 minutes after the game concludes. Call 816.920.4237 for assistance on non-gamedays. Call the guest hotline on gamedays at 816.920.4237 for assistance.

Fans First will be located throughout the lot in tents and on golf carts to provide guests with assistance with directing you to our special assistance carts.

**For other events:** Assistance back to the parking lots will be continuous until 60 minutes post event conclusion. Call 816.920.4237 for assistance on event day.

### **Stadium Gates**

**Chiefs Games:** Arrowhead Stadium gates open 2 hours prior to kickoff. Gate times for premium areas including Scout Investments Club Level, Suites, Founder's Club, and Penthouse open 2-1/2 hours prior to Chiefs games.

**Special Events:** Arrowhead Stadium gate times vary for other Arrowhead Stadium events. Please reference the specific event newsletter for event specific times and information.

For guest safety, prior to entering Arrowhead Stadium gates, all guests will be subject to security screening which may include pat downs and inspections of all bags and items entering the stadium. Any prohibited item must be returned to the guest's vehicle. To ensure that guests are in their seat in time for kickoff, please allow an extra 30 minutes at the stadium gate entrances.

Please reference "Prohibited and Allowed Items" prior to day of game to make security screening efficient.

### **Stadium Maps**

[Click here](#) for stadium maps.

### **Stadium Tours**

Tours of Arrowhead Stadium offer guests a behind-the-scenes look into the Chiefs Hall of Honor presented by Time Warner Cable, Press Box, Broadcast Lounge, Scout Investments Club Level Suite, Locker Room, Playing Field and more! (Tour Route is subject to change due to weather conditions and restrictions.) [Click here](#) for more information.

**Public Tours:** Tour dates, times and the opportunity to purchase tickets can be found at stadium tours. A limited amount of remaining tickets are sold on a first-come, first-serve basis in the Team Pro Shop located at the Founder's Plaza on the north side of Arrowhead Stadium beginning 30 minutes prior to the scheduled Public Tour time. Tour rates vary per individual tour. Discount tickets are available for children 12 years and under, senior citizens over 65 and military.

**Private Tours:** Tours are available by appointment only for groups of 10 or more. Appointments must be made at least two weeks in advance and require a 50% non-refundable deposit. More Private Tour information can be found on the stadium tours page. The Kansas City Chiefs are happy to make accommodations for tour guests who have disabilities or need special assistance. For more information on stadium tours, please call 816.920.4833, email us at [tours@chiefs.com](mailto:tours@chiefs.com).

### **Stolen Tickets**

Season Ticket Members with lost, stolen or destroyed tickets should contact the Chiefs Ticket Office at 816.920.9400 or [ticketoffice@kcchiefs.com](mailto:ticketoffice@kcchiefs.com) to request duplicate tickets. Certain fees may apply.

### **Strollers**

Strollers are permitted in Arrowhead Stadium if a ticket has been purchased for the child. Stroller must be collapsible and fit under seating area (Large strollers are prohibited in Arrowhead Stadium).

### **Suites**

For information regarding premium seating please [click here](#).

Suite Sales  
816.920.4839  
[ChiefsVIP@chiefs.nfl.com](mailto:ChiefsVIP@chiefs.nfl.com)

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## **I**

### **Tailgate Parties**

Enhance your Arrowhead experience with a customized tailgate party for you and your group. Call 816.920.4833 or email [grouptickets@chiefs.nfl.com](mailto:grouptickets@chiefs.nfl.com)

To find out more information on group tailgates, please [click here](#).

To provide guests with the safest and most enjoyable tailgating experience at Arrowhead Stadium, we ask that all guests make themselves aware of the parking code of conduct.

### **Tailgating**

Kansas City Chiefs fans make the best tailgating atmosphere in the Nation Football League. Please reference the tailgating/parking guide to make the tailgate experience the most enjoyable and safest possible at Arrowhead Stadium.

### **Taxi Cabs**

See Drop-Off and Pick-Up

### **Teen Cheerleading Program**

For information regarding youth cheerleading programs please call 816.920.4525.

### **Text Messaging Program**

Text messaging is an additional line of communication on event day to report guest conduct or stadium issues more clearly and confidentially. Text "CHIEFS" YOUR LOCATION AND ISSUE TO 69050. Standard SMS rates apply. Guests can text three hours prior to event start, during the event and 30 minutes after the conclusion of the event.

### **Throwing Items**

Throwing items from the stands either on to the field or into another seating section is expressly prohibited. Any guest who throw items will be ejected from Arrowhead Stadium and may be subject to further action.

### **Ticket Exchange**

Buy and Sell Chiefs tickets with NFL Ticket Exchange at NFL.com powered by Ticketmaster! Buy great tickets directly from Season Ticket Members and other fans or sell tickets guests are unable to use! For more details, visit the NFL Ticket Exchange at [www.NFL.com](http://www.NFL.com) powered by Ticketmaster.

Season Ticket Members can sell their season tickets anonymously to other fans by logging into Chiefs Kingdom Rewards. There is no fee for posting tickets and only a minimal fee when tickets are sold. The process is secure – simply highlight the tickets desired to sell, choose the selling price, the expiration date and submit the listing. Editing postings at any time is quick and easy.

### **Ticket Office**

The Arrowhead Stadium Ticket Office is located between the Founder's Plaza and the Hy-Vee Gate on the northwest side of the stadium. It is open Monday through Friday 8:30 AM to 5:00 PM, Saturdays prior to Sunday games from 9:00 AM to 1:00 PM and Sundays 3-1/2 hours prior to kick off through the second quarter. The ticket office can be reached at 816.920.9400 ext. 1.

### **Ticket Resale**

It is illegal to sell tickets, regardless of price, inside the confines of the Truman Sports Complex. To do so on the property is to risk arrest. Season Ticket Members: Guests can sell their season tickets anonymously to other fans by logging in to their personal Chiefs Kingdom Rewards. There is no fee for posting tickets and the process is secure – simply highlight the tickets desired to sell, choose the selling price, set the expiration date and submit the listing.

### **Ticket Terms**

For tickets terms and conditions for both Chiefs games and Arrowhead Events, please [click here](#).

### **Tow Service**

Having car troubles? Call Chiefs Fan Experience at 816-920-4237 and they will dispatch tow service to your location.

### **Training Camp Presented by Mosaic Life Care**

Chiefs Training Camp will be conducted on the campus of Missouri Western State University in St. Joseph, MO. The campus is located approximately 55 minutes from downtown Kansas City and is only 35 minutes north of Kansas City International Airport.

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## U

### **Unauthorized Transmission of Game**

No person admitted to the stadium shall transmit or aid in the transmission of any description, account, picture or reproduction of any event conducted within Arrowhead Stadium or Truman Sports Complex unless expressly authorized by Arrowhead Stadium, Kansas City Chiefs Football Club, the National Football League (or the promoters of non-NFL events if applicable).

### **Umbrellas**

Small compact umbrellas may be brought into the stadium however they may not be used inside of the seating bowl as they may impede the view of surrounding guests.

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## V

### **Video Boards**

Arrowhead Stadium features two large HD video display boards called "Arrowvision" which are located in the east and west side of the stadium seating bowl. In addition, Arrowhead Stadium is equipped with a ribbon board which is located on the 200 Concourse façade in the interior seating bowl.

### **Video Cameras**

For safety and security, video cameras or professional cameras (lenses) are prohibited in Arrowhead Stadium. Small still cameras are permitted into Arrowhead Stadium. Small still cameras are those that are no larger than 6" wide and 6" long.

### **VIP Entrances**

VIP entrances are available for Scout Investments Club Level, Suite and Founder's Club Patrons at the Founder's Plaza Gate and for Club Level, Suite and Penthouse patrons at the Tower Gate. The Tower Gate is located on the South side of the stadium in front of Lot E. The Founder's Plaza Gate is located on the North side of the stadium and is in front of Lot M. In addition, and special VIP lanes are located at all four corner gates of the stadium.

### **Visiting Team Fans**

Visiting team fans at Arrowhead Stadium should be treated as our guests. If there is a situation where a visiting team fan is treated unfairly, alert stadium personnel or Text "CHIEFS" YOUR LOCATION AND ISSUE TO 69050 to report a problem. They will alert Arrowhead Stadium Security and the matter will be dealt with appropriately.



Verbal or physical harassment of the fans of the visiting team or their guests will be considered unruly behavior and grounds for ejection or arrest.

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## **W**

### **Water Fountains**

Water fountains are located throughout the concourses of Arrowhead Stadium.

Locations:

- **Field Level Locations:** 108; 111; 127; 129
- **Scout Investments Club Level Locations:** 205; 220; 228; 243
- **Upper Level Locations:** 304; 309; 316; 320; 327; 332; 344

### **Weapons**

Weapons of any kind are strictly prohibited at Arrowhead Stadium. Please see for examples of weapons but not limited to.

- Parts of Guns and Firearms
- Toy/Replica Weapons
- Spear Guns
- Stun Guns/Shocking Devices
- Pellet Guns
- Starter Pistols
- Bows and Arrows
- Tools
- Brass Knuckles
- Hammers
- Pocket Knives and Knives of all sizes
- Scissors
- Martial Art Knives and Nunchucks
- Tweezers
- Cigar Cutter
- Axes
- Golf Clubs
- Baseball Bats
- Any other weapon that may be deemed dangerous by stadium personnel.

### **Weather Delays**

Weather delays for NFL events are unusual, however lightning, strong winds, and heavy snowfall may delay or postpone a game or event. In the event of a weather-related evacuation or relocation, please listen to the instructions of the stadium personnel.

### **Wheelchair Assistance**

The Chiefs provide wheelchairs for transport to and from the stadium; however, if a guest is in need of a wheelchair for the duration of an event, they are asked to provide their own. Non-emergency wheelchair assistance is available at stadium gates. After the event to receive wheelchair assistance visit one of the following first aid stations or call the Fan Experience at 816.920.4237.

### **WIFI**

Arrowhead Stadium is equipped with WIFI. [Click here](#) to view the terms of use.

### **Will Call**

Will Call is located on the north side of Arrowhead Stadium adjacent to the Pro Shop by the Founder's Plaza Gate, beginning 3-1/2 hours before the event. Photo identification is required for pick up.

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## **Z**

### **Zero Tolerance**

Arrowhead Stadium and the Chiefs reserve the right to revoke the season tickets and gameday ticket of those individuals whose conduct is determined inappropriate as defined by the Fan Code of Conduct, including the Season Ticket Member and their guests.