



PRIVATE SUITES
AT
PAYCOR STADIUM

Suite Holder Guide

2023

Suite Amenities and Services

Bengals game Day Staff

Along with your Jungle Hospitality Suite Attendant, the Cincinnati Bengals will have a representative in each suite hallway. Should any issues arise during the game, contact your Bengals representative immediately. They will be able to contact the appropriate personnel to resolve your issue.

Business Meetings in the Stadium

There is no better way to impress a client or prospect than to conduct your next business meeting at Paycor Stadium. Your status as a suite holder offers you the unique opportunity to entertain and conduct first-class meetings at the stadium in the 90 minutes leading up to kick off.

We have two available conference rooms at Paycor Stadium (up to 25 guests) that are the perfect place to impress your meeting guests. If you'd like to access one of these conference rooms to conduct a meeting prior to kick —off, please contact the Suites Services Department to make arrangements. Conference rooms must be reserved in advance, are complementary to use and are booked on a first come, first served basis. At your expense, Jungle Hospitality is happy to provide light food and beverage in the conference room.

Cleaning and Maintenance

Suites will be thoroughly cleaned and all high touch points sanitized prior to and following each event. This service will include dusting; vacuuming; sanitizing counter tops; sanitizing refrigerators; sanitizing restrooms; sanitizing door and cabinet knobs; sanitizing all other high touch surfaces; waste removal; and carpet care. For any special game day cleaning or maintenance needs, please contact Paycor Stadium staff at (513) 455-4889.

Club Lounge Access

The Club Lounges are located on the Club Level on both the east and west sides of the stadium. Each Club Lounge will offer a full bar, as well as high quality buffet and concession food service. You and your guests will have full access to the Club Lounges during normal game day hours simply by presenting your suite ticket at the Club entrance. Cash and major credit cards will be accepted for payment in the Club Lounge areas.

There are stairs on each suite level that access the Club Lounge. The elevators are also a convenient way to access the Club Lounges from your suite.

Furnishings and Locking Cabinet

Your suite is fully furnished. Any changes in artwork or furnishings must be approved by the Bengals. Should you wish to store valuables in your suite, a locking cabinet is provided. The keys for this cabinet are held by Jungle Hospitality's Suite Floor Captain. The Cincinnati Bengals are not liable for lost or stolen items. Locks may be installed to additional cabinets at the suite holder's expense.

Game Programs

Complimentary copies of the game program will be placed in each suite prior to the start of each Bengals home game.

Suite Ambassador Service

Should you have any needs or questions — from servicing your suite, to closing your window, or locating the nearest pro shop — all the assistance you will need is at your fingertips or right outside your door. Our Jungle Hospitality Suite Attendants are fully trained and immediately available to answer any question or meet any need you have in your suite. Each Suite Ambassador is assigned to serve only a few suites in order to provide personalized attention and care.

Suite Identification Sign

Each suite is identified on the exterior by a sign with your assigned suite number. Each suite holder has the option of choosing an interior sign to designate your name or corporate logo. Should there be a need to change the name or logo, a charge may be assessed to your suite account. Contact the Suite Services Department to request a new sign.

Suite Parking

Suite holders have been assigned parking in lots closest to Paycor Stadium, allowing for a short walk to your entrance into the stadium. Suite holders do not have assigned spaces within the lots; only the assigned lot. Parking passes will be mobile only and should be presented to the parking attendant upon entry into the lot. For more information on mobile ticketing, please consult the mobile ticket guide.

Due to the heightened level of security at all NFL stadiums, no cargo trucks or commercial vans will be permitted to park in the PBS East Parking Garage (Lot UE). The parking of these types of vehicles will be confined to the surface parking lots surrounding Paycor Stadium. Please ensure that your guests are aware of this policy, as it will be strictly enforced.

Televisions

You will not miss a single play or replay as your suite includes two televisions with a remote control. Available programming includes NFL Sunday Ticket and a limited selection of broadcast channels. There are also channels dedicated solely to in-stadium programming. Channel 23.1 features the network broadcast of the Bengals game. Channel 24.1 features “JungleVision” (programming being displayed on the video boards). Channel 25.1 is directly connected to the Press Box so guests of your suite may follow the individual and team statistics being produced that afternoon. You will also have access to the RedZone channel in your suite.

To enhance certain events such as concerts, suites may be required to operate with minimal lighting and without the use of in-suite monitors. We appreciate your cooperation.

Wi-Fi

Complimentary WiFi is also available at Paycor Stadium. Find the network ‘FreeJungleWifi’ and join (there is no password).

Stadium Amenities and Services

ATMs

Paycor Stadium is now a cashless facility. Visitors to the stadium for Bengals games, concerts and other events can expect to exclusively use a credit card, debit card or mobile payment for all purchases in the facility. Cash-to-Card kiosks are located at sections 120 & 148.

Bengals Merchandise

Authentic Bengals merchandise can easily be purchased in Paycor Stadium. Stop by one of the merchandise stands located throughout the stadium, including one in both the east and west Club Lounges. For the best Bengals merchandise anywhere, visit the Bengals Pro Shop located on the Plaza Level of the north end zone. Business hours are:

10 a.m.-5 p.m. Monday-Saturday
Noon-5 p.m. Sunday (during NFL season)

The Pro Shop will be closed to the general public on game days but will be accessible to patrons inside Paycor Stadium.

You may also order merchandise online at shop.bengals.com.

Directions

From I-75 North/I-71 North: Use exits at Second Street or Fifth Street in Ohio.

From I-75 South: Use exits at Western Avenue or Second Street.

From I-71 South: Use exits at Third Street or Eggleston Avenue (to Pete Rose Way).

From I-471 North: Use exits at Third Street or Sixth Street.

For up-to-date traffic information, visit bengals.com/stadium/parking-and-directions.

First Aid and Emergency Services

Do not call 911. We have law enforcement and fire department personnel on-site for each event to provide emergency services. For any situations requiring medical assistance please contact your Jungle Hospitality Suite Ambassador or Bengals Game Day Staff member or call Paycor Stadium staff at (513) 455-4889. Be prepared to share your location with the staff member. Medical assistance will arrive promptly.

For your safety and health needs, first aid care is available at Kettering Health First Aid stations on the east and west Sideline and Canopy Levels and on the North Plaza (five total stations).

In the event of an emergency evacuation, please proceed to the closest stairwell ramp.

Guests with Special Needs

For individuals with special needs who require assistance with suite parking, seating or other game day issues, please contact the Suites Services Department at least two days prior to the game or event and accommodations will be made.

Lost and Found

The Cincinnati Bengals and Paycor Stadium are not responsible for any lost or stolen items in a private suite. Please make sure that your organization's suite host/hostess checks for left items prior to exiting the private suite after each event.

Any items found may be turned in to an Jungle Hospitality Suite Attendant as soon as possible. To inquire about lost items after a game, please contact Paycor Stadium Security at (513) 455-4850. All items must be picked up within 30 days.

Mobile Ticketing

Tickets for events at Paycor Stadium are mobile and are accessible through the official Bengals Mobile App. This includes suite tickets, parking passes, and hospitality passes. For more information, please consult the mobile ticket guide at [Bengals.com/tickets/mobileticket](https://www.bengals.com/tickets/mobileticket).

SERVICE ANIMALS

In accordance with Federal ADA Guidelines, certified service animals assisting guests with disabilities are permitted inside Paycor Stadium. Emotional support animals and comfort animals are not permitted in Paycor Stadium. Under the ADA, service animals must be harnessed, leashed, or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. The handler is responsible for the service animal at all times, including any necessary clean up. To relieve the animal, the handler should contact a stadium gate manager to obtain permission prior to exiting the stadium to ensure they will be granted re-entry.

Suite Policies

Admittance Policy

For football games, all Paycor Stadium gates will open 90 minutes prior to kickoff, unless otherwise stated by the team prior to game day. Admittance policies vary for concerts and other events. These variances will be communicated prior to the event.

For the safety and comfort of all the fans, every person entering Paycor Stadium must have a mobile ticket to gain admission. Children under the age of two, accompanied by a paid ticket customer, will be permitted to enter Paycor Stadium without a ticket as long as the infant sits on the customer's lap.

Once you enter the stadium, you may not exit and then re-enter.

All guests inside Paycor Stadium should have access to their mobile ticket throughout the game to allow ushers to verify seat locations to which holders are entitled.

Alcohol Policy

No alcohol may be brought into or taken out of Paycor Stadium by patrons.

Cincinnati Bengals patrons are encouraged to drink responsibly. Patrons will not be allowed to enter Paycor Stadium if they are intoxicated. Drunk and disorderly behavior will result in ejection from Paycor Stadium without refund. Violation of any alcohol policy may result in ejection from the stadium without refund.

Minors (under the age of 21) are not permitted to consume alcoholic beverages. It is the Designated Suite Representative's responsibility to monitor the consumption of alcohol within your suite. This is an extremely serious responsibility, especially when minors are present. It is against the law to serve alcohol to a person who is intoxicated or is under the legal drinking age of 21. Alcoholic beverages consumed in the suite or around the stadium must be purchased from Jungle Hospitality at Paycor Stadium.

Banners

Banners are not permitted to be hung inside a private suite, or otherwise attached to the windows or stadium facade in front of a suite.

Behavior

Suite holder and its invitees shall, at all times, maintain proper decorum while using the Suite. Suite holder shall be held responsible for Suite holder's actions as well as those of its invitees, including, but not limited to, actions arising from the consumption of alcoholic beverages.

To ensure suite holder safety the following activities are not permitted in the suite hallways: playing sports (including throwing/kicking balls, throwing discs or any other objects), playing tag, wrestling or other general roughhousing.

Camera Policy

Small cameras are permitted in Paycor Stadium. However, please refrain from the use of flash photography. Video cameras will not be permitted in Paycor Stadium without prior written permission from the National Football League and the Cincinnati Bengals. Please refrain from recording or transmitting any portion of the game or event on film, magnetic media, solid state device such as a cellphone, or otherwise.

Clear bag policy

To provide a safer environment for the public and expedite fan entry into Paycor Stadium, we ask for your cooperation in adhering to the League wide clear bag policy which limits the size and type of bags that may be brought into the stadium. More details on the policy can be found on nfl.com.

- Bags that are clear plastic, vinyl or PVC and do not exceed 12" x 6" x 12" are permitted.
- One-gallon clear plastic freezer bag (Ziploc bag or similar) are permitted.
- Small clutch bags of any kind, approximately the size of a hand, with or without a handle or strap are permitted.

An exception will be made for medically necessary items after proper inspection at a gate designated for this purpose.

Prohibited bags include, but are not limited to: purses larger than a clutch bag, coolers, briefcases, backpacks, fanny packs, cinch bags, luggage of any kind, computer bags and camera bags or any bag larger than the permissible size.

Food and Beverage Exclusivity

All food and beverage menu items are presented by Jungle Hospitality. Outside food and beverage may not be brought into your suite. Jungle Hospitality will make every effort to provide you with any special items you request within a reasonable time period.

General Rules

- No standing or climbing on chairs or other furniture.

- No running or roughhousing in the suite corridors.
- No audio recording devices are allowed.
- Paycor Stadium staff must open or close front windows. Suite patrons are not permitted to operate the windows to ensure the safety of all.
- Due to stadium climate control requirements, exterior suite doors must remain closed if windows are open.

Game Day Suite Hours

For regular season games with a 1:00 pm start, you will have access to the suite from the time gates open (90 minutes prior to kickoff). You may remain in your suite for 90 minutes after the game. Suite access prior to and following evening and primetime games will be determined by Paycor Stadium management.

Guests

To accommodate the hospitality requests of most suite holders, the Cincinnati Bengals will provide two CEO/executive passes per game. The passes will be digitally located within the suiteholder's ticket account. These passes will provide the CEO or another top executive and a guest the ability to access the suite from their individual seating area. The individual(s) must have a game ticket that provides them entrance into Paycor Stadium.

Please note the following section regarding suite capacity. Private suites in Paycor Stadium have a maximum capacity of 20. If the number of people exceeds capacity the Cincinnati Bengals reserve the right to ask individuals with CEO/executive passes to leave the suite at any time.

Anyone leaving the suite floor will need to present a suite ticket (or CEO/executive pass) at the security checkpoint to re-enter their suite floor.

Lost or Stolen Tickets

All tickets will be mobile only and can be tracked on the suiteholder's My Bengals Account. Ticket barcodes can be deactivated and reissued on a case-by-case basis. For more information on mobile ticket operation and policies, please consult the mobile ticketing guide at [Bengals.com/tickets/mobileticket](https://www.bengals.com/tickets/mobileticket).

Ordering Tickets

Home Bengals Games — Each private suite holder receives their contracted allotment for all regularly scheduled home games. Also, each private 16-person suite holder has the opportunity to purchase up to four additional standing room only (SRO) tickets for an individual game or the entire season. All 20 suite tickets will be provided at the start of the season. You will be charged for any SRO tickets that are scanned into the stadium on game day. You will not be charged for any unused SRO tickets.

Away Bengals Games — If you wish to attend a Bengals away game, a very limited number of tickets may be available. Written requests will be taken on a first-come, first-served basis. Requests should be sent to the Suite Services Department by e-mail.

Home Playoff Games — Each suite holder shall purchase private suite tickets for home playoff games. Information such as ticket order policies and timelines will be announced by the Cincinnati Bengals in accordance with NFL procedures.

Other Stadium Events — Suite holders will be notified by e-mail when other events are scheduled in Paycor Stadium.

Prohibited Items

To ensure that all guests have a safe and enjoyable visit to Paycor Stadium, there is a list of items that may not be brought into the stadium. For a current list of prohibited items, please visit <https://www.bengals.com/fans/fanguide>

Prohibited items that are discovered during security inspections must either be returned to the owner's vehicle or discarded. No item may be left at the gate. All other items that enter the stadium are subject to a

visual search. If you or your guests have any questions, please contact the Suite Services Department in advance of the event. Thank you.

Resale of Tickets

Neither Suite Holder nor any distributee of any tickets or parking passes issued to or purchased by Suite Holder under the Suite Holder Agreement shall be permitted to sell such tickets or parking passes. Any attempted sale in contravention of the foregoing shall be null and void and of no effect. Further, the Cincinnati Bengals shall have the right to demand and receive any profits made by Suite Holder.

Security Checks

For the safety of our fans, players and employees, all fans and staff will be asked to walk through a magnetometer. Security staff will provide assistance during the screening process, if the need arises. If you have a medical condition that would prohibit you from metal detection, please notify the gate supervisor and other screening accommodations can be made. In addition, fans that wear or bring heavy clothing, jackets, blankets and/or bags will be asked to open up such items for an inspection and pat down of the item. By tendering your ticket and entering the stadium, you consent to such searches and waive any related claims that you might have against the NFL, its Members Clubs, its affiliates or its agents. Any holder refusing to be searched may be denied admission with no rights to refund or damages.

All guests are encouraged to come early so that they may enter the stadium in a timely manner.

Smoking

Paycor Stadium is a non-smoking facility in accordance with the Ohio smoking ban.

Patrons who fail to comply with the policy after appropriate warnings may be subject to ejection from Paycor Stadium. Designated smoking areas are available outside of Gate A, BetFred Gate (Gate C), Gate D and Fifth Third Gate (Gate E).

Stadium and Suite Access

Suite holders and guests may enter Paycor Stadium at any gate. However, suite patrons are encouraged to use the premium VIP entrances located on the east (near Gate D) and the west (near Gate A) sides of Paycor Stadium, as well as the entrance found just outside of Lot UE on the north end of the stadium, alongside Pete Rose Way (Gate F). Elevators are located a short distance from the VIP entrances to take you to your suite level. In order to increase security, the side exterior doors on the Club Suite and Bengals Suite Levels will not be open for admittance (they are for exit only). Stadium personnel will staff these doors and direct all club and suite patrons to enter the Club Lounge through side exterior doors on the Club Level or the elevator entrance at Gates A or D. Suite patrons entering at side Club Level doors can access their suite level from the interior steps in the Club Lounge or from the elevators. Suite Administrators should ensure that their guests are aware of ways to access their suite.

Once on your suite level, Paycor Stadium staff will direct you and your guests to your suite. Your suite will be unlocked when you or your first guests arrive.

Suite Capacity

Private suites in Paycor Stadium have a maximum capacity of 20. Building design and safety codes require that this limit be enforced. It is the responsibility of the Designated Suite Host to ensure that the number of people within the suite does not exceed maximum capacity. The Cincinnati Bengals reserve the right to ask individuals without a suite ticket to leave the suite and return to their ticketed seats at any time.

Suite Windows

After consulting weather forecasts, the Cincinnati Bengals will instruct Paycor Stadium staff to have all suite windows opened or closed prior to the start of each game. **ONLY PBSL STAFF IS PERMITTED TO OPEN OR CLOSE SUITE WINDOWS.** There is an inherent risk that if the windows are not handled properly they could break or fall forward, injuring guests below. Each suite holder has the option of calling Paycor Stadium staff at (513) 455-4889 during the game to request the windows be opened or closed. Paycor Stadium staff must limit the number of window changes to one request per game. If you know your preference in advance, please contact the Suite Services Department at least 3 business days in advance of the game and we will be happy to pass along your advance request before the game begins.

TICKET ISSUES

Tickets are mobile only. Guests are encouraged to review mobile ticket guide and policies prior to game day. Anyone needing assistance accessing their tickets on game day should consult the ticket windows located on the plaza level, between the Altafiber and BetFred Gates.

Administration & Communication

Credit Card Information

Each suite is required to have a credit card on file with the Suite Services Department. This is to ensure prompt payment for any additional suite tickets or other seats ordered for an individual game. Please note that the Bengals Ticket Office only accepts Visa, MasterCard and Discover.

If you only have access to an American Express Corporate credit card, we can arrange to have an escrow account set up for your suite. For more details on this arrangement, please contact the Suite Services Department.

Designated Suite Host(s)

Prior to a game, each suite must designate a representative to be responsible for the suite and activities that take place within the suite. The representative must be knowledgeable of all Paycor Stadium & Suite policies. The Suite Host(s) should be the first guest to arrive and should not leave the suite prior to conclusion of the event. He or she is responsible for ensuring that all guests adhere to Paycor Stadium policies and that the number of people within the suite does not exceed the maximum capacity of 20.

To protect your interests, only Designated Suite Host(s) and a limited number of other pre-specified persons on file with the Cincinnati Bengals and Jungle Hospitality will be able to order food and tickets and to conduct other business for your suite. Should any of your other guests choose to order food or merchandise, a credit card is required.

Suite Billing

You will receive invoices for the next season's suite license fee and tickets in February and May.

Website

For the latest news, information and statistics on the Cincinnati Bengals and Paycor Stadium, including schedules, please visit the Cincinnati Bengals website at www.bengals.com.