

BAND TOGETHER



PRESS **P**LAY



2019 BUFFALO BILLS GUIDE FOR GUESTS WITH DISABILITIES

BILLS 2019 SCHEDULE

PRESENTED BY ELLICOTT HOTELS

PRESEASON

PRE 1 HOME 7PM AUG. 8	PRE 2 AWAY 7PM AUG. 16	PRE 3 AWAY 8PM AUG. 23	PRE 4 HOME 7PM AUG. 29
-----------------------------	------------------------------	------------------------------	------------------------------

REGULAR SEASON

WEEK 1 AWAY 1PM SEPT. 8	WEEK 2 AWAY 1PM SEPT. 15	WEEK 3 HOME 1PM SEPT. 22	WEEK 4 HOME 1PM SEPT. 29
WEEK 5 AWAY 1PM* OCT. 6	WEEK 7 HOME 1PM* OCT. 20	WEEK 8 HOME 1PM* OCT. 27	WEEK 9 HOME 1PM* NOV. 3
WEEK 10 AWAY 1PM* NOV. 10	WEEK 11 AWAY 1PM* NOV. 17	WEEK 12 HOME 1PM* NOV. 24	WEEK 13 AWAY 4:30PM NOV. 28
WEEK 14 HOME 1PM* DEC. 8	WEEK 15 AWAY 1PM* DEC. 15	WEEK 16 AWAY TBD AFTER WEEK 8 DEC. 21 OR 22	WEEK 17 HOME 1PM* DEC. 29

GENERAL INFORMATION

Buffalo Bills Administrative Offices

(716) 648-1800
1 Bills Drive, Orchard Park, NY 14127
www.buffalobills.com

Bills Box Office powered by Ticketmaster & Account Service Department

1-877-BB-TICKS (228-4257)

Fan Conduct Text Line

Text BILLS <space>, followed by your location and issue to 69050 or call (716) 312-8933

Bills Team Store

1-888-BUF-GEAR



Accessible Parking/Transportation

Designated accessible parking for guests with disabilities is available in Lot 2 ADA or Lot 6 ADA. Limited amounts of accessible spaces are also available in the Fieldhouse Lot and Lot 4. Parking placards for guests with disabilities are available through state or town government offices. The Buffalo Bills DO NOT issue these permits. Proper plates or permits are required to park in an accessible space. **Spaces are available on a first-come, first-served basis.**

Assisted Listening Devices

Guests may check out an Assisted Listening Device (ALD) at any Guest Service Booth with a valid driver's license.

Closed Caption Devices

Hearing impaired guests may utilize the Closed Captioning feature of the Bills Mobile app.

Easy Entry

For the safety of everyone in attendance, all guests entering New Era Field will be subject to a metal detection screening process. To help speed up your entry time, please make sure to remove phones, cameras, keys and glasses cases before you get to the front of the line. You do NOT need to remove your loose change, wallet, jacket, or belt. Guests should limit the number of items that are brought with them to minimize search time. The Bills encourage guests to arrive at the stadium gates as early as possible to avoid lines – **gates open 90 minutes prior to kickoff.** Please follow all signage and direction from Buffalo Bills Guest Services and Security personnel. If tickets are given to fans who may not be familiar with stadium security policies, please inform them of this practice.

Elevators

Elevators are reserved for guests with disabilities, elderly, and appropriately credentialed employees only. Appropriate guests **MUST** be accompanied by a New Era Field Team Member on game days. Please contact a Guest Services Team Member for assistance. 50 yard-line elevators service the 100-level and 300-level concourses. Club elevators are used for access to 300-level ADA seating with a valid ticket as well as for emergency or team personnel ONLY.

Fan Code of Conduct

Buffalo Bills fans are loyal, passionate, knowledgeable, and have tremendous pride in their town and their team. Bills guests have been the heart of the Western New York community for over 60 years, and provide our players, coaches and fellow guests with the most exciting atmosphere in the National Football League!



The Buffalo Bills and our team partners have an unwavering focus on the fans and are committed to providing our guests with a safe, clean, comfortable and enjoyable game day experience inside and outside New Era Field. **We strive to promote responsible behavior and make the guest experience family friendly, memorable and positive for football fans of all ages.**

Any irresponsible conduct will not be tolerated in the stadium parking lots or in New Era Field, and in some cases may result in ejection from the game, revocation of season ticket privileges and/or arrest. **Everyone deserves the right to enjoy the excitement and enthusiasm of game days. Please treat all guests with courtesy and respect, including visiting team fans.**

Our staff will proactively implement the Fan Code of Conduct that includes the following behaviors not tolerated by the NFL and Bills:

- Attempting to bring alcoholic beverages or other prohibited items into stadium.
- Excessive standing or behavior detracting from the enjoyment of fellow guests. Spontaneous reactions to plays within the game are expected and encouraged, but your continued standing when most other guests are sitting is not permitted.
- Failure to follow instructions or show your ticket when asked by team or stadium personnel.
- Failure to sit in your ticketed seat location.
- Fighting, foul language or obscene gestures.
- Inappropriate displays of affection for a public setting.



- Indecent exposure, obscene clothing, or offensive signs.
- Interfering with the game (including entering the field or throwing objects onto the field).
- Intoxication or signs of impairment. Please drink responsibly.
- Offensive language or obscene gestures concerning a person's race, ethnicity, color, gender, religion, creed, disability, age, sexual orientation, gender identity/expression or national origin; or to instigate, incite or encourage a confrontation or physical assault.
- Scalping, improper resale of tickets, misuse of tickets/credentials, illegal merchandise sales.
- Verbal or physical harassment of guests, including visiting team fans. Please be respectful.
- Violating the No Tobacco Products policy. New Era Field is a tobacco / smoke-free facility.
- **ANY conduct deemed to be inappropriate or dangerous** to spectators, participants or Team Members.

Bills fans are among the best tailgaters in the NFL. Please take pride in your tailgate and your parking lot, and help clean up your area before entering the game. Season Ticket Members are responsible for the conduct of persons occupying their seats, and those persons that do not adhere to the Fan Code of Conduct will result in having season ticket privileges revoked without reimbursement to the account holder.

Fan Conduct Text Line

The Fan Conduct Text Line is for guests to report incidents or Fan Code of Conduct violations (i.e. impaired individuals, altercations, abusive language, etc.) that they witness during the game. Guests can

expect immediate follow up from stadium personnel after calling or texting. Please be prepared to state the location and nature of the problem. **To report an incident please text BILLS <space>, followed by your location and issue to 69050 or call (716) 312-8933.** Guests may also utilize the red Fan Hotline phones located throughout the stadium or contact a nearby Guest Services or Security Team Member.

Fan Hotline Phones

Red Fan Hotline phones are located in the stadium near sections 104, 107, 111, 114, 116, 129, 132, 136, 138, 141, 307, 309, 311, 312, 314, 316, 329, 331, 333, 334, 336, 338, and inside all entry gates. These phones may be used for immediate assistance in case of an emergency or if you witness violations of the Fan Code of Conduct.

First Aid

Emergency medical teams are on call at New Era Field at all times. If anyone requires medical assistance, please contact the nearest Guest Service Ambassador, Usher or Security personnel. Guests can also proceed to the Emergency Medical Services stations located on the outside of the Dunn Tire Club and Pepsi Club, with entrances closest to Toyota Gate 2 and PrimeSport Gate 7.

Guest Services Booths

Guests may visit the Buffalo Bills Fan Zone or the Guest Services Booth next to the Team Store on Abbott Road for any guest service needs prior to entering the stadium.

Guest Service Booths inside the stadium are located on the 100-level near sections 101, 112, 124, and 133, and on the 300-level by sections 311 and 334.

Guests with Disabilities - Seating

Wheelchair platforms are located around the 100-level, at the top of the 300-level and in the indoor club seating areas. Wheelchair seating tickets are required to sit on the platforms. Wheelchair seating is not available in the sideline clubs. There is no storage for wheelchairs anywhere inside the stadium. To obtain proper seating for a guest with a disability, contact the Bills Box powered by Ticketmaster at 1-877-228-4267 prior to arriving at the stadium. Please contact a Guest Service Ambassador on game day for further assistance. Seating for guests with disabilities is based on availability.

Guests in need of accessible seating during a game will be accommodated in the nearest platform to their ticketed location.

Special needs/non-wheelchair seating is located in the upper rows of the 100-level.





Guests with Disabilities - Transportation Golf Cart Transportation

Pre-Game - Guests with accessible needs who park in Buffalo Bills controlled parking lots may receive a golf cart ride to the stadium gates from the Guest Services ADA Team. There are eight designated pick-up locations throughout stadium parking lots. For more information on game day, please call 716-312-8933 or text ADA <space>, followed by your location and request to 69050.

Post-Game - Guests with accessible needs who park in Buffalo Bills controlled parking lots may receive a golf cart ride to a limited number of designated drop-off locations on the North and South side of the stadium only. For service to a drop off location in our northern lots (Lots 5, 6, 7) please look for our ADA Team at Gates 6 and 7. For service to the drop off location in our southern lots (Lots 1, 2 and Fieldhouse Lot), please look for our ADA Team at gates 1 and 2. For safety reasons, we are unable to provide this service directly back to your vehicle or in parking lots across Abbott Road.

Wheelchair Transportation

Guests needing special assistance with a wheelchair inside the stadium should contact the Bills Box Office at 1-877-BB-TICKS prior to game days or a Guest Service Ambassador on game days. Guests can request a wheelchair pickup during the game by calling 716-312-8855 or contact the nearest Guest Service Team Member for more information. Transportation to parking lots and other areas outside of stadium gates is not available. Personal wheelchair storage is not available inside the stadium.

NY-Alert

Receive emergency alerting information from the New York State Emergency Management Office such as major road closures and weather events via email and text by visiting the NY-Alert website at www.nyalert.gov and signing up. NY-Alert is free and subscription based. Users determine how they receive alerts and the region for which they would like to be notified when an alert is issued.

Permitted Items:

- Additional clothing and blankets (must be carried loosely)
- Clear Bags smaller than 12" x 6" x 12"
- One-gallon clear plastic freezer bags

- Small clutch bag (4.5" x 6.5"), with or without a handle or strap
- Binoculars
- Cameras with lenses shorter than six (6) inches
- Food - unopened, single serve containers carried in an approved size clear plastic bag
- iPads and tablet devices

Prohibited Items

TO AVOID DELAYS AT THE GATE, FOR THE SAFETY OF OUR GUESTS AND FOR THE ENJOYMENT OF ALL GUESTS AT THE GAME, THE FOLLOWING ITEMS ARE PROHIBITED AT NEW ERA FIELD:

- Alcoholic beverages, illegal substances
- Animals (with the exception of service animals for guests with disabilities)
- Bags, camera bags, backpacks, any bag larger than 12" x 6" x 12"
- Battery operated clothing (socks, jackets, etc.)
- Beach balls, footballs, balls, inflatable devices (balloons)
- Bottles, cans, thermoses, and other beverage containers
- Cameras with lenses longer than six (6) inches
- Clothing or material with profane language or obscene graphics
- Drones, Unmanned Aircraft Devices
- Fireworks
- Headwear or clothing that may impede the view of guests
- Laptop computers, radios
- Laser pointer devices, noisemakers
- Promotional materials not approved by the Bills
- Seat cushions larger than 15" x 15" or that contain armrests, zippers, pockets, flaps or metal backs
- Selfie sticks, sticks or poles
- Strollers
- Tobacco products - including cigarettes/electronic cigarettes, chewing tobacco,

lighters/matches

- Umbrellas
- Video cameras, monopods and tripods
- Weapons (knives, box-cutters, firearms, etc.)
- **ANY OTHER ITEM DEEMED DANGEROUS OR INAPPROPRIATE**

Ramps

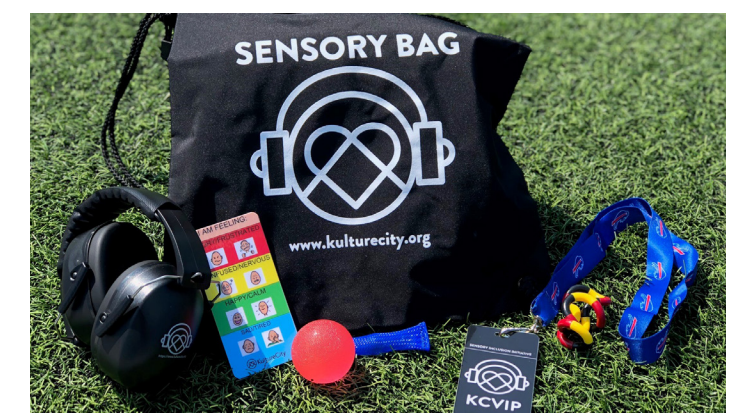
Ramps leading to the 100-level concourse and seating areas are located near New Era Gate 4 and Tim Hortons Gate 5 in Scoreboard Square and the M&T and Business Class Club Towers in the east end. Ramps leading to the 300-level concourse and seating areas are located near Gate 1, Pepsi Gate 3, M&T Bank Gate 6 and the Business Class Club Tower.

Restrooms

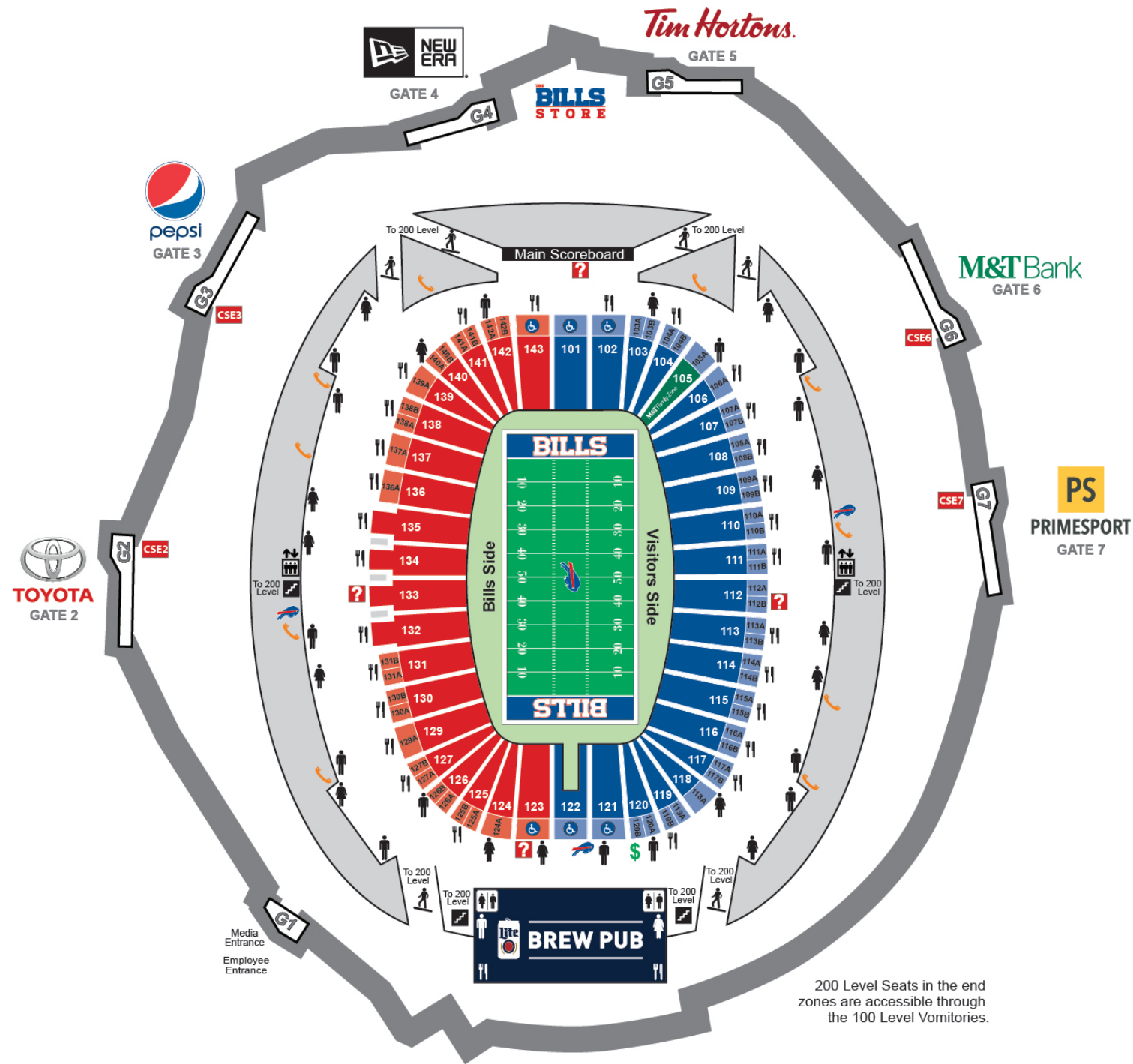
Restrooms are located throughout each level of the stadium (see enclosed maps for locations). Porta-johns are situated in centralized locations in stadium parking lots. Stadium restrooms are accessible for guests with disabilities.

Sensory Inclusion

New Era Field is proud to be a sensory inclusive facility. Guests with sensory needs can check-out a sensory kit at any Guest Service Booth by presenting their driver's license. Kits typically include: Noise Cancelling headphones, Fidget Toy(s) and a KultureCity VIP Identification Card.



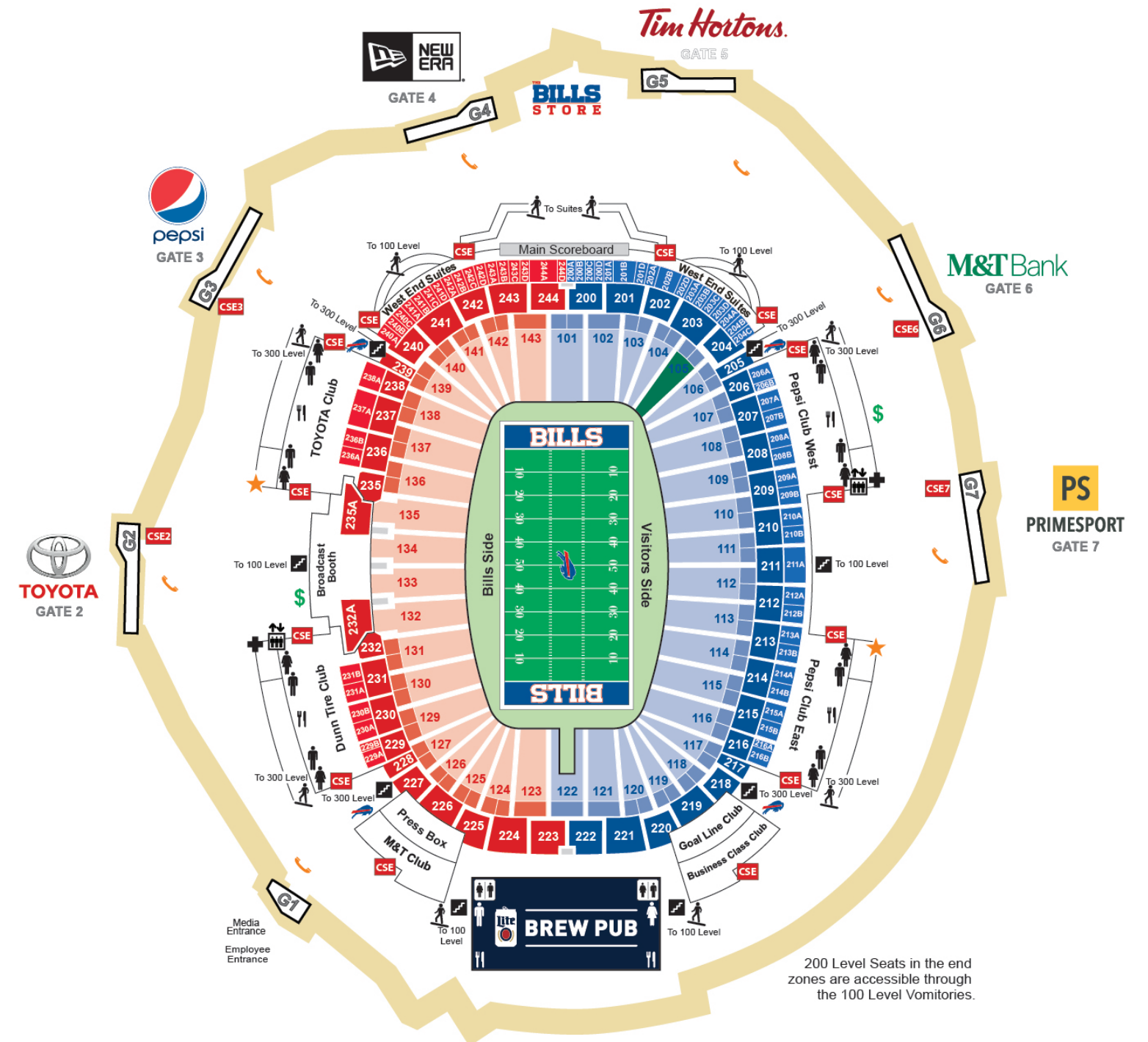
NEW ERA FIELD - 100 Level



Women's Restroom	Ramp	Security	CSE# Club & Suite Entrance
Men's Restroom	ATM	Game Day Fan Hotline	Guest Services
Family Restroom	Elevators	Bills Gear	ADA Accessible
Concessions	First Aid	Gates	M&T Family Zone
Stairs			

NORTH

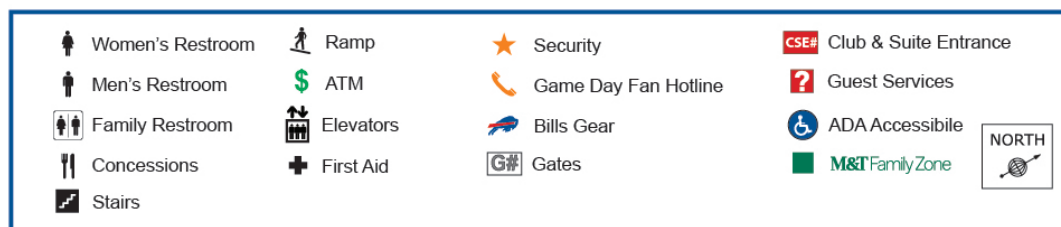
NEW ERA FIELD - 200 Level



Women's Restroom	Ramp	Security	CSE# Club & Suite Entrance
Men's Restroom	ATM	Game Day Fan Hotline	Guest Services
Family Restroom	Elevators	Bills Gear	ADA Accessible
Concessions	First Aid	Gates	M&T Family Zone
Stairs			

NORTH

Tim Hortons.



PARKING LOT MAP

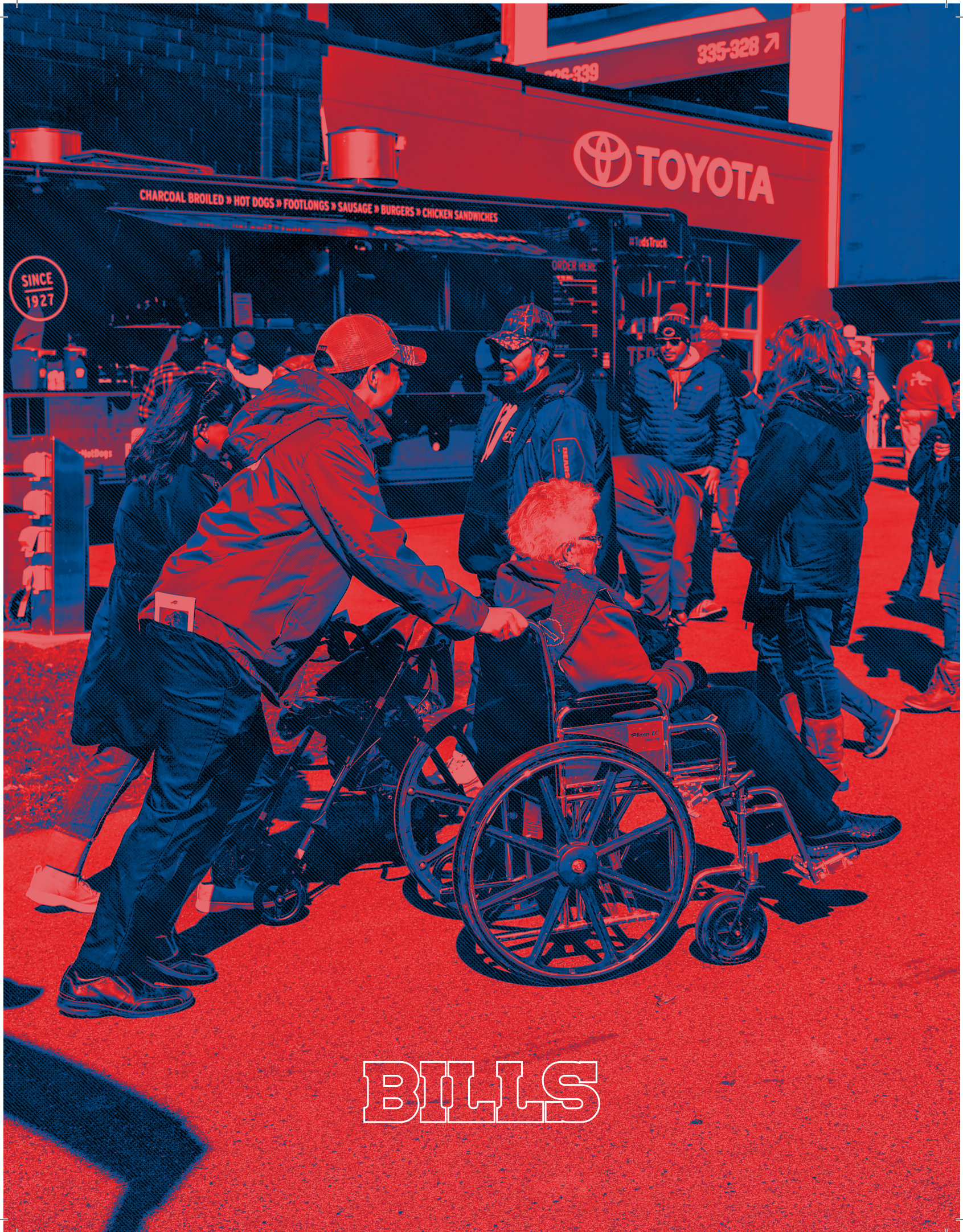
Legend:

- Public Lots (Cash and Permits accepted on event days)
- Public Lots (Permit required and must be purchased in advance)
- ● Permit Only Preferred Lots
- ♿ Accessible Parking Only Lot
- Pedestrian Only Areas/Walkways
- ▬ Street Closure Barriers
- B9 Blue Poles
- Y8 Yellow Poles
- ★ ADA Pick Up
- ★ ADA Pick Up & Drop Off

Abbott Road will be closed to all vehicle traffic between the south entrance of Lot 2 ADA and the north entrance of Lot 6 ADA on games days.

All parking lots open four hours prior to kickoff. Not responsible for loss due to fire, theft, collision or other causes to vehicle or contents. Attendant not always on duty. No overnight parking, with the exception of campers in approved lots. Parking lots close two hours after game.

Map Labels: To Interstate 90, To Highway 219, Southwestern Boulevard, Stadium Drive, Football Drive, Community Drive, Bills Drive, Camper Drive, Abbott Road, Big Tree Road, To Interstate 90, To Highway 219, Facility Field, Training Center Lot, Practice Field, ADPRO Sports Training Center, Sports Performance & Science Center, Fieldhouse Lot, Ticket Office, Guardhouse, Comfort Station, Team Member Lot, Camper Lot, Tailgate Village, Bus & Limo Lot, Lot 2 ADA, Lot 2 Preferred, Lot 3, Lot 4, Lot 5, Lot 6, Lot 7, Lot 8, Lot 9, Lot 10, Lot 11, Lot 12, Lot 13, Lot 14, Lot 15, Lot 16, Lot 17, Lot 18, Lot 19, Lot 20, Lot 21, Lot 22, Lot 23, Lot 24, Lot 25, Lot 26, Lot 27, Lot 28, Lot 29, Lot 30, Lot 31, Lot 32, Lot 33, Lot 34, Lot 35, Lot 36, Lot 37, Lot 38, Lot 39, Lot 40, Lot 41, Lot 42, Lot 43, Lot 44, Lot 45, Lot 46, Lot 47, Lot 48, Lot 49, Lot 50, Lot 51, Lot 52, Lot 53, Lot 54, Lot 55, Lot 56, Lot 57, Lot 58, Lot 59, Lot 60, Lot 61, Lot 62, Lot 63, Lot 64, Lot 65, Lot 66, Lot 67, Lot 68, Lot 69, Lot 70, Lot 71, Lot 72, Lot 73, Lot 74, Lot 75, Lot 76, Lot 77, Lot 78, Lot 79, Lot 80, Lot 81, Lot 82, Lot 83, Lot 84, Lot 85, Lot 86, Lot 87, Lot 88, Lot 89, Lot 90, Lot 91, Lot 92, Lot 93, Lot 94, Lot 95, Lot 96, Lot 97, Lot 98, Lot 99, Lot 100.



BILLS