

COMMON QUESTIONS & ANSWERS RELATED TO A GAME DAY (COVID-19)

PRIOR TO ARRIVAL

Will the Cardinals implement any safety measures specifically to lower the risk of COVID-19 at State Farm Stadium? What is the team doing to ensure safety of guests?

First, and most importantly, the health and safety of all guests in State Farm Stadium is paramount. Please refer to our Health & Safety Protocols to best ensure adherence to recommended physical distancing guidelines, there will be a minimum of three empty seats and at least one row of separation between all available seat groupings. Additionally, seats will only be sold in quantities of two. And as the NFL previously announced, no seats will be available in the first 8 rows of the lower level.

[Click here to view all the safety measures.](#)

Are masks required on game day?

Yes. All fans and stadium employees will be required to wear a mask/face covering when not eating or drinking. Any guest who refuses to wear a face covering inside State Farm Stadium will be issued a warning on the first offense and is subject to ejection if the behavior continues. In accordance with the Fan Code of Conduct, and guest who is ejected is required to complete a \$250, 4 hour class prior to returning to State Farm Stadium.

Will masks be made available if I forget to bring a mask?

Guests are required to bring their own face coverings.

Will there be hand sanitizer stations available throughout State Farm Stadium?

Yes.

What time will carparks open?

For the game against the San Francisco 49ers, carparks will open at 12:30PM.

Do I have to wear my face coverings in the parking lot?

Yes.

Will tailgating be allowed? If yes, will there be restrictions?

Tailgating is discouraged, but will be permitted and limited to your own vehicle space. Guests are encouraged to limit participation to their own traveling party. Vehicles will be parked every other space to provide physical distance in parking lots. Face coverings must be worn.

Will the Great Lawn be open?

The Great Lawn will not be open. Tailgating is discouraged but will be permitted in the car parks and is limited to your own vehicle space and your party must adhere to physical distancing guidelines set forth by the Arizona Cardinals, the NFL and or local, state and/or national authorities. Face coverings must be worn.

Will there be shuttle services to the stadium from the parking areas for guest requiring assistance?

Yes, there will be designated pick up areas in the parking lots that will transport guests that require assistance to their designated entry gate.

Will the plaza lounges still be open prior to kickoff?

The Flight Deck and Preflight Party lounges will not be activated.

Will there still be exclusive Season Ticket Member lines for entry?

No. Since we have gone to a completely mobile ticketing system for entry, exclusive lines are not necessary to expedite stadium access.

Will the stadium gates open early to prevent lines from forming?

Stadium gates will open at 1:00PM for the game versus the San Francisco 49ers.

Will State Farm Stadium be a cashless environment?

Yes. To accommodate guests there will be reverse ATM's in place if needed.

Will club level ticket holders be allowed early entry?

For the game against the San Francisco 49ers the Club Level will not be open.

Will guests be required to sign a waiver before entering the stadium?

No. However, all ticketed guests are required to acknowledge they have reviewed and will adhere to the Fan Health Promise located in the ticket terms and conditions when purchasing their tickets or transferring tickets through Account Manager.

INSIDE STATE FARM STADIUM

How do I report a concern or rule violation?

Text "Cards" to 69050 along with the location and issue or call 623-433-7156

Will there be beer sales?

Yes.

Are there any changes in your concession sales process?

Concessions will be a 100% cashless experience. Physical distancing markers will be placed on the floor for line queuing with safety barriers at each Point of Sale. Refillable soda and popcorn options have been eliminated as have, condiment dispensers on concourses and roaming concessions salespeople throughout the stadium.

Will the BrewHaus, GameZone or Bubble Lounge be open?

No, the BrewHaus, GameZone and Bubble Lounge will not be open.

Will there be Alumni autograph signings on the Club Level?

Unfortunately at this time Alumni autograph signings will not occur during games.

Will the bar areas on the club level be open for seating and view the other games?

For the game against the San Francisco 49ers the Club Level will not be open.

Are there any changes in your Team Store/merchandise sales operation?

The Team Shop has taken necessary measures to ensure guest and staff safety. Sales will be a 100% cashless experience. There will be designated entry and exit points and fans will be asked to bag their own purchases.

SEASON TICKET MEMBER BENEFITS

Will Season Ticket Members who choose not to opt in this season still have access to Season Ticket Member benefits?

We understand that this is a different time and that some

Season Ticket Members may choose not to opt-in for 2020. A limited selection of benefits will be made available to Season Ticket Members that elect to defer to the 2021 season.