

# COMMON QUESTIONS & ANSWERS RELATED TO A GAME DAY

## 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. To view all health and safety measures implemented at State Farm Stadium, [click here](#).*

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

*Yes.*

**What time will carparks open?**

*Car parks open 4 hours prior to kickoff.*

**Will tailgating be allowed?**

*Tailgating is permitted and limited to your own vehicle space. Guests are encouraged to view our Paring Guidelines listed in the A-Z Guide.*

*[Click here to view A-Z Guide](#)*

**Will the Great Lawn be open?**

*Yes, the Great Lawn will be open for fans to enjoy.*

**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 during the preseason*

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

*No. Since we have gone to a completely digital ticketing system for entry, exclusive lines are not necessary to expedite stadium access. We ask that fans have their digital tickets open and ready to scan prior to arriving at the gates.*

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

*Stadium gates will open 1.5 hours prior to kickoff.*

**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?**

*Yes, Club gates will open three hours prior to kickoff.*

**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?**

*If you require assistance during game day or wish to report a Code of Conduct violation, stadium staff can be reached at:*

*Game Day Hotline: 623-433-7156*

*Game Day Text Message Hotline: 623-400-2210*

**Will there be beer sales?**

*Yes.*

**Are there any changes in your concession sales process?**

*Concessions will be a 100% cashless experience. 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?**

*The GameZone will be closed but the Bubble Lounge and Brew Haus will be open.*

**Will there be Alumni autograph signings on the Gila River Club Level?**

*Yes. There will be two (2) alumni signing autographs in each of the 50-yard yard line lounges.*

**Will the bar areas on the Gila River Club level be open for seating and view the other games?**

*Yes.*

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

*The Team Shop is cashless and will only accept debit or credit cards.*

## SEASON TICKET MEMBER BENEFITS

**Will Season Ticket Members have access to Season Ticket Member benefits?**

*Yes, the Cardinals All Access Loyalty Rewards Program has begun and benefits for Cardinals Season Ticket*

*Members are outlined on the site. Log in using the email address and password associated with your season tickets at [www.azcardinals.com/allaccess](http://www.azcardinals.com/allaccess).*