

GEHA FIELD

AT **ARROWHEAD**

A to Z GUIDE

A

Accessible Parking

Accessible parking is available in the front of Lots A, B, C, D, F, G, H and J and is available to guests with a registered state issued disabled person license plate or placard. Lots E and M are premium lots only.

Accessible Seating

Accessible/wheelchair seating is located on the Field, CommunityAmerica 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 or email ticketoffice@chiefs.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 or email ticketoffice@chiefs.com.

On event day, guests may visit a Fans First Booth to exchange tickets, comparable to the original seat location and 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 GEHA Field at Arrowhead Stadium.
- Intoxicated or alcohol impaired guests may be refused admission to GEHA Field at 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 GEHA Field at Arrowhead Stadium management.

The Kansas City Chiefs promote responsible drinking and positive fan behavior at GEHA Field at Arrowhead Stadium. The Chiefs alcohol management plan ensures that fans have a safe and fun experience. For more information about the Bud Light GoodSport Designated Driver program, 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 <https://www.chiefs.com/community/ambassadors>, email 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

Appearances

Chiefs Cheerleaders

816-920-4847

chiefs.com/cheerleaders

Chiefs Ambassadors 816-920-4516

chiefs.com/community/ambassadors

KC Wolf
816-920-4212
chiefs.com/cheerleaders/kcwife

Assisted Listening Devices

Assisted Listening Devices are available during all major events. Please visit the Fans First Booth at section 131 for assistance. Devices are available for free of charge and either a driver's license or credit card will be required as a deposit. Failure to return device, will be subject to a 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.

Autographs

Due to the numerous inquiries for player autographs, the Kansas City Chiefs do not accept any autograph requests. Please note that the Kansas City Chiefs assume no responsibility for any items sent and cannot guarantee that correspondence will be answered or items returned.

Fans are encouraged to sign up for Chiefs Kingdom Rewards at ChiefsKingdomRewards.com or via the Chiefs Mobile App for free for the opportunity to earn and redeem points for autographed memorabilia.

Automated Teller Machines (ATMs)

ATMs are located on each level of the stadium (Field Level, CommunityAmerica Club Level and Upper Level) and near the T-Mobile Gate & CommunityAmerica Gate. *These locations are subject to change.*

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

Automobile Assistance

Having car troubles? Call Chiefs Fan Experience at 816-920-4237 to have a tow service dispatched to your location on event days.

Away Game Tickets

Fans looking for tickets to away games may check ticket availability by contacting the host team or by visiting the NFL Ticket Exchange online at www.nfl.com/ticketexchange or contacting On Location at www.nflonlocation.com.

B

Baby Bottles

Plastic baby bottles are permitted into the stadium 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 GEHA Field at Arrowhead Stadium. Changing stations are also located in many women's and men's restrooms.

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

Bags

Bags of any kind are no longer permitted into GEHA Field at Arrowhead Stadium. Please note that this is a significant change from the previous bag policies due to COVID-19. For guests with medical needs, those items must be brought in a clear plastic bag and guest should present their bag to staff during the screening process.

For additional assistance, guests are encouraged to contact the Fan Experience Department at 816-920-4237 or fanexperience@chiefs.com prior to the event they're attending.

Prohibited bags include but are not limited to: purses, clutch bags, coolers, briefcases, backpacks, fanny packs, cinch bags, luggage of any kind, computer bags and camera bags. For more information, please [click here](#).

Banners and Signs

Banners are permitted inside GEHA Field at Arrowhead Stadium as long as they do not interfere with other guest's 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 GEHA Field at Arrowhead Stadium, including the Confederate Flag.

- 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 GEHA Field at 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 GEHA Field at Arrowhead Stadium.

Binoculars

Binoculars are permitted in GEHA Field at Arrowhead Stadium as long as they are not carried within a case or bag of any kind. Binoculars are subject to inspection.

Blankets

Blankets are permitted in GEHA Field at 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 GEHA Field at Arrowhead Stadium will be subject to ejection.

If a guest has a special need that requires a specific type of drink, please contact Fan Experience at 816-920-4237.

Breast Pumps

Breast pumps and supplies are permitted in GEHA Field at GEHA Field at Arrowhead Stadium, as long as they are carried in a clear plastic, vinyl, or transparent PVC bag measuring 12" x 6" x 12" or less. The bag, breast pump and supplies are subject to inspection. A Nursing Lounge is located inside of Gate G at the Plaza level.

Broadcast Information

Broadcast information for an event conducted at GEHA Field at Arrowhead Stadium is available at the Fans First Booths.

Bus/RV Parking

If a vehicle is too large for one space, you may be directed to another parking area and/or required to purchase an Oversized vehicle pass (2 parking spaces) or Bus/RV pass (more than 2 parking spaces).

Class A & C Buses and RVs require a Bus/RV parking pass and will be directed to park on the north side of Dubiner Circle.

Oversized vehicles are Class B Buses, RVs or any vehicle that extends beyond one parking space but still fits within two spaces without impeding the emergency vehicle lane. Should you currently have two passes for your oversized vehicle or have further questions, please contact the Fan Experience Department at 816.920.4237 and we would be more than happy to switch these passes out for one Oversized pass. Please note that Oversize parking passes are not intended to be used to gain an additional space for tailgating.

Class A & C (25ft or longer), Buses and RVs require a Bus/RV parking pass and

will be directed to park the western and northern areas Dubiner Circle behind Kauffman Stadium on a first come, first serve basis. Space is limited; therefore, we recommend you arrive early to secure a bus parking space.

Bus/RV Parking is only available on a case-by-case basis. Please contact Fan Experience at 816.920.4237

Please click [here](#) to see a vehicle comparison chart to determine which type of pass you need.

Bud Light Good Sport Designated Driver

The Kansas City Chiefs promote responsible drinking and positive fan behavior at GEHA Field at Arrowhead Stadium. The Chiefs alcohol management plan ensures that fans have a safe and fun experience. Guests who wish to enroll in the Bud Light GoodSport Designated Driver Program should visit a Fans First Booth located on the Field and Upper Levels of GEHA Field at Arrowhead Stadium. CommunityAmerica Club Level patrons may visit a concierge location to enroll in the program. Designated drivers will receive 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 Bud Light Good Sport Designated Driver, visit a Fans First Booth.

Bus Service

Bus transportation is available to GEHA Field at Arrowhead Stadium through KCATA on the RideKC 47-Broadway line. Visit www.ridekc.org for more information.

C

Cameras

Video cameras or professional cameras are prohibited in GEHA Field at Arrowhead Stadium. Small still cameras are permitted in GEHA Field at Arrowhead Stadium, as long as they are not in a case or bag of any kind. Still cameras 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 GEHA Field at 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.

Charging Stations powered by Evergy

Portable charging stations are available for guests in need of re-charging their mobile devices.

- Field Level: 129
- CommunityAmerica Club Level: 221
- Upper Level: 305; 336

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 trash receptacle as no spitting is permitted at GEHA Field at Arrowhead Stadium.

Chewing Tobacco

Chewing tobacco is prohibited at GEHA Field at Arrowhead Stadium and guests must refrain from spitting of any kind.

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.

Chiefs Kingdom Kids

Sign your child up for Chiefs Kingdom Kids for FREE today and receive a Chiefs poster as a welcome gift. Chiefs Kingdom Kids is available for any child under the age of 12, and members will get year-round information about all the youth-related Join Chiefs Kingdom Kids at www.chiefs.com/kids.

Chiefs Kingdom Rewards

Chiefs Kingdom Rewards is a program designed to extend the Season Ticket Members experience beyond gameday. It is also for non-season ticket members and is completely free to all fans and is a way to engage with the team every day of the year providing you the opportunity to earn and redeem points for unique prizes and memorabilia.

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

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 Mobile App or Season Ticket Member Card to enjoy special pricing at concession stands and a 15% discount at the Chiefs Pro Shop. For more information on Chiefs Kingdom Rewards, please visit www.ChiefsKingdomRewards.com or contact Chiefs Fan Experience at 816-920-4237 or fanexperience@chiefs.com.

Chiefs Pro Shop

The 4,000 square foot Kansas City Chiefs Team Pro Shop is located on the north side of GEHA Field at Arrowhead Stadium, directly behind Founder's Plaza. 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.

During the season, the Pro Shop is open Monday through Saturday from 10:00 a.m. to 6:00 p.m. and Sundays during home Chiefs games.

The Pro Shop off-season hours are Tuesday through Saturday, 10:00 a.m. to 4:00 p.m.

Please note that the Stadium Pro Shop hours are subject to change at any time due to COVID-19 restrictions.

Chiefs Pro Shop Online

Guests who wish to shop online for Chiefs merchandise, may do so at shop.chiefs.com.

Children

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. CommunityAmerica 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

For a full list of concessions offerings, please reference the Chiefs Mobile App. An amenities guide can be found under the "Stadium Information" tab from the main menu.

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 guest's experience is less than

desirable the following resources are available:

Visit: Fans First Booths are located throughout the field 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 Zone
- Concierge desks are located at each gate of CommunityAmerica Club Level and at Tower Club and North Club to provide assistance to CommunityAmerica 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, four hours prior to kick off, during the game and 30 minutes after the game. This line is also available Monday – Friday during normal business hours which are 8:30am - 5:00pm.

Text: Text “CHIEFS” <space> YOUR LOCATION AND ISSUE TO 69050. Standard SMS rates apply. Use this communication method to report fan conduct or stadium issues confidentially and efficiently. Guests can text four hours prior to kickoff, during the game, and 30 minutes after the game or event.

Tweet: @ArrowheadEvents

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.

Computers/Tablets

Computers are prohibited inside GEHA Field at Arrowhead Stadium. Tablets (i.e. iPads) are permitted provided they are smaller than 12” x 6” x 12” in

size, can be powered on during the security screening and are not carried in a bag of any kind.

Concession Menu

For a full list of concessions offerings, please reference the Chiefs Mobile App. An amenities guide can be found under the “Stadium Information” tab from the main menu.

Concession Discounts for Season Ticket Members

Season Ticket Members can receive discounts on the following concession items by showing their season tickets:

- Footlong Hot Dog
- Souvenir Soda
- French Fries
- Dasani Water
- Pizza
- Nachos
- Junior Pretzels
- Bratwurst

Contact Information

Chiefs Main Office
816-920-9300

Fan Experience
816-920-4237
fanexperience@chiefs.com

Group Ticket Sales
816-920-4849
grouptickets@Chiefs.nfl.com

Suite Sales
816-920-4839
ChiefsVIP@chiefs.nfl.com

Ticket Office
816-920-9400
ticketoffice@chiefs.com

Ticket Sales
888-99-CHIEFS (888-992-4433)
seasontickets@chiefs.nfl.com

Coolers

For safety and security, coolers are prohibited in GEHA Field at Arrowhead Stadium.

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 GEHA Field at Arrowhead Stadium.

COVID-19 Guidelines

In response to the COVID-10 pandemic, our commitment remains to prioritize the safety of our fans, staff and players. To review important health and safety protocols at GEHA Field at Arrowhead Stadium, please [click here](#).

Credit Cards

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

D

Directions to the Stadium

GPS Users - For easy step-by-step directions, type in GEHA Field at 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 GEHA Field at Arrowhead Stadium please visit www.chiefs.com/parking.

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

- Fan Experience Hotline: 816-920-4237; call 4 hours before the start of the event, during the event, and 30 minutes after the event.
- Fans First representatives will be located throughout the lot in tents and on golf carts to provide guests with assistance.
- Twitter: Follow @ArrowheadEvents, the official Twitter feed of GEHA Field at 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 <https://www.chiefs.com/community/donations> for more information.

Draft Room

More information regarding the Draft Room is coming soon. Please call Fan Experience at 816-920-4237 for further information.

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 GEHA Field at 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. 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/>.

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 GEHA Field at Arrowhead Stadium for recharging wheelchairs/scooters and other medical equipment.

Electronic Devices

Electronic devices that are permitted inside GEHA Field at 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 GEHA Field at Arrowhead Stadium for ADA purposes and are subject to security screening. 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.

All other forms of transportation within GEHA Field at Arrowhead Stadium are strictly prohibited.

Elevators

Elevators are available for all guests needing special assistance. All other guests are encouraged to 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. 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. CommunityAmerica Club Level patrons may visit a concierge location. In case of an emergency, where it is needed to contact stadium personnel on event day, please call 816.920.4237 for assistance.

Escalators

There are four escalators in the stadium on the CommunityAmerica 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, GEHA Field at 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, GEHA Field at 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

GEHA Field at 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 GEHA Field at Arrowhead Stadium, The University of Kansas Health System Training Complex, and encourage fans to actively participate in positively impacting the environment. GEHA Field at Arrowhead Stadium encourages all guests to reduce, reuse and recycle. The recycling program at GEHA Field 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 GEHA Field at Arrowhead Stadium beautiful and protect the future!

F

Family Restrooms

All Family Restrooms have changing stations and are located on each level of GEHA Field at 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
- CommunityAmerica 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.

Fan Code of Conduct

The Kansas City Chiefs are committed to creating a safe, comfortable and enjoyable experience for their fans, both inside GEHA Field at Arrowhead Stadium and throughout the Truman Sports Complex (including all parking areas). When attending an event at or around GEHA Field at Arrowhead Stadium, all fans should be aware of and comply with this Fan Code of Conduct.

Stadium and parking lot staff will promptly intervene to support an environment where all event patrons can enjoy the event. Guests attending events 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.
- Offensive language or obscene gestures, including the use of language or gestures: (1) concerning a person's race, ethnicity, color, gender, religion, creed, disability, age, sexual orientation, gender identity/expression or national origin, or (2) to instigate, incite or encourage a confrontation or physical assault.
- Interference with the progress of the event, going onto the field, or throwing any object onto the field.
- Failing to follow instructions of GEHA Field at Arrowhead Stadium

personnel.

- Verbal or physical harassment.
- Smoking of any kind (including vaping).
- Spitting of any kind (tobacco, sunflower seeds, etc.)
- Bringing prohibited items into GEHA Field at Arrowhead Stadium or the parking areas.
- Failing to retain and present your ticket if requested by GEHA Field at Arrowhead Stadium personnel.
- Wearing obscene or indecent clothing or displaying obscene or indecent 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.
- Unreasonably obstructing the view of other patrons.

Event patrons are responsible for their conduct as well as the conduct of their guests and any persons using their tickets. Please respect the rights of others. We thank you for adhering to the provisions of this 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 GEHA Field at Arrowhead Stadium to enhance guest service.

Guests may also call Chiefs Fan Experience at 816-920-4237 or email fanexperience@chiefs.com.

Fan Mail

See Autographs

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 GEHA Field at Arrowhead Stadium to ensure all guests have a positive gameday experience. Fans First Booths are located throughout GEHA Field at 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

CommunityAmerica Club Level Concierges are located at each gate of CommunityAmerica Club Level and on the CommunityAmerica 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

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

Fireworks/Pyrotechnics

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

For safety and security, the use of fireworks by guests is strictly prohibited at GEHA Field 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 Health System

The University of Kansas Health System 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
- CommunityAmerica 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 GEHA Field at Arrowhead Stadium provided they are

not commercial, offensive or in poor taste. All flags will be subject to security screening and any flags with offensive imagery or other displays, including the Confederate Flag, are prohibited. Flags may not interfere with other guests or be any larger than 3' x 5'. Flags may not be hung on walls, rails, stadium padding, LED boards, or any other structure of GEHA Field at 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 GEHA Field at Arrowhead Stadium.

Flasks

Flasks are prohibited in GEHA Field at Arrowhead Stadium.

Flex Scheduling

The NFL utilizes flexible scheduling for the final seven weeks of the regular season. Games during weeks 11-18 are eligible to move into different time slots. Season Ticket Members will be notified of any changes via e-mail from the team. Game changes will also be posted on www.chiefs.com.

Food

Outside food is prohibited in GEHA Field at Arrowhead Stadium. Guests with medical dietary restrictions may call Fan Experience at 816-920-4237 or email at fanexperience@chiefs.com. Guest with medical dietary restrictions may also visit a Fans First Booth on the Field and Upper Levels. Otherwise, patrons are not allowed to bring food into the stadium. For a list of Arrowhead Concessions, please reference "Concession Menus."

Foolish Lounge

More information regarding the Foolish Lounge is coming soon. Please call Fan Experience at 816-920-4237 for further information.

Footballs

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

Ford Tailgate District

More information regarding the Ford Tailgate District is coming soon. Please call Fan Experience at 816-920-4237 for further information.

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

More information regarding the Founder's Club is coming soon. Please call Fan Experience at 816-920-4237 for further information.

Free Speech Areas

The Kansas City Chiefs lease GEHA Field at 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 GEHA Field at 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 GEHA Field 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 (CommunityAmerica Club Level Concession Stands)
Phone: 816-924-4000

G

Gates

Parking lot gates typically open 4 hours prior to kickoff, with stadium gates

opening 2 hours prior to the start of the game. Premium areas, including the CommunityAmerica Club Level, Suites, Founder's Club, and Penthouse open 2½ hours prior to Chiefs games at the Founder's Plaza and Tower Gate. Times are subject to change based on traffic patterns and safety precautions.

These times may vary for other Arrowhead Events, so please call Fan Experience at 816-920-4237 for event specific times and information.

GEHA Drum Deck

The "Drum Deck" will be located around section 335 and will house the famous drum that was brought to the field for the Chiefs' pregame pump-up ceremonies at GEHA Field at Arrowhead Stadium.

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

Gift cards are not available. Please call 816-920-9400 with any additional questions.

Gluten Free

For a full list of concessions offerings, please reference the Chiefs Mobile App. An amenities guide can be found under the "Stadium Information" tab from the main menu.**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

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 GEHA Field at 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 tickets directly through www.mychiefsaccount.com and receive big savings on tickets and service fees.

More information on Group Tickets:

Phone: 816-920-4849

Email: grouptickets@chiefs.nfl.com

Website: [Click here](#)

Guest Interference

In the interest of player and guest safety, GEHA Field at 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 GEHA Field at Arrowhead Stadium, possible arrest and/or loss of tickets.

H

Hall of Honor Presented by Spectrum

The Chiefs Hall of Honor, 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 located on the Field Level concourse. The Chiefs Hall of Honor 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 on a non-event day.

Please note the Hall of Honor is currently under construction and has an anticipated reopening prior to the 2021 season.

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".

Health and Wellness Screenings

Guests may be subject to health and safety assessments and/or screenings from time to time. If guests do not permit or agree to such assessments, the Chiefs may deny entry into GEHA Field at Arrowhead Stadium or eject guests from the stadium without a refund.

Hours of Operation

Chiefs Gamedays: Parking lot gates typically open 4 hours prior to kickoff, with stadium gates opening 2 hours prior to the start of the game. Gate times for premium areas including the CommunityAmerica Club Level, Suites, Founder's

Club, Foolish Lounge 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

**The walk-up ticket window is closed and guests are encouraged to call, 816-920-9400 for assistance.*

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. CommunityAmerica Club Level guests may visit the concierge locations.

Information

Please visit Fans First Booths located throughout GEHA Field at Arrowhead Stadium or call Chiefs Fan Experience at 816-920-4237. Guests may also email 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.

J

Jackson County Residents

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

Junior Cheerleaders

For information regarding youth cheerleading programs please call 816.920.4847 or [click here](#).

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.

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, guests may [click here](#) or may contact the Chiefs Ticket Office at 816-920-9400 or email ticketoffice@chiefs.com.

Limousine Parking

Please see Bus/RV Parking.

Lost and Found

Found articles may be turned into any Fans First Booth or CommunityAmerica 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 GEHA Field at Arrowhead Stadium after each event. Guests missing an item should visit www.arrowheadlostandfound.com to log their item. 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 CommunityAmerica Club Level concierge desks for assistance.

M

Maps

[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 www.chiefs.com/mediainformation/.

N

Nursing Lounge

Breastfeeding mothers that prefer a private location to nurse their child are welcome to use the Nursing Lounge located just [inside Gate G](#). It features, seven gliders with an accompanying table footrest as well as electrical outlets. A changing table, lockers and hand washing sink are also available to use. The Nursing Lounge also features a television dialed into the game so that moms don't miss a moment of the action.

P

Parking

Providing a world class experience is second only to ensuring your safety at GEHA Field 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.

Electric Car Parking: A limited number of electric car parking spots with charging station are available for guests to use on gameday. Located in Lot M, these spaces are available on a first come, first served basis. Please enter through Gate 3, 4 or 6 and notify parking staff on your desire to use electronic car parking. Should electric car parking not be available, you will be parked in accordance with your parking pass.

Pat-down Policy

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

Payments

Season Ticket Members can easily and efficiently make a payment via their [MyChiefsAccount](#). To make a payment over the phone call the ticket office at 816-920-9400. Please note that the walk-up ticket window hours are Closed.

Permitted/Prohibited Items

Permitted and prohibited items at GEHA Field at Arrowhead Stadium may be viewed [here](#). 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 items and vehicles will be subject to inspection upon entry. Persons that refuse to be wanded, patted down, and/or refuse to have their belongings 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 GEHA Field at 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 www.mychiefsaccount.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 GEHA Field at Arrowhead Stadium. Press should use the elevators located at the Tower Gate entrance of GEHA Field at Arrowhead Stadium to reach their seats.

Privacy Policy

Please visit our Privacy Policy located at www.chiefs.com/privacypolicy/ to learn about how we collect and use information about you.

Profanity

In the interest of presenting family friendly events, the use of foul/abusive language will not be tolerated in GEHA Field at 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 "CHIEFS" <SPACE> YOUR LOCATION AND ISSUE to 69050 or by calling Chiefs Fan Experience at 816- 920-4237.

Professional Cameras

For safety and security, video cameras or professional cameras (lenses) are prohibited in GEHA Field at Arrowhead Stadium. Small still cameras are permitted, but camera cases are prohibited. Small still cameras are those that are no larger than 6" wide and 6" long. Any camera that has a removable lens is also not permitted in GEHA Field at Arrowhead Stadium.

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 106.5 The Wolf, home of the Chiefs Radio Network. Additionally, 610 Sports Radio will broadcast a 3-hour pre-game and 1-hour post-game broadcast. Non-gameday press conferences, weekly player interviews and the Monday Chiefs Kingdom Show will also air live on 610 Sports Radio during the season.

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 www.chiefs.com for more information closer to Red Friday.

Re-Entry Policy

Once guests exit through GEHA Field at Arrowhead Stadium gates, regardless if guests have their ticket, guests are not permitted back into the stadium. GEHA Field at 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 GEHA Field at Arrowhead Stadium; each is an ADA accessible facility. Diaper changing stations are available in many men's and women's restrooms as well as all Family Restrooms.

- **Field Level:** 101W; 102M; 103W; 107W; 108M; 109W; 110W; 111M; 112W; 116W; 117M; 118W; 120M; 121W; 125W; 126M; 127W; 128W; 129M; 130W; 134W; 135M
- **CommunityAmerica 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. GEHA Field at 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.

S

Season Tickets

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

Season Ticket Transfers

Season Ticket Members can transfer season tickets January 1st through May 15th. Transfers are subject to a \$250 transfer fee. Please contact the Chiefs Ticket Office at ticketoffice@Chiefs.com for more information on transferring your season tickets.

Security Office

The security office is located at the southeast corner of the stadium, street level, via the GEHA ramp.

Security Screening

For guest safety, prior to entering GEHA Field at 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 GEHA Field at Arrowhead Stadium gate entrances.

Entrances are available for CommunityAmerica Club Level, Suite and Founder's Club patrons at the Founder's Plaza Gate. CommunityAmerica Club Level, Suite and Penthouse patrons may also enter at Tower Gate.

Selfie Sticks

For safety and security, selfie sticks are prohibited in GEHA Field at 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. All other animals are prohibited.

Sign Language Interpreters

Signed performances are provided for hearing-impaired guests at 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.

Smoking

Smoking of any kind, including vaping, is prohibited. Guests who fail to comply with this policy after a warning are subject to ejection from GEHA Field at 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 GEHA Field at 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 to assist guests at Chiefs games and other major events. To request this service, please contact Fan Experience at 816-920-4237 when you arrive on site to have a cart dispatched. Cart assistance will begin 2-1/2 hours prior to the event.

Fans First staff 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.

Stadium Gates

Chiefs Games: GEHA Field at Arrowhead Stadium gates open 2 hours prior to kickoff. Premium Gates including the CommunityAmerica Club Level, Suites, Founder's Club, and Penthouse open 2-1/2 hours prior to kickoff.

Special Events: GEHA Field at Arrowhead Stadium gate times vary for other Arrowhead Events. Please call Fan Experience at 816-920-4237 for event specific times and information.

For guest safety, prior to entering GEHA Field at 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 "Permitted/Prohibited Items" prior to day of game to make security screening efficient.

Stadium Tours

Tours of GEHA Field at Arrowhead Stadium are available. More information and links to purchase tickets may be found at <https://www.chiefs.com/stadium/tours>.

Stolen Tickets

Season Ticket Members with lost, stolen or destroyed ticket cards should contact the Chiefs Ticket Office at 816-920-9400 or ticketoffice@chiefs.com to request a reprint of ticket cards. Fees may apply.

Strollers

Strollers are permitted in GEHA Field at 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 GEHA Field at Arrowhead Stadium).

Sunscreen

Sunscreen lotion is permitted at GEHA Field at Arrowhead Stadium but must be brought in a travel-sized bottle that can fit in guests' pockets. Sunscreen in aerosol cans is prohibited.

Suites

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

Suite Sales
816-920-4839
ChiefsVIP@chiefs.nfl.com

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.

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

guests with the safest and most enjoyable tailgating experience at GEHA Field at Arrowhead Stadium, we ask that all guests make themselves aware of the Parking Pass Terms and Conditions, [found here](#).

Tailgating

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

Taxi Cabs

See Drop-Off and Pick-Up

Teen Cheerleading Program

For information regarding youth cheerleading programs please call 816-920-4847.

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 four 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 GEHA Field at Arrowhead Stadium and may be subject to further action.

Ticket Exchange

Buy 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 powered by Ticketmaster.

Season Ticket Members may also sell their season tickets anonymously to other fans by logging into MyChiefsAccount.com or via the Chiefs Mobile App. 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 GEHA Field at Arrowhead Stadium Ticket Office 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 during home games and can be reached by 816-920-9400. Please note that the walk-up ticket windows are closed.

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 can sell their tickets anonymously to other fans by logging in to their Chiefs Kingdom Rewards account. 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 ticket terms and conditions for Chiefs games, please [click here](#). For ticket terms and conditions for non-NFL events at GEHA Field at Arrowhead Stadium, please [click here](#).

Tow Service

Having car troubles? Call Chiefs Fan Experience at 816-920-4237 to have tow service dispatched to your location on event day.

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.

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 GEHA Field at Arrowhead Stadium or Truman Sports Complex unless expressly authorized by GEHA Field at Arrowhead Stadium, Kansas City Chiefs Football Club, or 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.

V

Vegan

For a full list of concessions offerings, please reference the Chiefs Mobile App. An amenities guide can be found under the “Stadium Information” tab from the main menu.

Video Boards

GEHA Field at 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, GEHA Field at Arrowhead Stadium is equipped with a ribbon board which is located on the 200-level concourse façade in the interior seating bowl.

Video Cameras

For safety and security, video cameras or professional cameras (lenses) are prohibited in GEHA Field at Arrowhead Stadium. Small still cameras are permitted into GEHA Field at Arrowhead Stadium. Small still cameras are those that are no larger than 6" wide and 6" long and may not be in a bag of any kind..

VIP Entrances

Entrances are available for CommunityAmerica Club Level, Suite and Founder's Club patrons at the Founder's Plaza Gate located on the north side of the stadium in front of Lot M.

For CommunityAmerica Club Level, Suite and Penthouse patrons, entry is also available at the Tower Gate, located on the south side of the stadium in front of Lot E.

Visiting Team Fans

Visiting team fans at GEHA Field at Arrowhead Stadium are welcome and treated as any other guest. If there is a situation where a visiting team fan is treated unfairly, alert stadium personnel or Text "CHIEFS" <space> YOUR LOCATION AND ISSUE TO 69050 to report a problem. They will alert GEHA Field at 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.

W

Water Fountains

Water fountains are located throughout the concourses of GEHA Field at Arrowhead Stadium.

Locations:

- **Field Level Locations:** 108; 111; 127; 129
- **CommunityAmerica 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 GEHA Field at Arrowhead Stadium, including the following:

- 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 substance or 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. To receive wheelchair assistance, visit a Fans First Booth or call Fan Experience at 816-920-4237.

WIFI

Complimentary WIFI is available at GEHA Field at Arrowhead Stadium. Select "KCC-Guest" from the list of available networks. [Click here](#) to view the terms of use.

Will Call

Will Call is unavailable at GEHA Field at Arrowhead Stadium.

Z

Zero Tolerance

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