

# ARROWHEAD STADIUM

## 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 and pod 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](mailto:ticketoffice@chiefs.com).

Guests needing to change current tickets for accessible seating, may exchange tickets subject to space and pod 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](mailto:ticketoffice@chiefs.com).

On event day, guests may call the Ticket Office at 816-920-9400 to exchange a ticket for an accessible seating ticket comparable to original seat location subject to space and pod availability. Inside Arrowhead Stadium, guests may visit Fans First Booth 114 or 318 to exchange seats, 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 Arrowhead Stadium.
- Intoxicated or alcohol impaired guests may be refused admission to 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 Arrowhead Stadium management.

The Kansas City Chiefs promote responsible drinking and positive fan behavior at Arrowhead Stadium. The Chiefs alcohol management plan ensures that fans have a safe and fun experience.

## **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](mailto: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](http://www.chiefs.com/cheerleaders)

## **Appearances**

Chiefs Cheerleaders  
816-920-4847

[chiefs.com/cheerleaders](http://chiefs.com/cheerleaders)

Chiefs Ambassadors  
816-920-4516

[chiefs.com/community/ambassadors](http://chiefs.com/community/ambassadors)

KC Wolf  
816-920-4212  
[chiefs.com/cheerleaders/kcwoolf](https://chiefs.com/cheerleaders/kcwoolf)

### **Assisted Listening Devices**

In light of COVID-19, assisted Listening Devices are unavailable during major events. If you need an Assisted Listening Device, we encourage you to bring a personal hand-held radio with an earpiece to listen to the local game broadcast on 106.5 The Wolf.

### **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. Headdresses and face paint that references or appropriates American Indian cultures and traditions is prohibited. Please 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](https://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.

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

### **Automobile Assistance**

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

### **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](https://www.nfl.com/ticketexchange) or contacting Primesport at [www.primesport.com](https://www.primesport.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 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 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](mailto: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 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 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 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 Arrowhead Stadium.

### **Binoculars**

Binoculars are permitted in 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 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 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 to obtain a medical exemption letter. Guests may present this letter to Security when entering the stadium.

### **Breast Pumps**

Breast pumps and supplies are permitted in 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 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.

### **Bus Service**

Bus transportation is available to Arrowhead Stadium through KCATA on the RideKC 47-Broadway line. Visit [www.ridekc.org](http://www.ridekc.org) for more information.

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## **C**

### **Cameras**

Video cameras or professional cameras are prohibited in Arrowhead Stadium. Small still cameras are permitted in 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 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 Arrowhead Stadium.

### **Chewing Tobacco**

Chewing tobacco is prohibited 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](http://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 ages 6-12, and members will get year-round information about all the youth-related Join Chiefs Kingdom Kids today at [www.Chiefs.com/Kids](http://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](http://www.ChiefsKingdomRewards.com) or contact Chiefs Fan Experience at 816-920-4237 or [fanexperience@chiefs.com](mailto:fanexperience@chiefs.com).

### **Chiefs Pro Shop**

The newly renovated Kansas City Chiefs Team Pro Shop is located on the north side of 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](http://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 "At Arrowhead" 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](http://www.chiefs.com/community).

### **Computers/Tablets**

Computers are prohibited inside 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 Menus**

For a full list of concessions offerings, please reference the Chiefs Mobile App. An amenities guide can be found under the “At Arrowhead” 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](mailto:fanexperience@chiefs.com)

Group Ticket Sales  
816-920-4849  
[grouptickets@Chiefs.nfl.com](mailto:grouptickets@Chiefs.nfl.com)

Suite Sales  
816-920-4839  
[ChiefsVIP@chiefs.nfl.com](mailto:ChiefsVIP@chiefs.nfl.com)

Ticket Office  
816-920-9400  
[ticketoffice@chiefs.com](mailto:ticketoffice@chiefs.com)

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

### **Coolers**

For safety and security, coolers are prohibited in Arrowhead.

### **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.

- 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
- Headdresses and face paint styled in a way that references or appropriates American Indian cultures and traditions
- Any item deemed to be unsafe and/or offensive will not be allowed into 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 Arrowhead Stadium, please [click here](#).

### **Credit Cards**

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

## **D**

### **Directions to the Stadium**

GPS Users - For easy step-by-step directions, type in 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. Seating location and assigned zone determines parking lot. Subject to change based on traffic conditions.

For more information on direct routes to Arrowhead Stadium please visit [chiefs.com/parking](https://chiefs.com/parking).

The following resources are available on event day to assist with travel to 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 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**

The Draft Room will be closed to fans for the 2020 football season.

### **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 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](http://www.chiefs.com/parking).

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/>.

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# **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 Arrowhead Stadium for recharging wheelchairs/scooters and other medical equipment.

## **Electronic Devices**

Electronic devices that are permitted inside 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 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](mailto:fanexperience@chiefs.com).

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

## **Elevators**

Elevators are available to guests in need of assistance getting to and from various levels. For guests who enter at a spiral entry and need access to the 300 level, it is recommended to use elevators 7 or 8 behind Section 119 to reach Level 3 and then transfer to elevators 3 or 4 to reach Level 8. Please refer to the stadium maps [here](#). Please note that capacity will be determined by elevator size and to take direction from elevator staff. Pods will be allowed to travel together. 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, 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, 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. In light of the COVID-19 pandemic, please note that event bookings are subject to change.

### **Exchanges**

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

## Family Restrooms

All Family Restrooms have changing stations and are located on each level of 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](mailto: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 Arrowhead Stadium and throughout the Truman Sports Complex (including all parking areas). When attending an event at or around 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 or obscene language, gestures, clothing, banners or signs 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. This includes headdresses and face paint styled in a way that references or appropriates American Indian cultures and traditions.
- Interference with the progress of the event, going onto the field, or throwing any object onto the field.
- Failing to follow instructions of 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 Arrowhead Stadium or the parking areas.
- Failing to retain and present your ticket if requested by Arrowhead Stadium personnel.
- 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.
- Failing to comply with stadium policies, including policies requiring face coverings and requirements to maintain physical distancing.

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 Arrowhead Stadium to enhance guest service.

Guests may also call Chiefs Fan Experience at 816-920-4237 or email [fanexperience@chiefs.com](mailto: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 Arrowhead Stadium to ensure all guests have a positive gameday experience. Fans First Booths are located throughout 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 C, D, F and G

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
- First game certificates
- Designated Driver sign-ups

### **Firearms**

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

### **Fireworks/Pyrotechnics**

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

For safety and security, the use of fireworks by guests is strictly prohibited 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 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 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 Arrowhead Stadium.

### **Flasks**

Flasks are prohibited in Arrowhead Stadium.

### **Flex Scheduling**

The NFL utilizes flexible scheduling for the final seven weeks of the regular season. Games during Weeks 11-17 are eligible to move into different time slots. Season Ticket Members will be notified of any changes via e-mail from the team. Game time changes will also be posted on [www.chiefs.com](http://www.chiefs.com).

### **Food**

Outside food is prohibited in Arrowhead Stadium. Guests with medical dietary restrictions may call Fan Experience at 816-920-4237 or email at [fanexperience@chiefs.com](mailto: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 full list of concessions offerings, please reference the Chiefs Mobile App. An amenities guide can be found under the "At Arrowhead" tab from the main menu.

### **Foolish Lounge**

The Foolish Lounge will not be in operation for the 2020 season.

### **Footballs**

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

### **Ford Tailgate District**

The Ford Tailgate District will not be in operation for the 2020 season.

### **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.

### **Ford Founder's Club**

The Ford Founder's Club will not be in operation for the 2020 season.

### **Free Speech Areas**

The Kansas City Chiefs lease 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 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 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

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## **G**

### **Gates**

Parking lot gates will open 4 hours prior to kickoff, with stadium gates opening 2 hours prior to the start of the game. Times are subject to change based on traffic patterns and safety precautions.

### **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 Arrowhead.

### **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 available for purchase at the Chiefs Ticket Office and are only valid at permanent concession stands, bars, and the team store at Arrowhead Stadium.

### **Gluten Free**

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

### **Group Tailgates**

Customized tailgate parties are unavailable for the 2020 season.

### **Group Tickets**

Due to COVID-19 guidelines, group tickets are not being accommodated for the 2020 season. Fans may purchase tickets to Arrowhead Stadium in groups no larger than 6 and sit in the same ‘pod.’ For more information as it relates to pod seating and ticketing guidelines, please call the Chiefs Ticket Sales Department at 888-99-CHIEFS or email [ticketsales@chiefs.nfl.com](mailto:ticketsales@chiefs.nfl.com).

### **Guest Interference**

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

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## **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.

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.

### **Hand-held Radios and TVs**

Hand-held radios and TVs are permitted provided that they do not interfere with other guests – an earpiece must be used to listen. Radios and TV's cannot be any larger than six 6" x 6" or carried in a bag of any kind.

### **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 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. 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.

\*Hours are subject to change

#### **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.



### **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 Arrowhead Stadium or call Chiefs Fan Experience at 816-920-4237. Guests may also email [fanexperience@chiefs.com](mailto: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.

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## **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](#).

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## **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.

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## **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](mailto: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 Arrowhead Stadium after each event. Guests missing an item should visit [www.arrowheadlostandfound.com](http://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. Due to COVID-19, no attempt to reunite items that are larger than a one-gallon Ziploc bag following the game.

If you have an item of great importance visit the nearest Fans First Booth or CommunityAmerica Club Level concierge desks for assistance.

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## **M**

### **Maps**

[Click here](#) to view stadium maps or [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/](http://www.chiefs.com/mediainformation/).

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## **N**

### **Nursing Lounge**

Breastfeeding mothers that prefer a private location to nurse their child are welcome to use the new Nursing Lounge located just [inside Gate G](#). The new Nursing Lounge features 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.

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## **P**

### **Parking**

Providing a world class experience is second only to ensuring your safety at Arrowhead Stadium. Prior to your arrival to the Truman Sports Complex, please plan accordingly to ensure your safest and most efficient route. Fans are required to purchase their parking pass in advance and to enter through the parking gate

assigned to their designated zone. To learn more about assigned zones and additional parking and tailgating guidelines please [click here](#).

**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 Arrowhead Stadium. By tendering a ticket and entering Arrowhead Stadium, guests consent to such searches and waive any related claims that might have against the Kansas City Chiefs, the NFL, its member clubs, their affiliates and stadium landlords or their agents. If guests elect not to consent to the searches, they will be denied entry into Arrowhead Stadium.

### **Payments**

Season Ticket Members can easily and efficiently make a payment via their [Chiefs Kingdom Rewards](#) account. To make a payment over the phone call the ticket office at 816-920-9400. Please note payments cannot be made in person at the Arrowhead Stadium Ticket Office and that the walk-up ticket window is closed.

### **Permitted/Prohibited Items**

Permitted and prohibited items 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 wandling, 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 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 tickets anonymously to other fans by logging into [www.mychiefsaccount.com](http://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. Please note that Chiefs tickets are sold in socially distant seating pods and that you must transfer all tickets within the pod or ensure that separate transfers are to known guests. 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 Arrowhead Stadium. Press should use the elevators located at the Tower Gate entrance of Arrowhead Stadium to reach their seats.

### **Privacy Policy**

Please visit our Privacy Policy located at [www.chiefs.com/privacypolicy/](http://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 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 Arrowhead Stadium. Small still cameras are permitted, but camera cases and bags 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 Arrowhead Stadium.

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## **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 and may not be in a bag of any kind. 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](http://www.chiefs.com) for more information closer to Red Friday.

### Re-Entry Policy

Once guests exit through Arrowhead Stadium gates, regardless if guests have their ticket, guests are not permitted back into the stadium. 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 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. 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.

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## S

### Season Tickets

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

### Security Office

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

### **Security Screening**

For guest safety, prior to entering 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 belongings 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 Arrowhead Stadium gate entrances.

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

### **Selfie Sticks**

For safety and security, selfie sticks are prohibited in 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](mailto: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**

Due to COVID-19, Arrowhead Stadium is operating at a reduced capacity for the 2020 season. Please refer to <https://www.chiefs.com/tickets/singlegame> for information regarding Single Game Tickets.

### **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 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 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.

### **Stadium Gates**

**Chiefs Games:** Arrowhead Stadium gates open 2 hours prior to kickoff.

**Special Events:** 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 Arrowhead Stadium gates, all guests will be subject to security screening which may include pat downs and inspections of all belongings 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 Maps**

[Click here](#) for stadium maps.

### **Stadium Tours**

Tours of Arrowhead Stadium are unavailable until further notice.

### **Strollers**

Strollers are permitted in 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 Arrowhead Stadium).

### **Suites**

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

Suite Sales  
816-920-4839  
[ChiefsVIP@chiefs.nfl.com](mailto:ChiefsVIP@chiefs.nfl.com)

## **Tailgate Parties**

Customized tailgate parties are unavailable for the 2020 season.

## **Tailgating**

Tailgating at Arrowhead Stadium is a long-standing tradition and, except as provided below, is permitted in all parking lots except B and H at the Truman Sports Complex. Before arriving, please review the Tailgating Regulations which includes:

- Parking spaces may not be used for tailgate equipment alone. [Click here](#) to view an example of approved tailgating.
- Maintaining an aisle that is clear of tailgate equipment in order to accommodate emergency vehicles is imperative for maintaining a safe environment. Your total tailgate (including guests) is limited to eight (8) feet behind each parking space.
- Parking is for ticketed guests only, and the club reserves the right to confirm that guests have tickets prior to allowing them into parking lots.
- All guests should maintain social distancing and tailgate with their ticketed party or "pod".
- Masks are recommended for all guests while in parking lots.
- All tailgating in stadium-controlled parking lots is prohibited throughout the game.
- Offensive signs, banners or other displays, including the Confederate Flag are prohibited.
- Tailgate-free parking will be available in lots B and H.

## **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 Arrowhead Stadium and may be subject to further action.

### **Ticket Exchange**

Buy Chiefs tickets with NFL Ticket Exchange at NFL.com powered by Ticketmaster. Please note that Chiefs tickets are sold in socially distant seating pods and that you should only purchase and accept ticket transfers that include the full pod of tickets or are with known guests of that pod.

### **Ticket Office**

The Arrowhead Stadium Ticket Office is located between the Founder's Plaza and the Hy-Vee Gate on the northwest side of the stadium, however the walk-up ticket windows are currently closed. For assistance, fans may call 816-920-9400 during business hours which are 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 3-1/2 hours prior to kick off through the second quarter.

### **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.

Sell season tickets anonymously to other fans by logging into [www.mychiefsaccount.com](http://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. Please note that Chiefs tickets are sold in socially distant seating pods and that you must transfer all tickets within the pod or ensure that separate transfers are to known guests. It is illegal to sell tickets, regardless of price, inside the confines of the Truman Sports Complex. To do so is to risk arrest.

### **Ticket Terms**

For ticket terms and conditions for Chiefs games, please [click here](#). For ticket terms and conditions for non-NFL events 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.

### **Training Camp Presented by CommunityAmerica**

Chiefs Training Camp will be conducted at Arrowhead Stadium for the 2020 season and will be closed to public.

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## **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

Arrowhead Stadium or Truman Sports Complex unless expressly authorized by 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.

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## **V**

### **Vegan**

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

### **Video Boards**

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, Arrowhead Stadium is equipped with a ribbon board which is located on the 200 Concourse façade in the interior seating bowl.

### **Video Cameras**

For safety and security, video cameras or professional cameras (lenses) are prohibited in Arrowhead Stadium. Small still cameras are permitted into 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 patrons and Suite holders at the Founder’s Plaza Gate located on the north side of the stadium in front of Lot M.

For CommunityAmerica Club Level patrons and Suite holders 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 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 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.

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## **W**

### **Water Fountains**

In light of COVID-19, water fountains are not operational at Arrowhead Stadium.

### **Weapons**

Weapons of any kind are strictly prohibited 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 call Fan Experience at 816-920-4237.



**WIFI**

Complimentary WIFI is available 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 for the 2020 season.

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**Z****Zero Tolerance**

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.