

GUEST SERVICES TEAM INFORMATION

Team Member Break Areas:

- East Service Tunnel
- North End Zone—4th Level
- Daily's Place Concourse Level—West Side

Team Member Meals:

- Complimentary meals will be served at all break areas from 10:30 AM—End of 3rd Quarter
- Reminder: ALL credential staff receive 50% discount at general bowl concessions.

Guest Service Booths:

- 102, 123, 144, 410, 436, East/West Club Lobby
- All ticketing issues and seat relocations
- Guest assistance
- Brag Buttons
- Sensory Bags
- Cash to Card machines

CHARGING STATIONS: located on plaza level near gate 4 and Daily's Place Plaza, Bud Light Party Zone, Clubs and NEZ Deck.

GIVE GOOD DIRECTIONS. DON'T KNOW? ASK!

Team Member Conduct:

All Guest Services Team Members are required to always display a professional demeanor while on duty. Team members are expected to encourage a game day environment that is enjoyable for all guests and fellow team members, to include:

- Treating everyone with respect
- Kind Words
- Professional appearance
- Responding to questions and concerns

GUEST SERVICES TEAM WEBSITE

- Recognition
- Maps
- Accessibility
- Gameday Notes
- Virtual Playbook



FANATICS HOLIDAY SALE:

Tuesday, December 16th

10:00AM-7:00PM

Gallagher West Club

THE DUUUVAL WAVE

WELCOME | ALERT

VALUE | ENGAGE

PEER TO PEER RECOGNITION



2025SendaWAVEPeerToPeerRecognitionCopy1

RECOGNIZE YOUR TEAMMATES BY
SCANNING THE QR CODE.

Team Members eligible for various prizes.

Autographed Mini Helmet —Ashley Montgomery
DELAWARE NORTH

ASSISTING GUESTS & CONSTRUCTION IMPACTS

GATE ENTRY: For easiest access to seating location, we recommend guests enter at the gate listed on their ticket.

LIMITED PLAZA: Guests can enter or exit at the gate closest to their preferred method of transportation.

GATE EXIT: For most direct route to preferred transportation, guests should exit gate near their parking lot, JTA Shuttle OR Rideshare.

MOBILITY ASSISTANCE: Elevators and escalators are reserved for guests with ADA needs. Mobility Assistance Representatives at most gate entries and on some ramps to assist.

WAYFINDING ASSISTANCE: Additional signage and positions placed throughout the Main and Upper Concourse and Plaza level.

TICKETING ASSISTANCE: Gameday Box Office CLOSED for 2025 season. For ticketing resolution direct guests to 904-633-2000 or Gate Ambassador at entry gates.

USE YOUR TOOLS!

KNOW YOUR AREA! Walk your area and be familiar with ramps, elevators, escalators, and other points of interest.

DE-ESCALATION

FIVE PUROUSEFUL ACTIONS TO HELP STABILIZE TENSE SITUATIONS

- REMAIN CALM
- LISTEN
- CHANGE THE SETTING
- EMPATHIZE
- RESPECT PERSONAL SPACE



CAT SCRATCHES

GUEST SERVICES TEAM EVENT DAY INFORMATION

INDIANAPOLIS COLTS VS JACKSONVILLE JAGUARS

SUNDAY, DECEMBER 7, 2025

NEED ASSISTANCE? TEXT ASSIST

904-633-6400

SPECIAL EVENTS AND PROMOTIONS

GIVEAWAYS: MONEY PAGES GAME DAY PROGRAMS & CAR FLAGS PRESENTED BY HYUNDAI

PRE-GAME: FAN ENTERTAINMENT ZONE

• **FAN ENTERTAINMENT ZONE :** SOUTH END ZONE PLAZA, 10:00 AM—KICK OFF

• **NATIONAL ANTHEM:** GABROELLE SLEBOS

• **COLOR GUARD:** BLOUNT ISLAND COMMAND COLOR GUARD

• **FLYOVER FOR THIS GAME:** 159TH FIGHTER SQUADRON (4 F-35'S)

• **PYRO:** NORTH BOARDS FOR JAGS INTROS & NATIONAL ANTHEM

• **HALFTIME:** JR ROAR

CREDENTIALS MUST BE VISIBLE AT ALL TIMES!

ALL JAGUARS TEAM & VISITING TEAM AREAS ARE TO BE ACCESSED ONLY BY DESIGNATED PERSONNEL WITH CREDENTIALS FOR THOSE AREAS. DO NOT ENTER THE RUBBER HALL, HOME OR VISITING TEAM LOCKER ROOM AREAS.

TODAY'S GAME SCHEDULE

8:00 AM: SERT MEETING

8:30 AM: STADIUM OPERATIONS CTR OPEN

9:00 AM: PARKING LOTS OPEN

9:45 AM: SOUTH END VEHICLE TRAFFIC STOP

10:00 AM: EARLY GATE OPENING (GATES 1, 4 & 7)

10:00 AM: FAN ENTERTAINMENT ZONE OPEN

10:45 AM: ALL VEHICLE TRAFFIC STOP

11:00 AM: ALL GATE TO ALL AREAS OPEN

12:00 PM: JACKSONVILLE FAIR OPENS

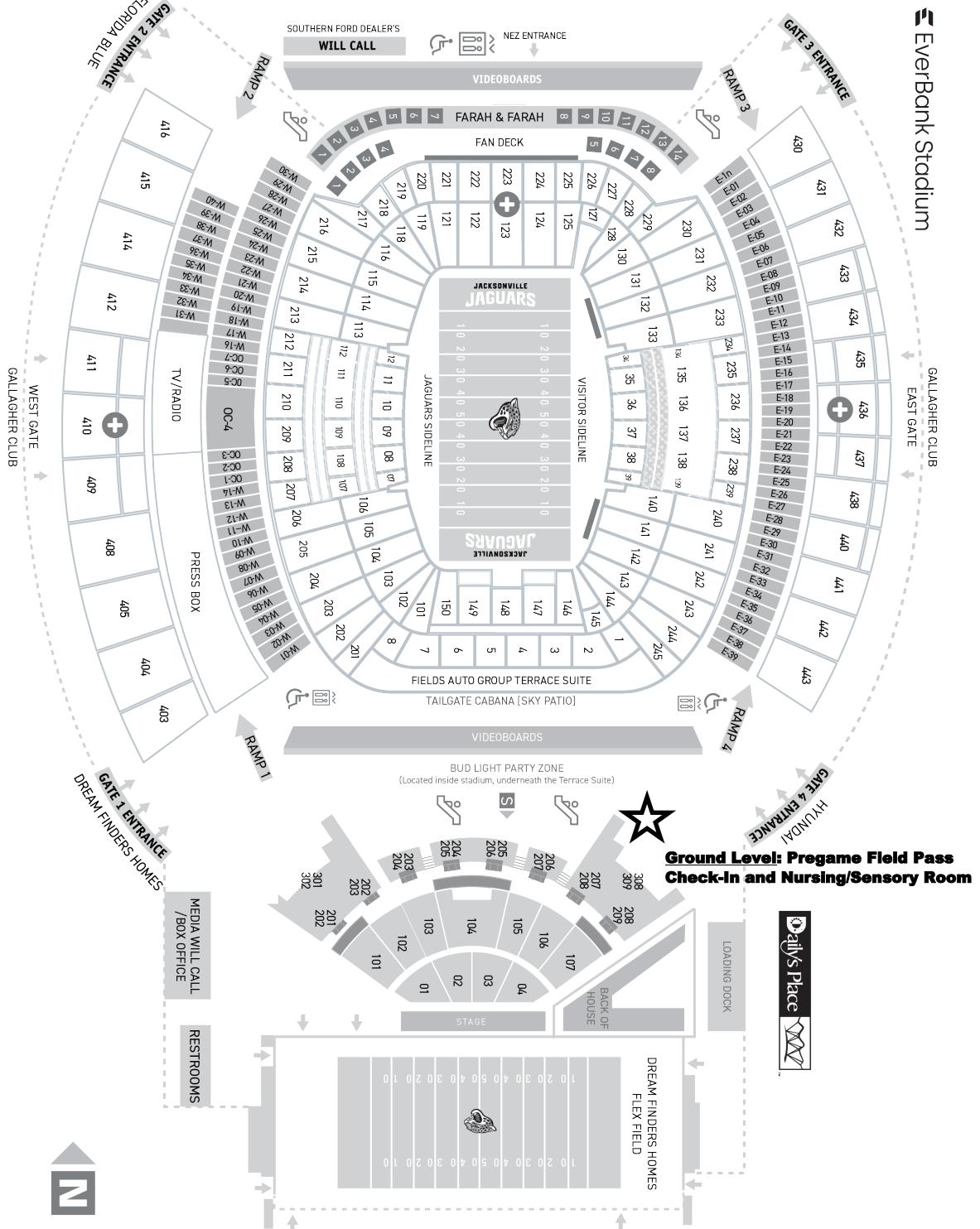
1:00 PM: KICK OFF

4:00 PM ESTIMATED END TIME

CLUBS, SUITES, TERRACE SUITE & NORTH DECK OPEN 1 HOUR POST-GAME.

EverBank Stadium

EVENT INFO



FIRST AID: SECTIONS 123, 410 & 436

JFRD WILL BE DEPLOYED IN THE EVENT FOOT-PRINT. CALL ANY NEEDS INTO STADIUM OPERATIONS CENTER.

NURSING & SENSORY ROOM: SOUTH END ZONE GROUND LEVEL NEXT TO DAILY'S STORE & PRO SHOP

PRE-GAME FIELD PASSES:

- CHECK IN ON THE GROUND LEVEL AT SOUTH EAST FIELD TUNNEL 7:00 PM–7:15 PM

POST GAME JAGUARS FRIENDS & FAMILY:

- WRISTBAND ACCESS ONLY AT MILLER ELECTRIC CENTER

PROHIBITED ITEMS & BAG POLICY:

- The Stadium Prohibited Items List applies to this event.
- NFL Clear Bag policy is in effect.
- Jaguars Policy for permitting outside food applies, it is permitted (in a 11" x 11" Clear Zip-lock type bag) and (2) sealed bottles of water

DREAM FINDERS FAN LOCKERS:

Available to rent for prohibited bags outside of Gate 1. Close 1 hour post-game. Left bags are sent to stadium security.

LOST & FOUND: ALL ITEMS LEFT POST GAME ARE BROUGHT TO THE MAIN STADIUM SECURITY OFFICE LOCATED IN THE NORTH END. FOR LOST ITEM INQUIRIES GUESTS MAY CALL 904) 633-6114.

STADIUM OPERATIONS

MAIN CONCOURSE PROVIDES FULL 360 STADIUM NAVIGATION. GATES 2-3 GO DIRECTLY TO RAMPS AND SEATING.

GATE 1 & 4 HAVE ACCESS TO SEZ ESCALATORS & ELEVATOR.

EAST & WEST CLUB REQUIRE CLUB/SUITE TICKETS.

SEEK ASSISTANCE FROM SUPERVISOR OR MOBILITY ASSISTANCE REPRESENTATIVE IF MOBILITY OR ADA EXCEPTION MUST BE MADE DURING INGRESS OR EGRESS.

AREAS UNDER CONSTRUCTION:

- Gate 1 South—OPEN to Grand Staircase and SEZ
 - RAMP 1—OPEN FROM MAIN CONCOURSE TO WEST UPPER CONCOURSE

• West Plaza: Closed from Gate 1 North to West Club Gates & West Club to Gate 2

• North End Zone: Closed from Gate 2 to Stadium Loading Dock outside gates

• East Plaza: Closed from Gate 3 to East Club Gates & East Club to Gate 4 North

• SW Level 6 Skybridge has been removed

VERTICAL TRANSPORTATION:

- Escalator Tower 2 (NW) and 3 (NE) have been removed
- SW Elevators (near Gate 1) only access: Plaza, Main Concourse & Sky Patio

• SE Elevators (near Gate 4) access Plaza, Main, Terrace Suite, Sky Patio & East Upper Concourse

• SW Elevators no longer accessible to Upper West Concourse (6th Level)

• West Club Elevators are only elevators accessible to Upper West Concourse (Sec 403-416)

COOL ZONES

- Daily's Place Amphitheatre
- Water cups available to guests at Guest Services Booths
- Main Concourse near section 122 & 124

POLICY REMINDERS

- CASHLESS- Cash is no longer accepted anywhere. (Direct guests with cash to nearest Guest Services Booth for card conversion)
- SMOKE-FREE- tobacco products (including e-cigs) are prohibited.
- BE CLEAR- Non-clear bags/wallets may be no larger than 4.5" x 6.5"
- FOOD- permitted, unwrapped in gallon-sized bag or less.
- WATER- (2) 16.9 oz or less factory sealed water bottle permitted.