

# 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 Dailys 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 DUUVAL WAVE

**WELCOME | ALERT  
VALUE | ENGAGE**

## PEER TO PEER RECOGNITION



2025SendWAVEPeerToPeerRecognitionCopy1

**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 PUROSEFUL ACTIONS TO HELP STABILIZE TENSE SITUATIONS**

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



# 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 INQUIRES 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.**

**FAST & 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.

