

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 HOT 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



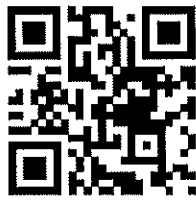
GUEST SERVICES TEAM WEBSITE

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

THE DUUUVAL WAVE

WELCOME | ALERT
VALUE | ENGAGE

PEER TO PEER RECOGNITION



2025EndsWAVEPeerToPeerRecognitionCopy1

RECOGNIZE YOUR TEAMMATES BY
SCANNING THE QR CODE.
Team Members eligible for various prizes.

Jaguars Autographed Item—Shon Fleming
Jaguars Guest Experience

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

KANSAS CITY CHIEFS VS JACKSONVILLE JAGUARS

MONDAY OCTOBER 6, 2025

NEED ASSISTANCE? TEXT ASSIST

904-633-6400

SPECIAL EVENTS AND PROMOTIONS

GIVEAWAYS: MONEY PAGES GAME DAY PRO-GRAMS & TOWELS PRESENTED BY EVERBANK

PRE-GAME: FAN ENTERTAINMENT ZONE

- FAN ENTERTAINMENT ZONE :** SOUTH END ZONE PLAZA, 5:00 PM—KICKOFF
- NATIONAL ANTHEM:** CITILIMITZ
- COLOR GUARD:** NAVAL STATION MAYPORT HON-OR GUARD
- FLYOVER FOR THIS GAME:** N/A
- PYRO:** NORTH & SOUTH BOARDS FOR JAGS IN-TROS, NATIONAL ANTHEM, SCORES, HALFTIME, GAME WIN
- HALFTIME:** DUELING GUITARS—RIFF OFF

CREDENTIALS MUST BE VISIBLE AT ALL TIMES!
ALL JAGUARS TEAM & VISITING TEAM AREAS ARE TO BE ACCESSED ONLY BY DESIGNATED PERSON- NEL WITH CREDENTIALS FOR THOSE AREAS. DO NOT ENTER THE RUBBER HALL, HOME OR VISITING TEAM LOCKER ROOM AREAS.

TODAY’S GAME SCHEDULE

3:00 PM: SERT MEETING

3:30 PM: STADIUM OPERATIONS CTR OPEN

4:00 PM: PARKING LOTS OPEN

4:45 PM: SOUTH END VEHICLE TRAFFIC STOP

5:00 PM: EARLY GATE OPENING (GATE 1, 4 & 7)

5:00 PM: FAN ENTERTAINMENT ZONE OPEN

5:45 PM: ALL VEHICLE TRAFFIC STOP

6:00 PM: ALL GATE TO ALL AREAS OPEN

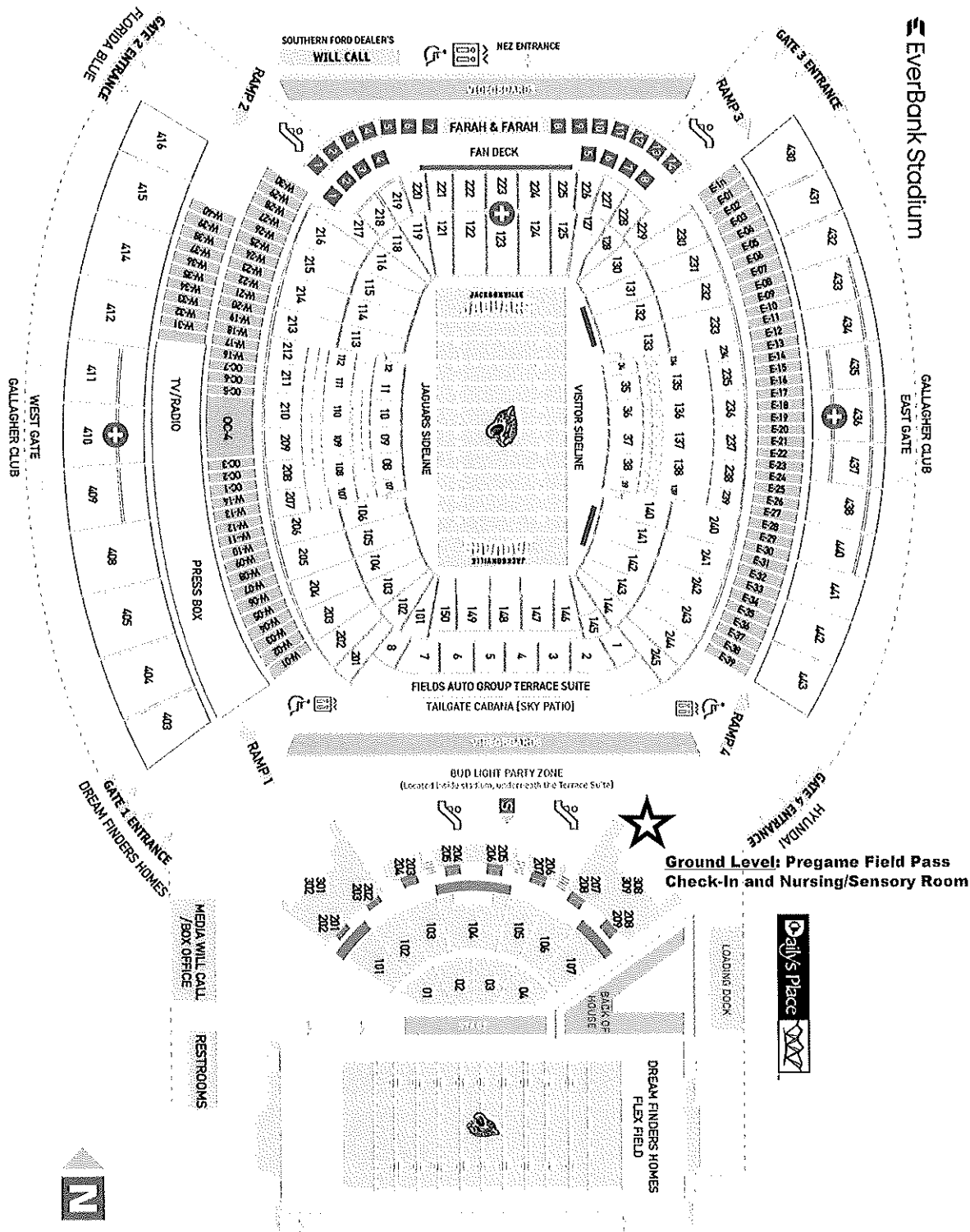
8:15 PM: KICK OFF

11:30 PM—11:45 PM ESTIMATED END TIME

CLUBS, SUITES, TERRACE SUITE OPEN

1 HOUR POST-GAME.





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.
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
- 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.