



GUEST SERVICES TEAM TEAM MEMBER PLAYBOOK



TEAM MEMBER EXPECTATIONS AND POLICIES

ALCOHOL MANAGEMENT

If a guest is impaired, they may begin to showcase some of the following behaviors:

Bad Judgement:

- Making bad decisions
- Increasing his or her drinking rate
- Using abusive foul or disruptive language
- Exhibiting behavior that is harmful or unwelcome to others
- Displaying indecent gestures towards others

Slower Reactions:

- Losing train of thought
- Being unresponsive
- Slurring speech
- Displaying glassy eyes

Lowered inhibitions:

- Talking loudly
- Being overly friendly
- Being argumentative
- Removing clothing

Poor coordination:

- Stumbling or falling, losing balance
- Sleeping
- Spilling drinks
- Being unable to sit up in their seat

APPEARANCE POLICY

All team members working at the stadium must look and act in a professional manner. It is extremely important that all team members arrive to work on time, in the proper attire and ready to work. If a team member does not adhere to these guidelines, he or she may not be permitted to work at the Stadium.

- Shirt should be clean, tucked-in and wrinkle-free
- Name tag should be on the right side of your chest
- Wear your Jaguars lanyard with all informational tools (playbook, map card, etc.)
- Visible, specific game credential
- Closed toe/closed heel shoes
- Only Jaguars or company logo hats are permitted to be worn on game day.
 - Collegiate, other professional sport team hats, and logo hats are strictly prohibited
- Personal hygiene is part of your uniform

We work in the heat with sun and high temperatures. We will work through rain and put in long hours in less than comfortable conditions. Please be sure that you are properly prepared.



BAG POLICY



Team members are permitted to bring a bag, provided that it complies with the NFL Clear Bag Policy. Bags are not permitted on post. All bags are prohibited with the exception of clear bags no larger than 12" x 6" x 12" or clutch/wallet (no larger than 4.5" x 6.5").

You may utilize a locker at the East Service Level Break Area or the North End Zone Break Area to store any items you do not wish to bring to your post. Please bring your own lock and promptly remove your lock and items following the end of your shift.

Other team members, your employer, and other companies with a presence in the stadium are not responsible for your personal items.

For medical or work-related exceptions to the bag policy, please contact your supervisor.

BREAKS/TEAM MEMBER MEALS

Team members are encouraged to take breaks during job-specific non-essential times. See your supervisor for approved breaks. Breaks must be taken within the below designated break areas. Please be courteous to other team members and return from breaks in a timely fashion within your allotted break time.

Team Members have the following options for meals:

- Complimentary Grab & Go option available in all Break Area locations
- 50% discount available at all general bowl concessions
 - Excluding premium locations and Daily's store. The purchase of alcohol is strictly prohibited.

Eating on post is strictly prohibited. Please eat and take breaks in the following designated areas:

- East Service Level Break Room
- North End Zone - 4th Floor (accessible by stairs from Main Concourse or Spa Cabana Level)
- Concourse level of Daily's Place (westside)

CATSCRATCHES

"Cat Scratches" are the Jaguars' team member game day newsletter distributed at check-in that includes a timeline of events, entertainment and other game-specific information. Before reporting to your post, please be sure to review the newsletter. See your supervisor if you did not receive one.



CELL PHONES AND SOCIAL MEDIA

Personal cell and company-issued cell phones are prohibited from being used for personal reasons while on the job. All personal cell phones should be put on vibrate or silent. Please do not text, take pictures, or surf the web with your cell phone while on duty.

Social media usage of any kind is strictly prohibited during your shift. A team member that operates a personal social media profile, but shares Jacksonville Jaguars content must denote that their opinions do not reflect the Jacksonville Jaguars and are solely their own. Please see your employer for additional policies related to social media use.

Cell phones may be utilized to access any virtual team member tools, such as the Team Member Playbook and the Concessions Guide. Stadium assigned communication devices should be utilized for job-related functions only.

CREDENTIALS

Each credentialed individual must accept new terms and conditions and submit a headshot for approval by biometric screening.

Team members must always wear visible uniforms and credentials. Gate and stadium access for Gameday Services and Stadium Staff credentials require uniform AND credential for entry. Under any circumstances, no photos of credentials should be taken and/or posted on social media.

Be prepared to present your credential at all access points. Please be respectful to SAFE Security guards at all credential checkpoints. Failure to comply with the NFL and stadium credentialing policies may result in immediate termination

Credential Scan Required	Biometric Screening Required
• Gate Entry • Service Level & Rubber Hallway Entry	• Field • Locker Rooms • Press Box

EQUIPMENT

Any equipment distributed to you prior to your shift is your responsibility to return at check out. This includes, but is not limited to, radios, earpieces, tablets and communicators.

PARKING

Team members utilizing Jaguars-provided parking passes should always remember to lock their vehicles upon exit. Parking is subject to all applicable parking policies listed on the parking pass.

Event Day Parking:

- City Wide, DNS and Fanatics Team Members will park at the Courthouse Garage.
 - Team Member shuttle from Courthouse Garage to Franklin/Beaver St.
- SAFE Team Members will park at Cypress Lot
 - Golf Cart shuttle available from Cypress to Stadium



RECOGNITION PROGRAMS

LEADER OF THE PACK:

An opportunity for full-time management to recognize gameday team members. Leader of the Pack will be awarded to team members who have exceeded expectations on gameday and have delivered on all, or majority, of the WAVE values (Welcome, Alert, Value, Engage).

Team Members receive a miniature white panel football signed by each member of their management team with a personalized message, a LEADER pin and an invite to the End of Season Award Celebration.



SEND A W.A.V.E - Peer to Peer Recognition

An opportunity for gameday team members to recognize other team members. Team members will recognize their teammates using the WAVE service philosophy values. A QR code is available on the Team Member Playbook that brings team members to an electronic survey to explain why they are recognizing their teammate.

Team members who recognize someone - entered to win a prize each game.

Team members who are recognized - entered to win 2025 Team Member of the Year.

- 6 Team Members invited to End of Season Award Celebration each game.
-

TOUCHDOWN PINS:

An opportunity for Season Ticket Members to recognize gameday team members. Touchdown Pin Awards will be awarded to team members who have exceeded expectations on gameday for Season Ticket Members. Touchdown Pins should be awarded based on the Season Ticket Member's experience. Each Season Ticket Member who chooses to participate (invite only) will have 2 pins to distribute.

Team Members will receive the Touchdown Pin and an invite to the End of Season Award Celebration.

SERVICE AWARDS:

To recognize team members who have been a part of the Guest Services Team for 15, 20, 25 and 30 years. This award is the most prestigious award that we distribute, as it showcases the team member's time, dedication, and loyalty to the Jacksonville Jaguars.

Each award receives a personalized item, certificate, invite to the End of Season Award Celebration and individual recognition on stage. If you are celebrating your 15, 20, 25 or 30th year with the Jaguars Guest Services team, please let your manager know.

END OF SEASON AWARD CELEBRATION:

An opportunity to celebrate and recognize 2024 Service Award, Leader of the Pack and Touchdown Pin recipients. A formal event will happen post season, by invite.

In order to attend, Team Members must win one of the following three awards: 2025 Service Award, Leader of the Pack, Team Member of the Year, Select Peer to Peer recognition or Touchdown Pin



SMOKING POLICY

EverBank Stadium is a tobacco-free facility for Jaguars games.

TEAM MEMBER EXPECTATIONS AND CONDUCT

Team members are responsible for providing guests with outstanding, best-in-class service while they are at the stadium. We are expected to conduct ourselves professionally and ethically.

Each team member is responsible for arriving at work promptly, dressing according to the standards, being present and attentive at each briefing, and remaining at his or her post until given permission to leave by his or her supervisor or management. While on duty, team members are expected to treat everyone with dignity and respect and shall not discriminate.

All team members are expected to adhere to all policies and procedures of the National Football League ("NFL") and the stadium. Team members should not disclose any confidential information and are subject to their respective employer's policies regarding confidentiality.

As a member of the Guest Services Team, team members are expected to abide by the following:

- Report all incidents and injuries immediately to your supervisor
- Enforce Stadium policies
- Remain at your assigned position at all times
- Do not fight, gamble, or use profanity, obscene, or abusive language
- Do not carry weapons of any kind
- Do not take give-away/promotion items as they are for ticketed guests only
- Refrain from conducting personal business while on duty
- Please conduct yourself professionally and treat all co-workers and supervisors with respect.
- Do not remove, damage or destroy property belonging to the City of Jacksonville, Jacksonville Jaguars, any Stadium partners or their respective employees, vendors and guests
- Respect all employees and team members including those on your team and those who may work for other groups

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

- Treating all guests, including those supporting the visiting team, with respect and providing them with appropriate assistance.
- Proactively responding to requests for accommodations by persons needing reasonable accommodations.
- Refraining from the use of demeaning language or profanity.

TIPS

Team members should never solicit tips.



EMERGENCY PROCEDURES

SEE SOMETHING, SAY SOMETHING

You can assist in the prevention of incidents by taking the following actions. When you arrive at your assigned location:

- Look around the section, concourse and entrance in your area for debris or items that may be out of place. Remember, if it feels wrong, it probably is.
- Keep an eye out for any suspicious packages, unattended bags, backpacks, etc.
- If a person is exhibiting suspicious behavior, or if you find anything that looks out of place, contact your supervisor or a security teammate (red polo) immediately and let them determine the appropriate action.
- Never handle any suspicious objects.

Even with careful planning, things may happen. In the event of an emergency situation, you should stay calm and assist guests in “playing it safe.” The following will provide you guidelines for the best way to handle emergency situations. Be aware and remember to always notify your supervisor or security of any potentially harmful situations. Also, never put yourself into a dangerous or life-threatening situation.

EMERGENCY NOTES

It is important to remember that our security team is well prepared for an emergency situation. Keeping this in mind will help you stay calm and act in an orderly fashion. When our guests see team members remaining calm and orderly, they will likely do the same, which will assist in managing the situation. Procedures for all emergency codes:

- Remain calm
- Secure your area and equipment
- Clear walkways and exits
- Assist guests with disabilities or guests needing assistance
- Follow all assigned emergency procedures
- Relay accurate and clear information to guests. Do not speculate on what may have happened or next steps.



EVACUATION REUNIFICATION SITES

Once you have exited the Stadium for an emergency evacuation (Code Red), please be sure to meet your company at your designated relocation area:

- ASM Global (Admin, Facilities, Operations, Parking & Security)- North side of the Arena by the Admin Entrance
- SAFE Management - Arena Main Entrance (East side by APR Blvd.)
- Delaware North- Arena West Lot
- Fanatics- Arena West Lot- Northwest Corner
- City Wide- Baseball Stadium, Third Base Gate
- Jaguars- Arena loading dock (South side of Arena on Adams St.)



EMERGENCY CODES

CODE BLUE:

- Shelter-In-Place - All Open Areas
 - Direct guests to sheltered areas

CODE YELLOW:

- Temporary Relocation - Affected Areas Only
 - Direct guest to alternate location

CODE ORANGE:

- Event Stoppage - Normal Exit From Stadium
 - Direct guests to nearest exit
 - Sign out per normal procedures

CODE RED:

- Event Stoppage - Expedient Exit to 1000 feet
 - Direct guests to nearest exit/congregation area:
 - Duval Street & A. Phillip Randolph Blvd.
 - Talleyrand Street and Church Street
 - South side of Overpass/Haines Street
 - Report for staff reunification location to sign out (pictured above)



LOST/FOUND CHILD OR PARENT

If you encounter a lost or found child or parent, please contact the nearest JSO Officer or bring them to the nearest Guest Services booth and inform the Stadium Operations Center. Be sure to take notice of the area in which you encountered the individual and get the best description that you can, including names, to help with reunification.

- Ask for the child's age
- Ask where last seen
- Ask what they were wearing

Guests can visit one of the Guest Services booths or concierge desks to register child(ren) or adult guests and receive a wristband that states your section, row, and seat. Paging is typically not allowed at the Stadium, so guests should set a meeting point in advance for the members of their group.



PREMIUM SEATING

The Jaguars offer the following premium seating products:

Gallagher Clubs (East & West)

Located on the east and west 50-yard lines of the Stadium.

Tickets:

- Sections 07-12, 107-112, 207-212 (west)
- Sections 34-39, 135-139, 234-239 (east)
- Club Tables: Section (club section number), Row T#
- Club Bar Rail Seats: Section (club section number), Row BR

Access: Proper ticket required for access (including Club Tables, Club Bar Rail, Suite and VIP Field Club). Tickets will be scanned upon entry into this premium space. Prior to leaving the Club, guests need to exit scan and will be required to rescan tickets upon re-entry. Guests holding a Club section, Club Pass, Fields Auto Group Terrace Suite or Suite ticket have access to the Club and all general concourse areas.

Club Tables: Section (club section number) Row T#

Located on all patios of the East & West Club, Club Tables include snacks and beverages in the dedicated seating area, along with added value tickets for the seats with credits to enjoy any of the food, beverage, beer and wine in the Club (liquor is available for purchase separately). Game tickets are pre-loaded with food and beverage credits to use throughout the season. Guests may use tickets to purchase food and beverage items, including non-alcoholic beverages, beer and wine only at any East & West Club concessions location by presenting game ticket to the concessions attendant to be scanned. Limit two items per transaction. Added value tickets are not accepted at merchandise locations.

- Guests also have complimentary preset snacks on the club table. These snacks will be restocked throughout the entire game. Complimentary domestic beer, wine, water and soda are available for guests at designated beverage areas.

Club Bar Rails: Section (club section number) Row BR

Located behind the Club Tables on all patios of the East & West Club, bar rail seats are reserved for ticket guests. Game tickets will have Added Value vouchers. Guests may use tickets to purchase food and beverage items, including non-alcoholic beverages, beer and wine only at any Club concessions location by presenting game ticket to the concessions attendant to be scanned. Limit two items per transaction. Added Value tickets are not accepted at merchandise locations.

Field VIP Club: Section FLN or FLS

Located on the east side of the Stadium, and guests must enter through the East Club lobby level to access seating. Guests have access to a grab-and-go station with food and beverages near the dedicated seating area. Guests must visit the lobby-level concierge desk to be escorted to their seating areas.

- Should guests need to return to the club for any reason, a Guest Services Team Member will escort them back through the field tunnel into the club area. Additional Guest Services Team Members have been placed in the seating area so that the wait time to be escorted is shortened.
- Game tickets will have Added Value vouchers. Guests may use tickets to purchase food and beverage items, including non-alcoholic beverages, beer and wine only at any Club concessions location by presenting game ticket to the concessions attendant to be scanned. Limit two items per transaction. Loaded tickets are not accepted at merchandise locations.



Suites: Section E1n-39, W1-W40 or OC1-OC7

Located on both the east and west side of the stadium. To access the suite level, guests must enter the designated Club and take the elevator to the appropriate level or utilize the ramps on either side of the Stadium.

West Side

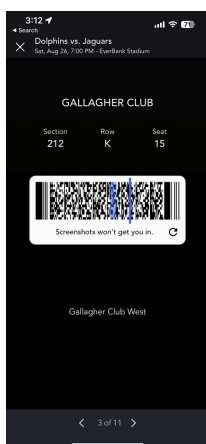
- Level 5 Suites W1-30, OC 1-7 and Owners Suite
- Level 6 Suites W31-40

East Side

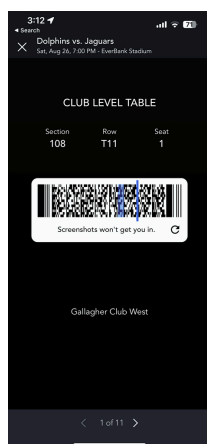
- Level 5 Suites E1n-39

Access: Proper ticket required for access. Tickets will be scanned upon entry into the Club to access the suites. Prior to leaving the Suite level, guests will receive a wristband for easier access upon re-entry. Guests holding a Suite ticket have access to the Club and all general concourse areas.

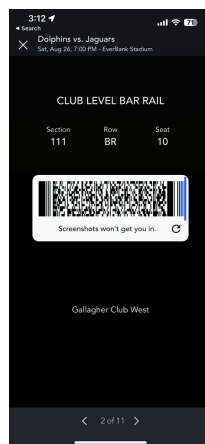
Description: Private suites for ticket holders. An express elevator to the suite level is located on the ground floor of the Club. Please look for the signs posted above the elevators to determine which elevator is designated as Suite Express. If the elevator is crowded, you may also take the escalator located on the ground floor of the Club to the first Club level and then again to the 2nd Club level. From here, exit through the doors located on either the North or South end of the Club and take one ramp up to the lower-level Suites (East and West side) and two ramps up to the upper-level Suites (West side only).



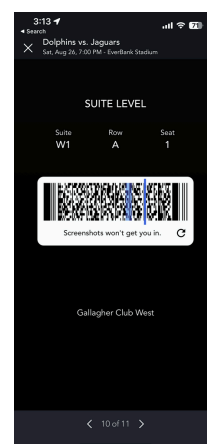
Club Level Seat



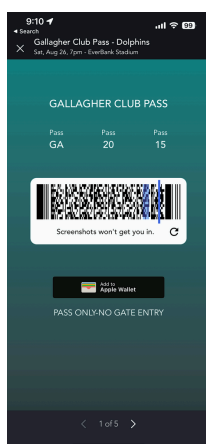
Club Level Table



Club Level Bar Rail

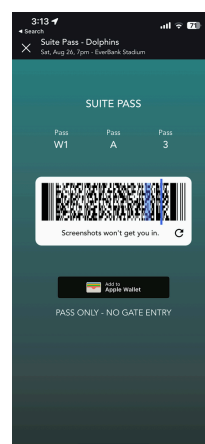


Suite Level



Club Pass
Pass Only - No Gate Entry

Suite Pass
Pass Only - No Gate Entry





NORTH END ZONE DECK

Spa Cabanas: Section SPA#

Located on the main level of the North End Zone Deck. Axalta Spa Cabanas 1-4 is located on the west side and Axalta Spa Cabanas 5-8 are located on the east side.

- Access: Proper ticket required for access. Tickets will be scanned upon entry into this premium space.
- Description: The spas overlook the playing field to give guests a unique and refreshing stadium experience. Fans can enjoy a comfortable atmosphere including a food and beverage package, relaxing lounge furniture, fans and even TVs to keep up to date on all the NFL action. Proper ticket required for access. The spas will be closed for the 2020 season.

Terrace Cabanas: Section CAB#

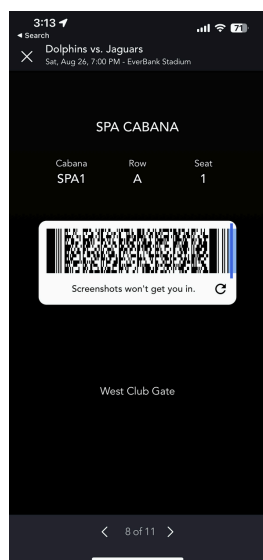
Located on the upper level of the North End Zone Deck.

- Access: Proper ticket required for access. Tickets will be scanned upon entry into this premium space.
- Description: Terrace Cabanas feature a VIP experience atop the north end of the Stadium. Proper ticket required for access. Fans can enjoy an eagle eye view of the game, coupled with a comfortable atmosphere including food and beverage package, relaxing lounge furniture, fans and even TVs to keep up to date on all the NFL action.

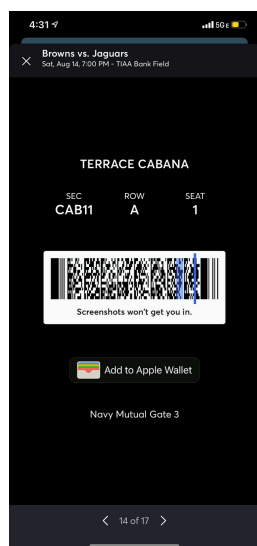
Bar Rail Seats: Section BR

Located along the front rail on the main level of Dick's Wings Rally Zone (north end zone deck). The Bar Rail seats start on the west side of the deck and are numbered 1-120 west to east.

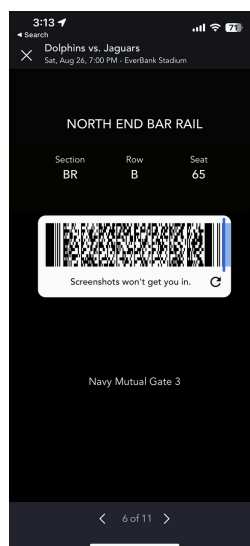
- Access: Proper ticket required for access. Tickets will be scanned upon entry into this premium space. Tickets are loaded with food and beverage credits for ticket holders' use at concessions.
- Description: Front row view of from the north end zone deck of the field.



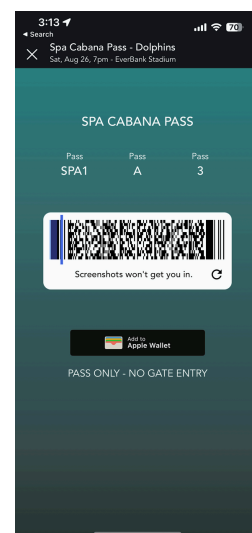
Spa Cabana



Terrace Cabana



North End Zone Bar Rail



Spa Cabana Pass
Pass Only - No Gate Entry



THE BUD LIGHT FRI[END] ZONE

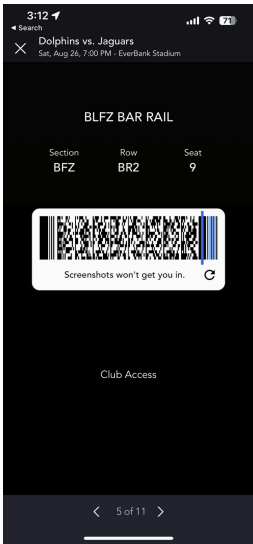
Located on the ground plaza level in the south end zone of the stadium.

Tickets:

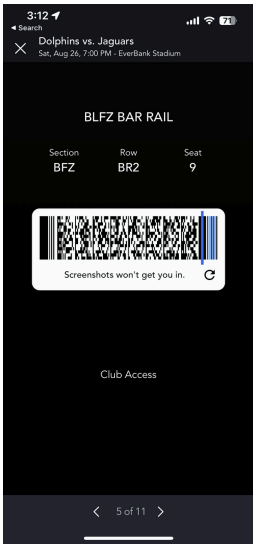
- Section BFZ, Row T
- Section BFZ, Row BR1-2
- Bud Light [FRI]END Zone Pass

Access: Proper ticket required for access. Tickets will be scanned upon entry into this premium space.

Description: The Bud Light [FRI]END ZONE provides an unrivaled opportunity for ticket holders to experience Jaguars home games where ticket holders enjoy the view from field level and take advantage of a private bar area. There will be guests that have tickets for the tables, bar rail or passes for this private area.



Bud Light Fri[END] Zone
Table



Bud Light Fri[END] Zone
Bar Rail

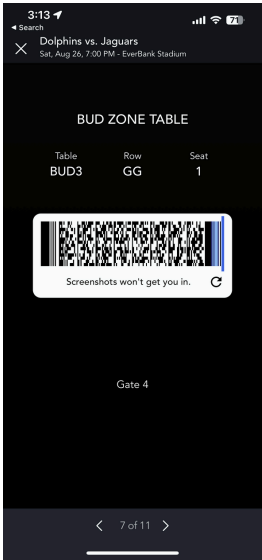
BUD LIGHT PARTY ZONE TABLES

Located at the tops of sections 146-150.

Tickets: Section BUD# (Tables numbered 2-30 east to west)

Access: Proper ticket required for access.

Description: Guests also have complimentary preset snacks on the table. These snacks will be restocked throughout the entire game by dedicated servers. Complimentary domestic beer, wine, water and soda are available for guests from servers. Proper ticket required for access.



Bud Light Party
Zone Table



LOGE BOXES

Located in the south end zone area of the Stadium adjacent to the south super tunnel.

Tickets: Section 147A & 149A

Access: Proper ticket required for access. In addition to the private box, all Loge Box guests have access to the Bud Light [FRI]END ZONE.

Description: Each six-person box features cushioned seats, all-inclusive food and beverage package, private screens and a refrigerator.

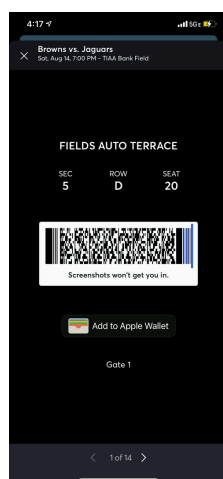
FIELDS AUTO TERRACE SUITE

Located in the south end of the stadium directly above the Bud Light Party Zone.

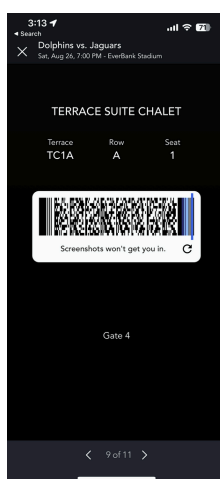
Tickets: Section 1-8, Terrace Chalets: Section TC#

Access: Proper ticket required for access. Tickets will be scanned upon entry into this premium space. Prior to leaving the Fields Auto Group Terrace Suite, guests need to exit scan and will be required to rescan tickets upon re-entry. Guests holding a Fields Auto Group Terrace Suite ticket have access to the Club and all general concourse areas.

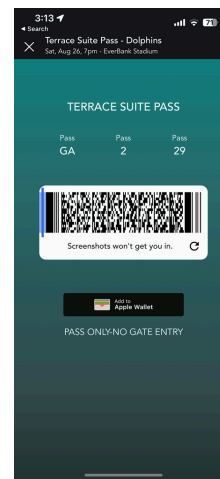
Description: The Fields Auto Group Terrace Suite is an all-inclusive space. Guests may access this area using the elevators close to Gate 4 or the stairs located on the east side of the Bud Light Party Zone on the main concourse. All menu offerings, house wine and select domestic bottles are included in the price of your Fields Auto Group Terrace Suite ticket. Premium wines, beers and liquors are not included in the ticket cost, but they are available for purchase on game day.



Fields Auto
Terrace Suite



Fields Auto
Terrace Suite
Chalet



Fields Auto
Terrace Suite
Pass
Pass Only -
No Gate Entry

SKY PATIO

Located on the south end of the stadium above the Bud Light Party Zone and Terrace Suite.

Tickets: Tailgate Cabana Pass (Section GA), ADA Seating: SKYE

Access: The Tailgate Cabana are in the center of the Sky Patio and offer a relaxed atmosphere for groups to enjoy the build-up to the big game. Tailgate Cabana tickets include game ticket, certain food and beverages and parking. This area is private for specified holders until after kickoff.

Description: The Sky Patio hosts ADA seating and the Tailgate Cabana. While all guests have access to the general spaces, the Tailgate Cabanas are only accessible to the public following kickoff.



A-Z GUIDE

50/50 RAFFLE

Guests may participate in the Jaguars Foundation 50/50 raffle while onsite at EverBank Stadium or online at <https://jaguars5050.com/>. Raffle tickets are available for purchase online starting the Monday prior to game day from anywhere in the state of Florida. The winner will receive a check for half of the total funds collected both online and at EverBank Stadium. The remaining amount will be donated to the Jaguars Foundation in support of its year-round community impact initiatives. Raffle tickets can be purchased at marked 50/50 raffle kiosks or from roaming 50/50 vendors around the stadium. The winning ticket number will be announced during the fourth quarter on the video boards. The winner can visit the nearest Guest Services Booth for instructions on how to redeem the prize. Guests may also visit <https://jaguars5050.com/> following the game to see the winning numbers and view the full terms and conditions of participation.

ACCESSIBLE SEATING REQUESTS

Guests not in wheelchairs but needing special assistance should also contact the Jaguars ticket office. Please note that availability may be limited and guests may be advised to inquire about accessible seating on site during gameday.

For assistance on game day, guests in need of accessible seating should visit the nearest Guest Services Booth to inquire about relocating their seating location. Guests inquiring about relocation will be permitted to relocate their ticketed seat, along with one (1) companion. We may not be able to accommodate your full party.

Accessible relocations on game day are subject to availability, granted on a first-come, first-served basis and relocation is NOT guaranteed. Guests in need of an accessible seat are encouraged to arrive early.

ACCESSIBLE PARKING

All Jaguars-controlled stadium lots (inclusive of accessible parking spots for those needing reasonable accommodations) are sold in advance on a full-season basis. Contact the Jaguars ticket office at (904) 633-2000 for single-game availability. SEE PICK UP/DROP OFF FOR ADDITIONAL INFORMATION.

ALCOHOL POLICY

For the safety of all guests, Delaware North Sportservices has implemented the following alcohol service policy at EverBank Stadium:

- All persons who order alcohol will have their ID checked each time they order.
- No person will receive more than two alcoholic beverages per ID presented at time of purchase.
- Each double cocktail counts as two drinks.
- Vertical and horizontal ID's are accepted.
- Alcohol service will be discontinued at the end of the third quarter.

Florida state law prohibits the sale of alcoholic beverages to persons under the age of 21. Therefore, in accordance with the NFL's Best Practices for Fan Conduct, patrons will be required to show valid identification and proof of age when buying alcoholic beverages. Please remember that it is illegal to drive under the influence of an intoxicant or to consume alcoholic beverages while driving. Alcohol sales in general areas stop at the end of the third quarter for all games, unless otherwise announced.

AED

AEDs are located in all First Aid Rooms on game day and with JFRD roaming teams. Additional AEDs are located in the main security offices.

ASSISTED LISTENING DEVICES

Assisted listening devices are available at all Guest Services Booths and are available on a first-come, first-served basis.

ATMs

EverBank Stadium is cashless. ATMs have been removed from the property.

Those with cash needing to convert to card can visit the nearest Guest Services Booth for assistance. In addition to traditional scan and chip options, all fixed points of sale will offer tap or scan payment options including Apple, Google and Samsung pay.



BAG POLICY

The Jaguars follow the NFL policy that limits the size and type of bags that may be brought into the stadium. The Jaguars strongly encourage guests and team members to not bring any type of bag to the game. Fans and team members are permitted to carry a clutch, bag or wallet no larger than 4.5" x 6.5", one-gallon clear plastic bag or CLEAR bag no larger than 12" x 6" x 12".

Clear tote bags are supplied for Guest Services Team Members for use on gameday. If you have not received your clear bag for the 2025 season, please contact your supervisor.

BANNERS, SIGNS AND FLAGS

Fans may bring handheld signs into EverBank Stadium, provided that the signs are appropriate and in good taste (as determined by stadium personnel) and meet the following requirements:

- Signs must not be obscene, offensive, derogatory, commercial in nature or political.
- Signs must be event-related.
- Signs cannot obstruct the view of other guests, cover any stadium signage or other markings, or be affixed to the walls, pads, railings or any other part of the stadium.
- Signs must be made of a paper or lightweight, cloth-like material.
- Signs cannot utilize wood, pole, metal or similar types of materials for support.
- Maximum dimensions of a permitted sign are 3 feet by 2 feet.

BICYCLE PARKING

Guests are welcome to ride their bikes to Jaguars games. Bike valet service operated by Zen Cog is located on the East side of the stadium, on the south lawn near the Lot D entrance. Guests can expect to pay a nominal fee or donation for the bike valet service.

BOAT DOCKING

For information on boat docking for Jaguar's home games, guests can contact the Jacksonville Dockmaster at (904) 630-0839. The Boat Docks are located south of EverBank Stadium along the St. Johns River.

BRAG BUTTONS

The Jaguars are proud to help share our fans' special days. Fans celebrating a first game, birthday, anniversary or another occasion can ask a Guest Services team member or visit one of our Guest Services Booths to receive a complimentary Brag Button to wear during the game.

Always remember to acknowledge guests who may be wearing a brag button!

BUD LIGHT PARTY ZONE

The Bud Light Party Zone is located in the south end zone of the stadium on the main concourse. The Bud Light Party Zone opens two hours prior to kickoff and is open to any ticket holder[LZ1] .

Alcohol Policy: There is a (1) alcoholic beverage limit, per person, per identification. No person will receive more than one drink per ID presented at the time of purchase. NO DOUBLE COCKTAILS ARE OFFERED AT THIS LOCATION

[LZ1]Should we add some verbiage about the heightened security or crowd control procedures in this area?



CASHLESS TRANSACTIONS

The Jaguars and EverBank Stadium have transitioned to a cashless payment stadium ensuring contactless options for food, beverage and merchandise concessions purchases. Cash will no longer be accepted at the stadium and ATMs have been removed from the premises. Those with cash needing to convert to card can visit the nearest Guest Services Booth for assistance. See Guest Services Booth for booth locations throughout the stadium. In addition to traditional scan and chip options, all fixed points of sale will offer tap or scan payment options including Apple, Google and Samsung pay.

CHARGING STATIONS

Cell phone charging stations provided by JEA are located throughout EverBank Stadium.

CLOSED CAPTIONING

EverBank Stadium offers closed captioning through CaptionCast on your smart device. Using the Jaguars Mobile App, go to the "Stadium" option under the menu and select "Accessibility." In the Closed Captioning Select CC ID: 'Jaguars.' On the internet, visit <https://www.eegicap.com/captioncast/> and your event ID is 'Jaguars' (ID is case sensitive).

GALLAGHER CLUB SEATING

The Gallagher East and West Clubs feature two uniquely designed spaces located on each side of the stadium along the 50-yard lines. Proper ticket is required for access. Special tickets within the Club include Club Tables and Bar Rails. Architecturally consistent but completely unique in terms of atmosphere and finishes, both spaces offer guests premium experiences at Jaguars games and entertainment events at EverBank Stadium.

COMMENTS/SUGGESTIONS

Guests wishing to provide feedback about EverBank Stadium, an employee or the event are encouraged to stop by a Guest Services Booth to complete a virtual guest comment card. Alternatively, guests may call the Jaguars Ticket Office at (904) 633-2000 or 877-4-JAGS-TIX, send an email to MyExperience@jaguars.com or visit jaguars.com/forms/contactus.

CONCESSIONS

Delaware North Sportservices is the catering and concessions provider for EverBank Stadium. For the full concessions guide, please use the Jaguars app.

CONSTRUCTION IMPACTS

Construction for Stadium of the Future has begun and you may notice some changes for the 2025 season. Most ramps and some escalators will remain untouched for the 2025 season. Staircases will be constructed in some vertical transport-disrupted areas. For those with mobility challenges, we are identifying additional options to assist guests to their seats in the 400 level of the stadium.

For more information, please visit www.jaguars.com/stadiumofthefuture/

CONTACT INFORMATION

- Jacksonville Jaguars 1 EverBank Stadium Drive Jacksonville, FL 32202
- Jaguars Business Office: (904) 633-6000
- Ticket Office: (904) 633-2000, 1-877-4-JAGS-TIX
- ASM Global (Facility Manager): (904) 633-6100
- Bold Events (Facility Rental): (904) 633-6544 or email events@boldeventsjax.com
- City Wide (Housekeeping): (904) 737-4969
- Delaware North Sportservice (Food and Beverage): (904) 633-6177
- Fanatics (Merchandise): (904) 633-6147
- Jaguars Fan Experience: (904) 633-2000, myexperience@jaguars.com
- Lost and Found (Stadium Security): (904) 633-6114
- S.A.F.E. Management (Event Staff): (904) 633-6182



CREDIT CARDS

VISA, MasterCard, American Express and Discover are accepted throughout EverBank Stadium at most concession and merchandise locations. EverBank Stadium is now cashless. In addition to credit cards, JagsPay and other contactless payment options are available.

D-LINE PRESENTED BY FLORIDA BLUE

Feel the beat with the official drumline of the Jacksonville Jaguars. The D-Line is comprised of the finest drummers on the First Coast. Since 2004, the D-Line has provided guests an electric game day experience with visual and audio entertainment. The group's repertoire combines both tastes of drum corps and show drumline styles, integrating them into mainstream genres such as hip hop, Latin, rock and many others. Their scintillating beats and stunning visuals pump up the crowd at tailgate parties, special events and all home games.

DREAM FINDERS HOMES BOX OFFICE AT DAILY'S PLACE - MEDIA WILL CALL

Located near Gate 1 presented by Dream Finders Homes, the Dream Finders Homes Box Office is used as Media Will Call during Jaguars games. For concert tickets, visit www.dailysplace.com.

DUPLICATE TICKETS

If duplicate tickets (two guests holding tickets to the same seat for the same game) are presented, guests should immediately contact an usher, Jaguars Guest Experience representative, or proceed to the nearest Guest Services Booth for assistance.

Confirm that both groups have the same section, row and seats and are seating in the correct section, row and seats. If they are both showing valid tickets in the same section, row and seats, Guest Services Team Members are encouraged to find the nearest Guest Experience representative for assistance on this.

ELEVATORS & ESCALATORS

Guests are encouraged to utilize the ramp closest to their entry gate for direct access to the main and upper concourse.

Elevators at EverBank Stadium are reserved for guests with mobility and ADA needs. Elevators are located in the East and West Club (ticket required) and at Gate 4 in the South End Zone.

The escalators at Gate 2 and 3 have been removed. Escalators in the South End Zone will lead guests to the Main Concourse, Sky Patio and East Upper Deck only.

- If you need assistance getting to your seating location, please find one of our Mobility Assistance Representatives at most gate entries and on some ramps.

EMERGENCY INFORMATION

If any individual needs immediate assistance, please notify the nearest Guest Service Team member (Jaguars, ASM Global, SAFE, JSO, JFRD, Fanatics, City Wide, or Delaware North Sportservices) or visit a Guest Services Booth. Please text your issue and location to (904) 633-6400.

In the event of a stadium-wide emergency (i.e.: severe weather), all Guest Service Team members and the Jacksonville Emergency Services agency are ready and available to assist all guests. Pertinent information regarding the situation and procedures, including "sheltering" or "evacuation" directions, if needed, will be provided over the public address system and on the stadium televisions and video boards. All guests are asked to please remember the following:

- Follow the directions of Guest Service Team members.
- Be aware of your nearest exits.
- Do not panic.
- Keep members of your party together, especially children and others in need of assistance.
- Listen for updated instructions and respond appropriately.
- Public safety takes priority over all entertainment activities. The event will not resume until the conditions are safe.
- Receive information from your supervisor. Do not share speculations with guests.



EMERGENCY PHONE CALLS

Guests expecting emergency phone calls should leave their name and seat locations at the Guest Services Booths or at the Gallagher Club Concierge. If an emergency call is received, a Jaguars Guest Experience representative or usher will be dispatched to the seat location with the message. Public address or scoreboard paging is not permitted. Emergency phone numbers for individuals trying to reach a guest at EverBank Stadium: (904) 633-6100 or (904) 633-6114.

FAMILY RESTROOMS

Single-stall family restrooms are available for guests who need privacy for family or medical reasons.

FAN CODE OF CONDUCT

The Jacksonville Jaguars and partners are committed to creating a safe, comfortable and enjoyable gameday experience for all fans – whether new, seasoned or visiting. Treat all guests and staff with respect and courtesy.

Be a fan ambassador and encourage being the best fan base in the League! We empower our fans to keep a winning environment in the stands and anonymously report unruly fan behavior or security concerns by texting Fan Assist with your location and issue at (904) 633-6400.

When visiting EverBank Stadium, refrain from the following:

- Behavior that is unruly, disruptive, threatening or illegal in nature, including fighting and physical harassment
- Foul, harassing or abusive language towards other fans or staff
- Unreasonably obstructing the view of other patrons and standing in aisles
- Smoking (including e-cigarettes)
- Intoxication or other signs of alcohol or substance impairment
- Obscene or offensive gestures, signage or clothing, including the use of such language or gestures concerning a person's race, ethnicity, color, gender, religion, creed, disability, age, sexual orientation, gender identity/expression or national origin; or to instigate, incite or encourage a confrontation or physical assault.
- Interference with the progress of the game (including throwing objects onto or entering the playing field)
- Failing to follow instructions of, law enforcement, Guest Services and security personnel.
- Any conduct deemed inappropriate or dangerous to fans, participants or team members
- Conduct that results in damage to the stadium or other real or personal property.
- All guests are responsible for their own conduct as well as the conduct of their guests and/or persons occupying their seats. Stadium staff will promptly intervene to support an environment where all guests – home and visiting – can enjoy the event free from the above behavior.
- To be courteous to all guests in attendance, we ask fans to stand and cheer when appropriate with the flow of the game.

Guests who violate this Fan Code of Conduct and fail to identify themselves to stadium staff will be subject to ejection without refund and potential loss of season ticket privileges or other privileges for future games. Season ticket members are responsible for the conduct of guests occupying their seats and may be subject to disciplinary measures including ticket suspension.

Fans who are ejected for violation of the Fan Code of Conduct will be required to complete an online Fan Code of Conduct class which includes a fee prior to returning to any NFL stadium.



FAN ENTERTAINMENT ZONE

Located on the southwest plaza level adjacent to Daily's Place, the Fan Entertainment Zone serves as the premiere pregame destination for Jaguars guests on game day. Fans can experience food, music, photo ops and activities by accessing Gate 1 or 7 THREE hours prior to each home game.

FANTASY FOOTBALL

The Jaguars recognize that many of our guests are keeping up with other games while watching their Jaguars on the field. Both corner boards located in the EverBank Stadium seating bowl feature NFL Red Zone, allowing guests to stay updated on scores and highlights around the league.

FIRST AID

First Aid booths are located in the following stadium concourse areas:

- Section 123
- Section 410
- Section 436

Medical teams (JFRD) are on duty each game. Feminine products and bandages are available at all Guest Services booths.

FOOD POLICY

Outside food is permitted inside EverBank Stadium for Jacksonville Jaguars home games, provided it is unwrapped and placed inside a one-gallon clear plastic bag no larger than 11" x 11".

All food items are subject to visual inspection and may be subject to a more thorough inspection if determined to be necessary. Guests are also welcome to bring 1 factory sealed 16.9 oz water bottle. Any medically-necessary exceptions must be pre-approved by the Jaguars. Fans can contact (904) 633-2000 (option 1) or myExperience@jaguars.com to be considered for approval.

Medically necessary food exceptions can be made by a supervisor on gameday.

GAMEDAY TICKET OFFICE

Game Day Ticket Office staff can assist with all ticket purchases. They can also assist with Lap Pass tickets. Proper photo identification is required when picking up tickets, and only the person listed on the ticket order can pick up the tickets. The Game Day Ticket Office opens four hours prior to kickoff and is located between Gates 2 and 3 in the north end zone of the stadium. The Game Day Ticket Office is open until the end of the first quarter.

GATE OPENING TIMES

Gate 1 presented by Dream Finders Homes, Gate 4 presented by Hyundai and the Fan Entertainment Zone open three hours prior to kickoff. Gate 2 presented by Florida Blue, Gate 3, the Gallagher East and West Club entrances and the entire seating bowl open two hours prior to kickoff. All guests are subject to security inspection prior to admittance into the stadium. Re-entry is prohibited.

GUEST SERVICES BOOTHS

Guest Services Booths open two hours prior to kickoff and close following the game. Fans may visit the booths to ask questions, seek assistance or register for promotions. Guest Services Booths are in the following locations:

- Main Concourse: north end zone at Section 123
- Main Concourse: southeast corner at Section 144
- Main Concourse: southwest corner at Section 102
- Upper Concourse: west upper deck at Section 410
- Upper Concourse: east upper deck at Section 436
- East & West Club: On the ground level and immediately outside the elevator on the upper and lower levels.



JAGS DOLLARS

Jag Dollars are available for purchase in advance from the Jaguars ticket office and can be used during the 2024 preseason and regular season for purchase of merchandise and concessions at participating locations in the stadium during Jaguars home games. The Jag Dollars issued during the 2024 season are valid for the 2024 season only and are subject to the terms and conditions set forth thereon.

JAGS PRO SHOP POWERED BY FANATICS

Jags Pro Shop stores carry the newest Jaguars merchandise and apparel for all Jaguars guests. Jags Pro Shop stores are located on the lower level of the Gallagher East & West Clubs. Additional locations are as follows:

- Northeast corner of the stadium near section 230 (Gate 3)
- Northwest corner near section 216 (Gate 2)
- Southeast corner of the stadium near section 245 (Gate 4)
- Plaza level in the South End Zone

JAGUARS FOUNDATION

Under the leadership of Jaguars Owner Shad Khan, the Jaguars Foundation continues to be a national leader in professional sports philanthropy. In partnership with Florida Blue, the official community partner of the Jacksonville Jaguars, Jaguars players, cheerleaders and staff make hundreds of visits in the community annually and the team donates numerous items for charitable auctions. Fans can support the foundation by visiting one of the prize wheel locations or by purchasing Jaguars 50/50 Fan Jackpot for Charity tickets on game days with a chance to win half of the day's proceeds.

JAX PACK

The JAX Pack is the official promotional and fan engagement squad of the Jacksonville Jaguars, representing the team on and off the field. The JAX Pack is an energetic and vibrant group that engages and entertains fans to enhance the game day experience. Members of the JAX Pack can be found on game day interacting with fans at tailgates and throughout EverBank Stadium.

JTA GAMEDAY XPRESS

The Jacksonville Transportation Authority (JTA) offers its convenient Gameday Xpress service on game day. The buses run to and from the stadium from several downtown and suburban locations. Xpress service begins two hours prior to kickoff and ends one hour after the game.

All Gameday Xpress passes MUST be purchased on your mobile device through the MyJTA app prior to gameday. Both single game and season passes are available for purchase.

Gameday Xpress passes offer round trip transportation to EverBank Stadium. Riders originating from FSCJ-Downtown will be dropped off and picked up in Lot Z. Riders originating from Kings Avenue, Beaches Lot at Wingate, JTB Park-n-Ride, or Armsdale Park-n-Ride will be dropped off and picked up in near Parker St.

Riders with ADA needs can ride Connexion vehicles from Kings Avenue. These riders will be dropped off and picked up in Lot C.

For additional information on the JTA Gameday Xpress service, please visit [Gameday Xpress \(jtafla.com\)](https://www.jtafla.com/gameday-xpress)



JAXSON DE VILLE

Jaxson DeVille is a 403-pound Jaguar who stands 8.5 paws in height (about 7 feet in human measurements). Jaxson's age is unknown, but he was first discovered in 1993 as a stray cat living at EverBank Stadium. He lived in the south scoreboard watching the Jaguars' inaugural season until the 1996 season, when he officially became the Jaguars' mascot. Since then, our guests have fallen in love with Jaxson for his unpredictable behavior and his willingness to perform stunts for their entertainment. Jaxson is the self-proclaimed "Best Mascot in Sports." He was the first NFL mascot to have traveled overseas to visit our troops and do a zip line jump into a stadium.

LAP PASS

Please note that every person, regardless of age, is required to have a ticket to enter EverBank Stadium. For children 0-23 months of age, guests can contact the Jaguars ticket office at (904) 633-2000 regarding the steps to obtain a lap pass ticket in advance or visit the game day ticket office located between Gates 2 and 3.

SAFE Supervisors have a limited amount of printed Lap Passes on gameday at the gates and are trained to use as necessary.

LOST AND FOUND ITEMS

Lost and found items should be delivered to a guest services booth. After each game, all items collected will be taken to the main security office. To locate a lost item, please call (904) 633-6114.

LOST OR FOUND CHILDREN OR ADULTS

Guests can visit one of the guest services booths or concierge desks to register child(ren) or adult guests and receive a wristband that states your seating location. Children who have lost their parents should be escorted to the nearest police officer, Jaguars Guest Experience representative or the nearest guest services booth. Paging is typically not allowed at EverBank Stadium, so guests should set a meeting point in advance for the members of their group.

MEDICAL EXCEPTIONS

Guests needing medical exception for a prohibited item, such as an insulated non-clear bag, should contact the Jaguars in advance by emailing MyExperience@jaguars.com.

Some medically-necessary prohibited items are pre-approved by the Jaguars. Team members should accept guests presenting printed or electronic exception letters signed by a Jaguars Fan Experience representative on Jaguars letterhead. Any medically necessary exceptions on game day must be pre-approved by a supervisor. All items entering the stadium are subject to inspection.

MEDICINES

Guests in need of over-the-counter medications such as pain medicine, sunscreen, antacids, etc. can purchase these items at the Daily's location on the ground level in the south end of EverBank Stadium or in the lower level of the Gallagher Clubs (for guests with Club or Suite tickets).

MILITARY PRIDE

The Jaguars organization is proud of Jacksonville's deep military heritage. We honor our military during every home game through programs including Veteran of the Game presented by Dr. Basile, Veteran Owned Business of the Game presented by FiServ, and the Pregame Bell Tribute presented by Navy Mutual. Fans wishing to show their military pride are encouraged to visit any Guest Services booth to pick up a brag button and show that you're proud of those who serve.

To nominate a military member for any of our recognitions, please visit www.jaguars.com/military.

- Veteran of the Game - Honors an active or retired service member
- Veteran Owned Business of the Game - Honors active or retired service members in Jacksonville that have started a business of their own.
- Bell Ringer- Honors an active member of the military who has been recognized for an act of valor or has recently returned from deployment: www.jaguars.com/military



MOTORCYCLE PARKING PRESENTED BY RIDE SMART FLORIDA

Motorcycle parking is available on game days on a first-come, first-served basis south of the Jacksonville Fairgrounds parking (Duval Street and A. Philip Randolph)

MOBILE APP

Fans can now stay connected with the Official Jacksonville Jaguars mobile app. On the app, fans will receive notification of breaking Jaguars news stories, use an interactive map, a built-in camera with filters, an option to live chat with other Jaguars fans and more. Fans will also have access to mobile tickets, upgrade opportunities and game day schedules. Utilize the interactive map to assist with wayfinding and concession guides. Fans can make their mobile device a unique part of the game day experience by downloading the Official Jacksonville Jaguars mobile app today in the App or Google Play store.

NURSING MOTHERS

The Mom Pod is a mobile, air-conditioned breast feeding and lactation station for nursing mothers. Equipped with televisions, these rooms provides a private, comfortable and sanitary space for all mothers in the south end zone beneath the Bud Light Party Zone, next to the Jags Pro Shop and Daily's on the ground plaza level.

PARKING

The Jaguars have moved to digital management and delivery. This means the Jaguars will no longer print parking passes for use on game day.

Jaguars Season Ticket Members can access their tickets and parking by downloading the official Jacksonville Jaguars App to their mobile device. The app is available for free on both Apple and Android devices. Visit www.jaguars.com/mobiletickets to view our step-by-step mobile ticketing and parking guide. In order to manage and view your season tickets and parking on your mobile device, log into your Jaguars Account Manager. The Jaguars recommend viewing your parking pass before arriving at the Sports Complex.

While EverBank Stadium lot parking passes are sold out for the season, there are various cash lots available on game day within walking distance of the stadium. These lots include Tailgaters Parking Lot (visit www.tailgatersparking.com), Sports Complex Garage, Arena Garage, and Old Cypress Parking (<https://www.oldcypressparking.com/>).

If you are unable to secure a parking pass for an upcoming Jaguars game, it is strongly encouraged to arrange different transportation, including the JTA Gameday Xpress Service or Rideshare.

For additional information on parking and lot specific directions, please visit: <https://www.jaguars.com/stadium/parking>

PERMITTED ITEMS

Guests are permitted to bring the following items into EverBank Stadium, provided that they follow all stadium policies. All items are subject to security inspection.

- Food, as long as it is unwrapped in a clear, gallon-sized zip lock bag.
- stadium series souvenir cups (all other cups, including previous years souvenir cups are prohibited).
- iPads and tablets are permitted, while laptop computers are prohibited.
- Medically-necessary items, including canes and walkers.
- Sunscreen (spray and lotion), footballs and helmets
- Empty misting fans are permitted to enter EverBank Stadium
- One factory sealed 16.9 oz. water bottle



PICK-UP/DROP-OFF AND POST GAME SHUTTLE

If you are in need of accessible accommodations and are unable to acquire an accessible parking pass, a designated drop-off location has been created on both the east and west side of the stadium to allow a guest with a disability to be dropped off as close as possible to the facility.

When entering these locations, please inform the parking attendant and police officer that you are dropping off a guest.

Pregame Drop-Off / Postgame Pick-Up Procedure

·DROP-OFF: West side drop-off: Located near Gate 1. Enter Lot M using the Georgia and Adams Street entrance.

East side drop-off: Enter Lot C off of Gator Bowl Blvd.

Please note that vehicles parked or idling in designated lots without a valid pass will be towed at the owner's expense.

·PICK UP: Traffic continues to flow away from the stadium for at least 30-45 minutes following the game. Please direct guest(s) needing assistance to either use the postgame golf cart shuttle service or wait at the closest gate location until the traffic pattern is no longer one-way.

In addition to the pick-up and drop-off locations, an accessibility shuttle service is available throughout the Sports Complex Parking lots throughout gameday.

Pregame:

·After you have parked in your Jaguars managed lot, please let a parking attendant know that you are in need of the shuttle. Please note that this service may not be available in privately owned and operated lots, such as Tailgaters Parking Lot.

Postgame:

·If guests need assistance to their vehicle, a postgame golf cart shuttle program is available starting in the fourth quarter and is located on the West Side near lots M and N.

Guests will be assisted on a first-come, first-served basis. Golf cart shuttles are limited in seating, so only the guest in need of assistance and one companion may use this service. The shuttle service is limited to the immediate Sports Complex parking lots. Privately-run golf cart shuttle services are also available for guests at their own risk.

GEICO GAME DAY SHUTTLE PROGRAM

GEICO has you covered by getting to the game easier with the new GEICO Game Day Shuttle Program! Available for every Jaguars home game during the 2025 season at select locations: Lot S, Lot X, Lot Z, and Met Park. Designated GEICO Game Day Shuttle pick-up and drop-off areas are located near each lot entrance. The complimentary shuttle service is available for 3 hours prior to kickoff* and 1 hour after the end of each game.

Guests will be able to access post-game pick-up for Lot S, Lot X and Lot Z via the Jacksonville Veterans Memorial Wall. Guests parked in Met Park will be able to access post-game pick-up via Lot D.

Shuttle operations are temporarily suspended at kickoff and until the conclusion of each game. The complimentary service is available for ticketed fans only.

PRESS BOX/MEDIA

The EverBank Stadium press box is accessible only to properly credentialed and accredited media representatives. The press box is located on the sixth floor of the southwest sideline.

PRIDE OF THE JAGUARS

The Pride of the Jaguars was created in 2006 as a visible way to recognize those who have had the greatest impact in the team's history. The members are:

- OT Tony Boselli, 1995-2001; inducted in 2006
- Co-owners Wayne and Delores Weaver, 1995-2011; inducted in 2012
- RB Fred Taylor, 1998-2008; inducted in 2012
- QB Mark Brunell, 1995-2003; inducted in 2013
- WR Jimmy Smith, 1995-2005; inducted in 2016

The Pride of the Jaguars is located on the fascia of the west upper deck at TIAA Bank Field.



PROHIBITED ITEMS

 Inflatables, Loungers and Other Floatation Devices	 Clothing with profane or obscene language /content	 Non-Lethal Weapons or Chemical Agents (Pepper Spray, Mace, Tasers)
 All bags with the exception of a 4.5" x 6.5" or smaller clutch, wallet or clear bag no larger than 12" x 6" x 12"	 Noise makers, whistles, and air horns	 Signs or Banners larger than 2' x 3'. Sticks or poles (including selfie sticks)
 Coolers or containers, including cans, cups, bottles and beverages from outside the stadium. Exceptions for annual souvenir cup & factory sealed 16.9oz water	 Pets (except services animals)	 Infant carriers /strollers
 Drones or Unmanned Aerial Vehicle	 Seat cushions	 Umbrellas
 Knives, guns and any type of weapons (including actual, toy or replica) or explosives	 Laser pointers	 Video equipment and tape recorders
 Cameras with detachable lenses or lenses longer than six inches	 Tobacco Products (cigarettes, e-cigarettes, chewing tobacco) TIAA Bank Field is Smoke-Free.	 Laptop Computers

- All bags except for a 4.5" x 6.5" or smaller clutch, wallet or clear bag no larger than 12" x 6" x 12"
- Cameras with detachable lenses or lenses longer than six inches
- Clothing with profane or obscene language/content
- Coolers or containers, including cans, cups (except 2022 stadium souvenir cup series)
- Bottles and beverages from outside the stadium (except TWO factory sealed plastic bottle of water 16.9 oz or less per ticket holder)
- Drones or unmanned aerial vehicles
- Inflatables, loungers and other floatation devices
- Knives, guns and any type of weapons (including actual, toy or replica) or explosives
- Laser pointers
- Laptop computers
- Noise makers, whistles, and air horns
- Non-lethal weapons and chemical agents (i.e., pepper spray, mace and tasers)
- Pets (except service animals)
- Seat cushions
- Signs or banners larger than 2' x 3'
- Sticks or poles (including selfie sticks)
- Strollers or Infant carriers
- Tobacco Products (cigarettes, e cigarettes, chewing tobacco)
- Umbrellas
- Video equipment and tape recorders



All ticket holders and their belongings are subject to search (including by walk-through magnetometers, magnetic wand; and/or pat down) upon entry into the stadium. By tendering a ticket and entering the stadium, ticket holders consent to such searches and waive any related claims that they may have against the Jaguars, the NFL, its member clubs, the City of Jacksonville, ASM Global and their respective affiliates and agents. If ticket holders elect not to consent to the searches, they will be denied entry into the stadium without refund.

Fans may not check items at the gates or in the stadium. Fans will be asked to either store their prohibited items in the Atlantic Self Storage Fan Lockers, take prohibited items back to their vehicles or dispose of prohibited items at the entrance of the stadium. The Jaguars and the stadium partners are NOT responsible for items left behind, lost, stolen or damaged. Possession of prohibited items is grounds for ejection from the stadium. Game tickets will be forfeited.

RADIOS, TELEVISION AND ELECTRONIC DEVICES

Single-speaker radios, hand-held televisions and tablets are permitted in the stadium as long as they do not interfere with other guests' enjoyment of the game. The Jaguars reserve the right to request any fan to discontinue use of such devices.

RE-ENTRY POLICY

Persons leaving the perimeter gates after entering on game day will not be allowed back into the perimeter gates under any circumstances.

RESTROOMS

The stadium has more than 52 restrooms, equipped with diaper changing tables. Accessible facilities are available in all restrooms located throughout the stadium. Smoking is not permitted in any restroom in the stadium.

RIDESHARE

Guests utilizing rideshare for transportation after the game should arrange a meeting location on the west side by A. Phillip Randolph Blvd. near Lot Z.

THE ROAR OF THE JAGUARS

THE ROAR of the Jaguars, the Jacksonville Jaguars cheerleading squad, is an integral part of the Jaguars game day experience, captivating fans with their high-energy dance routines.

SENSORY BAGS

Sensory bags will be available for guests to check out at all Guest Services Booths to enhance the game day experience. A sensory room is also located in the south end of the stadium on the plaza level at the mother's nursing station.

SERVICE ANIMALS

Trained service animals are permitted inside EverBank Stadium. All service animals must remain on a leash or in a harness at all times. A guest whose service animal poses a threat to the safety of other guests may be asked to escort the animal off the premises. All other animals, including pets and emotional support animals, are prohibited.

SMOKING POLICY AND E-CIGARETTES

Smoking (including e-cigarettes and vaping) is NOT permitted at EverBank Stadium. Guests who fail to comply with this policy are subject to ejection from the stadium.

SOCIAL MEDIA

Guests with Instagram and Twitter accounts are invited to use #JagsGameDayLive for a chance for their photo to be featured on the video boards above the north and south end zones.



SUITES

Suites are located on both the east and west sides of the stadium. Proper ticket is required for access. To access the suite level, guests must enter the designated club and take the elevator to the appropriate level.

- West Side: Level 5 Suites W1-30, OC 1-7, Level 6 Suites W31-42
- East Side: Level 5 Suites En1-39

STANDING ENCOURAGED SECTION

While standing and cheering is permitted, please keep in mind that continued standing can interfere with others' ability to enjoy the game from their seats. To be courteous to all guests in attendance, we ask guests to stand and cheer when appropriate with the flow of the game. Guests interested in standing for the entire game may purchase seats in sections 123 and 124 where standing is encouraged in these sections.

TAILGATING

Tailgating is permitted in the parking lots surrounding the stadium

Grilling must be contained to a barbecuing structure and open fires are not permitted. Fans must extinguish all fires prior to leaving the parking lot and be considerate of others who are enjoying tailgating. Loitering, open fires, tailgating or any related activity is NOT permitted in any parking garage.

Event guests who violate the Fan Code of Conduct will be subject to ejection without refund and potential loss of season ticket privileges or other privileges for future games. Fans who are ejected for violation of the Fan Code of Conduct will be required to complete an online Fan Code of Conduct class which includes a fee prior to returning to any NFL stadium. The Jaguars and EverBank Stadium thank you for adhering to the Fan Code of Conduct.

For full tailgating policy please click here <https://www.jaguars.com/stadium/parking>

TAXI SERVICE

Taxis are available after the game on the south side of Lot Z across from the Vystar Memorial Arena.

TELEPHONES

Pay phones are located throughout the stadium. Please visit your nearest guest services booth for locations.

FIELDS AUTO TERRACE SUITE

The Fields Auto Group Terrace Suite is located in the south end of the stadium directly above the Bud Light Party Zone. Proper ticket is required for access. Guests may access this space using the elevators near Gate 4 or the stairs located on the east side of the Bud Light Party Zone on the main concourse.

TTY PHONE NUMBER

The Jaguars Ticket Office is equipped with a TTY line at (904) 633-2202.

TICKET POLICY

Please note that every person, regardless of age, is required to have a ticket to enter the stadium. For children 34 inches tall or less, guests can contact the Jaguars Ticket Office at (904) 633-2000 regarding the steps to obtain a lap pass ticket in advance or visit the Game Day Ticket Office located between Gates 2 and 3.



TRADITIONS

- **Lock Down the Bank:** Every team in the NFL wants their fans to be the loudest when their team is playing defense. Home teams have an advantage that comes with a loud stadium. When you see "Lock Down the Bank" displayed on the video boards, the Jaguars defense needs your support to stop the opposing team's offense.
- **First Down:** Jaguars fans seated in the north end zone started the "Move Those Chains" chant years ago. Over the years, "Move Those Chains" has become a Jacksonville Jaguars tradition. When the Jaguars advance the ball for a first down, the announcer will prompt the crowd with "that's another Jacksonville....FIRST DOWN" while "Move Those Chains" is displayed on the video boards. In response to the announcer, fans are encouraged to chant "Move those chains! Move those chains! Move those chains! Move!" while performing the first down signal four times. "Move Those Chains" is presented by Ford.
- **Why Duuual?** In 1968, the government of the city of Jacksonville consolidated with the government of Duval County. Since consolidation, all areas of Duval County are considered part of Jacksonville with the exception of four independent municipalities. EverBank Stadium is located in downtown Jacksonville, the heart of Duval County, and is home to the Jacksonville Jaguars. Our fans represent North Florida and South Georgia. Although Jaguars supporters hail from around the globe, including our fan base in London, a call sign of Jaguars fan unity is Duuual.

TOWING

Cars towed from the grounds of EverBank Stadium can be recovered by calling ASAP Towing at (904) 771-7111 or by visiting ASAPTowing.net.

TV AFFILIATES

All official Jaguars television programming appears locally on CBS47 and FOX30.

UNATTENDED MINORS

EverBank Stadium welcomes guests of all ages. It is recommended that an adult should accompany minors under the age of 18. Each parent/guardian should evaluate their child individually and determine whether it is appropriate for them to attend a game or event at EverBank Stadium unsupervised or under the supervision of a peer. It is each parent/guardian's responsibility to make this determination before allowing their child to attend a game or event unsupervised or under the supervision of a minor.

USO SECTION PRESENTED BY NAVY MUTUAL (SECTION 430 & 431)

The Jaguars offer tickets at reduced prices to military personnel through the USO.

WATER

Water fountains are located throughout the stadium, many of them near restrooms. Complimentary cups are available at all Guest Services Booths.

WHEELCHAIR ESCORT SERVICE

Wheelchair escort service is available at all perimeter gates of the stadium. Please find a Mobility Assistance Representative at most gate entries to request an escort when you arrive. This service will bring guests from the perimeter gate to their seats. Wheelchair escort service will return after the game to pick up guests at their seats and return them to their original perimeter entry gate.

Due to high demand, please note the service may come with a wait time.

Please note that if you need a wheelchair for all movements throughout the stadium, it is advised that you bring a wheelchair for your personal use throughout the entire day and contact the Jaguars ticket office at (904) 633-2000 for accessible seating availability. The Jaguars do not offer storage for personal wheelchairs or other accessibility devices in-stadium. The wheelchair escort service is intended to relieve patrons in need of the initial long entry and exit walks.

WI-FI

Complimentary Wi-Fi is available throughout EverBank Stadium. Guests may connect by selecting the #STADIUM_WIFI_BY_JOYTEL network on their mobile device. If you need assistance, text "wifi" and location to (904) 633-6400. By using the stadium Wi-Fi service, you agree to be bound by the Wi-Fi terms and conditions available at <http://wifi.jaguars.com>.