

## HANDBOOK



# WELCOME TO THE CONTROLL OF SEASON

New This Year
Season Ticket Information2-6
Account Holder Definition
Season Ticket Invoices
Transferring of Season Tickets
Relinquishment of Tickets
Seat Upgrades
Online Account Management/Mobile Ticketing
Safeguard Your Tickets4
Ticket Donation Programs5
Lost & Stolen Tickets
Game Scheduling & Flexible Scheduling5-6
Playoff Ticket Program6
Super Bowl Tickets6
Revocable License Policy6
Gameday Information
Parking
Public Transportation (Rideshare & GB Metro)
Drop-Off Zone & Shuttle Cart Service9
Tailgating
Stadium Gates, Hours & Exit/Re-Entry Policy9-10
Carry-In & Fan Safety
Will Call & Ticket Issues10
Fan Assistance
Ramps, Elevators & Escalators10
Small Children Policy
First Aid & Police Assistance
Emergency Evacuation
Fan Code of Conduct11
Designated Driver Program12
Alcohol & Smoking Policies12
Restrooms & Nursing Rooms
Charging Stations
Cashless Payments
ATMs13
Lost & Found
( Solicitations
Ticket Terms & Conditions14
Premium Seating Opportunities
Guests with Disabilities15
Contact Us15
2021 Game Schedule

# THIS YEAR

Starting this season, the Green Bay Packers will accept only mobile tickets for entry to Lambeau Field during Packers home games. Mobile tickets offer a safe, convenient and flexible way for fans to sell, transfer and manage their tickets. Within their online accounts, Season Ticket Holders can use the tickets themselves, transfer the tickets to another fan, donate tickets or post tickets for resale.

### SEASON TICKET INFORMATION

### ACCOUNT HOLDER DEFINITION

The first line of your account information (as shown on your invoice and season ticket package) denotes the season ticket holder of record. For your protection we will only accept payments, address changes, transfer requests and other inquiries from the season ticket holder, their spouse, or Power of Attorney. Accounts listed in the name of a business should provide us with the name of the individual authorized to make such changes and inquiries.

### **EXAMPLES:**

INDIVIDUAL HOLDS ACCOUNT: COMPANY HOLDS ACCOUNT:

John Smith ABC Company
ABC Company Attn John Smith
12 Packerland Drive 12 Packerland Drive
Green Bay, WI 54313 Green Bay, WI 54313

### **SEASON TICKET INVOICES**

Renewal invoices are typically mailed in early March with full payment due at the end of March each year. Payments can be made by logging into your "My Packers Account" or mailing the remittance slip with payment to our office. Checks bearing a name different than shown on the first line of the invoice will not be accepted.

### TRANSFERRING OF PACKERS SEASON TICKETS

Season ticket account holders may request transfer of their account(s) to qualifying family members (up to and including first cousin) by completing the Packers official transfer form, which requires a notarized authorization. Should a season ticket account holder wish to transfer the account at the time of death, the account holder may complete the official transfer form and maintain that form with his or her will to be presented after the time of passing. Transfer requests are processed at the end of the football season through June 1. Transfer requests received after June 1 will take effect the following year. While properly-authorized transfer requests are typically honored, the Packers reserve the right to refuse transfer in their sole discretion. The opportunity to renew or transfer season tickets is a privilege granted by the Packers, which may be withdrawn in the sole discretion of the Packers.

To obtain a copy of the transfer form and/or the Official Policy on the Transfer of Packers Season Tickets, contact the Packers ticket office at 920.569.7501 or visit packers.com/tickets.





### RELINQUISHMENT OF SEASON TICKETS/REIMBURSEMENT OF DISTRICT USER FEE

Green and Gold package season ticket holders who choose to relinquish all or a portion of their season tickets must submit their intent to cancel in writing to the Packers Ticket Office on or before the final season ticket payment due date and prior to making payment for the season. Any user fee money paid toward your seats will be refunded to you through the Green Bay/Brown County Professional Football Stadium District when the funds are replenished by new season ticket holders coming off of the waiting list.

For procedures pertaining to suite and club seat multi-year contracts, contact the premium seating staff at 920.569.7260.

### **SEAT UPGRADES**

Green and Gold package holders can apply for a seat change by submitting their request in writing to the Packers Ticket Office where it will remain a permanent record until fulfilled. A ticket office representative will contact you when a suitable opening becomes available.

For procedures pertaining to suites and club seats, contact the premium seating staff at 920.569.7260.

### ONLINE ACCOUNT MANAGEMENT

"My Packers Account" by *ticketmaster* gives you the ability to access your season ticket account online to make payments, edit your contact information, transfer your tickets to a fan via email and post tickets for resale on the NFL Ticket Exchange. To log in, go to Packers.com, select the tickets tab, choose My Packers Account, and enter your email address and password.

Please note: To gain online access, the Ticketmaster system requires each individual account to have its own unique email address. It will not accept the same email address on multiple accounts. If you have multiple accounts of the same package (two Green package accounts, for example) we may be able to combine them under one account/email to improve your online experience.

For assistance, contact the Packers ticket office at 920.569.7501.

### MOBILE TICKETING

Mobile tickets offer a safe, convenient and flexible way to sell, transfer and manage your tickets while improving protection against fraud. Here's what every season ticket holder should know.

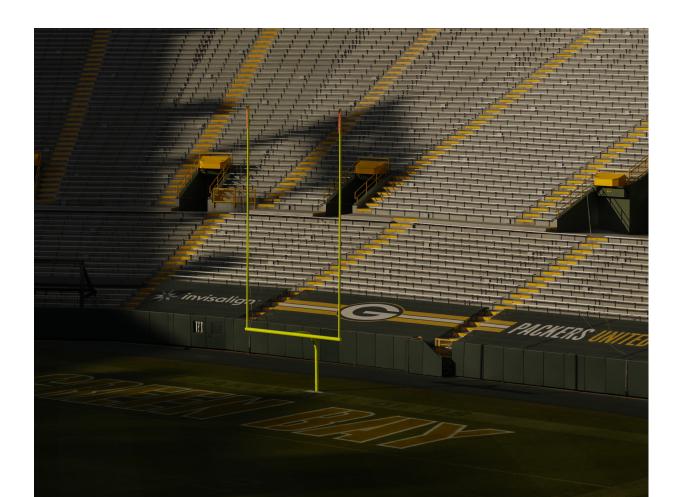
- All guests who attend a game at Lambeau Field will need to enter with mobile tickets.
   Paper tickets will no longer be issued.
- Ticket holders will manage their tickets through their online "My Packers Account".
   Within their online accounts, Season Ticket Holders can use the tickets themselves, transfer the tickets to another fan, donate tickets or post tickets for resale.
- Your mobile barcode, which is scanned at the gate for entry, can be found in your "My Packers Account" by downloading the Green Bay Packers mobile app.
- We recommend downloading your mobile tickets to your phone's digital wallet prior to the game. This will allow you to quickly access your mobile tickets on gameday.
   Don't forget to also fully charge your phone's battery before coming to the game.

### **SAFEGUARD YOUR TICKETS & ONLINE ACCOUNT**

The evolution and growth of the online ticket resale marketplace has changed the way you need to view the security of your season ticket account. To completely ensure the integrity of your tickets and your account, be sure to adhere to the following practices:

- Do not share your "My Packers Account" login information.
- Never post pictures of your ticket barcodes online or through social media.
- Do not make or distribute photocopies or pictures of your tickets.
- Refrain from leaving your tickets in view of others, where the barcode numbers could be copied or compromised.
- Do not post or distribute screen shots of mobile tickets.
- Be sure to relay these security reminders to all those you share your tickets with.
- The Season Ticket Holder of record is responsible for safe-guarding the original barcodes issued by the Green Bay Packers. Activity that has
  compromised the validity of the bar codes will not be tolerated and may be grounds for revocation of season tickets. We highly recommend
  you have thoroughly reviewed and understand the online resale, transferring and donation procedures before choosing to utilize them, and
  report any errors you may encounter to our ticket office as soon as possible.

If you suspect your tickets or online account have been compromised, contact the Packers ticket office at 920.569.7501.



### **TICKET DONATION PROGRAMS**

If you are unable to use your tickets, consider a tax-deductible donation to one of the following organizations:

Boys & Girls Club of Greater Green Bay - This local organization will accept your donated tickets, sell them for no more than face value, and use the proceeds to support youth guidance and development programs. Online donations can be made electronically through your "My Packers Account" as long as your donation is made by 5 p.m., three days prior to the game.

To contact the Boy's & Girl's Club, call 920.494.7090.

**Veteran Tickets Foundation** - Also known as Vet Tix, this nationally recognized organization provides free and discounted event tickets to currently serving military, veterans and their families, as well as immediate family of those killed in action. Vet Tix hopes to one day give every veteran a free event in honor of their service to our country. Donations must be made online through your "My Packers Account" no later than 5 p.m., three days prior to the game.

For more information on the Veteran Tickets Foundation, visit vettix.ora.

### **LOST & STOLEN TICKETS**

In most cases, stolen tickets can be replaced only for the account holder of record. If theft is suspected, report it to the police department in the jurisdiction where the theft occurred. To obtain replacements, the following information is required: account ID number, name, phone, the section, row and seat numbers of the missing tickets, which game(s), a brief explanation of what happened to the original tickets, the police case number (if applicable), and a copy or picture of the account holder's photo ID (i.e. driver's license). Replacements can be requested via fax, email or in person.

Replacement requests can be emailed to tickets@packers.com or faxed to 920.569.7101.

### **GAME SCHEDULING**

The NFL determines the dates, times and opponents of the games in the spring of each year. A predetermined formula assigns the Gold package a preseason game and Games 2 and 5 of the regular season home schedule. The Green package receives a preseason game and Games 1, 3, 4, 6, 7 and 8 of the regular season home schedule.

The expanded NFL schedule will be 17 regular-season games and three preseason games. The NFC teams and AFC teams will alternate hosting a regular-season game. When Lambeau Field hosts the ninth regular-season game in 2022, the additional game would be added to the Gold package and the Green package will have the preseason game. When the ninth regular-season game is hosted by the NFC again in 2024, the Green package will receive the additional regular-season game and the Gold package would have the preseason game.

### NFL FLEXIBLE SCHEDULING

The NFL may shift the kickoff times of some games in an effort to highlight more prominent matchups during prime time. The following 2021 Packers home games are designated as potential flex games: Washington Football Team (Oct. 24), Seattle Seahawks (Nov. 14), LA Chargers (Nov. 28), Chicago Bears (Dec. 12) and Minnesota





Vikings (Jan. 2). If games are flexed, an announcement will be made at least 12 days in advance, with the exception of the final game of the season, which could be flexed with six days notice.

Packers.com is your source for the most accurate and up-to-date scheduling information.

### PLAYOFF PROGRAM

(GREEN & GOLD TICKET HOLDERS)

Green and Gold season ticket holders who are interested in playoff tickets need to take action before mid-August by registering a credit/debit card for the Pay As We Play program. Here are the key highlights both Green and Gold ticket holders should know:

- Green package holders have first right of refusal on their season seats but must register by mid-August.
- Gold package holders who also register by mid-August will be placed in a drawing and,
  if selected, randomly assigned seats. Results of the drawing and seat assignment will be
  sent in September. Gold package holders can receive up to the same number of playoff
  tickets as in their account.
- No money down required. Just register your credit/debit card which will be charged at the time each home playoff game is clinched.
- The expansion of playoffs for the 2021 season make it a possibility to have three home playoff games.
- No cancellations once registered.
- Must register for playoff tickets to be included in the drawing for Super Bowl tickets.
- Early entry discount for the Wild Card round applies.
- Cards will be charged within 48 hours of the time playoff games are clinched.

If you have not yet registered for 2021, log in to your "My Packers Account" by August 13 to sign up, or call the Packers ticket office at 920.569.7501 for assistance.

### SUPER BOWL TICKETS

If it appears possible that the Packers could advance to the Super Bowl, each season ticket account holder who registered for playoff tickets will automatically be entered into a computer-generated drawing, held in early January. Selected accounts will have the opportunity to purchase two Super Bowl tickets. Tickets are not available if the Packers are not participating in the game.

### SEASON TICKETS AS REVOCABLE LICENSES & RENEWAL OF SEASON TICKETS

Season tickets are revocable licenses that may be revoked, and admission refused, at the sole discretion of the Packers. The Packers reserve the right to refuse admission or eject any person whose conduct the Packers deem to be disorderly or in noncompliance with the rules and regulations as promulgated by the Packers and NFL from time to time. Season tickets are offered on a one-year basis only. The purchase of season tickets does not entitle a season ticket holder to purchase season tickets in any subsequent year. The opportunity to renew season tickets is a privilege granted by the Packers, which may be withdrawn at the discretion of the Packers.



### **GAMEDAY INFORMATION**

### LAMBEAU FIELD PARKING

**Season Parking** - The parking lots immediately adjacent to Lambeau Field are sold out to holders of season parking permits (with the exception of the two accessible lots, noted below). Vehicles must fit into a 9x18 foot parking space. Parking permits can only be used to reserve spaces for vehicles, not empty spaces for tailgating. All Lambeau Field lots open four hours prior to kickoff.

For additional information on season parking at Lambeau Field, contact the Packers ticket office at 920.569.7501.

Accessible Parking - Two accessible parking areas are available on a first-come, first-served basis on gameday to accommodate fans with disabilities. The appropriate state-issued placard or license plate is required to gain entrance, and a fee of \$40 cash will be collected at the gate. Enter from Lombardi Avenue on the stadium's north side (Lot 3) or from Valley View Road on the stadium's south side (Lot 7). These lots also open four hours prior to kickoff and tend to fill up quickly.

Non-Reserved Lambeau Field Parking - Limited parking may be available on gamedays at Titletown, west of Lambeau Field off of Lombardi Avenue and in Lot 10, south of Lambeau Field off of Ridge Road. \$40 cash will be collected at the gate.

Overnight parking is not permitted in any Lambeau Field-operated lot, and the Fan Code of Conduct (see page 11) applies within lot boundaries.

### ADDITIONAL PARKING OPTIONS

Street Parking - Free parking is available on most residential streets in the vicinity of the stadium. Please obey posted signs.

**Privately Run Lots** - Many homeowners, businesses and owners of vacant lots near Lambeau Field offer parking for a fee. Watch for these parking opportunities as you near the stadium on gamedays.

Parking for Buses and RVs - Two privately operated lots located east of Lambeau Field offer parking for buses and RVs. The lots are located at 1007 Tony Canadeo Run (920.544.8367) and on the corner of Bart Starr Road and Mike McCarthy Way (920.265.2341 or 920.471.8199).

**Overnight Camping** - Brown County Fairgrounds, located at 1500 Fort Howard Avenue in De Pere, provides 57 first-come, first-served urban campsites located minutes away from Lambeau Field. The campground is also conveniently situated along a Green Bay Metro gameday route for transportation to and from the stadium.

For more information on camping at Brown County Fairgrounds, visit www.browncounty parks.org

### RIDESHARE

Fans who have scheduled a rideshare service can meet their driver for departure at Bellin Health Titletown, located behind Lodge Kohler just west of Lambeau Field.

### **GREEN BAY METRO**

Green Bay Metro offers free bus service on gamedays along specially designed routes through Green Bay and De Pere. The route network includes Austin Straubel Airport, along with many hotel and business districts throughout the metro area. After the game, buses depart at regularly scheduled intervals from Lombardi Avenue near the Bellin Health Gate.

For more information on routes and schedules, call 920.448.3450 or visit www.greenbaymetro.org.

### **DROP-OFF ZONE**

A northbound lane of Ridge Road (on the stadium's west side) is sectioned off on gameday to provide a safe and convenient passenger drop-off area. As this area will be very congested immediately after the game, it is not designated as a postgame pick-up zone. Drivers should arrange to meet their passengers at an alternate location after the game.

### SHUTTLE CART SERVICE

Shuttle carts are available in the main Lambeau Field parking lot to aid those who need assistance. Shuttles will pick up guests along the outer perimeter of the lot and drop them off at locations near the stadium gates. Shuttle service is available during the three hours leading up to kickoff, and will resume for 45 minutes immediately after the game. The service may be reduced or canceled should inclement weather present safety concerns.

### **TAILGATING**

If tailgating in a Lambeau Field-operated lot, your tailgating set-up must be contained within the 9x6 foot space directly behind your parked vehicle to allow adequate room for vehicular and pedestrian traffic. No recreational (i.e. wood) fires are allowed, nor are turkey fryers. Grill cooking with charcoal or propane gas is permitted. Grills must be supervised at all times by a responsible adult and be fully extinguished before being left unattended. Separate containers are available in the lots for hot coals, recyclable items and trash. The Fan Code of Conduct (see page 11) applies to all individuals tailgating in any Lambeau Field parking lot. Tailgating setup must be broken down before leaving your vehicle. Tailgating ends at kickoff in all stadium controlled lots.

### **STADIUM GATES**

All stadium gates open two hours prior to kickoff and all are accessible to fans with disabilities.

To ensure the most direct route to your seat, please enter through the gate indicated on your mobile game ticket.

Fans with seats in the South End (sections ending with the letter "s") are especially encouraged to enter through the South Gate on the south side of the stadium, which offers direct escalator and elevator access to the South End seating areas.

### ATRIUM GAMEDAY HOURS & EXIT/RE-ENTRY POLICY

On gamedays, the Lambeau Field Atrium (and all businesses therein) is only open to ticketed guests until 45 minutes after the game, at which time non-ticketed guests are allowed access.

For afternoon games (noon — 3:30 p.m. start times), the Atrium will open to ticketed guests four hours prior to kickoff. To access the Atrium before the stadium seating areas open (two hours prior to kickoff), please enter at the American Family Insurance Gate on the east side of the stadium, where your ticket will be scanned. Once "scanned in", you will not be allowed to exit and re-enter the stadium. There is no exit/re-entry for afternoon games. Please do not enter until you are ready to stay for the game.





For evening games (6 p.m. or later start times) the Atrium is open to ticketed guests six hours prior to kickoff. To access the Atrium before the stadium seating areas open (two hours prior to kickoff), please enter at the American Family Insurance Gate on the east side of the stadium, where your ticket will be scanned. You may exit the Atrium and re-enter later by having your ticket "exit scanned" at the American Family Insurance Gate no later than four hours prior to kickoff. Once properly "exit scanned", your ticket will be valid for re-entry for the game. Please be aware that once your ticket has been "scanned in" if you choose to leave the stadium at any time without having your ticket properly "exit scanned" during the limited time frame of six to four hours prior to kickoff, you will not be allowed re-entry.

### **CARRY-IN & FAN SAFETY POLICY**

The following policies may be modified in the event of elevated health and safety conditions. Please visit packers.com/gameday for the most up-to-date information.

Police officers are stationed at each entrance gate and throughout the stadium to ensure your safety while visiting Lambeau Field. Walk-through metal detectors are utilized at every gate. You and your belongings may also be physically searched, as deemed necessary. By tendering your ticket and entering the stadium, you consent to such searches and waive any related claims that you might have against the NFL, its member clubs, their affiliates and stadium landlord, or their agents. If you elect not to consent to being searched, you will be denied entry.

Please be aware that carry-in policies may be modified from game to game as health and safety levels change, and items permitted into the stadium are ultimately determined at the discretion of each officer. Firearms, knives, switchblades, and other weapons are strictly prohibited. Bags, backpacks, duffel bags, large purses, fanny packs and coolers will not be allowed. Additional banned items include food and beverages, strollers, umbrellas, obstructive banners/signs, noisemakers, selfie sticks, video cameras, and still photo cameras with lenses over 12 inches. As a general rule, please leave all unnecessary items at home.

### **WILL CALL & TICKET ISSUES**

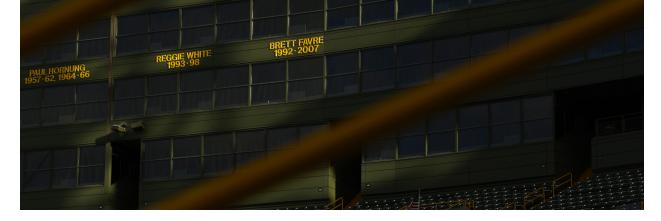
Will Call (ticket pick-up) is distributed at the main ticket office, located on the northeast side of the stadium, adjacent to the Miller Lite Gate. Lost, stolen and other ticket-related issues can also be addressed at the main ticket office, as well as at the auxiliary ticket office located on the south side of the stadium, adjacent to the South Gate. The auxiliary ticket office is open 2 hours before game time and closes at kickoff.

### **FAN ASSISTANCE & LAMBEAU FIELD STAFF**

Fan Assistance can be found in the following locations: at the Lambeau Field Atrium guest services desk, underneath Section 109 in the main concourse, underneath Section 353 in the upper concourse, and at the concierge desks located on the club and suite levels. You will also find Lambeau Field staff wearing red vests, stationed throughout the stadium.

### RAMPS, ELEVATORS & ESCALATORS

Lambeau Field has a network of ramps, elevators and escalators to assist fans in accessing the various areas and levels within the stadium. If you are unsure of the best way to get to your section, please ask a Lambeau Field staff member wearing red vests, stationed throughout the stadium concourse. The Packers encourage all of our fans to give priority to those with mobility or other accessibility needs when using elevators.



### **SMALL CHILDREN POLICY**

All individuals, regardless of age (babies included), must have a ticket to enter Lambeau Field.

### FIRST AID & POLICE ASSISTANCE

Emergency first aid and police assistance are on call in the stadium at all times. If you require medical or police assistance, contact the nearest security personnel, call the stadium security office at 920.569.7400, or dial 911. First Aid Stations are located underneath Section 133 in the main concourse, near Section 330 in the upper concourse, and on Level 4 in the South Gate lobby.

### **EMERGENCY EVACUATION**

In the unlikely event an emergency situation would require the stadium to be evacuated, instructions will be relayed via the public address system. If such circumstances arise, please remain calm and follow instructions as they are given.

### FAN CODE OF CONDUCT

The Green Bay Packers are committed to providing an enjoyable and safe gameday experience. Irresponsible conduct will not be tolerated at Lambeau Field or in its parking lots and, in some cases, may result in ejection from the game and/or arrest. The following will not be tolerated:

- Smoking and Electronic Cigarettes: Lambeau Field is a smoke-free facility. (Smoking in parking lots is allowed.)
- · Behavior that is unruly, disruptive, or illegal in nature.
- Intoxication or other signs of alcohol impairment that result in irresponsible behavior.
- · Foul or abusive language or obscene gestures.
- Interference with the purpose of the game (including throwing objects onto the field).
- · Failing to follow instructions of stadium personnel.
- · Verbal and physical harassment of other fans.
- Any other conduct deemed to be beyond the bounds of reason.
- 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 fans to stand and cheer when appropriate with the flow of the game.

Violations of the above policy may result in the permanent revocation of season tickets, regardless of whether or not the violators using the tickets are the season ticket holders of record. (Season ticket holders who sell their tickets through NFL Ticket Exchange or donate them to the Boys and Girls Club of Greater Green Bay or the Veteran Tickets Foundation are exempt from having their season tickets revoked as a result of violations to the aforementioned policy.)

To report a fan conduct violation, text the problem and location to 920.645.2300.

### DESIGNATED DRIVER PROGRAM

Responsible consumption of alcohol is a priority of the Green Bay Packers, MolsonCoors, Coca-Cola and Nicolet Water. The gameday Designated Driver program offers sensible alternatives by encouraging guests to register at one of several kiosks located throughout the stadium, as well as the concierge desks on the club and suite levels. Upon registering, guests receive a complimentary voucher redeemable for one of several non-alcoholic beverage choices, while also having the opportunity to win an autographed item. Sign-up for the designated driver program ends at the end of the first quarter.

### ALCOHOL

Alcohol cannot be brought into or out of the stadium. The sale of beer is limited to two per customer per purchase, with all sales ceasing at the end of the third quarter. Any person purchasing alcohol who appears to be less than 30 years of age must present a valid I.D. The Packers and Lambeau Field vendors reserve the right to refuse the sale of alcohol. No alcohol will be sold to intoxicated guests.

### **SMOKING**

Lambeau Field is a smoke-free facility as required by Wisconsin state law. This includes the Lambeau Field Atrium, 1919 Kitchen & Tap, stadium bowl and concourses. There are no designated smoking areas inside Lambeau Field, nor is exit and re-entry permitted for smoking. Smokeless and electronic cigarettes are also not permitted. Guests who fail to comply with this policy may be ejected and/or subject to fines.

### RESTROOMS/FAMILY RESTROOMS

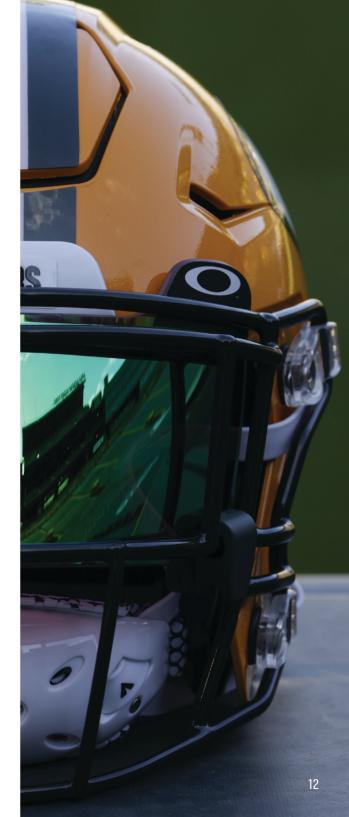
Restrooms are conveniently located on all levels of the stadium and all are accessible for people with disabilities. In addition, family restrooms can be found on the main level of the Atrium, near Sections 109 and 134 in the main concourse, near Section 109 in the upper concourse, near Section 431 on the Associated Bank Club Level, Premium Levels, Suites and Indoor clubs and on every level in the South End.

### NURSING ROOMS

Nursing rooms, designed for comfort and privacy, are located on the main level of the Atrium and on the fourth floor club level near Suite 4003. In addition, the family restrooms mentioned in the previous paragraph can serve as an alternate location for nursing mothers and guests with special needs. Electrical outlets and chairs are provided.

### **CHARGING STATIONS**

Mobile charging stations are located in the Atrium behind the elevators and inside the Johnsonville Tailgate Village. Premium area charging stations are located near the level 4 east concierge desk next to the ATM and level 4 indoor club seats at section 480. In addition there are multiple charging stations available to all ticketed guests (including battery pack check out) inside the UScellular Loft located on level 3 of the Atrium.



### **CASHLESS PAYMENT**

Lambeau Field has transitioned to entirely cashless payment systems throughout the stadium on gamedays and non-gamedays. This transition affects food and beverage stands, the Packers Pro Shop, the Ticket Office, 1919 Kitchen and Tap, the Packers Hall of Fame and Stadium Tours and other points of sale throughout the building.

All Packers-operated businesses at Titletown (46 Below, The Turn, Ariens Hill) also are now cashless. Most private businesses at Titletown, including Lodge Kohler, Hinterland and Bellin Health, will not be affected by this change. The Turn, powered by Topgolf Swing Suite, is cashless on the Titletown footprint.

Fans should note that parking on gamedays will still be cash-only.

The shift to cashless builds upon recent updates to Lambeau Field's point-of-sale systems and renovations to the concourses and concession stands, all aimed at enhancing the Lambeau Field fan experience. Originally planned to take place over the next few seasons, the transition to cashless points of sale was expedited in order for the Packers to introduce it this year as the COVID-19 pandemic continues.

Changing to cashless will allow for increased efficiency and transaction speeds, shorter lines and less contact between guests and staff.

Fans, guests and visitors can use traditional credit/debit card payment methods, as well as a variety of contactless payment solutions such as Mastercard Nearby Mobile App, Apple Pay, Google Pay and tap-and-go credit cards. More mobile payment solutions will be introduced in future seasons. Checks will not be accepted.

Those who do not use credit or bank cards may use **free cash-to-card conversion stations**, which issue payment cards that can be used at Lambeau Field, as well as at other retailers, restaurants and businesses outside the stadium where Mastercard is accepted. Fans can load between \$5 and \$500 on the cards and funds will be available to users for five years from the last date money was loaded on the card. Conversion stations will be available at various locations at Lambeau Field and Titletown on gamedays and in the Atrium on non-gamedays.

### **ATMs**

Associated Bank ATMs can be found in the following locations: inside the Lambeau Field Atrium (Levels 1, 3 & 4), in the indoor club seat areas near the Bellin Health Gate lobby (Levels 4 & 6), in the South Gate lobby (Levels 4, 6 & 7), and in the main concourse underneath Section 118, and near the American Family Insurance Gate.

### **LOST & FOUND**

Lost and found items can be reported to Fan Assistance at the following locations: Lambeau Field Atrium guest services desk, underneath Section 109 in the main concourse, underneath Section 353 in the upper concourse, at the concierge desks located on the club and suite levels.

To inquire about a lost item, call 920.569.7563 or complete the form located at www.packers.com/Lambeau-field/lost-found

### **SOLICITATIONS**

Solicitations or collections of any kind on Packers-operated property, including Lambeau Field, Packers parking lots or at Titletown, are unauthorized and prohibited. Please help us eliminate unauthorized solicitation activity by not contributing to those who are collecting in an unauthorized manner. If you witness any collections or solicitations on Packers-operated property, please alert our guest services, gameday or security staff.

### 2021 TICKET TERMS & CONDITIONS

Tickets to Green Bay Packers games at Lambeau Field are revocable licenses that only grant a one-time entry into the stadium and a seat, or if specified on the ticket, a standing location, for the specified game (the "Event") with no right of re-entry. The person seeking entry pursuant to such license, and any accompanying minors ("Holder"), agrees that such license is subject to these terms ("Terms") and by purchase, acceptance and/or use of such license, Holder is deemed to have read the Terms and has agreed to be bound by them. Failure to comply with the Terms shall result in forfeiture of the license and all rights arising under it without refund and entitle the National Football League ("NFL") and/or the Green Bay Packers (individually or collectively, "Management") to pursue all legal remedies available. Admission may be refused or revoked and Holder may be ejected in Management's sole discretion. All guests, regardless of age, need a ticket to gain entrance. Holders who choose to exit the stadium will not be allowed to reenter. Smoking is not allowed.

ALL TICKET SALES ARE FINAL. NO REFUNDS OR EXCHANGES EXCEPT AS PROVIDED HEREIN. THE SOLE AND EXCLUSIVE REMEDY if admission is refused or revoked, stadium capacity limitations result in ticket cancellation, or the Event is canceled and not rescheduled for any reason, is a refund of up to the face value of the ticket set by Management ("Face Value"). Management's liability for any breach of the Terms shall not exceed the Face Value. In NO EVENT SHALL MANAGEMENT BE LIABLE FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, INDIRECT OR EXEMPLARY DAMAGES OF ANY KIND INCLUDING, WITHOUT LIMITATION, ANY AMOUNT PAID IN EXCESS OF FACE VALUE FOR THE TICKET. ANY DISPUTE, CLAIM, OR CAUSE OF ACTION IN ANY WAY RELATED TO THE TICKET OR THE EVENT SHALL BE RESOLVED BY MANDATORY, CONFIDENTIAL, FINAL, AND BINDING ARBITRATION IN GREEN BAY, WISCONSIN. HOLDER AND MANAGEMENT AGREE THAT ALL DISPUTES SHALL BE ARBITRATED ON AN INDIVIDUAL BASIS. HOLDER UNDERSTANDS THAT THEY ARE WAIVING THEIR RIGHT TO A COURT OR JURY TRIAL AND ANY RIGHT TO LITIGATE OR ARBITRATE ANY CLAIM A CLASS ACTION, REPRESENTATIVE ACTION, OR CLASS ARBITRATION. IF HOLDER DOES NOT CONSENT TO THIS CLAUSE, HOLDER MUST LEAVE OR NOT ENTER THE STADIUM. THIS CLAUSE IS GOVERNED BY THE FEDERAL ARBITRATION ACT.

The Event date and time (and gate opening) are subject to change at Management's sole discretion, and no such change shall entitle Holder to a refund or other remedy if Holder cannot attend or for any other reason. Holder may be relocated in Management's sole discretion, and no such relocation shall entitle Holder to a refund or other remedy if Holder is relocated to a seat of comparable Face Value.

HOLDER VOLUNTARILY ASSUMES ALL RISKS, HAZARDS AND DANGERS incident to the Event and related events, including the risk of personal injury (including death), exposure to communicable diseases, viruses, bacteria or illnesses, or the causes thereof, or lost, stolen or damaged property, whether occurring before, during, or after the Event, however caused, and hereby waives all claims and potential claims relating to such risks, hazards and dangers. NOVEL CORONAVIRUS SARS-COV-2 (TOGETHER WITH ANY VARIATION THEREOF, "COVID-19") IS AN EXTREMELY CONTAGIOUS DISEASE THAT CAN LEAD TO SEVERE ILLNESS AND DEATH. THE COC ADVISES THAT SENIOR CITIZENS AND THOSE WITH UNDERLYING MEDICAL CONDITIONS ARE ESPECIALLY VULNERABLE. AN INHERENT RISK OF EXPOSURE TO COVID-19 EXISTS IN ANY PLACE WHERE PEOPLE ARE PRESENT. BY ENTERING THE STADIUM AND STADIUM GROUNDS. HOLDER VOLUNTARILY ASSUMES ALL RISKS RELATED TO EXPOSURE TO COVID-19.

Management is not responsible for lost, stolen, destroyed, duplicated or counterfeit tickets and may refuse to honor them. Tickets may not be used for, or in connection with, any form of commercial purposes including, without limitation, advertising, promotions, contests, sweepstakes, giveaways, gambling or gaming, without the express written consent of the **Green Bay Packers** and NFL. Use of tickets in violation of law is strictly prohibited and will result in seizure, revocation and/or forfeiture of the license without refund.

RELEASE, WAIVER & COVENANT NOT TO SUE. On behalf of Holder and Holder's Related Persons, Holder releases and covenants not to sue each of the Released Parties with respect to any and all claims that Holder or any of Holder's Related Persons may have or hereafter accrue, against any of the Released Parties, that relate to any of the risks, hazards and dangers described above, including without limitation any and all claims that arise out of or relate in any way to Holder's (i) exposure to COVID-19; (ii) entry into, or presence within or around, the Event (including all risks related thereto, including without limitation in parking areas or entry gates) or compliance with any protocols applicable to the Event; or (iii) interaction with any personnel of any of the Released Parties at the Event, in each case whether caused by any action, inaction or negligence of any Released Party or otherwise.

### As used herein:

- "Related Persons" means Holder's heirs, assigns, executors, administrators, next of kin, anyone attending the Event with Holder (which persons Holder represents have authorized Holder to act on their behalf for purposes of the release herein), and other persons acting or purporting to act on Holder's or their behalf.
- "Released Parties" means: (i) Green Bay Packers, Inc., the City of Green Bay, the Green Bay/Brown County Professional Stadium District, NFL Ventures, Inc., NFL Ventures, L.P., NFL and its member clubs, and each of their respective direct and indirect affiliates, administrators, designees, licensees, agents, owners, officers, directors, employees, contractors (and their employees) and other personnel; (ii) the direct and indirect owners, lessees and sublessees of Lambeau Field and related stadium grounds (including, without limitation, parking areas and entry gates) ("Stadium"); (iii) all third parties performing services at the Stadium; and (iv) any parents, subsidiaries, affiliated and related companies and officers, directors, owners, members, managers, partners, employers, employees, agents, contractors, subcontractors, insurers, representatives, successors and/or assigns of each of the foregoing entities and persons, whether past, present or future and whether in their institutional or personal capacities.

### **Severability Clause**

If any provision of this revocable license is determined to be invalid, illegal, or unenforceable, it shall be deemed severed and not affect the enforceability of any other provisions, which shall be enforced as if the revocable license did not contain the invalid, illegal, or unenforceable provision.

To see the complete set of terms, visit: https://www.packers.com/tickets/ticket-terms-conditions

### PREMIUM SEATING OPPORTUNITIES

Premium seating at Lambeau Field includes 188 suites and approximately 6,000 indoor and outdoor club seats. Both suite and club seat holders enjoy exclusive access to the Associated Bank Club Level, Legends Club, and North and South Lofts.

For more information on long-term or individual-game premium seats, or for information on group ticket opportunities, contact the premium seating staff at 920.569.7260 or visit packers.com/tickets.

### **GUESTS WITH DISABILITIES**

The Green Bay Packers and Lambeau Field staff recognize the needs of persons with disabilities, as defined by the Americans with Disabilities Act (ADA), and continue to make every effort to comply with both ADA and state accessibility mandates. In addition, the facility strives to accommodate the individual needs of guests with disabilities. The Packers are always willing to make reasonable modifications to policies, practices and procedures as set forth in this handbook and elsewhere for those with disabilities. If you have any questions or concerns about our policies please contact the Packers ticket office at 920.569.7501.

For information on seating accommodations for fans who use wheelchairs, contact the Packers ticket office at 920.569.7501.

### **CONTACT US**

MAILING ADDRESS:

STREET ADDRESS:

P.O. Box 13564 Green Bay, WI 54307-3564 1265 Lombardi Avenue Ste. 7501 Green Bay, WI 54304-3927

Or find out more information by visiting packers.com

### VISIT TITLETOWN

Located on nearly 45 acres of land just west of Lambeau Field, Titletown is the Packers' mixed-use community development. Titletown's park and plaza hosts daily activities and year-round events and is home to Ariens Hill, 46 Below bistro, Rockwood Terrace and TitletownTech event spaces, a spacious playground and a full-size athletic field. The development also includes TitletownTech, a joint venture between the Packers and Microsoft which is aimed at driving economic growth and job creation in Wisconsin. TitletownTech helps the region's emerging and existing businesses build and transform their operations through technology and digital innovation.

Titletown also is home to Lodge Kohler, Hinterland, Bellin Health Titletown Sports Medicine and Orthopedics, Associated Bank and The Turn, powered by Topgolf Swing Suite, all of which provide excellent guest experiences.

Titletown's Phase 2, for which construction is underway, will feature TitletownHomes, luxury residences available for ownership, TitletownFlats, elevated rental apartments, and TitletownOffice, premium office space. Additional future development and more community amenities are being considered. For more information, visit Titletown.com.

### LAMBEAU FIELD ATRIUM

The Lambeau Field Atrium continues to be an essential stop for anyone visiting the Green Bay area. Shop at the Packers Pro Shop, enjoy a meal or drinks with friends at 1919 Kitchen & Tap, absorb Packers history at the Packers Hall of Fame and take in a stadium tour. Whether you're here for an hour or the whole day, the Lambeau Field Atrium is a one-stop destination for any Packers fan.

When visiting the Atrium on non-gamedays, please utilize the American Family Insurance Gate, located on the east side of the stadium, where ample parking is generally available and elevators and escalators are available to reach all levels of the Atrium.

### For more information visit packers.com or call:

Packers Pro Shop 800.992.5750
1919 Kitchen & Tap 920.965.6970
Packers Hall of Fame
Lambeau Field Stadium Tours 920.569.7513
Lambeau Field Events

### STAY CONNECTED TO THE TEAM

Sign up for the latest Packers news at packers.com/newsletter



@packers



@packers



facebook.com/packers



packers



@packers





### **PRESEASON**

Sat., Aug. 14

**Sat., Aug. 21** 

Sat., Aug. 28

Houston 7 p.m.

New York Jets 3:25 p.m. (Gold Pkg.)

@ Buffalo 12 noon

### **REGULAR SEASON**

Sun., Sept. 12

Mon.; Sept. 20

Sun., Sept. 26

Sun., Oct. 3

Sun., Oct. 10

Sun., Oct. 17

Sun., Oct. 24

Thurs., Oct. 28

Sun., Nov. 7

Sun., Nov. 14

Sun., Nov. 21

Sun., Nov. 28

Sun., Dec. 5.

Sun., Dec. 12

Sun., Dec. 19

Sat., Dec. 25

Sun., Jan. 2

Sun., Jan. 9

@ New Orleans 3:25 p.m.

Detroit 7:15 p.m.

@ San Francisco 7:20 p.m.

Pittsburgh 3:25 p.m. (Gold Pkg.)

@Cincinnati 12 noon

@ Chicago 12 noon\*

Washington 12 noon\*

@ Arizona 7:20 p.m.\*

@ Kansas City 3:25 p.m.

Seattle 3:25 p.m.\*

@ Minnesota 12 noon\*

Los Angeles Rams 3:25 p.m. (Gold Pkg.)\*

Bye

Chicago 7:20 p.m.\*

@ Baltimore 12 noon\*

Cleveland 3:30 p.m.

Minnesota 7:20 p.m.\*

@ Detroit 12 noon\*

'All times are Central.

\*Start time and broadcast are subject to change.

VISIT PACKERS.COM FOR ANY SCHEDULE UPDATES.





EXPERIENCE THE HALL OF FAME, TAKE A STADIUM TOUR, DINE AT 1919 KITCHEN & TAP, SHOP AT THE PACKERS PRO SHOP, PLAN YOUR SPECIAL EVENT.

