



# Ravens vs. Steelers

Sunday December 7th, 2025  
**EXPECTED ATTENDANCE—66,000**  
**KICKOFF: 1:00PM**



TIMELINE	GATES	PARKING
<p><b>5:00am:</b> Team Member Shuttle  <b>6:00am:</b> D/E/F/NN Lots Open  <b>8:30am:</b> Guest Parking Lots Open  <b>8:30am:</b> Command Center Staffed  <b>9:00am:</b> Media Gate &amp; Press Box Open  <b>10:00am:</b> Ravenswalk, Roof Deck &amp; Gatehouse, The Landing, &amp; Hospitality Village opens  <b>11:00am:</b> All Gates Open  <b>1:00pm:</b> Kickoff/Tailgating Ends  <b>Start of 4th quarter:</b> Alcohol Cutoff  <b>4:00pm:</b> Anticipated End Time</p>	<p style="text-align: center;"><u>Gates open to Public at 11:00am</u></p> <p><u>All gates are open</u></p> <p><b>Smoking Pens:</b> Gates A, B, C &amp; D will have smoking pens set 15 min. after kickoff</p> <p><b>Team Member Check In Locations:</b></p> <p><u>Gate D:</u> 4:45 AM, For Hospitality Evermore/ABM  <u>Gate C:</u> 5:00 AM for SAFE/Fanatics  <u>SE Lobby:</u> 6:00 AM For Network Screening/Staff, Player/Coaches, Cheer Entrance  <u>Gate D:</u> 8:00 AM GSHA's Supervisors, 9:00 AM GSHAs  <u>Media Gate:</u> 9:00 AM  <u>Gate A1:</u> Entry &amp; Re-Entry For Gate A Plaza Store</p>	<p><b>Guest Parking Lots Open at 8:30am</b>  A,B,C,D,F,G,H,N,NN,O,K,L</p> <p><b>Lots In Use</b>  All Lots in Use  ADA Lots - B/C, R, \$60 first come first serve</p> <p><b>Tailgating</b>  No Tailgating: D,E,F, Casino  Cold Only: K,L,SWH  Hot: A, B/C,G,H,N,NN,O  <b>Text for Help: 410-324-6141</b></p>

## TICKET OFFICE

**Club Level** - Caricature Artists 11:00 AM-1:00 PM (NW & SW Club Elevator Lobbies) **Post Game Bars** - 253 & 232 **SE Family Waiting Area** - Section 224  
**The Perch** - DJ Kopec at Section 534, Big Truck Bar at Section 507, Pregame Live Show Section 519, Perch Merch at Retail Locations 501, 514, & 540, Heaters in Corner Notches  
**Hospitality Tents/Sales Tables** -10:00am **Miller Lite Gatehouse Lower Level & The Landing**- Open at 10:00am **Miller Lite Roof Deck** -10:00am—12:30pm Re-Opens to GA at 12:45PM  
**Membership Clubs:** Legends Visit Sam Koch 11:30am-1:00pm **PSL Experiences:** Sideline VIP (sec 119), Tunnel (sec 126), West Endzone Field Visit (will call window) Post-Game Field Visit for Trust and Raven Only

## MARKETING

**Gameday Sponsor:** Safeway  
**Gate Giveaway:** Super Bowl Pennants  
**Special Effects:**  
10:00 AM Continuity Check  
-Pyro: Anthem, player introductions, after scores & after halftime  
-CO2 Towers (intros)  
-Fog curtain (intros)  
**National Anthem:** Baltimore Symphony Orchestra  
**Color Guard:** Joint Forces & Vietnam Vets  
**Flyover:** C-32 Aircraft  
**Flag:** N/A  
**Honorary Captain:** Jonathan Ogden  
**Legend:** Ray Lewis  
**Promotions:**  
Southwest Captain of the Game  
Wawa Kickoff Kid  
Rising Stars Relay (pregame)  
Dunkin Defensive Section  
MD Lotto Pass for Cash

**Halftime:** Super Bowl Reunion  
**Initiative:** WPMOY



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## CONCESSIONS/RETAIL

**CONCESSIONS:**

Vouchers Accepted at All Locations EXCEPT: Action Station on Club Level, Jimmy's Seafood, & Shake Shack  
EMPLOYEE Concession Stands open @ 10AM Sec 115 & 532  
Boozy Hot Chocolate: 324, 362, 406, 444  
Crush of the Game: 412 Crush 204 & 234  
Hot Dog of the Game: Renegade Dog  
Coffee: 101, 150, 142, 115, 512, 531, 539, 552 Hot Chocolate: All but Shake Shack

**RETAIL:**

All Locations Open with Cold Weather Products Available for Purchase  
Flock Shop at Gate A Plaza & Merch Trailer on Ravens Walk Open @ 10am  
Matchup Pins Available In All Locations  
OVO Products Located In Gate A Plaza, 140 West Store  
Long Sleeve Perch Merch Shirts Available at all 500 Locations

## RAVENSWALK

**Setup/Load In:** 8:00am  
**Exhibitors Ready By:** 9:30am  
**Ravenwalk opens:** 10:00am  
**Band Marching:** 11:55am  
**Ravenwalk Closes/Tailgating Ends:** 1:00pm

## STADIUM UPDATES

**Membership Clubs:** The Raven (Sec 152), The Trust (Sec 127), Champions Club (Sec 140), Legends Suites (Sec 140). Clubs close 90-minutes Post-Game and guests can use NW or SW lobby to enter. Legends Suites guests can use any suite lobby to enter. Trust exit SW lobby, Raven exit NW lobby, Champions/Legends exit NW or SW lobby & Ticket Office 140.

**Miller Lite Gatehouse Lower Level:** Open at 10:00am to GA until 90 minutes Post-Game.

**Miller Lite Roof Deck Hospitality:** Open for hospitality guests at 10:00am Closes at 12:30pm Re-Opens to GA at 1:00pm until 60 minutes Post-Game.

**The Landing:** Open at 10:00am to GA with game ticket until The Landing closes at 1:30pm.

**Field Seats:** NW & SW Field Seats will be in use. Guests can access field seats via our new membership clubs.

**Water Fountains:** All Water Fountains on the 100 & 500 Level have been turned off for the remainder of the season. Please direct guests to the nearest concession stand for a cup of water.

## GUEST EXPERIENCE

The guest experience team (Colleen, Charlie, Ryan, Kevin & Jonathan) can be found on the Guest Services Channel. Guest Services Phone Extensions:

**GS 100:** (8124)      **GS 118:** (8101)  
**GS 500:** (8529)      **GS 527:** (8528)  
**Command Center:** (8050)

There will be a Guest Services Carts located at Sections 118, 134, 519 & 546 for responsible driver sign-up: Now done via QR code, 1st game certificates & celebratory buttons.

**Reverse ATMS:** 117, 146, 250, 502, 529 (M&T Bank Stadium is cashless. Please report to command center if you see any cash transactions).

**Rewards & Recognition**  
**Donut Day & Team Member Giveaway**

# Credentials:

# Team Member Portal

## Hospitality Credentials:

Pantone Purple: Family Waiting Room

White: Bag Tag

Neon Blue: Promotions



**Ravens vs. Steelers - 12/7/25 - 1pm Kickoff**  
(Hospitality Village Runtime 10am-12:30pm)



**Lower Concourse:**  
 Guest Service Locations: 100, 118 (134 Booth)  
 Reverse ATM Locations: 117, 146  
 Multi-Purpose Rooms: 100, 118  
 First Aid: 100, 118  
 Escalator Locations: 144  
 Charging Stations: 100, 117, 132, 144  
 AED Locations: First Aid 100 & 118  
 The Trust: 127 The Raven: 152  
 Champions/Legends: 140

**Club Level:**  
 Guest Service Locations/Concierge Desks: All Club Lobbies: NW, NE, SE, SW  
 Reverse ATM Locations: 250  
 Multi-Purpose Rooms: 219  
 First Aid: 204  
 Escalator Locations: 226, 249  
 Charging Stations: 200, 229  
 AED Locations: Elevator Lobbies 203, 223, 230, 251  
 AED on Suite Level: Press Box, 320 Closet, 400 Offices across from Suite 448

**The Perch:**  
 Guest Service Locations: 500, 527 (519 & 546 Booth)  
 Reverse ATM Locations: 502, 529  
 Multi-Purpose Rooms: 503, 529  
 First Aid: 545, 516  
 Escalator Locations: 548, 518  
 Charging Stations: 500, 546  
 AED Locations: First Aid 518 & 545

## Common Purpose:

We are **ONE TEAM** creating excitement & happiness by providing exceptional experiences for guests & each other

## Quality Standards:

- Safety
- Courtesy
- Ownership
- Presentation
- Efficiency

## Service Focus of the Game:

Show Care & Interest: Slow Down to be Present with Guest      How You Respond Shows How You Care