




Ravens vs. Browns

Saturday January 4th, 2025
EXPECTED ATTENDANCE— 60,000
KICKOFF: 4:30PM



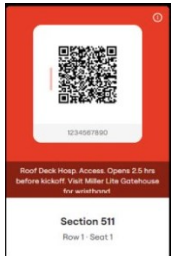
TIMELINE		GATES	PARKING
8:00am: D/E/F/NN Lots Open 8:00am: Team Member Shuttle 12:00pm: Guest Parking Lots Open 12:00pm: Command Center Staffed 12:30pm: Media Gate & Press Box Open 1:30pm: Ravenswalk Opens/ Gatehouse lower-level opens 2:30pm: All Gates Open 4:30pm: Kickoff/Tailgating Ends Start of 4th quarter: Alcohol Cutoff 7:45pm: Anticipated End Time		<u>Gates open to Public at 2:30pm</u> <u>All gates are open except for:</u> GATE A1 <u>Smoking Pens:</u> Gates A, B, C & D will have smoking pens set 15 min. after kickoff <u>Team Member Check In Locations:</u> <u>Gate C:</u> 7am, for SAFE <u>Gate D:</u> 8am, For Hospitality Evermore <u>Gate A1:</u> 9am for catering <u>SE Lobby:</u> 8am for Network Screening/Staff, Player/Coaches Entrance, 11am for Cheer <u>SW Lobby:</u> 8am for staff, 12:30pm for GSHAs	<u>Guest Parking Lots Open at 12:00pm</u> A,B,C,D,F,G,H,N,NN,O,K,L <u>Lots In Use</u> All Lots in Use ADA Lots - B/C, R, \$50 first come first serve <u>Tailgating</u> No Tailgating: D,E,F, Casino Cold Only: K,L,SWH Hot: A, B/C,G,H,N,NN,O Text for Help: 410-324-6141
TICKET OFFICE			
Club Level - Alumni Autographs from 3:30-4:30pm at NW (250) & SW (229) Post Game Bars - 232 & 253 SE Family Waiting Area - Section 220, Ops to setup for postgame family/friends The Perch - DJ Kopec Party at Section 534, Guilford Bar at Section 507, Pregame Live Show at Section 519, Radiant Heat Hospitality Tents/Sales Tables - All Tents 1 in Use Miller Lite Gatehouse Lower Level - Open at 1:30pm, Miller Lite Roof Deck - 2:00pm to 4:00pm Hospitality ONLY PSL Experiences: VIP Sideline - Check In: by 3:00pm near Gate E, Sec 136. Tunnel Experience - Check In: by 3:40pm, near section 126.			
MARKETING		CONCESSIONS/RETAIL	
<u>Gameday Sponsor:</u> Autumn Lake Healthcare <u>Gate Giveaway:</u> N/A <u>Special Effects:</u> Nova Lights on Handrails Pyro: Anthem, Player Intros, After Scores Co2 Towers: Intros Fog Curtain: Intros **SAFE: pen with yellow rope in SE corner for Fire Marshal <u>National Anthem:</u> Jimmy Charles <u>Color Guard:</u> Air Force & Space Force <u>Flyover:</u> (1) UH-72 Lakota <u>Honorary Captain:</u> Coaches of the Year <u>Legend:</u> Mike Flynn <u>Promotions:</u> Southwest Captain of the Game Wawa Kickoff Kid Honor Rows CSX Seats for Service Rising Stars Relay Maryland Lottery Pass for Cash Marriott Legends Experience <u>Halftime:</u> Rob Base <u>Day of Champions:</u> Coaches & Selected Players to meet at Section 105 by 3:30pm		 Concessions at 115 & 518 will be open one hour before gates for all team members. Mobile Ordering: 119,134,146,518,531,544,552 COFFEE: 101, 115, 124, 142, 225, 250, 512, 531, 539, 552 HOT COCOA: All LL/UL locations except 109 Shake Shack. Offered at 225, 250, 200 on Club Draft Beer will NOT be at Sec 232 for the last (2) games <u>RETAIL:</u> Cold Weather Items Available Match Up Pins available/season sets of match up reduced to \$59.99 Youth Jerseys available in most locations Playoff Merch available at 113,126,144, 153, 226, 248 & 526	
STADIUM UPDATES		RAVENSWALK	
<u>The Blackwing:</u> Exclusive Blackwing entrance is between the SE & SW lobby. Guests on the interior should be directed to section 126 for their entrance. The Blackwing remains open 90 mins post-game. Parking: Lot D & N <u>Miller Lite Gatehouse Lower Level:</u> Open at 1:30pm to guests with a ticket (no reentry). Concessions at 115 will be open for guests to purchase food. OPEN 90mins. POST-GAME <u>Miller Lite Roof Deck Hospitality:</u> Open for Hospitality guests only from 2:00pm to 4:00pm (see back for credentials). <u>Field Seats:</u> NW & SW Field Seats will be in use. Guests can access field seats via NW: Section 151/150, 150/148. For SW, access via 134/132, 132/130, 129/128 Field Seats guests are permitted to access the club level.		<u>Setup/Load In:</u> 11:30am <u>Exhibitors Ready By:</u> 1:00pm <u>Ravenwalk opens:</u> 1:30pm <u>Band Marching:</u> 3:20pm <u>Ravenwalk Closes/Tailgating Ends:</u> 4:30pm	
STADIUM UPDATES		GUEST EXPERIENCE	
		The guest experience team (Colleen, Charlie, Ryan & Kevin) can be found on the Guest Services Channel. Guest Services Phone Extensions: GS 100: (8124) GS 118 (NEW LOCATION): (8101) GS 500: (8529) GS 527: (8528) Command Center: (8050) There will be a Guest Services Carts located at Sections 118 & 127 for responsible driver sign-up, 1st game certificates & celebratory buttons. Reverse ATMS: 117,146,502,529,250 (M&T Bank Stadium is cashless. Please report to command center if you see any cash transactions). <u>TEAM MEMBER APPRECIATION</u> EOY Pin Pickup at Section 126! Stop by for music/snacks/EOY Pin 20 & 25 Year of Service Celebration on SW Club from 1:30-2:00pm	

Credentials:

Team Member Portal:

PW: Ravens#2020

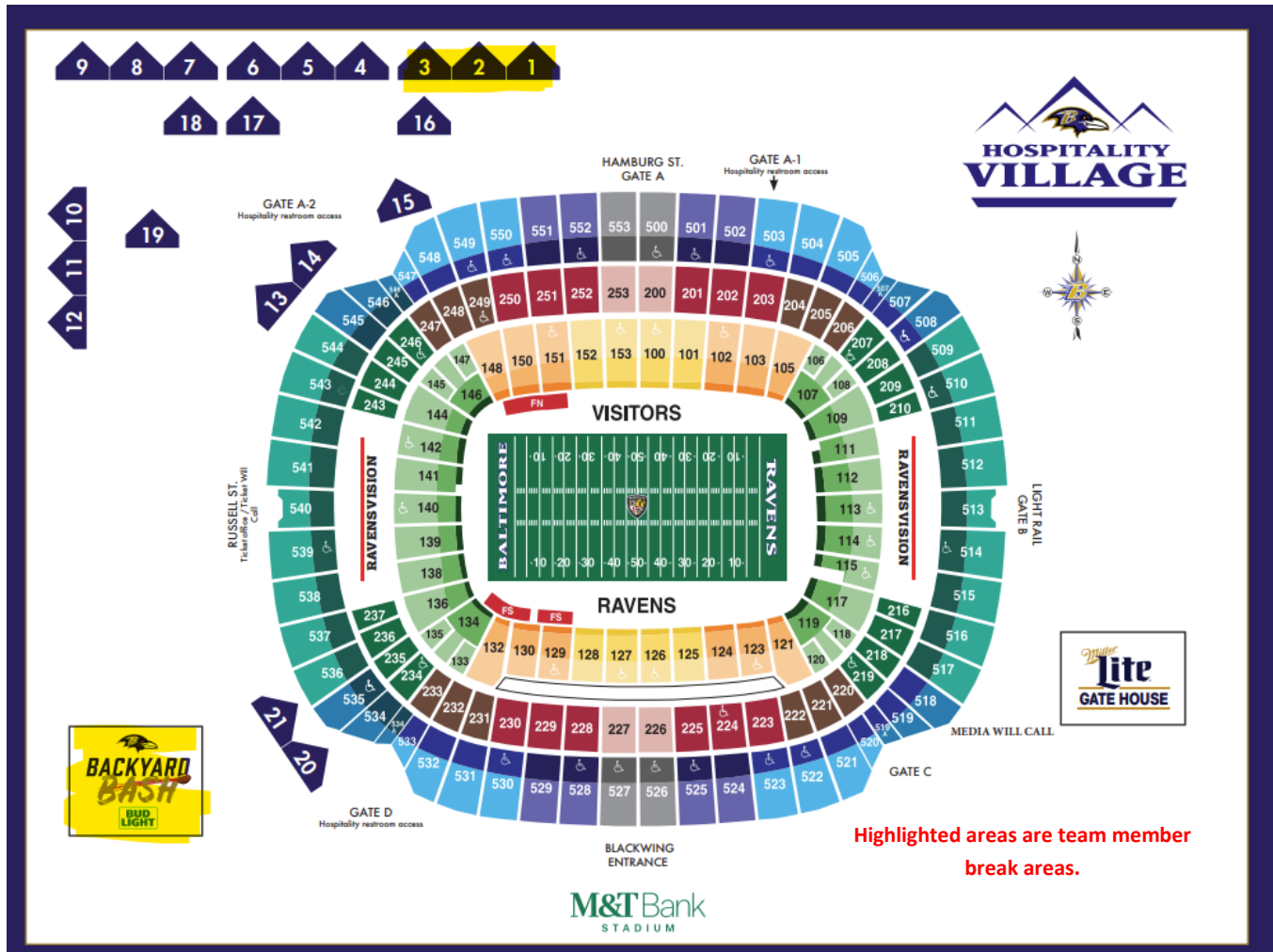
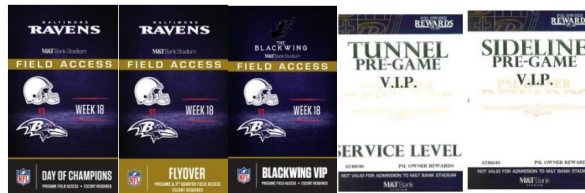
Hospitality Credentials:



Silver: Bag Tag

Golden Rod: Family Waiting

White: Promotions w/escort



Lower Concourse:

Guest Service Locations: 100, 118
Reverse ATM Locations: 117, 146
Multi-Purpose Rooms: 100, 118
First Aid: 100, 118
Escalator Locations: 144
Charging Stations: 100, 117, 132, 144

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

The Perch:

Guest Service Locations: 500, 527
Reverse ATM Locations: 502, 529
Multi-Purpose Rooms: 503, 529
First Aid: 545, 516
Escalator Locations: 548, 518
Charging Stations: 500, 546

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:

TAKE PRIDE IN YOUR ROLE