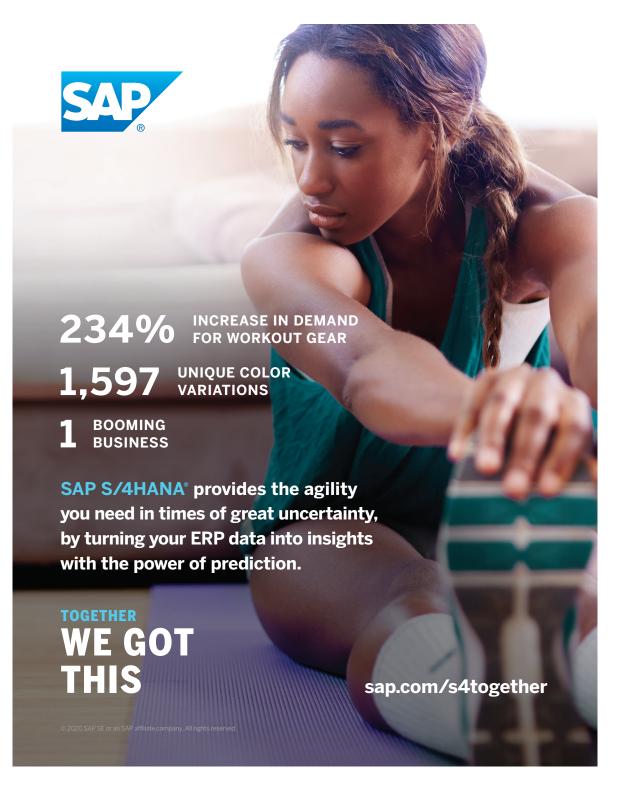
# **2021 MEMBER HANDBOOK**



Paithful to The Bay

**Levi's STADIUM** 







SEASON TICKET MEMBER SPECIAL

# \$ CHEMENT

- + 1 MONTH UNLIMITED RECOVERY SESSIONS
- + 2 FREE PERSONAL TRAINING SESSIONS

REGISTER FOR YOUR FREE PASS AT 49ERFIT.COM/FREE-PASS.













844-49ER-FIT

49ERFIT.COM

of @49ERSFIT

# I FVI'S® STADIUM OVFRVIFW MAP



**49ERS MUSEUM** 

VISA BOX OFFICE

NBC SPORTS BAY AREA STUDIO





SAP TOWER

49ERS FLAGSHIP TEAM STORE presented by Visa \*Alternate Team Store locations open on gameday only









MICHAEL MINA'S TAILGATE

# I FVI'S® STADIUM HIGHLIGHTS

#### **SBL MEMBER DISCOUNT**

Season ticket members are able to use their member badge for a 15% discount. You can take advantage of this discount for merchandise at the 49ers Team Store presented by Visa any day of the year, and for food and beverage (excluding alcohol) purchases on any 49ers gameday. To access your SBL member discount please open the 49ers App and be sure to log in to your Season Ticket Account and go to the Member Badge section.

# **49ERS TEAM STORE PRESENTED BY VISA**

On game day, the 49ers have multiple Retail locations through the stadium. You can visit the stores on game day at Toyota Gate F, Dignity Health Gate C, the Pepsi Fan Deck, the Bud Light Patio, and the Flagship Team Store located at Intel Gate A along Tasman Drive.

The Flagship Team Store is also open to the public on nonevent days. You can also take advantage of your SBL member discount online at Shop49ers.com, using the SBL Member promo code: 49ERS2021SBL

## **Flagship Team Store Hours:**

Thursday - Monday: 11:00am-4:00pm Day before games: 10:00am-5:00pm

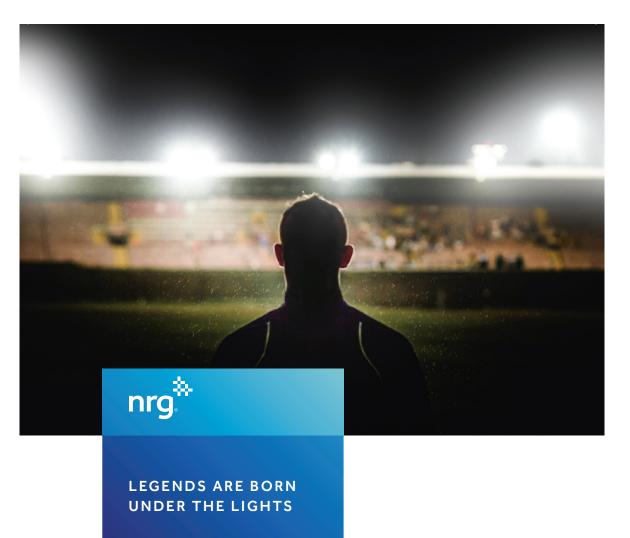
#### **49ERS MUSEUM PRESENTED BY** Fii

During the 2021 season the 49ers Museum will be open on home game days and the day before home game days. Please visit levisstadium.com/museum for up-to-date information.

Members have complimentary access to the Museum before 49ers home games with their member badge. For more information, reach out to our Member Services team through email memberservices@49ers.com or by calling 408-579-4449.

#### **EVENT RENTALS**

Levi's® Stadium has over 110,000 square feet of luxurious and unique event space with upscale catering, multiple entertainment options, and world-class hospitality. For more information about hosting an event at Levi's® Stadium, contact us at specialevents@levisstadium.com or call 415-GO-49ERS ext. 3.



The theater of dreams is powered by electricity and memories. Unknowns become legends. Cities escape curses. Dynasties are built. And while we're responsible for keeping the lights on at Levi's® Stadium, the reality is, that job leads to so much more.

SEE HOW YOUR ENERGY INSPIRES OURS.
NRG.COM/49ERS



#### **MOBILE TICKETING**

Levi's® Stadium exclusively features mobile ticketing for all 49ers home games. You will access and manage your game tickets and parking passes directly from your smartphone.

YOU HAVE THE ABILITY TO ACCESS YOUR TICKETS AND PARKING PASSES USING THE 49ERS MOBILE APP. TICKETS AND PARKING PASSES CAN ALSO BE FORWARDED USING ACCOUNT MANAGER ON YOUR SMARTPHONE OR PERSONAL COMPUTER. PER NFL GUIDELINES. PRINT-AT-HOME FUNCTIONALITY IS NO LONGER AVAILABLE.

NOTE: All ticket and parking transfers for 49ers games are free for season ticket members.

The 49ers app was designed and introduced to enhance the quality of the gameday experience by putting access to exclusive content, information, and purchases right in our guests' hands. The app may be used to get into the parking lots and ticket gates, find your seat or other points of interest in the stadium, watch exclusive replays and get instant stats from the game.

If you need service of any kind, please contact the 49ers by emailing memberservices@49ers. com or by calling or texting 415-GO-49ERS during normal business hours.

#### **ACCESSING YOUR TICKETS AND PARKING PASSES VIA 49ERS APP**

You can access and manage your tickets and parking passes in the 49ers app. Download the latest version from the App or Google Play Store. Once downloaded, you can sync your tickets and parking passes with the app.

For the 49ers mobile app: If you are not signed in, tap "Tickets" on the bottom bar, then tap "My Tickets", and tap "Sign in to 49ers". Please enter your email address and password associated with your 49ers Account Manager account and tap "Sign in". After you have logged in you will be able to view and manage your tickets by going to "Tickets" then "My Tickets." Transferring tickets to each member of your party and adding your tickets to your Apple Wallet or to Google Play is strongly recommended.

It is important to note that screenshots of your ticket or printed barcodes will not allow you access to the parking lots, the game, or your section. Transfer tickets before you enter the stadium to ensure each member of your party is able to easily access your reserved seating area each time they get up and return to their seat.

# TRANSFERRING YOUR TICKETS AND PARKING PASSES

Conveniently transfer tickets to friends and family through the 49ers app or Account Manager at any time with no cost to season ticket members.

- 1. To transfer tickets from the online Account Manager, visit www.49ers.com/myaccount and login with your email and password associated with your season ticket member account.
- 2. Click "Manage Tickets" at the top and then click the event/game you wish to transfer.
- 3. Click "Transfer", select the seats to transfer, and click "Transfer" again.

#### **RESELLING YOUR TICKETS AND PARKING PASSES ONLINE**

NFL Ticket Exchange is the official secondary market platform for the NFL.

- 1. Conveniently post your tickets for resale through your app.
- 2. Within the app click on your event and click "Sell".
- 3. Select the tickets you'd like to list for sale and set the price. Select your payout method, and review the listing and you are done.
- 1. Conveniently post your tickets for resale through your online Account Manager. Visit www.49ers.com/myaccount and login to Account Manager.
- 2. Upon login, continue to "Manage My Tickets," select the seats you wish to sell, click the "Post for Resale" button and continue through the listing process.
- 3. For detailed instructions or help, watch the video tutorials on the Account Manager login page. Note: You may post your game tickets and parking for resale using any secondary market ticket platform; however, we encourage you to use NFL Ticket Exchange.

# EXCLUSIVE PLAYOFF TICKET OPT-IN FOR SEASON TICKET MEMBERS

As part of an NFL initiative to improve upon the playoff ticket reservation process, you have the ability to reserve your playoff spot in advance by opting-in for a future purchase. Members that opt-in for the playoffs prior to the start of the regular season will lock in Wild Card round pricing at the regular season rate. You can only guarantee this exclusive Wild Card price by reserving your playoff tickets before the start of the regular season.

As in past seasons, you may still choose the "Pay as we Play" option where your credit card will not be charged until the 49ers are certain to host the associated playoff game. The "Pay as we Play" option is only available by uploading a major credit card onto the account, which authorizes a future purchase.

If you choose the "Pay as we Play" option, your credit card will not be charged until the 49ers are certain to host the associated playoff game. A major credit card is required on the account that authorizes the future purchase. You may opt-in for playoff tickets by reaching out to us at memberservices@49ers.com. If you DO NOT choose the "Pay as we Play" option, you will pay full price once the game is confirmed.

# **DONATING YOUR TICKETS ONLINE**

If you are unable to attend one of your 49ers home games, you have the option to donate your tickets directly through the 49ers Foundation. The deadline to donate tickets is at 12PM PT three days prior to the home game you wish to donate. Donate your tickets directly through your online Account Manager. Go to www.49ers.com/myaccount to login and select the game you wish to donate. Look for the "Donate" button on the ticket management page and follow the steps to complete the action. Detailed instructions on how to donate tickets, including video tutorials, are available online at the Account Manager login page.

# TICKETS FOR A CAUSE



Benefiting
49ERS

# CAN'T MAKE IT TO THE GAME?

Donate your tickets at www.49ers.com/myaccount!

DONATED TICKETS WILL HELP FURTHER THE 49ERS FOUNDATION'S MISSION TO EDUCATE AND EMPOWER BAY AREA YOUTH AND WILL SUPPORT A NUMBER OF FOUNDATION BENEFICIARIES.

\*ALL TICKET DONATIONS ARE TAX DEDUCTIBLE







# **GENERAL PARKING MAP**



ACCESSIBLE ROLLTE

ADA SEATING

# **PARKING**

There are several parking options within a short walking distance of Levi's® Stadium. On 49ers gamedays, parking lots open 3.5 hours prior to kickoff. For driving directions and the most up-to-date parking information, visit the "Getting Here" section on LevisStadium.com.

#### **ADVANCED SALES**

Single game parking can be purchased via Account Manager, the 49ers app or Ticketmaster.

#### **DAY OF GAME PARKING SALES**

Parking will be available on event days on a first-come, first-served basis. Parking purchased on day of game will cost \$10 more than parking purchased in advance. Please visit LevisStadium.com to view available cash parking lots on gamedays.

# **BUS/LIMOUSINE/RV NON-TAILGATE PARKING**

Buses/Limousine/RV parking is permitted in RV Green Lot for those not tailgating. Such vehicles are encouraged to purchase parking in advance via Account Manager, the 49ers app or Ticketmaster.

# **BUS/LIMOUSINE/RV TAILGATE PARKING**

Buses/Limousine/RV parking is permitted in RV Blue Lot for those who wish to tailgate. Vehicles that wish to tailgate are encouraged to purchase parking in advance via Account Manager, the 49ers app or Ticketmaster.

# **NRG ELECTRIC VEHICLE CHARGING STATIONS**

There are twelve (12) electric car charging stations courtesy of NRG located near the Gate C NRG Energy Pedestrian Bridge in Premium Green Lot 1. These stalls will be available on a first-come, first-served basis on event days.

# **ACCESSIBLE (ADA) PARKING**

All parking lots accept ADA placards, but it is recommended to purchase parking in Green Lot 1. Please call the Visa Box Office if parking passes are not available online. Day of game parking is available, but will be subject to the increased \$10 day of game surcharge.

# SINGLE GAME WHEELCHAIR (ADA) TICKET EXCHANGE

The 49ers and Levi's Stadium offer persons with disabilities the opportunity to exchange their ticket(s) for accessible seats in a comparable location if available. Season Ticket Members can request an exchange as early as 12PM (NOON) on the Monday prior to that event by using the transfer ticket feature in their online account and sending to memberservices@49ers.com. Nonseason ticket members can request an exchange as early as 12PM (noon) on the Tuesday prior to that event.

#### **MOBILITY SERVICES**

Levi's® Stadium takes pride in providing elite service to all guests including those requiring mobility services. Included in these services are accessible parking spots, courtesy shuttles from several of our parking lots, and Guest Services representatives providing wheelchair service if requested.

All guests are encouraged to purchase pre-paid accessible parking passes for the season. While pre-paid passes are for specific parking lots, guests who possess a DMV-issued Disabled Person Parking Placard and a DMV-issued Disabled Person ID Card may park in Green Lot 1 in accessible parking stalls after paying the \$60 parking fee. In addition, Levi's® Stadium offers accessible seating as well as companion seating in many locations. Accessible seating can be coordinated through the Levi's® Stadium VISA Box Office at 408.579.4449 OR MemberServices@49ers.com. Exchanges are subject to limited availability, and members can request exchanges in the week leading up to the game.

Should you need assistance postgame, our mobility services team will be available. For faster service, please contact a Guest Services representative in your seating section.

Guests that require additional assistance are encouraged to contact our mobility services team at 408.579.4610 or email mobilityservices@LevisStadium.com.

For more information, Accessible Services Guides are at the Visa Box Office, Levi's Stadium entry gates, and at guest services stations.

# TAII GATING

For a complete list of gameday policies and procedures, including detailed tailgating policies, please visit the "49ers Gameday" section of LevisStadium.com.

Tailgating at Levi's® Stadium is permitted in specified areas only. Please refer to the parking map on LevisStadium.com or to the back of your parking pass where you will see one of the following icons:





# TAILGATING WITH OPEN FLAME PERMITTED IN THIS LOT

NO GLASS CONTAINERS PERMITTED

Non-compliance may result in ejection from the lot without compensation and revocation of parking priveleges.

Tailgating is defined as the use of any item (including tables, chairs, free-standing canopies or umbrellas, awnings attached to recreational vehicles, coolers, barbeques, grills, games, generators, televisions, sound systems, food or drink, food or drink preparation or serving equipment, or other items as identified by the City Manager or designee) for the purpose of an outdoor gathering by one of more people prior to, during, or after a scheduled stadium event.

Tailgating will cease after kickoff.

All guests must be in possession of a valid event ticket or credential.

Amplified sound is prohibited.

Excessive consumption of alcohol is prohibited.

Tailgating cannot impede vehicle or foot traffic.

Tailgating is limited to the area directly in front of or behind your vehicle only.

Empty spaces may not be reserved or used for the purpose of tailgating.

Tents or canopies exceeding an 8' x 8' footprint are not permitted.

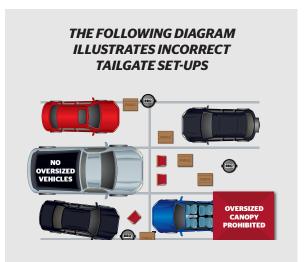
Appropriate receptacles must be used for the disposal of hot coals.

The Levi's® Stadium Code of Conduct and parking policies are in effect.

#### **TAILGATE SET-UPS**

# THE FOLLOWING DIAGRAM ILLUSTRATES CORRECT TAILGATE SET-UPS





# PREGAME DESTINATIONS

#### SUITE RENTALS & OTHER HOSPITALITY OFFERINGS

Levi's® Stadium offers a premium viewing experience for all of its sport and entertainment events that is unmatched by any other venue. A premium suite experience includes red carpet VIP hospitality, access to our clubs, in-suite catering, and access to premium parking and concierge services. Visit LevisStadium.com/Premium or call 415-GO-49ERS to learn more.

# **GENERAL ENTRY AND GATE POLICIES**

For a complete listing of gameday policies and procedures, please visit LevisStadium.com and look for the "49ers Gameday" option on the main menu.

#### **STADIUM ENTRY**

For 49ers games, the stadium will open two (2) hours before kickoff. Club and Suite Members are permitted to enter three (3) hours prior to kickoff. All Levi's® Stadium guests may access the Faithful Mile presented by Global Syn-Turf on 49ers gameday using Intel Gate A, SAP Tower Gate B or Dignity Health Gate C beginning three (3) hours prior to kickoff.

Entry times for all other events at the stadium will vary.

Have TSA Pre®? Look for the IdentoGO fast lanes for TSA Pre® members at home games located at Toyota Gate F and the Faithful Mile security entrance near Gate B. For IdentoGO Domestic PreCheck holders, locate your KTN number at www.identogo.com/ktn to show an IdentoGO representative. For Global Entry holders, you must bring your KTN card to use this lane.

WE STRONGLY ENCOURAGE ALL FANS TO ARRIVE AT LEAST 75 MINUTES PRIOR TO KICKOFF TO AVOID LINE BUILD-UP AT ENTRY GATES.

#### **LEVI'S® STADIUM BAG POLICY**

FOR HEALTH AND SAFETY REASONS, LEVI'S STADIUM NO LONGER OFFERS BAG VALET SERVICES. PLEASE LEAVE PROHIBITED ITEMS AT HOME OR IN YOUR VEHICLE.

Levi's® Stadium prohibits all bags, backpacks, and other carriers from being brought into the stadium, for all events, with the following exceptions:

NFL approved clear plastic bags up to (12" x 6" x 12")

One gallon clear plastic zip lock type bags

Small clutch bag up to (4.5" x 6.5")

All approved bags are subject to inspection upon entry and are subject to additional inspections within the stadium.

# ALL INDIVIDUALS AND THEIR BELONGINGS ARE SUBJECT TO SEARCH. THE FOLLOWING INFORMATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

Fans with medical bags or items they must carry with them must be inspected and either have a wristband or sticker placed on it to show that it has been inspected.

The following items **ARE PERMITTED** in the stadium during Levi's® Stadium Events:

- Bags that comply with the Clear Bag Policy
  - o Clear bag up to 12" x 6" x 12"
  - o Non-clear clutch up to 4.5" x 6.5"
- Binoculars shorter than 6 inches (case prohibited)
- Blankets
- Cameras with 3-inch lenses or shorter (no lights, tripods, selfie-sticks or monopods)
- Diaper bags accompanying a child
- Flags smaller than 2' x 3' (No Poles)
- Food and fruit (must be cut into pieces).
- Plastic water bottles (factory sealed, no-alcohol, less than 24 ounces)
- Reusable transparent water bottles (no-alcohol, less than 24 ounces)
- Seat cushions
- Strollers (contact nearest Playmaker if in need of storing)
- Sunscreen & hand-powered misters
- Umbrellas (no obstruction of other fans view)

- Protective face coverings
- Hand sanitizers up to 12 ounces

#### The following **ARE NOT ALLOWED** in the stadium:

- Aerosol cans
- Alcoholic beverages
- Bags that violate the Bag Policy (see Bag Policy above)
- Cameras with lenses larger than 3-inches (lights, tripods, selfie-sticks and monopods are also prohibited)
- Cans & glass bottles
- Drugs & Drug paraphernalia, marijuana & marijuana products
- Coolers (including soft-sided coolers)
- Glow sticks, light-up costumes, light-up signs, battery packs
- Klaxons, bullhorns, whistles or any other noisemakers
- Laptops and Laptop Bags
- Laser pointers of any type
- Offensive clothing
- Plastic bottles larger than 24 ounces
- Projectiles (footballs, Frisbees, etc.)
- Selfie Sticks
- Signs, banners or poles
- Thermoses
- UAVs (unmanned aerial vehicles)
- Weapons of any kind (including silverware)

Guests with bags or items that do not satisfy the Levi's® Stadium Bag Policy are encouraged to return their bags or items to their vehicle. If a guest does not have access to their vehicle, then they are welcome to bring their prohibited bag to one of the Stadium's complimentary bag check-in stations where they may empty their bag and carry the contents in a clear zipper style gallon size freezer bag. The bag check-in station will hold guests' empty prohibited bag for the duration of the event. These bag check-in stations are located in front of Intel Gate A, and Toyota Gate F. The bag check-in stations close one hour after the conclusion of the event. If you do not claim a checked item at the conclusion of an event, please send us a claim through Lost and Found: lostandfound@levisstadium.com.

COMMITTING ANY OF THE ABOVE LISTED VIOLATIONS MAY RESULT IN EJECTION FROM THE STADIUM, PROHIBITION FROM ATTENDING FUTURE EVENTS, AND/OR ARREST. THIS INCLUDES REVOCATION OF PARKING PRIVELEGES.

Fans with medical bags must be inspected and either have a wristband or sticker from security.

# **RE-ENTRY GATES**

In order to provide a safe and secure environment for all fans attending our games, re-entry is not permitted at 49ers games. In the event of an emergency or for special assistance, please contact the ticket taker supervisor or security supervisor at the gate.

# **CAMERAS AND VIDEO EQUIPMENT**

Non professional cameras (with 3-inch lenses or shorter) and video equipment ARE permitted inside the stadium, but please be courteous to those around you when taking photos to avoid sightline obstruction of other guests. Note that camera bags are not allowed inside the stadium. Nor may lights be used with video recording equipment. Tripods and monopods are also prohibited. Guests may not reproduce or rebroadcast any film or photographs shot at the stadium without the express written consent of Levi's® Stadium, the San Francisco 49ers and the NFL.

# LEVI'S® STADIUM CODE OF CONDUCT

LEVI'S® STADIUM PROMOTES AN ENVIRONMENT WHERE GUESTS CAN ENJOY THEIR GAMEDAY EXPERIENCE FREE FROM ANY OF THE FOLLOWING:

- Offensive language or obscene gestures, to include 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.
- Fighting, taunting, or threatening remarks and/or gestures that incite or encourage a confrontation or physical assault.
- Intoxication or signs of impairment related to alcohol or drugs
- Irresponsible drinking or behavior
- Inappropriate displays of affection
- Smoking (in non-designated smoking areas)
- Gang activity; including but not limited to wearing or displaying gang clothing and/or indicia
- Offensive clothing
- Any distraction to the progress of the game or event.
- · Throwing objects of any kind
- Occupying any seat without the appropriate ticket
- Mistreatment of visiting team fans or guests, including verbal abuse, harassment, profanity, confrontations, intimidation, or threatening behavior.
- Failure to follow the directions of law enforcement, security, ushers, ticket takers or any other Levi's® Stadium personnel
- Violations of any Levi's® Stadium Policies, local City of Santa Clara ordinances, state, or federal laws
- Other actions that cause a disruption and/or hinder the enjoyment of the event
- Any behavior that impairs the safety and/or enjoyment of the event from other guests

Committing any of the above listed violations may result in ejection from the stadium, prohibition from attending future events, and/or arrest. This includes revocation of parking privileges.

Immediately report violations of the Levi's Stadium Code of Conduct using one the following methods:

- Contact the stadium ushers, security personnel or law enforcement officer
- Text ""SUPPORT"" to 573-549-HELP with description of the issue and location.
- Call Guest Services Office at (408) 579-4600

We thank you in advance for your cooperation and assistance in maintaining a safe and enjoyable atmosphere at Levi's Stadium.

# **GUEST SERVICES**

Levi's® Stadium features convenient First Aid resources and Guest Services as follows:

#### FIRST AID PRESENTED BY DIGNITY HEALTH

There are three (3) First Aid locations at Levi's® Stadium.

- 1. Main concourse section 122
- 2. Upper concourse section 323
- 3 SAP Tower Atrium

#### **GUEST SERVICES LOCATIONS PRESENTED BY UNITED AIRLINES**

Guest Services Stations open two hours prior to kickoff and close following the game. Fans may visit the stations to ask questions, seek assistance with any problems that develop while at the stadium, and register for promotions.

There are seven (7) Guest Services locations at Levi's® Stadium

- 1. Main Concourse above Intel Gate A near sections 101/102
- 2. Outer Main Concourse above Toyota Gate F near sections 105/106
- 3. Main Concourse near sections 107/108
- 4. Main Concourse near sections 123/124
- 5. Main Concourse above Dignity Health Gate C near sections 129/130
- 6. The Concierge Desk located in the SAP Tower Atrium
- 7. Upper Concourse near sections 308/309

## **NURSING STATIONS**

Levi's® Stadium provides private nursing stations for guests during events. Please contact the nearest Guest Services Representative for access. Nursing stations are located at SAP Suite Tower Atrium (south side), section 106, section 126.

# **CONTACT US**

We value feedback from you. Please do not hesitate to reach out to us!

#### **GUEST SERVICES**

**Phone**: Text ""SUPPORT"" to 573-549-HELP with description of the issue and location. **Email**: Guestservices@levisstadium.com

# **MEMBER SERVICES**

**Phone**: 408-579-4449

Email: MemberServices@49ers.com

# **LEVI'S® STADIUM**

(FOR ALL TICKET AND SUITE, STADIUM, AND GAMEDAY MATTERS)

4900 Marie P. DeBartolo Way Santa Clara, CA 95054 (408) 673-2100 www.LevisStadium.com

# On or off the field, Humankindness always wins.



Official Health Care Partner of the 49ERS and Levi's Stadium

Saint Francis Memorial Hospital, San Francisco I St. Mary's Medical Center, San Francisco Sequoia Hospital, Redwood City I Dominican Hospital, Santa Cruz

# **MAP - MAIN CONCOURSE**



# **MAP - UPPER CONCOURSE**





