



2019

FAN GUIDE

AN A-Z DIRECTORY OF FACILITY SERVICES FOR OUR GUESTS

STADIUM FACTS

Largest professional complex in the United States

FUN FACTS

Sporting Event Seating Capacity – 18,061

Concert Seating Capacity – 27,000

Suites – 18

Patio Seats – 168

Stadium Soccer Field – 120 yards by 75 yards

Stadium Rugby Field – 108 yards by 75 yards

Stadium Lacrosse Field – 110 yards by 60 yards

Sports Complex Fields – 25 Fields

Cost to build DICK'S Sporting Goods Park – \$131 Million - which were private and public funds

Land – 63 acres of turf alone - 140 acres make up the whole complex

KEY DATES

Groundbreaking – September 28, 2005

Opening Event – April 7, 2007 - Colorado Rapids vs D.C. United

First Concert – June 30, 2007 - Kenny Chesney, Sugarland and Pat Green

Concerts – 2008, 2009, and 2010 Home of Mile High Music Festival

PHISH Summer Tour Labor Day Weekend (Every year from 2011-2018)

Luke Bryan - Kill The Lights Tour on Sept. 9 & 10, 2016

GAMES

July 19, 2007 – Major League Soccer All-Star Game, MLS All-Stars vs Celtic FC

November 19, 2009 – 2010 FIFA World Cup Qualifier, US Men's National Team vs Guatemala

September 19, 2012 – US Women's National Team vs Australia

March 22, 2013 – 2014 FIFA World Cup Qualifier, US Men's National Team vs Costa Rica

April 6, 2014 – US Women's National Team vs China

July 29, 2015 – Major League Soccer All-Star Game, MLS All Stars vs Tottenham Hotspur FC

June 6, 2016 – US Women's National Team vs Japan

June 8, 2017 – 2018 FIFA World Cup Qualifier, US Men's National Team vs Trinidad & Tobago

September 15, 2017 – US Women's National Team vs New Zealand



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30 MINUTE DROP-OFF / PICK-UP PARKING ZONE

30 Minute Parking Zone is located on the west side of the stadium outside the Gate G entrance. Enter into the stadium complex via 60th Avenue and Drop-Off and Pick-Up is located on Victory Way between 60th Avenue and Prairie Parkway. Parking in this area is strictly monitored and designed for the following uses:

NON-EVENT DAYS

- Purchase of merchandise in the Altitude Authentics Team Store at DICK'S Sporting Goods Park.
- The purchase of event tickets at Box Office.

EVENT DAYS

- Guests with disabilities in need of assistance from Guest Relations, i.e. assistance in stadium via wheelchair.
 - Arrive early to help avoid traffic congestion.
 - At the end of the event, fans leaving the stadium could delay access to the loading / unloading zone.



ACCESSIBLE ACCOMMODATIONS

DICK'S Sporting Goods Park is committed to providing every guest with a comfortable and enjoyable experience at the Park, including guests with disabilities. To accommodate guests with disabilities, DICK'S Sporting Goods Park offers the following:

30 Minute / Drop-off / Pick-Up Parking Zone:

- A 30 minute Parking Zone is located on the west side of the stadium outside the Gate G entrance. Enter into the stadium complex via 60th Avenue. Drop-off and pick-up is located on Victory Way between 60th Avenue and Prairie Parkway.

Accessible Seating:

- Accommodations for wheelchair seating are available both on the concourse and field level. For more information on accessible seating, please call the Box Office at **303.727.3535**.
 - Concourse: Sections 102, 104, 105, 107, 108, 109, 111, 115-120, 124, 126, 127, 129, 130, 131, 133
 - Field Level: Sections 132-134 and the Terrace.

Assisted Listening Devices:

- Assisted listening devices and devices to receive closed captioning are available upon request at the Guest Relations window located on the guest concourse level across from Section 129. See CLOSED CAPTIONING on **Page 10** for more information.

Elevators:

- Located in the suite lobby and on the North Bridge.

Electrical Outlets:

- Electrical outlets are available for recharging wheelchairs and other necessary equipment in the accessible seating areas.

Accessible Parking:

- The majority of designated spaces are located in Lots A, B, C and F. There are additional spaces located in Lots G and H. To access the designated spaces in all lots, please have a state-issued accessible hangtag or license plate visible for parking staff so they can direct you to an appropriate lot. Accessible parking is available on a first-come, first-served basis.

Restrooms:

- All restrooms at DICK'S Sporting Goods Park are accessible.

Service Animals:

- Permission for guests to bring service animals. For more information, see SERVICE ANIMALS on **Page 24**.

Wheelchair Service:

- Wheelchair escort services are provided by Guest Relations. To receive a wheelchair escort service contact Guest Relations at **303.727.3748**, by email at **GuestRelations@DSGPark.com** or upon arrival into the facility, stop by the Guest Relations window located on the west concourse across from Section 129.



ADDRESS / TELEPHONE

DICK'S Sporting Goods Park
6000 Victory Way
Commerce City, CO 80022
303.727.3500 (General Offices)

AGE RESTRICTIONS

For all Rapids games, guests three (3) years of age and older are required to have a ticket. Guests under the age of three (3) years may sit in a ticketed guest's lap.

Generally, for all concerts and special events, guests two (2) years of age and older are required to have a ticket for entry. Policies may vary for concerts and special events. For information pertaining to specific events, please call Guest Relations at **303.727.3748**.

ALCOHOLIC BEVERAGE POLICIES

Guests are expected to follow all laws governing the purchase, possession, and consumption of alcohol. Guests are expected to drink responsibly and it is the responsibility of each guest to ensure that they have a safe means of transportation when leaving the facility.

- Any guest who is impaired/intoxicated before entering DICK'S Sporting Goods Park may be denied entry into the facility. Any guest found intoxicated within DICK'S Sporting Goods Park and/or causing a disturbance, as determined by management, will be asked to leave the facility without refund and may be subject to further consequences.
- DICK'S Sporting Goods Park does not allow outside alcohol to enter the stadium. Guests found with alcohol brought in from outside the stadium can be subject to ejection and citation by management.
- There will be a limit of two (2) alcoholic beverages sold to each guest, per purchase; this is subject to change based on management discretion or on an as needed event basis.
- To purchase alcohol, guests must be at least 21 years of age and have one of the following forms of current identification.
 - A valid United States driver's license
 - A valid United States military identification card
 - A valid passport
 - A valid government issued photo identification card
 - Government-Issued International IDs

DICK'S Sporting Goods Park Management reserves the right to eject and cite any individual(s) under the age of 21 who illegally purchase, possess, or consume alcohol or are visibly intoxicated. Individuals providing alcohol to those under 21 will also be subject to ejection and citation.

- The cut-off time for alcohol sales varies by event. Alcohol cut-off times are subject to change without notice. Please contact and Guest Relations staff for more information.
- DICK'S Sporting Goods Park does not allow alcohol (including bottled and/or unopened product) of any kind to leave the stadium.
- Some events may be designated as "non-alcohol" events. This means alcohol will not be served. For information regarding specific event policies, please contact Guest Relations at **303.727.3748** or by email at **GuestRelations@DSGPark.com**.



ALTITUDE SPORTS & ENTERTAINMENT

Seen in more than three million homes in a ten (10) state territory, Altitude is the television home of the Denver Nuggets, Colorado Avalanche, Colorado Mammoth, Colorado Rapids, Denver Outlaws, University of Denver sports (including hockey, lacrosse, soccer, basketball, volleyball and gymnastics), University of Colorado, Air Force Academy, weekly shows, CHSAA High School Football Game of the Week, as well as other local and regional sports, entertainment and public service programming. A full list of Altitude programming and other information can be found at www.altitudesports.com.

ANTHEM / COLOR GUARD

Any questions pertaining to the presentation of the colors for the Colorado Rapids may be directed to the Colorado Rapids Front Office by calling **303.727.3726**.

Individuals who would like to be considered for the singing of the National Anthem should send a CD or DVD of their performance to the following address:

Colorado Rapids
Attn: Game Entertainment
6000 Victory Way
Commerce City, CO 80022

ATMS

DICK'S Sporting Goods Park has five (5) ATMs.

Inside the Gates:

- Located on the south concourse at Section 118 by Eighteen76.
- Located inside Gate B
- Located next to Guest Relations at Section 129

Outside the Gates:

- Located on the west side of the stadium next to the Box Office between Gates F and G.

AUTOGRAPHS

We encourage fans to interact with players and politely ask for autographs during designated and appropriate times at the stadium. Pre-match and during the game are not appropriate times to ask for autographs; the best time to approach players is post-game or at scheduled player appearances in the community. Check ColoradoRapids.com for more information on player, mascot, and community ambassador appearance opportunities.



BANNERS

See Signs, Banners and Flags on **Page 25**.

BAG POLICY

Soft-sided personal size bags and containers no larger than 14" x 14" x 6" are allowed into DICK'S Sporting Goods Park. All permitted bags are subject to search both upon entry and within the arena. Please contact Guest Relations at 303.727.3748 for more information as the bag restrictions can vary for certain events and concerts.

BICYCLE PARKING

There are bicycle racks located at all gate entrances into DICK'S Sporting Goods Park.

BOX OFFICE *presented by*

The Main Box Office is located on the west side of the stadium between Gates F and G and is next to the Altitude Authentics Team Store. A second Box Office is located on the east side of the stadium at the Gate B entrance. The Gate B Box Office is open on event days one and a half hour prior to the start of an event, and is not open on non-event days.

Advance Ticket Sales:

An advance ticket sales window is open inside the stadium during events and is located on the east side of the stadium behind Section 107 at the Gate B entrance to the stadium.

Ticket Sales:

Tickets may be purchased by calling **303.825.GOAL (4625)** or by visiting **www.ColoradoRapids.com**, **www.AltitudeTickets.com**, **www.DicksSportingGoodsPark.com**, or the Altitude Tickets charge by phone line at **303.893.TIXS (8497)** or **1.866.461.6556**.

Box Office Hours of Operations:

DICK'S Sporting Goods Park Box Office opens at 10AM on most event days. For events that start at 10AM or earlier, the Box Office will open two hours prior to the event start time.

Will Call:

Will Call is located on the west side of the stadium at the Main Box Office. You must provide your own picture ID when picking up Will Call tickets.

Payment Options:

The Box Office accepts Visa, MasterCard, American Express, Discover and cash.



BUS SERVICE

RTD (Regional Transportation District) bus stop is located adjacent to DICK'S Sporting Goods Park at Prairie Parkway and Victory Way. The bus route that provides extended service for designated Colorado Rapids gamedays and additional events is Route 62.

For an updated RTD bus route schedule, call **303.299.6000** or **800.366.7433** or visit online at **www.rtd-denver.com**.

C

CAMERAS / VIDEO EQUIPMENT

Fans are welcome to bring personal point and shoot cameras into DICK'S Sporting Goods Park. Cameras with telephoto or interchangeable/detachable lenses and external flash (professional photography equipment) are not permitted inside DICK'S Sporting Goods Park at any time. Video recording devices, audio recording devices, monopods, bipods, tripods and selfie sticks are prohibited at all times. GoPros and iPads are permitted for sporting events only. Live streaming of any event is expressly prohibited. Video recording on any device is prohibited. Management reserves the right to deny any electronic device at their discretion.

For camera/recording device policies concerning a specific event, please contact Guest Relations at **303.727.3748**.

CENTENNIAL 38

Are you a passionate fan who likes to support your Colorado Rapids? Then you should think about joining Centennial 38, *the* official supporters group for the Colorado Rapids. Centennial 38 is for the most vocal and active Rapids supporters both in the stadium and at community events. Drums, flags, chants and singing are commonplace when supporting the Rapids with Centennial 38. Members enjoy special privileges inside the stadium, and the group hosts the best pre-match tailgate, on the south side of the stadium, before every home game. Come join the group before a game at the tailgate, and inside the stadium during the game in the Supporters Sections 117 and 108.

For tickets go to **Reservations@C38SG.com**. You can also find out more about Centennial 38 at **[Facebook.com/Centennial38](https://www.facebook.com/Centennial38)** or **<http://C38SG.com>**.

CLOSED CAPTIONING

Closed captioning is available for all Rapids games. Guests can access the complimentary closed captioning service on their mobile device by going to mobilecap.net in the web browser. The Event ID required is 901 and there is no password to enter. All standard data rates will apply.

Guests can also visit Guest Relations across from Section 129 to borrow a device to utilize the closed captioning service.

Closed captioning for concerts and special events is available upon guest request. Please contact Guest Relations at **303.727.3748** at least seventy-two (72) business hours prior to event to schedule.



CLOTHING/BODY ART

Guests are prohibited from wearing or displaying any clothing or body art containing profane or offensive material. Guests may be denied entry into the facility until the profane or offensive material is no longer visible. Guests found within the facility wearing clothing or showing body art displaying items that can be construed as profane or offensive by management will be asked to provide a solution where the items will no longer be displayed. If no solution can be found or the solution does not meet the satisfaction of management, the guest may be ejected from the facility. Masks can be worn to the match; however, they must be removed upon arrival to the stadium gates, on the concourse, and can ONLY be worn by the Guest while in their seats.

CODE OF CONDUCT

All DICK'S Sporting Goods Park guests are expected to maintain reasonable and appropriate behavior at all times. Any behavior disregarding the Code of Conduct, as determined by facility management, may result in ejection, arrest, citation or possible ban from DICK'S Sporting Goods Park.

Ejected guests will not receive a refund for their ticket(s) or be compensated in any way.

Inappropriate behavior includes, but is not limited to:

- Interference with the event or participants of the event in any way
- Disturbing other patrons' enjoyment of the event
- Failing to comply with instructions from facility personnel
- Harassing, taunting or using offensive language against players, referees, performers, other guests or staff
- Using profanity and/or other offensive words and gestures
- Throwing, tossing or discharging any object
- Intoxication or disorderly conduct
- Fighting or challenging others to fight
- Standing on chairs/seats/tables/platforms/railings
- Entering a restricted area or seating area without the proper ticket
- Violating DICK'S Sporting Goods Park rules, regulations or policies
- Violating any local, state or federal laws

DICK'S Sporting Goods Park management reserves the right to relocate, deny entry or eject any guest from the facility if demonstrating or displaying inappropriate behavior as determined by facility / event management.

Fans can text **PARKHELP** to **69050** with their seat location and concern to DICK'S Sporting Goods Park personnel. The sender will receive a response and Event Staff will respond to the seating section. Texting instructions can be seen on the scoreboard and fascia screens around the Park. Standard texting and data rates will apply.



COLORADO RAPIDS YOUTH DEVELOPMENT

The Colorado Rapids are leaders in player development. The Rapids Youth Development structure provides aspiring players with a path that will allow each player to enjoy the sport and reach their full potential in the game, including the professional level.

The Rapids Academy teams compete in US Soccer's prestigious Development Academy. The most talented of these players also have the opportunity to train and play alongside professional players.

The Rapids also offer boys and girls of all ages and abilities the opportunity to participate in leagues, camps and clinics through the Colorado Rapids Youth Soccer Club.

More information is available at www.coloradorapids.com/youth or by calling **303.727.3575**.

COMMUNITY RELATIONS / FAN DEVELOPMENT

Information regarding community outreach, programming and fundraising events associated with The Colorado Rapids can be found at www.coloradorapids.com/community.

COMPLIMENTS, COMMENTS, CONCERNS

During an event, guests are encouraged to express any compliments, comments or concerns at Guest Relations, located across from Section 129. After an event, please email GuestRelations@DSGPark.com to give feedback.

CONCESSIONS

ARAMARK Sports & Entertainment operates all concession stands at DICK'S Sporting Goods Park. There are ten (10) permanent concession stands with mobile concession and beverage kiosks throughout the facility. Permanent concession stands accept credit and debit cards, while mobile concession and beverage kiosks may only accept cash. Food guides are available at Guest Relations above Section 129.

CURSING / OFFENSIVE LANGUAGE

Cursing or the use of offensive language is prohibited at all times. Guests cursing or using offensive language may be ejected from the facility. If offensive language is heard, fans can text **PARKHELP** to **69050** with their seat location and concern to DICK'S Sporting Goods Park personnel. The sender will receive a response and Event Staff will respond to the seating section. Texting instructions can be seen on the scoreboard and fascia screens around the Park. Standard texting and data rates will apply.



DESIGNATED DRIVER PROGRAM

Designed to allow guests to have a safe and enjoyable time at DICK'S Sporting Goods Park. This program helps promote responsible consumption of alcoholic beverages. Guests that are 21 years of age or older, wishing to participate in the program may sign up at the Designated Driver kiosk located on the concourse level at Section 114.

To sign up, the guest must sign a pledge stating they will not consume alcoholic beverages during their stay at the facility. The guest must also present a valid driver's license that shows proof the guest is of legal drinking age and a legal driver. Upon doing so, the guest will be given a free soda or water.

DIAPER CHANGING STATIONS

Diaper changing stations are located in all men's, women's and family restrooms.

DIRECTIONS TO DICK'S SPORTING GOODS PARK

See Park location map on page 32.

There are FOUR entrances into DICK'S Sporting Goods Park:

- Quebec St. and E. 60th Avenue
- Quebec St. and Prairie Parkway (64th Avenue)
- 56th Avenue and Valentia Street
- Central Park Boulevard and Prairie Parkway

From the east: take I-70 West; exit Central Park Blvd., proceed North to 56th, continue straight and it will lead you to Prairie Parkway or turn left (West); proceed to Valentia and turn right.

From the west: take I-70 East; exit Quebec; proceed North to 60th and turn right.

From the north: take I-25 South; merge onto 270 East; Quebec; proceed North to 60th and turn right.

DISRUPTIVE BEHAVIOR

Fans experiencing displeasure at a Rapids game, concert or special event due to unpleasant, rowdy, harassing or otherwise obnoxious fans who are not following the DICK'S Sporting Goods Park Code of Conduct may text **PARKHELP** to **69050** with their seat location and the concern to DICK'S Sporting Goods Park personnel. The sender will receive a response and Event Staff will respond to the seating Section. Standard texting and data rates will apply.

If immediate assistance is needed, please notify the nearest event staff member.



DRINKING FOUNTAINS

Drinking fountains are located throughout the main concourse and suite levels of the stadium, most often just outside or near restrooms.

DRONES

Unless specifically authorized by Kroenke Sports and Entertainment, DICK'S Sporting Goods Park is a No Drone Zone. Operation of drones or any other unmanned aircraft is strictly prohibited. Violators are subject to ejection, citation and arrest.

E

EIGHTEEN76

Eighteen76 is located on the south concourse between Gates D and E and gives guests the opportunity to enjoy quality food in a relaxed setting. It features a full bar and flat screen TVs. Eighteen76 offers a wide variety of menu options from a burger and sandwich to fish & chips and a salad. Eighteen76 is typically open two (2) hours prior to the start of an event and closes ninety (90) minutes after Rapids games.

EJECTIONS

Attending an event at DICK'S Sporting Goods Park should be an enjoyable and safe experience for all. It is our goal to avoid ejections, citations or arrests whenever possible. However, it is of primary importance that each guest is able to enjoy a quality experience while in attendance. Therefore, a code of conduct will be enforced that emphasizes good sportsmanship and generally accepted standards of behavior. Season ticket members and suite holders are responsible for the actions of their guests and are subject to cancellation of tickets. For more information see CODE OF CONDUCT on **Page 10**. Failure to comply with the code of conduct can result in ejection and possible citation and arrest.

ELECTRONIC TICKETS

The only electronic tickets authorized for entry into DICK'S Sporting Goods park via smartphone are those tickets connected to the Flash Seats Mobile App. Any tickets that require a reprint will be subject to a \$5 reprint fee for the tickets to be printed at the Box Office. See FLASH SEATS on **Page 15** for more information. Requests for Flash Seat tickets to be printed on hard ticket stock are subject to a \$25 per order fee when available.



ELEVATORS

Passenger elevators are intended for use by guests who are not able to utilize the stairs to move from one level to another. Passenger elevators provide access to all concourses and suites. Elevators are located in the following locations:

- North concourse above the Terrace.
This elevator conducts service from the main concourse to the Terrace, as well as seating for guests with disabilities at the bottom of Sections 132-135.
- Suite Lobby elevator is located in the west building that services both suite levels.
- Other elevators in the building are intended for use by the media, freight and food service.

ENTRY INSPECTION

Walk-Through Metal Detectors were installed at all venue entrances prior to the Rapids pre-season in 2018. DICK'S Sporting Goods Park requires that all patrons entering the venue pass through a metal detector. Alternative accommodations for screening will be provided to those who need it. Guests who refuse screening will be denied entry.

ENTRY TO FIELD OF PLAY / PERFORMANCE AREA

Any guests attempting to or actually entering the field of play or performance area, will be immediately ejected, banned and subject to arrest and prosecution by Commerce City Police Department.

EXPERIENCE APP

You can sign up to upgrade your seats or purchase limited edition merchandise on gameday at www.ColoradoRapids.com/upgrade. Upgrade offers will only be available on gameday, and will expire at halftime. In order to purchase an upgrade, you must have already purchased tickets to the game to redeem.

F

FAMILY RESTROOMS

These facilities are larger, private restrooms for families with small children. Family restrooms also contain changing tables for use by families with small children. There are three family restrooms on the main concourse level located behind Sections 101, 111 and 129. For your additional convenience all public restroom facilities also have diaper-changing stations.



FIGHTING

Any guests involved in physical or verbal altercations are subject to ejection, Commerce City Police citation and arrest. If a guest is ejected from the venue for fighting, in addition to being banned from the venue, the guest may be banned per league requirements from all related league events for a period of at least one year or longer at the discretion of stadium management. If fighting occurs, fans can text **PARKHELP** to **69050** with their seat location and concern to DICK'S Sporting Goods Park personnel. The sender will receive a response and Event Staff will respond to the seating section. Standard texting and data rates will apply.

FIRST AID

First Aid is staffed by certified medical personnel and is located on the north concourse under the scoreboard. Paramedics are available during all events and regularly patrol the facility. Please contact any staff member for assistance.

FLAGS

See Signs, Banners and Flags on **Page 25**.

FLASH SEATS

Flash Seats paperless ticketing associates your tickets with the credit card you used to purchase them. Present that I.D. card or the QR code on the Flash Seats Mobile App to the ticket taker at the entry gate, as you would a standard paper ticket, and your tickets will print right as you walk into the Park. Please note, swiping an entry ID does not result in a charge on the credit card or provide customer refunds for unused tickets.

To view your tickets, change your entry ID or transfer tickets to another person, you can log in to your Flash Seats account on the Flash Seats Mobile App or at **FlashSeats.com** using the same email address and password used to set up your **AltitudeTickets.com** account.

The Flashseat Help Desk is located at the West Box Office.

FOOD & BEVERAGE

The following items may NOT be brought into the facility:

- Glass bottles of any kind.
- Outside food or beverage of any kind.
- Aluminum or metal cans of any kind.

Guests must dispose of or return to their vehicles any unauthorized items prior to entering into the facility. Items will not be stored, secured or kept for return by DICK'S Sporting Goods Park.

Empty, clear plastic bottles measuring 32oz or less may be brought into the facility and filled at any water fountain. DICK'S Sporting Goods Park also allows one (1) clear plastic factory sealed water bottle per guest, with the labels removed, into the facility.

For special dietary needs (including gluten allergies), infant needs, medical concerns and policies for concerts and special events, please contact Guest Relations at **303.727.3748** or by email at **GuestRelations@DSGPark.com**.



FRONT RANGE

Field level seats near the visiting team bench, along with a Summit Club membership. For more information see SUMMIT CLUB on **Page 28**.

For details on Premium Seating, Summit Club or Front Range please contact the Premium Services team by calling **303.825.GOAL (4625)** and selecting the option for Premium Seating.

G

GROUP TICKETS

Tickets are available at a special group rate for all orders of ten or more seats per game. For group ticket information call **303.825.GOAL (4625)** and press 3 to speak to a Group Ticket Account Executive.

GUEST RELATIONS

Guest Relations representatives are at DICK'S Sporting Goods Park to ensure that all guests have a safe, enjoyable experience. Guest Relations is located on the west side of the stadium across from Section 129 on the main concourse. Services offered at Guest Relations include:

- Accessible accommodations
- Assisted Listening Devices
- Guest / General information assistance
- Lost and Found
- Lost children / group members
- Resolution of ticket issues

In addition, there are Guest Relations staff located throughout the stadium to provide information and assistance. You may contact Guest Relations at **303.727.3748** or by email at **GuestRelations@DSGPark.com** with any other questions.



KIDS & FAMILIES

DICK'S Sporting Goods Park is pleased to offer fun and unique experiences for kids and families at every event! Visit the Guest Relations Kiosk for more information.

BIRTHDAY CELEBRATIONS:

DICK'S Sporting Goods Park wants to celebrate your birthday with you and your family! Guests can request to display celebratory messages in the arena with advance notice. Requests must be made two (2) weeks in advance of the requested home game. Messages can be no longer than ten (10) words and are subject to availability of inventory. For more information, and to make a request, call the Rapids Match Presentation Department at **303.727.3726**.

FIRST GAME CERTIFICATES

Is it your first Rapids game at DICK'S Sporting Goods Park? Stop by Guest Relations across from Section 129 to receive a certificate commemorating this special event!

KID-FRIENDLY CONCESSIONS

Dippin Dots, Cotton Candy, Chicken Tenders, Ice Cream, Incredible Berries, and Popcorn are just some of the many options that DICK'S Sporting Goods Park provides for kids and families. For more information, guests can visit Guest Relations across from Section 129 for a Food Guide with the locations of all of these items.

NURSING MOTHERS

The Nursing Suite is located across from Section 125. See NURSING MOTHERS on **Page 19** for more information.

KROENKE SPORTS CHARITIES

Kroenke Sports Charities is committed to improving lives through the spirit and power of sports. We strive to serve our community through education, health and fitness initiatives, athletic programs, and direct aid, with the particular purpose of helping families, children, veterans, and the disabled. Kroenke Sports Charities provides relevant programs and support, directly and with other nonprofit organizations, to ultimately assist, encourage, and enrich the lives of those in need.

You can support the community programs of Kroenke Sports Charities by attending the Colorado Rapids annual fundraising events listed below:

World Cup of Wine and Beer	Date: June 25, 2019
A Burgundy Affair	Date: October 7, 2019

For more information about our Community Relations and Fan Development programs please visit www.coloradorapids.com/community.

KROENKE SPORTS & ENTERTAINMENT (KSE)

Kroenke Sports & Entertainment is the owner and operator of DICK'S Sporting Goods Park and the Colorado Rapids. Other teams and properties owned by KSE include Pepsi Center, Paramount Theatre, Denver Nuggets, Colorado Avalanche, Colorado Mammoth, Altitude Sports & Entertainment, Altitude Tickets, 1STBANK Center, Outdoor Channel, World Fishing Network, Sportsman Channel, KSE Media Ventures and Elitch Gardens.



LIGHT RAIL SYSTEM

DICK'S Sporting Goods Park can be accessed by taking the A Line to Central Park Station. At Central Park Station, you will connect with the extended service route, Route 62, which provides extended service for designated Colorado Rapids gamedays and additional events at DICK'S Sporting Goods Park. For an updated RTD Light Rail schedule, call **303.299.6000** or **800.366.7433** or visit www.rtd-denver.com/schedules.

LOST AND FOUND

During an event, DICK'S Sporting Goods Park provides a lost and found service for its guests during events at the Guest Relations window located on the main concourse across from Section 129. Found items should be taken to this location or given to a Guest Relations representative. Any guest who has lost an item should go to the Guest Relations window to claim the item.

After an event, to check on or claim a lost and found item, please call **303.727.3739** or email lostandfound@DSGPark.com. Lost and found items will be logged and kept for fourteen (14) calendar days. Unclaimed items will be donated to charity after this holding period. DICK'S Sporting Goods Park management assumes no responsibility for items lost at events.

LOST CHILD / GUEST IDENTIFICATION PROGRAM

Should you become separated from your child (17 years old or younger) or someone in your party with special needs, you should proceed to Guest Relations, located on the west side of the stadium across from Section 129 on the main concourse level. Guest Relations representatives will accompany lost guests to this location and keep in contact with other staff members in the building to ensure the party is reunited.

LOST OR STOLEN TICKETS

Lost tickets may be replaced by calling the Box Office at **303.727.3535**. The ticket holder must be able to provide sufficient information to verify the ticket purchase. With the ticket scanning system at DICK'S Sporting Goods Park, new tickets are subject to a \$25 per ticket replacement fee. In accordance, the lost/stolen tickets will be deactivated and anyone attempting to use them will be denied entry to the building. If tickets are believed stolen, the account holder must file a police report with his/her local law enforcement agency and provide the Box Office with a copy. Once this has been done, the tickets reported as stolen will be replaced.



M

MASCOTS & STREET TEAM

The Colorado Rapids Street Team is a unique fleet of charismatic, knowledgeable, entrepreneurial and dynamic ambassadors that represent the Colorado Rapids organization at all home games and various grassroots marketing events throughout the Denver metro area each season.

Requests for the Rapids Mascots and/or Street Team to make appearances at community events, youth soccer tournaments, public festivals, corporate functions, concerts or away viewing parties can be arranged through the Game Presentation department. Both Mascot and Street Team request forms can be found on [ColoradoRapids.com/community](https://coloradorapids.com/community).

MEETINGS & EVENTS

KSE Meetings & Events welcomes your inquiries about any and all private events – award banquets, business meetings, conferences, holiday parties, trade shows, non-profit social gatherings, corporate outings and more. Whether it's an intimate event or a large scale reception, the Meetings & Events team is ready to meet your every need and help aid in a successful event. Consider Eighteen76 bar and restaurant or the Stadium Concourse among our many other spaces for your next event.

To book your next event, please call **303.727.3500** (ask for the Meetings & Events department) or email privateevents@dsgpark.com. Please visit www.dickssportinggoodspark.com/privateevents for more information.

N

NURSING MOTHERS

Nursing mothers requesting a more private location in which to breastfeed may use the Nursing Station Suite located across from Section 125. The suite provides privacy, cleanliness and all necessities for nursing mothers. Visit Guest Relations on the concourse across from Section 129 for directions on how to access the suite.

P

PARK HELP

Fans experiencing displeasure at a Rapids game, concert or special event due to unpleasant, rowdy, harassing or otherwise obnoxious fans who are not following the DICK'S Sporting Goods Park Code of Conduct, may text PARKHELP to 69050 with their seat location and concern to DICK'S Sporting Goods Park personnel. The sender will receive a response and Event Staff will respond to the seating section. Standard texting and data rates will apply.

Texting Instructions to **69050**.

Text example: PARKHELP section 116, guy in row 12 has a flask

Participation in our service is free of charge but standard carrier text messaging & data charges will apply.

Text STOP, END, QUIT, CANCEL, UNSUBSCRIBE, STOPALL to 69050 to be removed from any list and end subscription to the service.



PARKING LOTS

DICK'S Sporting Goods Park has nearly 5,000 parking spaces located on its grounds. (See maps in back of fan guide).

- Lot A and Lot AA provide parking to the General Public and Permit Holders and are located on the east side of the stadium and directly outside of Gate A.

Note: During a Colorado Rapids game this is reserved for Season Ticket Members.

- Lot B and Lot BB provide parking to the General Public and are located on the east side of the stadium and directly outside of Gates B and C.
- Lots C, D, and E provide parking to General Public and are located on the southeast side of the stadium.
- Lot F provides parking to the General Public and Permit Holders and is located on the southwest side of the stadium and outside of Gate F.
- Lots G and H provide parking to the General Public and are located on the west side of the stadium.
- Audi VIP Lot provides parking to Permit Holders and is located on the south side of the stadium, directly outside of Gates D and E.

Note: During a Colorado Rapids game, Audi VIP West is reserved for those who have a Supporter Lot pass.

- 30 Minute Parking Zone is located on west side of the stadium outside of Gate G.

Note: Access to the 30 Minute Parking Zone at the conclusion of events may be delayed due to an exiting crowd.

- Handicap Parking Permits

DICK'S Sporting Goods Park has more than 100 parking spaces for guests with disabilities. The majority of designated spaces are located in Lots A, B, C and F. There are additional spaces located in Lots G and H. To access the designated spaces in all lots, please have a state issued handicap hangtag or license plate visible for parking staff so they can direct you to the appropriate lot. Parking for guests with disabilities is available on a first-come first-served basis.

- Bus and RV Parking

- Bus and RV Parking is allowed in any of our open parking lots. Buses and RV's may not stay on-site overnight. For more information on DICK'S Sporting Goods Park parking and rates, call Guest Relations at **303.727.3748** or by email at

GuestRelations@DSGPark.com.

- Motorcycle Parking

We do not have a designated area for motorcycles.

PLAYER APPEARANCES

Each year, Colorado Rapids players make appearances throughout the state that serve as an essential part of the Rapids' community outreach efforts. Although the Rapids are eager to reach every fan, their ability to do so is largely inhibited by training, travel and matches. If you are interested in a Colorado Rapids player appearance, please visit **www.coloradorapids.com/community/appearances** to review the guidelines and submit a request. Requests must be made at least one (1) month in advance.

PREMIUM SEATING INFORMATION

For information regarding premium seating, call **303.727.GOAL (4625)** and select the menu option for Premium Seating. Calls can be taken 24 hours a day via voice mail or between 8:30 AM to 5:30 PM, Monday through Friday.

Premium Seating at DICK'S Sporting Goods Park includes Patio Tables, Fieldside Seats, Terrace Club Boxes, Premium Suites and Summit Club.



PROHIBITED ITEMS

For the safety and security of our guests, the following items are NOT permitted into the facility:

- Weapons of any kind (i.e. knives, pepper spray, stun-guns, any concealed weapons, firearms, and any ammunition or accessories to weapons)
- Fireworks, smoke bombs, etc.
- Any missile / projectile like objects
- Laser pointers/pens
- Large umbrellas / golf umbrellas / umbrellas with a pointed end
- Large backpacks, suitcases, beach bags, equipment bags, etc.
- Hard case containers (coolers, briefcases, or containers of any size)
- Glass containers, aluminum cans, canteens, Bota bags or Camelbacks
- Outside food and beverages
- Outside alcohol
- Illegal drugs or substances
- Any form of marijuana
- Chemicals
- Vuvuzelas, Air horns or whistles of any kind
- Streamers of any kind
- Un-approved pamphlets, handouts, advertisements, etc.
- Stickers or flyers
- Skateboards, roller blades, roller skates, roller shoes, etc.
- Frisbees
- Inflatable objects (beach balls, latex balloons, etc.)
- External flash camera units
- Interchangeable/detachable camera lenses
- Audio/video recording devices including, but not limited to, Google Glass and other similar technology
- Camera monopods/bipods/tripods
- Selfie sticks
- Drones and other unmanned aerial devices
- Animals (See **Page 24** for more information on SERVICE ANIMALS)
- Any other devices that may potentially cause harm to others
- Other items as determined by facility management

The following items ARE permitted into the facility:

- Empty, clear plastic bottles measuring 32oz or less
- Clear plastic factory sealed water bottles, one (1) per guest, with label removed
- Soft-sided bags no larger than 14" x 14" x 6". All bags are subject to search prior to entry
- Small, compact umbrellas with no metal points
- GoPros and iPads are permitted for sporting events only

Management reserves the right to handle each occurrence on a case-by-case basis. There are no check-in areas or lockers available at the facility. All bags, jackets and guests are subject to search upon entering the facility.

Some events such as concerts, international games, select family events and other sanctioned events may have varying policies. Please contact Guest Relations at **303.727.3748** or by email at **GuestRelations@DSGPark.com** for stadium policies during special events.



RADIO

All Colorado Rapids regular season games will be broadcast live and can be heard on Altitude Sports Radio 92.5 FM. For more information on where to listen, please visit www.altitudesportsradio.com.

RECORDING DEVICES

Guests may not bring audio or video recording devices into the stadium. These devices include, but are not limited to, video cameras/camcorders and audio recording devices. GoPros and iPads are allowed in for Rapids games ONLY.

RECYCLE

KSE launched its Play Clean, Eco-friendly Entertainment campaign in March 2008 at DICK'S Sporting Goods Park to promote fan recycling during concerts and sporting events. Fans can recycle plastic cups, plastic bottles, and aluminum cans into any of the Red Coca-Cola recycling bins located throughout the concourse, suites, and complex fields.

RE-ENTRY

DICK'S Sporting Goods Park has a NO re-entry policy. Guests may not leave the stadium and return for any reason.

RESTROOMS

All restrooms throughout DICK's Sporting Goods Park are wheelchair accessible. The following is a list of sections where restrooms are located:

Main Concourse Level

- Women - Behind Sections 103, 110, 114, 121, 126, 132
- Men - Behind Sections 102, 111, 115, 120, 124, 133
- Family - Behind Sections 101, 112, 129

Terrace

- Men's and Women's restrooms are located just under the Northwest Bridge.

Suite Level II

- Women - Across from Suite 3 and Summit Club
- Men - Across from Suite 3 and Summit Club

Suite Level III

- Women - Across from Suite 1
- Men - Across from Suite 1



SCALPING OR RE-SELLING TICKETS

It is illegal to buy or sell any ticket for any event on DICK'S Sporting Goods Park property. Anyone caught attempting to sell tickets or unauthorized merchandise in violation of applicable law or DICK'S Sporting Goods Park policies will be prosecuted. DICK'S Sporting Goods Park does not guarantee the authenticity of tickets purchased from third parties and reserves the right to refuse entry for duplicate, stolen or inauthentic tickets.

SEASON TICKET MEMBERSHIPS

For information on Season Ticket Memberships call, **303.825.GOAL (4625)** or visit **www.ColoradoRapids.com**.

SEASON TICKET MEMBERSHIPS

The Season Ticket Member Headquarters is located at Section 119 on Rapids game days. Current season ticket members can visit the Season Ticket Member Headquarters and Membership Services Executives will be on site throughout the match.

SEAT NUMBERING SYSTEM

- Sections are numbered from the northeast side of the stadium in a clockwise direction.
- Viewed from the pitch, seats are numbered left to right and rows are numbered from the bottom up beginning with 1.
- There are some exceptions on the west side at Sections 127-130 Rows in these Sections start at 3.

SEE SOMETHING, SAY SOMETHING

Did you SEE something suspicious in or around your area? Then SAY something to event staff or local authorities to make it right. Together we can make DICK'S Sporting Goods Park safer.

Report suspicious activity to **1.877.509.2422**.

Guests can also text their concerns using the **PARKHELP** system. Text **PARKHELP** with seat location and concern to **69050**. The sender will receive a response and Event Staff will respond to your seating Section. Standard texting rates will apply.

SERVICE ANIMALS

DICK'S Sporting Goods Park welcomes service dogs utilized by guests with disabilities. Service dogs must be harnessed, leashed or tethered at all times, unless special circumstances exist, and will be required to rest in the seating area of the individual with the disability rather than in the aisle. A guest whose service dog poses a threat to the safety of other guests and employees, or whose dog is not house-broken, may be asked to escort the dog off the premises. Any service dog that displays vicious behavior towards guests or employees may be denied entry or removed from the facility.



SERVICE PARTNERS

DICK'S Sporting Goods Park has partnered with various companies to provide services that enhance the quality and experience of each guest.

These partners include:

- ARAMARK Sports & Entertainment (concessions vendor)
- Argus (event staff/security)
- Commerce City Police Department
- Phantom K9 (canine and terrorism detection)
- Premier Facilities Services (housekeeping services)
- Rhino Staging (staging professionals)
- RPM (parking services)
- Stadium Medical (event medical services)
- South Adams County Fire

SIGNS, BANNERS AND FLAGS

DICK'S Sporting Goods Park holds a general policy welcoming signs, banners and flags during events. The following rules/regulations apply to all signs, banners, flags and posters entering DICK'S Sporting Goods Park;

- Item may not obstruct facility signage.
- Item may not be attached to a pole or holding device of any kind.
- Item may not exceed 22" x 28" in size.
- A flag may be on a PVC pipe no longer than 3' long and ½" wide.
- Item may not contain or display any profane, offensive, graphic, obscene language and/or pictures as determined by facility/event management.
- Item may not be, in any way, taped, glued or secured using an adhesive agent of any kind
- The hanging of the banner, flag, or sign may not in any way damage the stadium walls, paint, railings, glass, or any stadium property.
- Item may not obstruct the view of other guests or create a safety hazard as determined by facility/event management.
- Item may not be constructed of wood, metal, or any other material that may cause harm to others.
- Item may not contain commercial or political messages or violate the DICK'S Sporting Good Park Code of Conduct.
- No whiteboards/markers

In the event that a banner, flag, or sign does not meet the above guidelines, items will not be stored, secured, or kept for return by DICK'S Sporting Goods Park.

Some events such as concerts, international matches or special events may have specific policies regarding signs/banners/flags/posters. Please contact Guest Relations at **303.727.3748** for event specific information.

SMOKING

DICK'S Sporting Goods Park is a smoke-free facility. Smoking, chewing tobacco and alternative smoking devices (electronic or vapor) are only permitted in the designated smoking area. The general smoking area is located on the Eighteen76 patio. Guests must have a valid ticket to access this area. Any guests smoking in a non-designated area will be subject to ejection. Any form of marijuana consumption is prohibited on DICK'S Sporting Goods Park property.



SOCCER / PLAYING FIELDS

DICK'S Sporting Goods Park has a total of twenty-five (25) full-size fields. These fields can host a variety of events for youths and adults alike. Such events include, but are not limited to: practices, league play, tournaments, international competitions, Men's and Women's US National Team Games and other National Team Games. These fields can also host a variety of sporting competitions such as soccer, lacrosse, football, ultimate frisbee, rugby, Gaelic football, kickball and dodge ball.

Stadium Field:

Size of Field: Field of play - 120 yards x 75 yards.

Type of Grass:

Kentucky Bluegrass grown at Graff's Turf Farm in Fort Morgan, Colorado.

What is under the Grass?:

Directly under the Kentucky Bluegrass is a 10" root zone, which is composed of 90% USGA Grade Sand and 10% Dakota Peat. Under the Root Zone is a 4" Pea Gravel layer and under that is the native soil. Within the layer of Pea Gravel there is Perforated Polly Pipe on 10" centers that have two main functions; by flipping a switch the Perforated Polly Pipe can assist in the removal of heavy rainwater out of the root zone to help dry out the field if necessary. These same pipes also offer a source of heat keeping the roots at a comfortable 40 - 50°F during the winter months.

Colorado Rapids Training Field:

The training field is identical to the stadium field. The only difference is the training field will not be able to maintain a moderate growing temperature during the winter months.

2 Synthetic Turf Fields (with lights):

Type / Name of Field: Desso Pro Challenge 60. Length of Blades: 3/4" tall. These fields can host all kinds of games / events with the ability to play during inclement weather and under the lights. A permit is required for all field use. See Stadium Rental / Facility Rental for information.

21 Full-Size Grass Soccer Fields (with lights):

All 21 fields can be utilized by both youths and adults alike for a wide variety of sports and activities. A permit is required for all field use. See Stadium Rental / Facility Rental for information.

SOCIAL MEDIA

Visit the following Facebook pages for exclusive content, promotions, contests and giveaways!

Facebook.com/ColoradoRapids

Facebook.com/DicksSportingGoodsPark

Facebook.com/1STBANKCenter

Facebook.com/AltitudeAuthentics

Facebook.com/AltitudeTV

Facebook.com/AltitudeTickets

Facebook.com/ColoradoAvalanche

Facebook.com/ColoradoMammoth

Facebook.com/DenverNuggets

Facebook.com/ElitchGardensDenver

Facebook.com/KroenkeSportsCharities

Facebook.com/OutdoorChannel

Facebook.com/PepsiCenter

Facebook.com/SportsmanChannel

Facebook.com/WFN

Facebook.com/AltitudeTickets

Gain access to inside information, breaking news and more by following these properties on Twitter:

@ColoradoRapids

@LosRapids

@DSGPark

@1STBANK_Center

@AltitudeTV

@AltitudeTickets

@Avalanche

@KSE_Charities

@MammothLax

@Nuggets

@ParamountCO

@Pepsi_Center

@PepsiCenterTour



Facebook.com/ParamountDenver

Receive exclusive content and video by following these properties on snapchat:

@mlsrapids

@avalanche

@mammothlax

@nuggets

Access behind the scenes photo and more by following these properties on Instagram:

@coloradorapids

@dsgpark

@1STBANK_Center

@coloradoavalanche

@coloradomammoth

@nuggets

@ParamountCO

@pepsicenter

SOLICITING / LITERATURE

It is prohibited to solicit contributions, distribute literature or engage in any other commercial or promotional activity on DICK'S Sporting Goods Park property without written approval. Engaging in any such activity are subject to ejection, Commerce City Police citation, and arrest. A fine will be issued for clean-up expenses of unauthorized literature.

SPECIAL OCCASIONS

DICK'S Sporting Goods Park is happy to help celebrate special occasions with our guests. Guests can purchase a personal message for special events such as birthdays, anniversaries, proposals, etc., to appear on the North LED ribbon during a Colorado Rapids home game. Requests must be made at least two weeks in advance of the desired game. All requests are subject to approval by the Rapids Front Office. Please contact **303.727.3726** for more information.

STADIUM / FACILITY RENTAL

If you or your company or organization is interested in renting the stadium please call **303.405.1306**. For a field or parking lot, please call **303.727.3507**.

STAGE CONFIGURATION

For concerts, DICK'S Sporting Goods Park will feature a stage at field level on the north side of the stadium. This configuration will allow the stadium to increase seating capacity from 18,000 for sporting events to 27,000 for concerts. Other configurations may be utilized for special events.

STROLLERS

Strollers are allowed into DICK'S Sporting Goods Park. Should they not fit under your seat, they may also be checked in at your own risk at the Guest Relations kiosk located on the concourse across from Section 129.



SUITE ACCESS

Suite holders may access suites up to ninety (90) minutes prior to each event and may remain in their suites up to thirty (30) minutes after the conclusion of the event. In-suite catering is also available within these timeframes. There may be occasional exceptions to these times.

SUITES

Suites are available on multi-year leases or on a rent-per-event basis. For information on renting a suite please contact **303.825.GOAL (4625)** and select the menu option for Premium Seating.

All suites have restrictions on the number of guests in the suite. Suites exceeding capacity may be closed for the event and all guests may also be ejected at the discretion of management.

SUMMIT CLUB

The Summit Club embraces the Colorado experience by offering both passionate fans and business leaders the opportunity to enjoy the best professional sports experience in Denver, with all-inclusive food catered by Denver's top restaurants and an open bar featuring beer and wine! Members have the opportunity to watch warm-ups field-side, and listen to a Chalk Talk by a member of the Club's technical staff following the match, stay post-game for the live Man of the Match Ceremony and autograph session.

There are three (3) sections of the Summit Club: Balcony, Front Range, and Suite 12. All three (3) sections have full access to the Summit Club with all the amenities. The Balcony is just outside the doors of the club, over-looking the field. The Front Range is a row of seats on the field between the visiting team and goal line (below Sections 132 & 133). Suite 12 is located directly next to the Summit Club and includes twenty (20) balcony seats. Season Ticket Members who do not want to give up their seat location in the stadium may purchase an Access credential for the Summit Club. When they are ready to cheer on the Rapids, they may return to their season seats.

For information regarding The Summit Club, call **303.727.GOAL (4625)** and select the menu option for Premium Seating.

SUPPORTERS SECTIONS - 108 & 117

The Rapids Supporters Sections are Section 108 and Section 117. Flags, banners, musical instruments, singing and other passionate support of the team at home games will all be encouraged, making the Supporters Sections the place to be for Colorado's most enthusiastic soccer fans. The Supporters Sections are designed for adults. Younger fans may enter if they are accompanied by an adult. For tickets, visit <http://home.c38sg.com>

Fans located in the designated Supporter Sections will need to follow the Fan Code of Conduct and the Prohibited items policy. DICK'S Sporting Goods Park management reserves the right to deny any item as determined by facility / event management. Below is a list of items only permitted in the designated Supporters Sections:

Exempted:

- Approved drums and musical instruments
- Signs, banners and flags, following the SIGN, BANNER, and FLAG policy on **Page 25**.
- Flag poles 6' tall and made out of ½" PVC pipe.
- Confetti – when thrown straight up into the air during a time of celebration.

Note: Corner Kick, Throw in, or kick off is not considered a time of celebration.



NOTE: these items may only be brought into the stadium at the designated time through the C38 gate or pre-arranged by stadium management.

Prohibited:

- Vuvuzelas, air horns or whistles
- Standing on seats
- Confetti – when thrown at or on the field, during the run of play, or at an individual, referee, player, staff, or anyone else
- Streamers of any kind
- Visiting team apparel

TAILGATING

Tailgating is allowed in all stadium lots; however, please respect fellow fans by only occupying one (1) parking space. Tailgating should take place directly behind your vehicle or in adjacent landscape areas only. You may not block other parking spaces, walkways or any aisle ways with tents, trailers, chairs, coolers, or barbeques.

Note: All barbeques must use a controlled flame. Open fires using logs, charcoal, or wood barbeques / grills of any kind are strictly prohibited. Propane tanks must be less than 20lbs. Violators will be prosecuted.

TAXI SERVICE

Taxi cab service is available for all games outside Gate G. For assistance with all taxi needs, please contact Guest Relations on the main concourse level across from Section 129 or by calling Guest Relations at **303.727.3748**.

TEAM STORE AT DICK'S SPORTING GOODS PARK



ALTITUDE AUTHENTICS

The Altitude Authentics main store is located on the west side of the stadium next to the Box Office at Gate G. The store is open from 10:00 a.m. to 5:00 p.m. on Fridays and game days starting at 10:00 a.m. All guests must have a ticket for entry starting one hour prior to kick. Other in-stadium locations include:

- Southeast concourse next to Gate C, across from Section 112/113
- Top of Section 107
- On the North Bridge next to the stairs to the Terrace

THROWING OBJECTS / PROJECTILES

Throwing objects within the facility or onto the field is strictly prohibited. Guests found throwing any object within the facility may be ejected, banned and subject to Commerce City Police citation and arrest.

TICKET SALES TABLES

Ticket sales tables are located at Sections 108, 119 and 126. These tables allow guests to get information regarding single game tickets, season ticket memberships and group tickets.



TICKET POLICIES

Child Entry: For all Rapids games, guests three (3) years of age and older are required to have a ticket. Guests under the age of three (3) years may sit in a ticketed guest's lap. Policies may vary for concerts and special events. Please contact Guest Relations at **303.727.3748** or by email at **GuestRelations@DSGPark.com**. Generally for concerts and special events, guests two (2) years of age and older are required to have a ticket for entry.

Duplicate Tickets: The facility is not responsible for any inconvenience caused by unauthorized duplication. In the event duplicate copies appear, the facility reserves the right to refuse entry to all ticket holders involved.

Re-Entry: There is NO re-entry into the facility.

Resale of Tickets: Unlawful resale or unlawful attempted resale is grounds for seizure and cancellation without compensation. Tickets obtained from unauthorized sources may be lost, stolen or counterfeit and are void.

Reschedule Policy: In the event of a cancellation or rescheduling of an applicable event, management shall not be required to issue a refund provided that you are given the right to attend a rescheduled performance of the same event or to exchange this ticket for a ticket, comparable in price and location, to another similar event as designated by management except as otherwise provided by law. Management reserves the right, without the refund of any portion of the ticket purchase price, to refuse admission to or eject any person whose conduct is deemed by management to violate the code of conduct.

Breach of the code of conduct terminates this license. No refunds. No exchanges except as provided herein. Event date and time are subject to change without notice. All rights reserved.

Patrons are required to show their ticket if asked by stadium staff/management.

TOURS

TOUR HOURS (October to May) Monday, Wednesday and Friday 10 a.m. & 2 p.m. Please call twenty-four (24) hours in advance to schedule your time, as we do not allow walk-ups.

In order to schedule a tour, please call **303.727.3500**. Please note that all areas of the stadium might be not accessible on your tour date.



VISITING SUPPORTERS SECTION

DICK'S Sporting Goods Park and the Colorado Rapids welcome visiting supporters to our home. We encourage visiting supporters to proudly support their team. The official seating location for visiting team supporters and groups is Section 136. Vocal and ardent fans of visiting teams should request to sit in this section for their overall enjoyment of the game. Visiting Team supporters wishing to purchase tickets to any Rapids home game may do so by calling **303.825.GOAL (4625)**.

Tailgating

Visiting Supporters have a specific tailgating location. This location is located between Lot BB and the west side of field 19. At this location guests will be able to park and set up on the sidewalk while utilizing the restrooms located just north of their location. Tailgating is permitted as long as prior arrangements are made with the Colorado Rapids. Please contact **303.727.3519** to confirm your location.

Exempted Items:

Recognized visiting supporters may bring the following items into the game, if approved by stadium management prior to the match. Please call **303.727.3519** to make arrangements in advance.

- Approved drums and musical instruments
- Signs, banners and flags following the SIGN, BANNER, and FLAG policy on **Page 25**
- Flag poles 6' tall and made out of ½" PVC pipe
- Confetti – when thrown straight up into the air during a time of celebration
- Note: A corner kick, throw in, or kick off is NOT considered a time of celebration. Confetti thrown at players, referees, or any event staff is strictly prohibited

Post-match

Depending on the outcome of the game, stadium management reserves the right to hold you in your seats up to twenty (20) minutes after the game has ended.

WEBSITES

Find all the information you need, including the schedule of events and games at the following websites:

1stBankCenter.com	ColoradoAvalanche.com	KSEDenverVenues.com	TheSportsmanChannel.com
AltitudeSports.com	ColoradoMammoth.com	Nuggets.com	WorldFishingNetwork.com
AltitudeAuthentics.com	ColoradoRapids.com	OutdoorChannel.com	
AltitudeTickets.com	DicksSportingGoodsPark.com	ParamountDenver.com	
AltitudeSportsRadio.com	FlashSeats.com	PepsiCenter.com	

WILL CALL

Will Call is located on the west side of the stadium at the Main Box Office. Tickets left in Will Call may be picked up starting two hours prior to a game or event. Guests will be asked to provide a picture ID corresponding to the name of the person under which the tickets are held.



DICK'S SPORTING GOODS PARK CONTACT INFORMATION

PHONE

NUMBERS

24-Hour Security	303.727.3737
Altitude Authentics – Team Store	303.727.3300
Altitude Tickets	303.893.TIXS (8497) or 1.866.461.6556
Booking	303.727.3747
Box Office	303.727.3535
Colorado Rapids	303.727.3500
Colorado Rapids Academy	303.727.3575
Colorado Rapids Academy Weather Hotline	303.727.3397
Colorado Rapids Fax	303.727.3536
Colorado Rapids Group Ticket Sales	303.825.GOAL
Colorado Rapids Season Ticket Member Customer Service	303.727.GOAL
Colorado Rapids Season Ticket Membership Sales	303.825.GOAL
Complex Hotline / Weather Hotline	303.727.3333
DICK'S Sporting Goods Park Information Line	303.727.3500
DICK'S Sporting Goods Park Tours	303.727.3500
Field Booking	303.727.3507
Guest Relations	303.727.3748
Lost and Found	303.727.3739
Premium Seating	303.825.GOAL
Special Event Booking	303.727.3507
Stadium Booking	303.727.3747

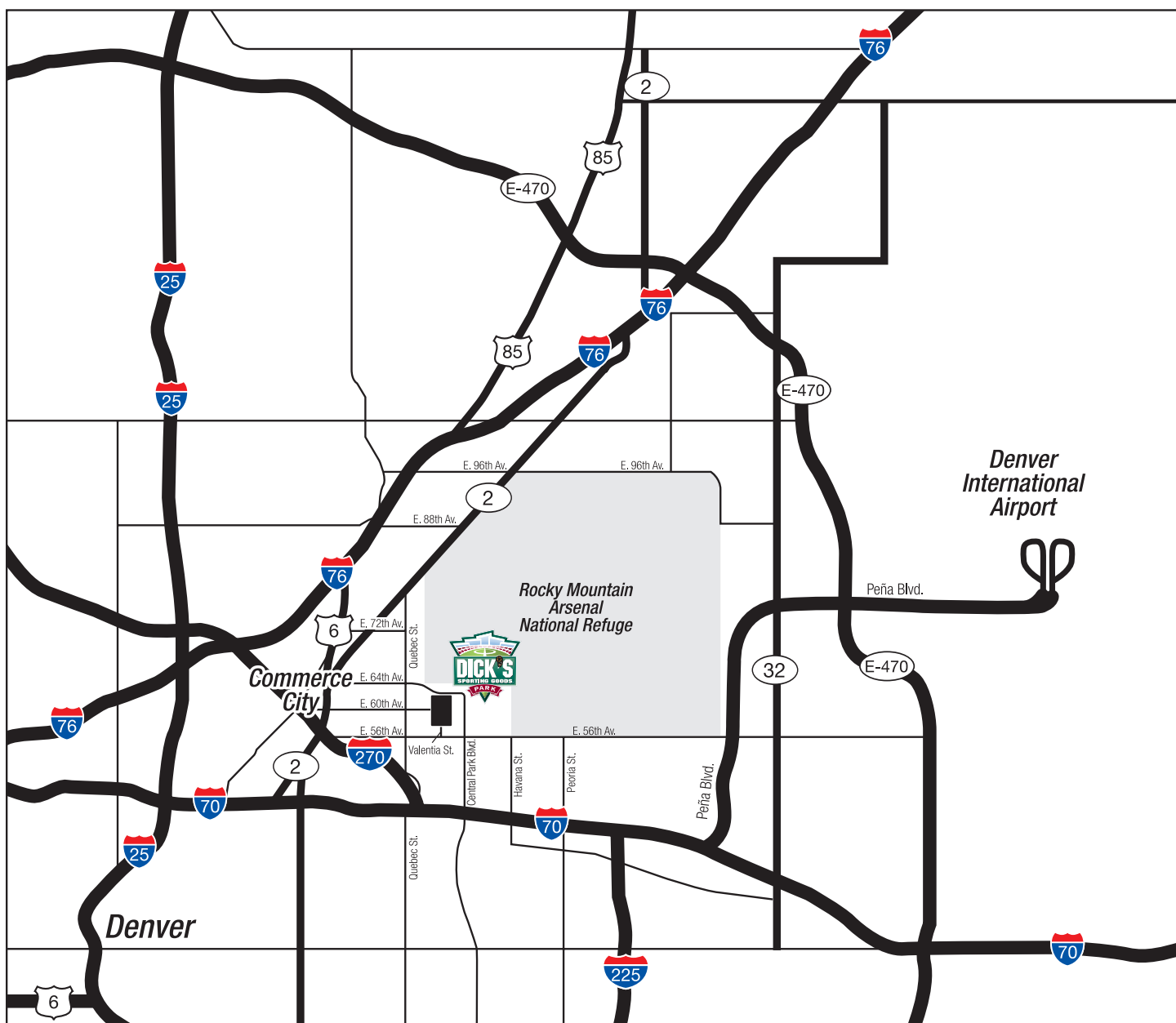
GENERAL

EMAILS

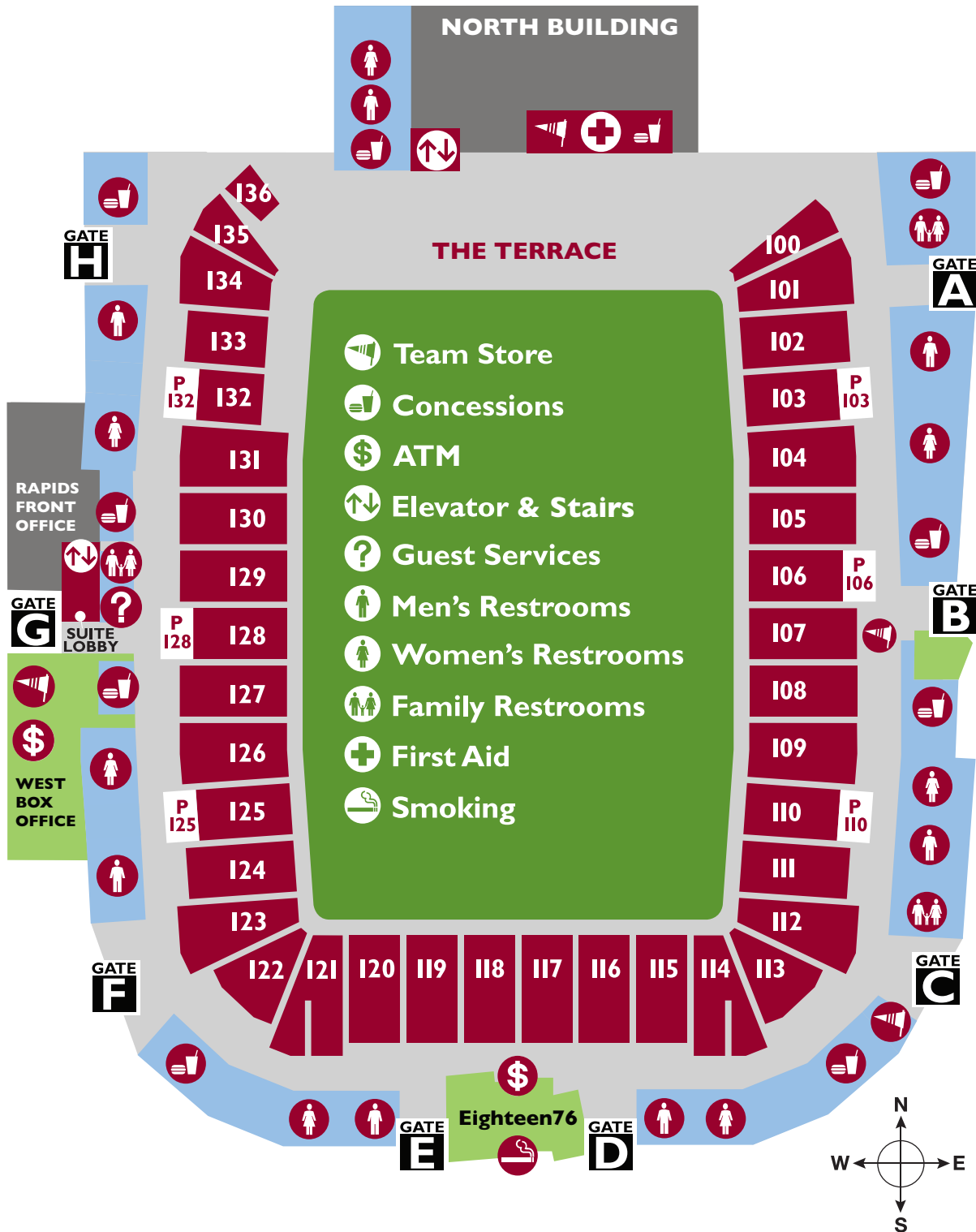
DICK'S Sporting Goods Park	info@dsgpark.com
Colorado Rapids	RapidsFanMail@dsgpark.com
Lost and Found	lostandfound@DSGAPark.com
Guest Relations	GuestRelations@DSGAPark.com
Season Ticket Holder Customer Service	CustomerService@DSGAPark.com
Special Event and Field Booking	DSGPM MeetingsEvents@TeamKSE.com



PARK LOCATION MAP



MAIN CONCOURSE MAP



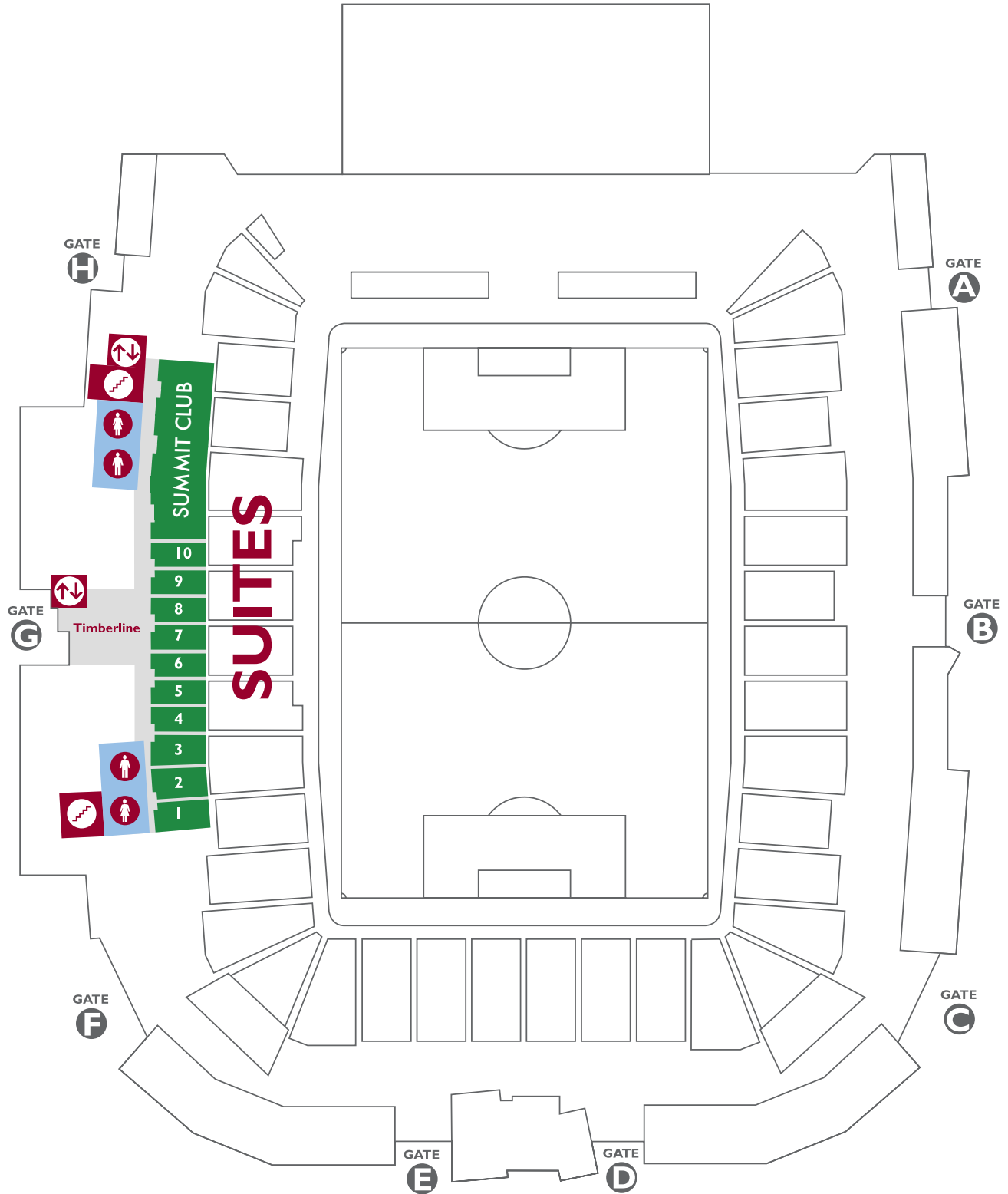
CONCERT STAGE & SEATING



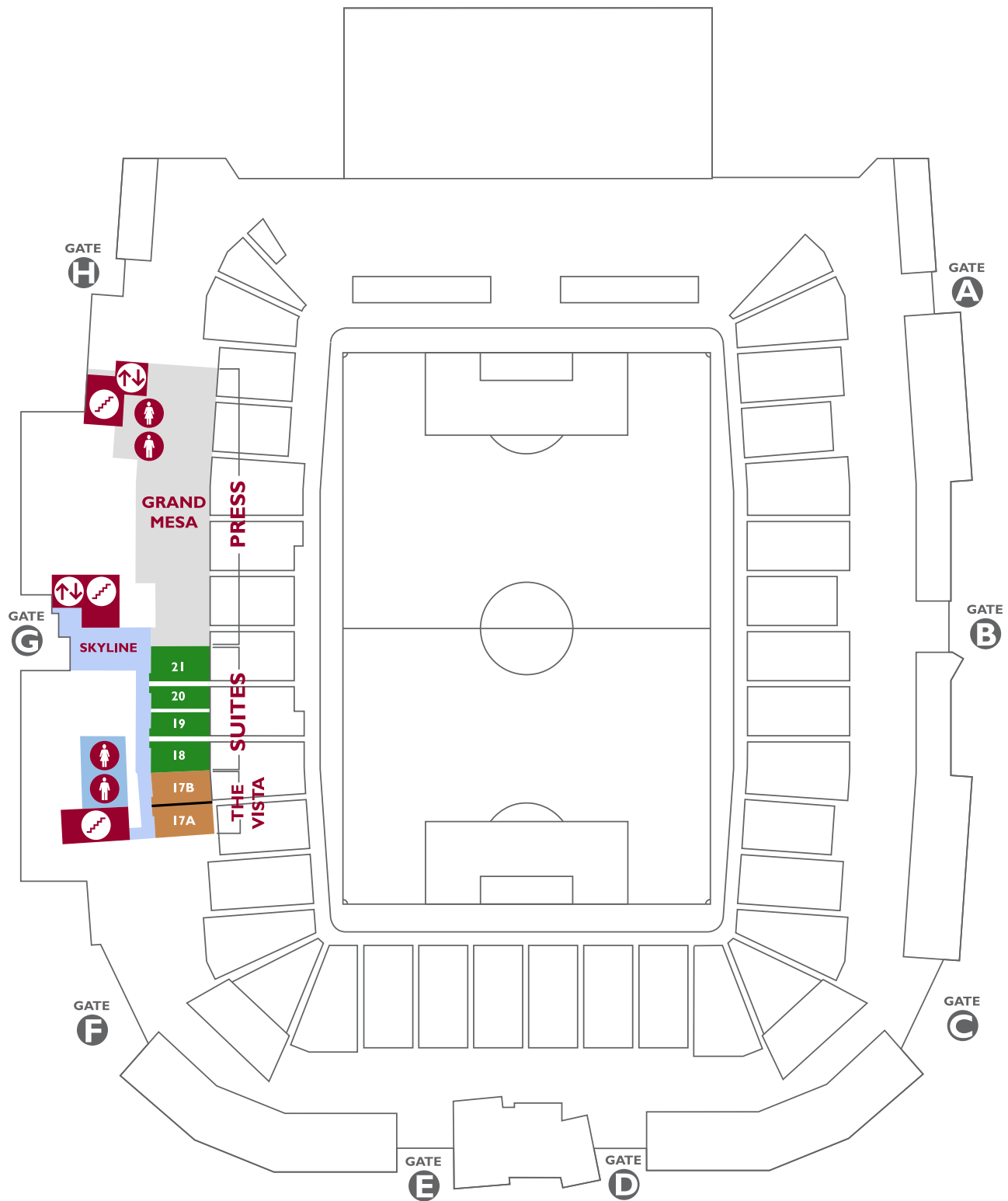
- | | | | |
|-----------------|----------------|-------------------|---------|
| Concessions | Elevator | Women's Restrooms | Stairs |
| ATM | Guest Services | Family Restrooms | Smoking |
| Men's Restrooms | First Aid | | |



2ND FLOOR SUITE LEVEL



UPPER SUITE & PRESS LEVEL



PARK COMPLEX MAP



 Concessions

 Vending

 Men's Restrooms

 Women's Restrooms