



2023 LOWER.COM LOUNGE MATCHDAY GUIDE

TABLE OF CONTENTS

- Welcome to the 2023 Crew Season
- 2023 Crew Home Season Schedule
- Parking Maps
- Arriving and Exiting Lower.com Field
- Lower.com Field Matchday Information
- Accessing the Lower.com Lounge
- Food and Beverage Ordering



WELCOME TO THE 2023 CREW SEASON

We are excited to welcome you back for the 2023 Crew season! Your support of the Columbus Crew does not go unnoticed, and we want to thank you for being a great partner with us in the Lower.com Field Lounge at Lower.com Field.

Our Premium Service Team is dedicated to providing exceptional service for you and your guests. We look forward to working with you this season. If there is anything you need before, during, or after the season, please don't hesitate to reach out to us.

Go Crew!

The Premium Service Team
Premium@ColumbusCrew.com



2023 CREW HOME SEASON SCHEDULE

<div>WHITE</div> <div></div> <div>SATURDAY MAR. 4 7:30 PM KICKOFF</div>	<div>WHITE</div> <div></div> <div>SATURDAY MAR. 25 7:30 PM KICKOFF</div>	<div>WHITE</div> <div></div> <div>SATURDAY APR. 1 7:30 PM KICKOFF</div>	<div>WHITE</div> <div></div> <div>SATURDAY APR. 15 7:30 PM KICKOFF</div>	<div>WHITE</div> <div></div> <div>SATURDAY APR. 29 7:30 PM KICKOFF</div>	<div>BLACK</div> <div></div> <div>SATURDAY MAY 13 7:30 PM KICKOFF</div>
<div>WHITE</div> <div></div> <div>WEDNESDAY MAY 17 7:30 PM KICKOFF</div>	<div>WHITE</div> <div></div> <div>WEDNESDAY MAY 31 7:30 PM KICKOFF</div>	<div>BLACK</div> <div></div> <div>SATURDAY JUN. 3 7:30 PM KICKOFF</div>	<div>BLACK</div> <div></div> <div>SATURDAY JUN. 24 7:30 PM KICKOFF</div>	<div>BLACK</div> <div></div> <div>SATURDAY JUL. 1 7:30 PM KICKOFF</div>	<div>BLACK</div> <div></div> <div>SATURDAY JUL. 8 7:30 PM KICKOFF</div>
<div>GOLD</div> <div></div> <div>SUNDAY AUG. 20 7:30 PM KICKOFF</div>	<div>BLACK</div> <div></div> <div>SATURDAY AUG. 26 7:30 PM KICKOFF</div>	<div>WHITE</div> <div></div> <div>WEDNESDAY SEP. 20 7:30 PM KICKOFF</div>	<div>BLACK</div> <div></div> <div>SATURDAY SEP. 30 7:30 PM KICKOFF</div>	<div>BLACK</div> <div></div> <div>SATURDAY OCT. 21 KICKOFF TBD</div>	

COLUMBUS CREW PREMIUM SERVICE TEAM



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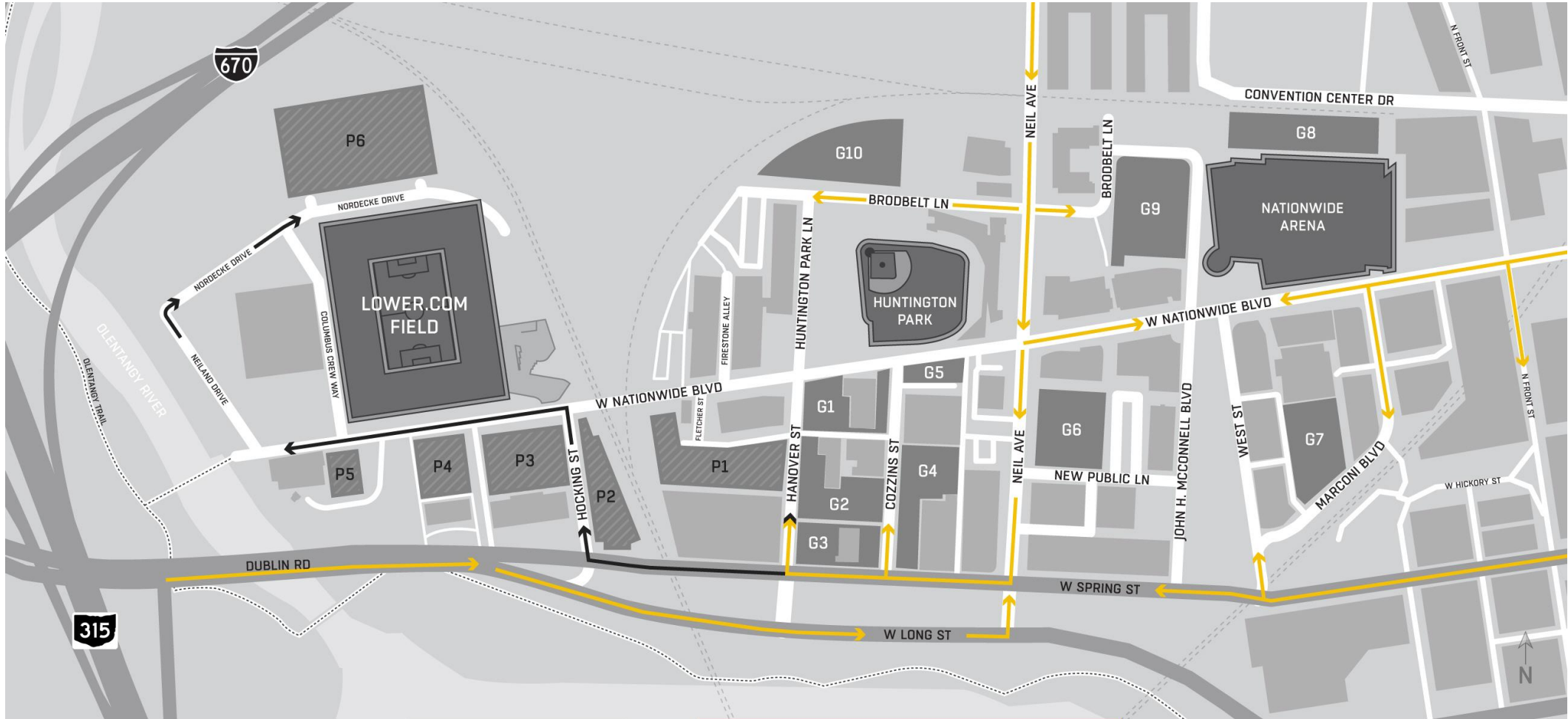


PARKING AT LOWER.COM FIELD

MATCHDAY LOT KEY

- | | | | |
|------------|------------|------------------|-----------------|
| FLETCHER | POWERPLANT | MCCONNELL GARAGE | NEIL AVE GARAGE |
| HOCKING | GARAGE | FRONT ST. GARAGE | BELMONT LOTS |
| 530 SPRING | NORTH | BRODBELT LOT | ARENA GARAGE |
| 600 SPRING | | MARCONI GARAGE | |

ARRIVING AT LOWER.COM FIELD



ARRIVING AT THE MATCH

lower.com FIELD



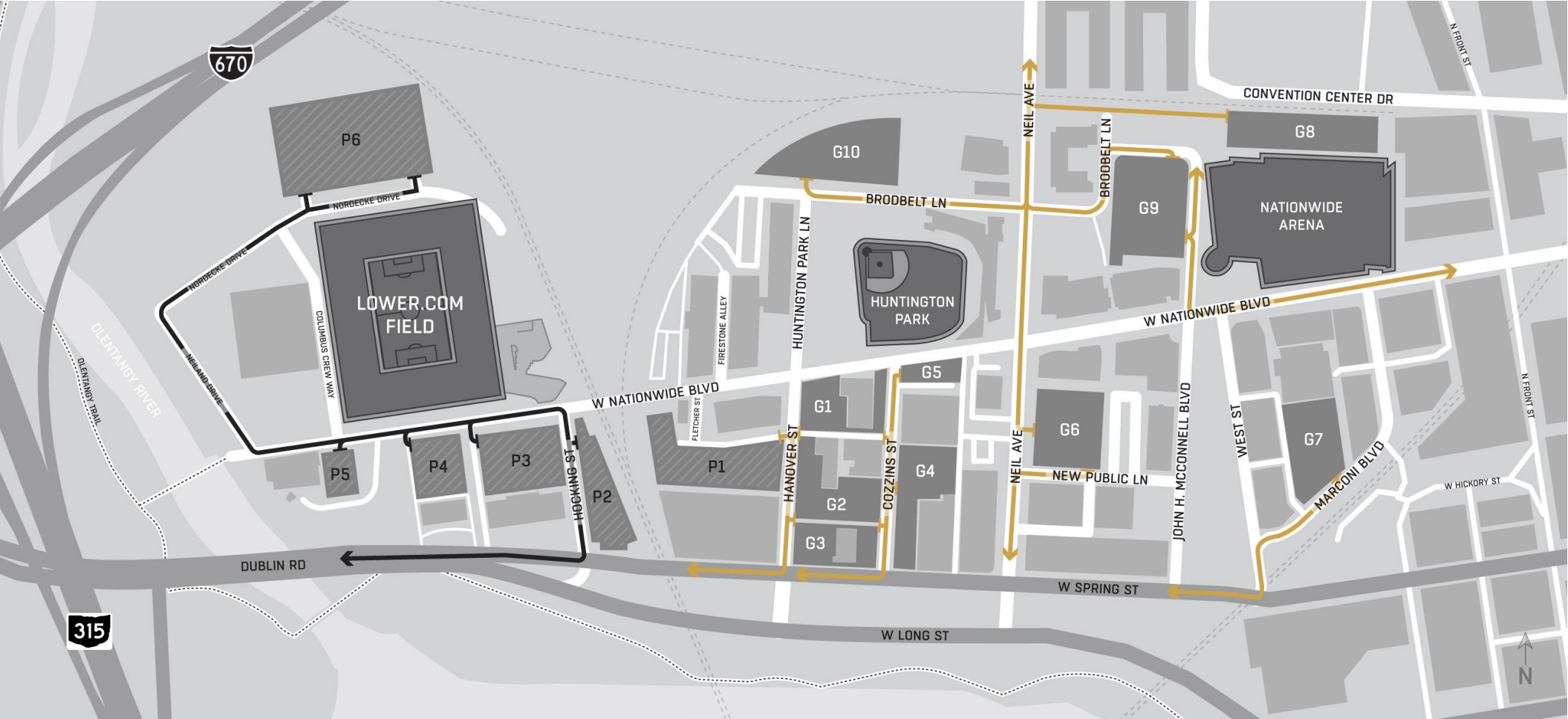
PREMIUM PARKING

P1	FLETCHER
P2	HOCKING
P3	530 SPRING
P4	600 SPRING
P5	POWERPLANT
P6	NORTH

GENERAL PARKING

G1	BELMONT 1	G6	NEIL AVE
G2	BELMONT 2	G7	MARCONI
G3	BELMONT 3	G8	ARENA
G4	BELMONT 4	G9	McCONNELL
G5	BELMONT 5	G10	BRODBELT

EXITING AT LOWER.COM FIELD



LEAVING THE MATCH

lower.com FIELD



PREMIUM PARKING

P1	FLETCHER
P2	HOCKING
P3	530 SPRING
P4	600 SPRING
P5	POWERPLANT
P6	NORTH

GENERAL PARKING

G1	BELMONT 1	G6	NEIL AVE
G2	BELMONT 2	G7	MARCONI
G3	BELMONT 3	G8	ARENA
G4	BELMONT 4	G9	McCONNELL
G5	BELMONT 5	G10	BRODBELT

LOWER.COM FIELD STADIUM INFORMATION

• **TICKETING**

- All ticketing at Lower.com Field is mobile and screenshots will not be accepted for entry.
- All tickets can be found and managed on the Crew App or [Crew Account Manager](#).
 - Download the app [here](#)
 - Your STM ID card, which is used for identifying yourself as a Season Ticket Member, can also be found on the Crew App under tickets.
- Tickets are required for all individuals aged 3 years and older for entry into Lower.com Field.
- Please reach out to premium@columbuscrew.com with any ticketing questions or concerns.

• **EXPRESS ENTRY**

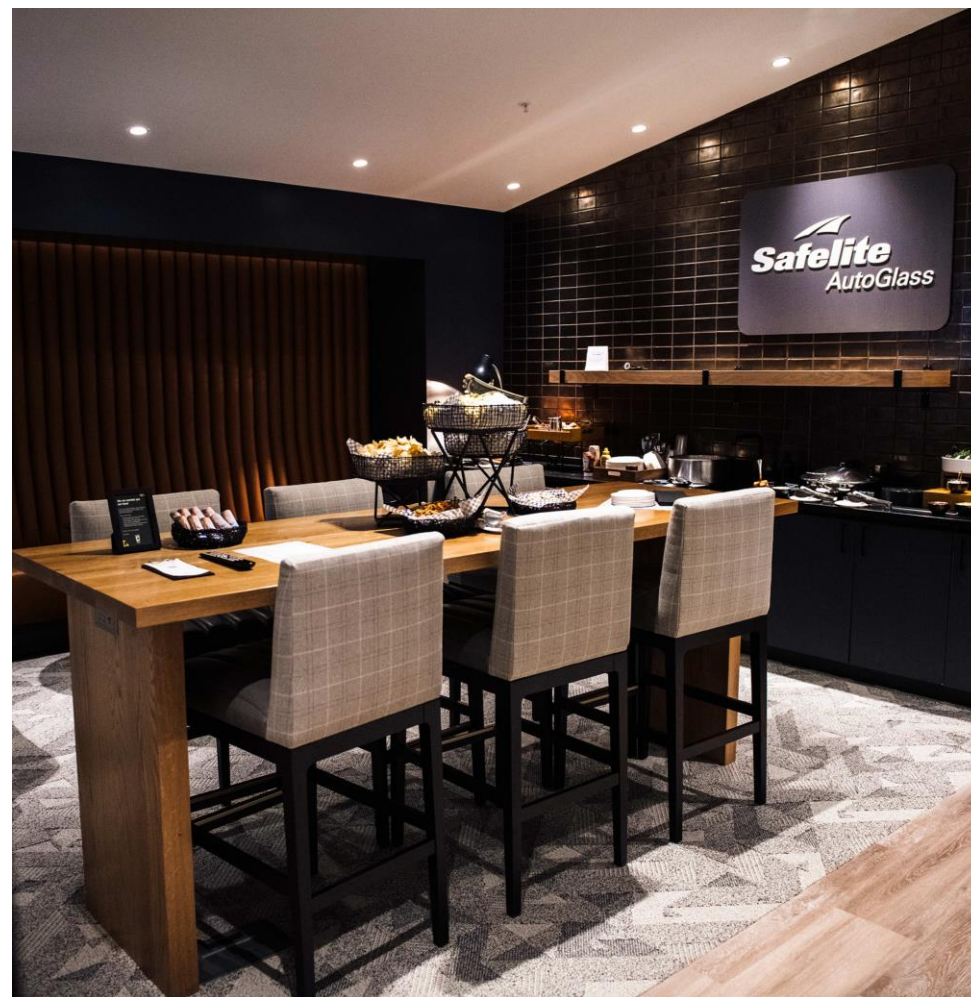
- Lower.com Field offers Touchless Entry featuring seamless and quick access into the stadium and to the NetJets Suite Level through Wicket Facial Recognition.
- For more information and to sign up for Express Entry, [click here](#)

• **CREW TEAM SHOP DISCOUNT**

- Each Season Ticket Member receives a 10% discount at the Crew team shop. Present your STM ID card (in the Crew App) at checkout to get your discount.

• **WEATHER POLICY**

- In the event of inclement weather, all updates will be posted to columbuscrew.com/weather.
- Collapsible, non-golf umbrellas are permitted inside Lower.com Field.
 - Umbrellas may not have metal tips or pointed edges.



LOWER.COM FIELD MATCHDAY INFORMATION

- **GATES**

- Gates open 1.5 hours before kickoff.
- No re-entry is permitted at Lower.com Field. Once you exit the secured area, you will not be able to re-enter.
- The club spaces will stay open 1 hour past the final whistle.

- **BAG POLICY**

- Bag Policy: Clutch bags smaller than 5"x8"x1" are permitted into Lower.com.
- All bags are subject to inspection and may be refused.
 - Guests with medical or childcare needs will be permitted to carry a single bag into Lower.com Field. Notify a security supervisor as you arrive at the gate.

- **ALCOHOL POLICY**

- Alcohol on the main concourse is served until the 80th minute of the match.
- Alcohol in premium areas may not leave those areas after the 80th minute of the match.
- There will be a maximum limit of 2 alcoholic beverages sold to each guest, per purchase, per valid I.D.
- Guests must discard alcoholic beverages prior to exiting Lower.com Field.
 - Lower.com Field is not a part of DORA.

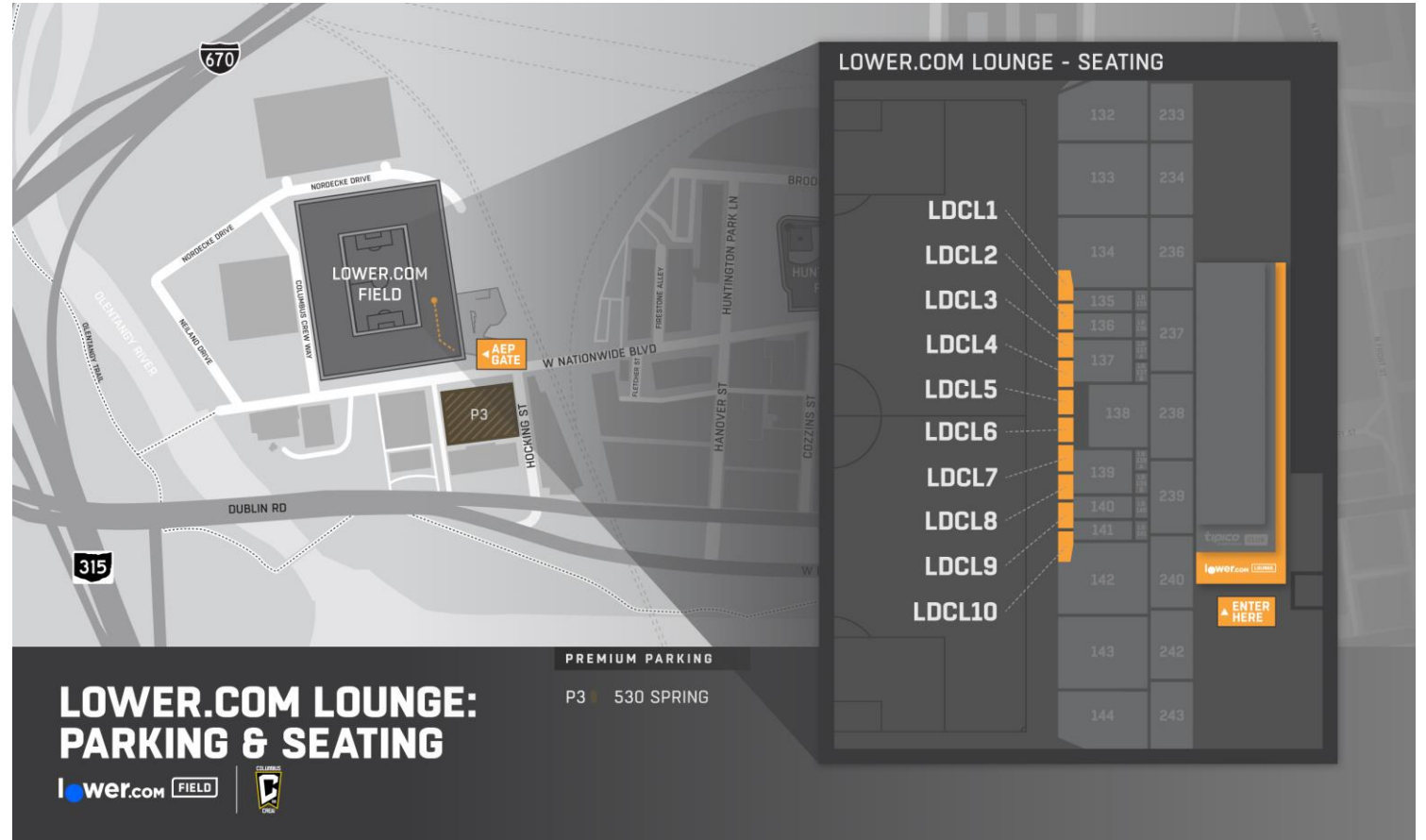
Lower.com Field is fully cashless.

For more information regarding stadium policies, sensory rooms, and more [click here](#).



ACCESSING THE LOWER.COM LOUNGE

- After you or your guest have parked in the 530 Spring Lot, you will enter through the AEP Gate.
- The AEP Gate is located right at Nationwide Blvd and Hocking Street.
- Go through security and get your tickets scanned, you will walk up the stairs and enter through the AEP Gate.
- Once through the AEP Gate, take a right at the Miller Lite Bar and walk toward Lower.com Lounge behind Section 142.
- At the entrance of the Lower.com Lounge doors, your ticket will be scanned one more time and you will receive a wristband. When you have the wristband, you will either take the elevator or stairs downstairs to the lounge and your suite.
- That wristband is needed to be in the Lounge area.
- Your seats are located on the field, the seat number corresponds with your suite number.



SUITE ORDERING WITH LEVY CATERING

- **PLACING YOUR ORDER:**

- All catering orders are placed on our secure online platform e-Levy. Your login information is listed below!
 - **Website:** <https://suiteeats.com/columbuscrewsc>
 - **Username:** your email
 - **Password:** crew123

- **ORDER DEADLINE**

- All suite orders are due 5 business days prior to the event by 4PM
- For Saturday/Sunday matches, orders are due the Monday of match week
- For a Wednesday match, orders are due the Wednesday before the match

- **LATE ORDERS**

- After the order deadline, we will switch to a limited menu.
- This limited menu is available after the deadline and on matchday.
- It is preferred that late orders are submitted no later than 12pm the business day prior to the event.
 - If you submit by this deadline, your food will be ready upon your arrival in the suite.



SUITE ORDERING WITH LEVY CATERING (Cont.)

- **BEVERAGE RESTOCK PROGRAM**

- Allows you to set up a standard level (par) of beverages to be stocked in your suite and made available at your discretion.
- No fee to participate in the program; however, you will be charged initially for the beverages needed to establish your par.
- You will only be charged for beverages needed to bring you back up to par after each event.
- If we do not receive a completed 2023 Beverage Restock Form from you, you will be required to order beverages on an event-by-event basis.

- **SUITE HOLDER INFORMATION FORM:**

- This document provides us with vital information regarding your billing and in-suite authorizations.
- This form will be sent out by the Levy Premium Specialist and needs to be completed by February 27th.

- **BILLING INFORMATION**

- You will be emailed a credit card authorization form that needs to be completed.
- This is one of two places you can update a card on file for the remainder of the season.
- Please note for the beverage restock program: This form will not update your e-Levy account for security purposes, so you will need to add any cards to your account that you'd like to have available.



LEVY RESTAURANT TEAM



Sunny Day

Director of Operations, Levy Restaurants



Kat Case

Premium Coordinator

E: KCase@levyrestaurants.com



Suite Ordering Point of Contact:

Cassidy Marston

E: CMarston@levyrestaurants.com

Suite Attendants:

Emily, Cody

COLUMBUS



CREW

THANK YOU!