



# **2024 NETJETS LANDING MATCHDAY GUIDE**



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# WELCOME TO THE 2024 CREW SEASON

We are so excited to see you at Lower.com Field this season! Get ready to witness thrilling victories, unforgettable moments, and the electric atmosphere of Lower.com Field. We thank you for your continued support and passion for the Club as it fuels our determination to excel on and off the pitch.

Our Premium Service Team is dedicated to providing exceptional service for you and your guests. If you have any questions or need assistance, please do not hesitate to reach out. We are here to ensure that your experience as a NetJets Landing member is nothing short of extraordinary.

Glory to Columbus!

**The Premium Service Team**

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# COLUMBUS CREW PREMIUM SERVICE TEAM



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# PARKING AT LOWER.COM FIELD

## MATCHDAY LOT KEY

FLETCHER  
HOCKING  
530 SPRING  
600 SPRING

POWERPLANT  
GARAGE  
NORTH

A  
C  
H  
I  
MCCONNELL GARAGE  
FRONT ST. GARAGE  
BRODBELT LOT  
MARCONI GARAGE

K  
NEIL AVE GARAGE  
BELMONT LOTS  
ARENA GARAGE



# ARRIVING AT LOWER.COM FIELD



## ARRIVING AT THE MATCH



### PREMIUM PARKING

FLETCHER  
HOCKING  
530 SPRING  
600 SPRING

POWERPLANT  
GARAGE  
NORTH

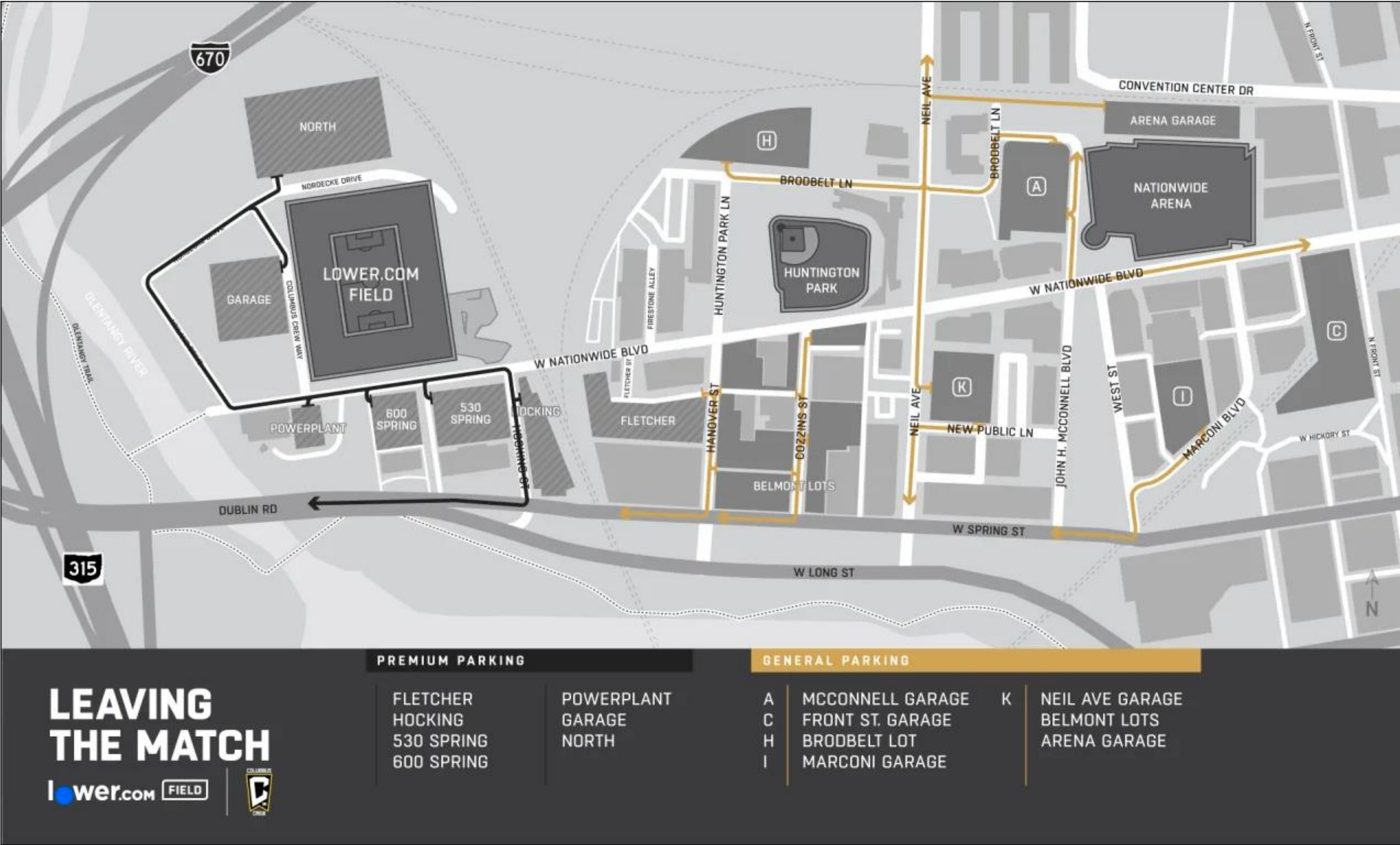
### GENERAL PARKING

A MCCONNELL GARAGE  
C FRONT ST. GARAGE  
H BRODBELT LOT  
I MARCONI GARAGE

K NEIL AVE GARAGE  
BELMONT LOTS  
ARENA GARAGE



# EXITING AT LOWER.COM FIELD





# LOWER.COM FIELD MATCHDAY 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](#)
- Tickets are required for all individuals aged 3 years and older for entry into Lower.com Field.
- Please reach out to [Premium@columbuscrew.com](mailto:Premium@columbuscrew.com) with any ticketing questions or concerns.

- **EXPRESS ENTRY**

- Lower.com Field offers Express Entry featuring seamless and quick access into the stadium through Facial Recognition.
- For more information and to sign up for Express Entry, [click here](#)
- Express Entry is also available at all Clubs and Lounges.

- **CREW TEAM SHOP DISCOUNT**

- Season Ticket Members receive a 10% discount at the Crew team shop.
- Present your 2024 STM Benefits Card at checkout to receive your discount.
  - Located on your Crew App under Tickets

- **WEATHER POLICY**

- In the event of inclement weather, all updates will be posted to [columbuscrew.com/weather](https://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**

- Clutch bags smaller than 5"x8"x1" are permitted into Lower.com
- 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.
  - All bags are subject to inspection and may be refused.
- Guests must take prohibited bags either back to their vehicle or may utilize the Bag Check tent located on the sidewalk between the AEP and CoverMyMeds 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 entering or exiting Lower.com Field.
  - Lower.com Field is not a part of the Arena District DORA.

*Lower.com Field is fully cashless.*

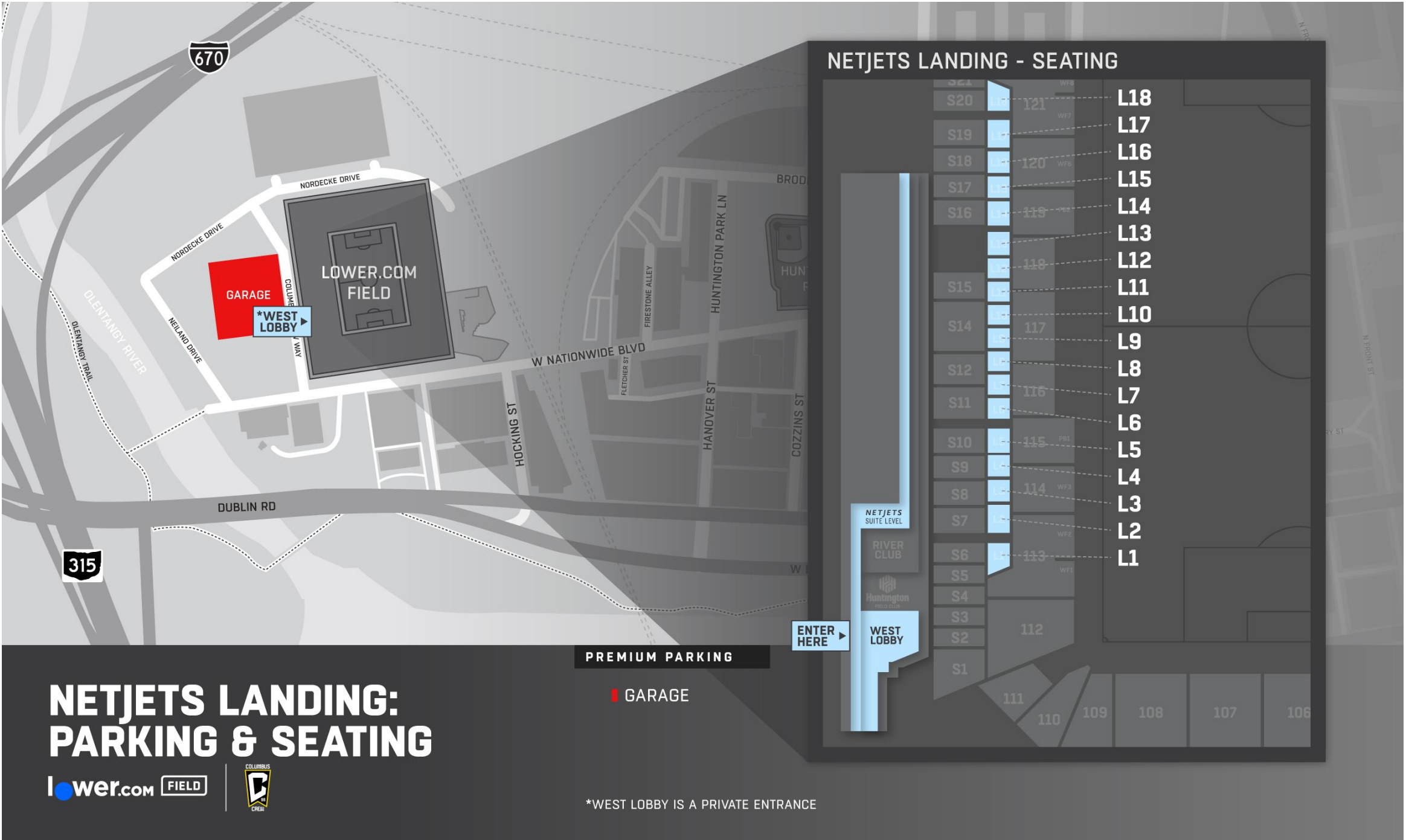
For more information regarding stadium policies, sensory rooms, and more [click here](#).





# ACCESSING THE NETJETS LANDING

- After you or your guest has parked in the Astor Park Garage, enter through the West Lobby.
- The West Lobby is located at 96 Columbus Crew Way, north of the CoverMyMeds Gate.
- Go through security and get your ticket(s) scanned, you will head up the elevators or stairwell to the NetJets Suite Level (SL).
- Once on the NetJets Suite Level, your ticket(s) will be scanned one more time and you will receive a hand stamp.
- The hand stamp you receive will grant you access in and out of the NetJets Suite Level for the duration of the match.





# FOOD AND BEVERAGE IN THE NETJETS LANDING

- **FOOD and BEVERAGE**

- Food and beverage is included with your ticket in the NetJets Landing and you can order from the QR code at your seat.
- All-inclusive beverages include:
  - Domestic Beer
  - Craft Beer
  - Liquor
  - House Wine
  - Assorted Soda
  - Aquafina Water

- **MENU**

- All ordering must be done through the QR code at your seat
  - Food and beverage orders will not be accepted at the NetJets Suite Lounge bar.
- After your order has been placed, you will receive a confirmation text.
- Once your order is ready, it will be brought to your seat.
- All food and beverage ordering will end at the 80<sup>th</sup> minute.





**COLUMBUS**



**CREW**

**THANK YOU!**