



2024 NETJETS SUITE LEVEL MATCHDAY GUIDE

TABLE OF CONTENTS

- Welcome to the 2024 Crew Season
- Premium Service Team
- Parking Map
- Arriving and Exiting Lower.com Field
- Lower.com Field Matchday Information
- Accessing the NetJets Suite Level
- Food and Beverage Ordering



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 Suite Holder is nothing short of extraordinary.

Glory to Columbus!

The Premium Service Team

Premium@columbuscrew.com



COLUMBUS CREW PREMIUM SERVICE TEAM



Katherine Tran
Senior Director, Premium,
Membership Services & Event
Hospitality

E: ktran@columbuscrew.com



Lara Ceaser-Page
Senior Manager, Premium &
Membership Services

E: lceaser@columbuscrew.com



Natalie Fleming
Manager, Premium Service

P: 614-447-4218
E: nfleming@columbuscrew.com



Ryan Gordon
Manager, Premium Service

P: 614-447-4233
E: rgordon@Columbuscrew.com



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

lower.com FIELD



PREMIUM PARKING

FLETCHER
HOCKING
530 SPRING
600 SPRING

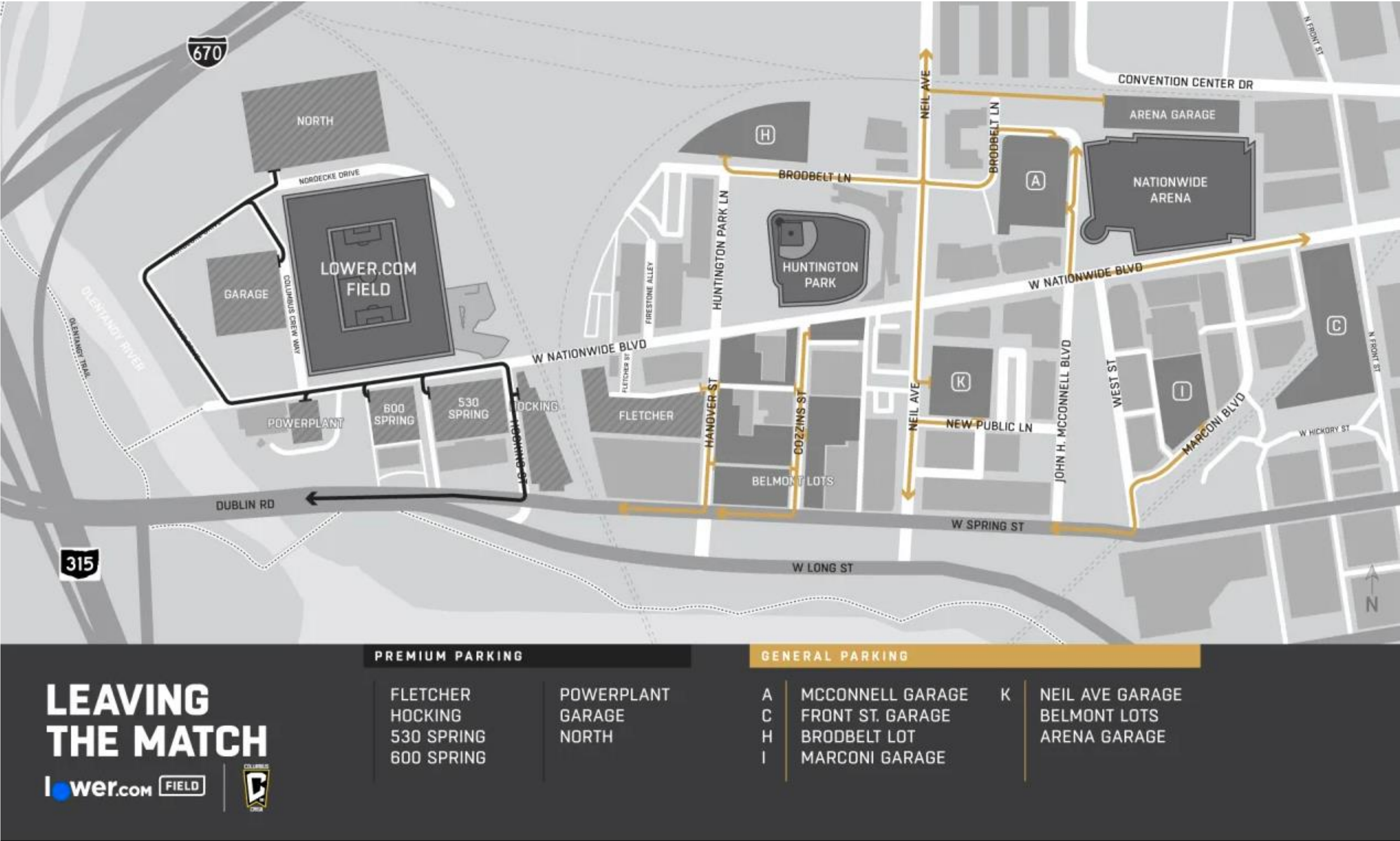
POWERPLANT
GARAGE
NORTH

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 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](#)
- 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 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.
- 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.

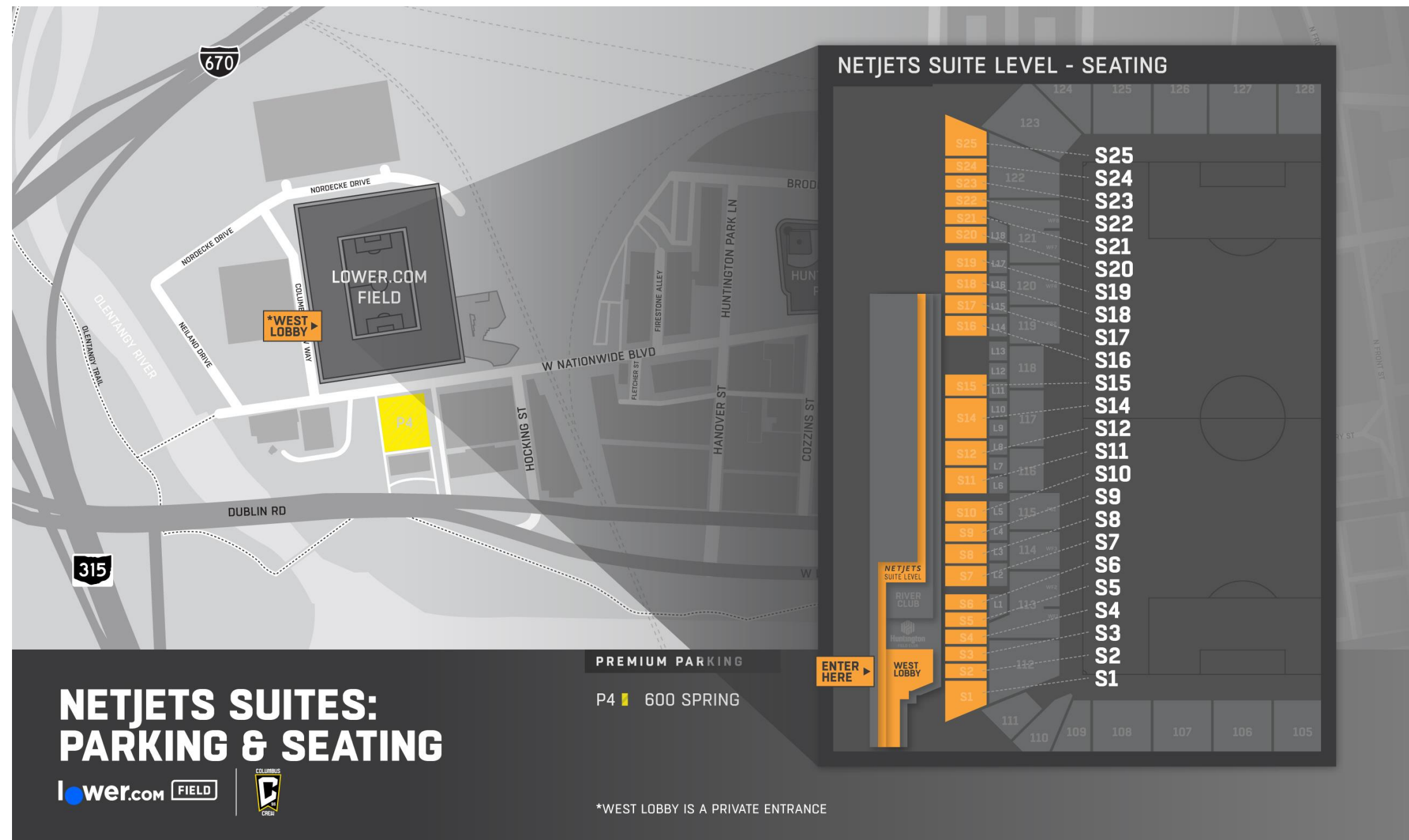
Lower.com Field is fully cashless.

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



ACCESSING THE NETJETS SUITE LEVEL

- After you or your guest has parked in the 600 Spring Lot, 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. Then 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.



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/login>
 - **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 Day of Event (DOE) 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 2024 Beverage Restock Form from you, you will be required to order beverages on an event-by-event basis.
 - To participate, please return your completed restock form 5 business days prior to the event you'd like it to take effect.

- **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 your first event you plan to order food/beverage for.

- **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.



COLUMBUS



CREW

THANK YOU!