

# 2023 DIAA Football Championships

## A-Z Guide

### ADA Information

- **Accessible Entrances**
  - The Southwest gate closest to the Bob Carpenter Center is the ideal gate for entry for guests who have accessible seating.
- **Accessible Seating**
  - ADA accessible seating is located in the west stands and in the south endzone. You may call the Delaware Ticket Office at (302) 831-2257 to request accessible seating in advance. Availability is limited and is handled on a first-come, first-served basis.
- **Accessible Restrooms**
  - Accessible restrooms are located on north, west, and east concourses.
- **Accessible General Parking**
  - Accessible General parking is located in Lot 103 (small lot directly in front of the Bob Carpenter Center) and the first 95 spots of Lot 88 South (large lot in front of the Whitney Athletic Center). LAZ Parking attendants will guide guests to these parking spots after showing their Handicapped parking permit at the main entrance

### Aisle Policy

Standing or sitting in aisles or stairs is not permitted. Guests will be asked to return to their seats. Guests must be seated in their assigned seats and are not allowed to crowd the walkways near our Loge seating.

### Alcohol

Outside alcohol is not permitted inside Delaware Stadium.

### Animals

Certified service animals or service animals in training are welcome. All other animals are prohibited from Delaware Stadium.

### ATM

There are no ATM machines located inside Delaware Stadium.

### Baby Changing Table Stations

Located in the east and west women's restroom along with the men's and women's restrooms in the north end zone. There are family restrooms located in Delaware Stadium. Please see the Guest Service kiosks, located next to the east main gates and in the southwest and northwest corners of Delaware Stadium, for more information.

### Bags/Backpacks Policy

All bags smaller than 16" x 16" x 8" are permitted into the stadium. Backpacks are

prohibited in Delaware Stadium. Bags and containers are subject to inspection by gate security once entering through the Evolv Weapons Detection units. Hard-sided coolers and bags with metal frames are not allowed.

### **Bicycle Parking**

Bicycle stands are available for use by guests and are located on the Bob Carpenter Center plaza.

### **Cameras and Camcorders**

Still cameras are welcome. Guests are asked to avoid standing in the aisles while using equipment, obstructing the views of others, or using tripods or monopods. Video and photography of Delaware Stadium and performers cannot be used commercially without written permission. We reserve the right to request that guests discontinue taking pictures on facility property.

### **Cellular Phones**

Guests are welcome to use cellular phones provided their use does not disturb other guests. We encourage you to tweet and Instagram @UDBlueHens throughout your gameday experience using #BlueHens.

### **Chair Seats**

Personal seat backs and seat cushions may be brought into the stadium but must be 18 inches or less.

### **Children**

We offer complimentary admission to children two years of age or younger, provided they are accompanied by an adult. These children must sit in the lap of the accompanying adult and not occupy an additional seat. Children must be supervised at all times.

### **Club & Seatback Wristbands:**

Guests who purchasing either a club or seatback ticket should pick up a wristband located at one of two locations:

- Inside Spartin Family Gate
- Inside Cosgrove Family Gate

Guests are required to show this wristband to CSC Security/DIAA staff before re-entering their assigned section.

### **Concessions**

A variety of concessions are available for purchase throughout Delaware Stadium. Concession booths are located primarily on the west and east concourse.

### **Drones**

The flying of drones or other unmanned aircraft systems is strictly prohibited on university property. The use of any property owned, leased, licensed or otherwise controlled by the University, including, but not limited to, any "air rights" recognized by

federal or state law, to operate any Unmanned Aircraft Systems ("UAS"), commonly referred to as "unmanned aerial vehicles" or drones, as well as any small unmanned aircraft, poses inherent health, security and privacy risks to the University community. The University does permit the operation of UAS within the strict guidelines of the [UAS policy](#).

Please click the link for more information: <http://www1.udel.edu/safety/policies/uas.html>

### **Evolv Weapons Detection Units:**

All guests, staff, and volunteers are required to walk through the Evolv Weapons Detection Unit & bag checks outside the Spartin and Cosgrove Family Gates before entering Delaware Stadium. **Any illegal contraband is subject to be seized by CSC Security and University of Delaware Police as they see fit.** Please note the following:

- Please do not remove any personal items from your pockets.
- Keep moving forward.
- Do not stop unless instructed by CSC security staff.

Evolv Weapons Detection Units will be located in the following locations:

- Spartin Family Gate
- Cosgrove Family Gate

### **Elevator**

An elevator will be located in the southwest corner of the stadium for those with ADA seating in the west stands. .

### **Emergency Evacuation Procedures**

If there is ever a time where guests must evacuate Delaware Stadium, proper evacuation procedures and locations will be communicated over the PA system and video board. Please be alert. Event staff will assist in directing guests to the correct areas of evacuation when deemed necessary. Areas of refuge are: Delaware Field House, Bob Carpenter Center, and personal cars/vehicles.

### **Entry**

Only guests with valid tickets or credentials are permitted into the venue. Delaware Stadium has a no re-admittance policy, which means that once you leave the stadium, you will not be permitted to re-enter without having a new ticket.

Please note that entry into Delaware Stadium begins **once guests/staff walk through the Evolv Weapons Detection Systems**. Re-entry will **NOT be allowed** once guests walk through these security units. Guests who need to purchase tickets at the Bob Carpenter Center Ticket Office prior to gates opening may do so without entering the Evolv units using the south section of the Bob Carpenter Center plaza.

### **First Aid**

Emergency first-aid (ambulance service) is available at the southeast corner of the stadium. Contact the nearest usher or public safety officer to request medical attention.

## **Gate Opening**

Stadium gates open for admittance one hour prior to kickoff for the first scheduled championship game.

## **Guest Behavioral Guidelines**

We are committed to creating a safe, comfortable and enjoyable stadium experience for all guests. Guests exhibiting inappropriate behavior (i.e. using foul or abusive language, making abusive gestures or appearing intoxicated) are subject to ejection from the stadium. Repeat offenses will result in the loss of season ticket privileges. If you observe a problem, please contact an usher or public safety officer immediately. To assist with this endeavor, guests are asked to abide by the following **Behavioral**

### **Guidelines:**

- Guests should not take any action that inhibits the progress of any game or event.
- Guests should avoid the use of foul, racist, sexist, abusive language and refrain from making any obscene gestures.
- Guests should refrain from any display of inappropriate affection in a public setting.
- Guests are required to sit only in their ticketed locations and to present their ticket when requested.
- Only authorized individuals may enter the playing field and other restricted areas, and guests must refrain from entering such areas without proper authorization.
- Guests should follow all local, state, or federal laws and will follow the instructions of event staff.

## **Language**

Guests may enjoy the stadium experience free from foul, threatening, vulgar, abusive, racist, and/or sexist language and obscene gestures. Guests exhibiting inappropriate behavior (i.e. using foul or abusive language, making abusive gestures or appearing intoxicated) are subject to ejection from the stadium. Repeat offenses will result in the loss of season ticket privileges. If you observe a problem, please contact an usher or public safety officer immediately.

## **Laser Pointers**

Laser pointers are not permitted.

## **Minite Family Plaza & Picnic Area**

Located in the northwest corner of the concourse, the Minite Family Plaza is home to the busts of Tubby Raymond, David Nelson, and Bill Murray and offers picnic style seating for our guests to enjoy on gameday.

## **Noise Making Devices**

Musical instruments or any type of noise-making device are prohibited inside Delaware Stadium, even if purchased on-site at the University.

## **Outside Food or Beverages**

No outside food or beverages are permitted. Guests with disabilities may bring factory sealed plastic or paper containers that contain liquids required for medical reasons into

the facilities and families with infants may bring in appropriate formula/food. Guests are allowed to bring in one sealed/unopened bottle of water to Delaware Stadium.

### **Paging**

The public address system may not be used for paging guests. In the event of a medical emergency or special circumstance, consideration will be given to using a general page.

### **Parking**

Parking lots open two hours prior to kickoff for parking and tailgating. Once the second championship game begins, guests need to enter the stadium or leave the property. Patrons are NOT permitted to save spaces for friends that are arriving later. Patrons are NOT permitted to park in driveways, exits or fire lanes. All parking must be in designated spaces as directed by the parking lot staff. Tents or awnings are not to be erected in parking spaces, or in such a manner as to impede the flow of traffic or fire lane required by code. The tailgate needs to be limited to the area immediately behind your vehicle. Failure to comply could result in loss of parking privileges. Parking is free of charge.

### **Permitted Items**

One unopened bottle of water per guest  
Small bags  
Cameras

*UD reserves the right to inspect and remove any packages and containers. All persons are subject to search, which includes clothing, jackets, bags and purses. The stadium will not be responsible for items left at any of the entry gates. Guests should return restricted articles to their vehicle.*

### **Prohibited Athletic Equipment**

For the safety of all patrons, the throwing of footballs, beach balls, baseballs, frisbees, or any other projectile is prohibited inside athletic venues. Large inflatable objects are also prohibited.

### **Prohibited Items**

For the comfort and safety of all, the following items are not permitted in Delaware Stadium:

Noisemakers	Video Cameras	Large Bags
Alcoholic Beverages	Animals	Coolers / ice chests / thermoses
Footballs / Athletic Equipment	Strollers	Outside food or drink
Open Containers	Bottles / cans	Weapons / firearms
Umbrellas	Backpacks	Banners / Signs

*UD reserves the right to inspect and remove any packages and containers. All persons are subject to search, which includes clothing, jackets, bags and purses. The stadium will not be responsible for items left at any of the entry gates. Guests should return restricted articles to their vehicle.*

### **Restrooms**

Portable restrooms are located on the east and north sides of the stadium, in addition to permanent restrooms in the north, west, and east concourses.

### **Smoking / Tobacco-Free Policy**

Effective 8/1/14 the University of Delaware has implemented a tobacco-free policy applicable to all members of the University community. This includes all tobacco products such as all types of e-cigarettes and chewing tobacco. For details, visit [www.udel.edu](http://www.udel.edu).

### **Solicitation & Distribution of Literature**

Guests are prohibited from distributing banners, booklets, business cards, circulars, commercial advertising, flyers, folders, handbills, leaflets, notices, pamphlets, political posters, stickers or any other written, printed and/or painted material, without written permission from UD Athletics.

### **Stadium Address**

The Athletic Complex is located at 625 South College Avenue, Newark, DE 19716.

### **Tailgating**

Guests may tailgate beginning two hours prior to kick-off. Tailgates must be limited to the immediate space behind the patron's vehicle and driveways must be kept clear at all times. Tents or awnings are not to be erected in parking spaces, or in such a manner as to impede the flow of traffic or fire lanes required by code. The tailgate needs to be limited to the area immediately behind your vehicle. Failure to comply could result in loss of parking privileges. Personal porta-potties are not permitted in the parking lots. Charcoal grills are NOT ALLOWED. Gas grills are permitted.

### **Tickets**

Guests have the option to purchase one of three ticket options:

- Club Seats (Sections 101-110): \$20
- Chairbacks (Sections C, D, E): \$15
- Sideline bleachers: \$10

The Delaware Ticket Office is located in the Bob Carpenter Center, 631 S. College Ave. Phone: (302) 831-2257. Email: [athletics-tix@udel.edu](mailto:athletics-tix@udel.edu). Online: [www.bluehens.com](http://www.bluehens.com). The Bob Carpenter Center Ticket Office will be open two hours prior to kick-off remain open until the end of half time of the 2<sup>nd</sup> championship game.

### **Umbrellas**

Umbrellas are not permitted inside Delaware Stadium. Ponchos are recommended during an event held during inclement weather.

**Vaping**

Vaping and e-cigarettes are prohibited in Delaware Stadium and all other athletic venues.

**Water Bottles**

Guests are allowed to bring in one sealed/unopened bottle of water per person to Delaware Stadium. All other outside food and beverages are prohibited.