2020 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
PHISH Summer Tour Labor Day Weekend (Every year from 2011 through 2019)

GAMES

June 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
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
April 4, 2019 – US Women’s National Team vs. New Zealand
October 6, 2019 – Major League Lacrosse Championships
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15 MINUTE DROP-OFF / PICK-UP PARKING ZONE

15 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:

15 Minute / Drop-off / Pick-Up Parking Zone:
- A 15 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.

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 west concourse across from Section 129. See CLOSED CAPTIONING on Page 9 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.

Sensory Bag:
- Sensory bags provided by KultureCity are available at the Guest Relations Kiosk across from Section 129. See SENSORY INCLUSION on page 23 for more information.

Service Animals:
- Permission for guests to bring service animals. For more information, see SERVICE ANIMALS on Page 23.

Wheelchair Service:
- Wheelchair escort services are provided by Guest Relations. Wheelchair escorts do not have to be set up in advance. Please let your nearest staff member know you need a wheelchair escort and Guest Relations will be called to assist. Please reach out to Guest Relations at 303.727.3748, by email at GuestRelations@DSGPark.com or at the kiosk near Section 129 for further information.
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

DICK’S Sporting Goods Park strongly encourage responsible consumption of alcoholic beverages. A summary of alcohol policies is listed below.

- 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, may be ejected from 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 is a limit of two (2) alcoholic beverages sold to, or in possession of each guest, per ID Check; this is subject to change based on venue 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. The cut-off time for Rapids games is the 70th minute. Alcohol cut-off times are subject to change without notice. Please contact any 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 2.5 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 AltitudeSports.com.

ALTITUDE NOW

AltitudeNOW is the streaming platform for Altitude Sports & Entertainment programming. Valid subscribers have access to stream live Denver Nuggets, Colorado Avalanche, Colorado Rapids games including pre- and post-game shows, plus additional Altitude programming. As an Altitude viewer, you can stream live games by visiting altitudenow.com, downloading the AltitudeNOW app on your iOS or Android mobile device/tablet or through the digital platforms of your provider, i.e., their website or app, if available. For additional information, visit www.altitudenow.com/viewer-faqs.

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 video of a performer singing the National Anthem to either Mark Witte at mark.witte@teamkse.com or Taylor Milner at taylor.milner@teamkse.com.

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 and community ambassador appearance opportunities.
**BANNERS**

See Signs, Banners and Flags on Page 24.

**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. Oversized backpacks and bags are not permitted. See PROHIBITED ITEMS on page Page 20 for a full list of all prohibited items. 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**

The Main Box Office and Will Call Window 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:**

**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. Tickets can be purchased online at AltitudeTickets.com
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 service for DICK’S Sporting Goods Park 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.

CAMERAS / VIDEO EQUIPMENT

Fans are welcome to bring personal, point and shoot cameras into DICK’S Sporting Goods Park. Cameras with telephoto or long interchangeable/detachable lenses longer than four inches, 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, for use in compliance with the DICK’S Sporting Goods Park photography and recording policies. Live streaming of any event is expressly prohibited. Video recording on any device is prohibited. Venue management reserves the right to deny any electronic device or camera accessory 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 or http://C38SG.com.

CAPTIONING

Captioning is available, on the main scoreboard, for all Rapids games. Guests can access the complimentary closed captioning service on their mobile device by going to DSGP.VZPDigital.com. 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

Shirts and shoes are required for all guests entering the stadium at DICK’S Sporting Goods Park. Guests are prohibited from wearing or displaying any clothing or body art containing profane, political or offensive material. Guests may be denied entry into the facility until the profane, political 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 without refund. Masks can be worn to soccer matches only; 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

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 provide feedback.

CONCESSIONS

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. Guests can visit Guest Relations across from Section 129, for information regarding concession locations that accommodate food allergies and other dietary needs.

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 directly notify security or 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

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

Guests 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 directly contact event security or text PARKHELP to 69050 with their seat location and the concern to DICK’S Sporting Goods Park personnel. The sender will get a response and Event Staff will respond to the seating section. Texting instructions can be seen on the scoreboard and fascia screens around the stadium. 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/vehicle is strictly prohibited. Violators are subject to ejection, citation and arrest.

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.

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.

EMERGENCY PROCEDURES

In the event of an emergency at DICK’S Sporting Goods Park, please follow the directions from the Public-Address announcements, signage throughout the stadium, emergency personnel and venue staff. Please contact venue staff with any questions or concerns and they will put you in contact with the appropriate venue representative.

ENHANCED SECURITY MEASURES

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 entering the field of play or performance area, will be immediately ejected, banned and subject to arrest, prosecution and/or other disciplinary measures determined by venue management. See Code of Conduct on Page 10 for more information.

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, arrest and/or disciplinary measures as determined by venue management. If a guest is ejected from the venue for fighting, in addition to being banned from the venue for the remainder of the event, 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 venue management. If fighting occurs, fans can directly contact event security or 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 venue. Please contact any staff member for assistance.

FLAGS

See Signs, Banners and Flags on Page 24.

FOOD & BEVERAGE

The following items may NOT be brought into the stadium:

- 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 27.

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.

GROUP TICKETS

Tickets are available at a special group rate for all orders of 10 or more seats per game. For group ticket information call 303.825.GOAL (4625) and pres 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 accomodations
- Assisted Listening Devices
- Guest / General information assistance
- Lost and Found
- Lost children/group members
- Resolution of ticket issues

In addition, there are Guest Relations Representatives 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 18 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:

A Burgundy Affair  
Date: October 7, 2019

For more information about our Community Relations 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 affiliated with 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.
LEGENDS

DICK’S Sporting Goods Park is proud to welcome Legends as the food and beverage provider for all venue concessions and catering starting in the 2020 season.

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 service route, Route 62, 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 Kiosk 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 Kiosk 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. 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.
MASCOTS & STREET TEAM

Any form of marijuana consumption is prohibited on DICK’S Sporting Goods Park property. For more information on DICK’S Sporting Goods Park smoking policies, please see SMOKING on Page 24.

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, the Summit Club 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.

NURSING MOTHERS

Nursing mothers requesting a more private location in which to breastfeed may use the Nursing 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.

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.
- 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, VIP West is reserved for those who have a Supporter Lot pass.*
- 15 Minute Parking Zone is located on west side of the stadium outside of Gate G.
  *Note: Access to the 15 Minute Parking Zone at the conclusion of events may be delayed due to an exiting crowd.*
- Parking for Guests with Disabilities
  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.

PHANTOM K9

Phantom K9 provides explosive detection canine teams in order to ensure a safe and secure environment at Pepsi Center. Phantom K9 is trained in working within large venues and specializes in crowd interaction.

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 ammunitions 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
- Suitcases, beach bags, equipment bags, etc.
- Bags or backpacks larger than 14 in. x 14 in. x 6 in.
- 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 lens
- 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 23 for more information on SERVICE ANIMALS)
- Any other devices that may potentially interfere with, harm, and/or distract any sports or event participant, other guest, audio or audio/visual telecast or recording of the game, or any technology related service proved by the venue.
- 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
- 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

Venue 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 venue.

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

Live radio broadcasts of all Colorado Rapids regular season games can be heard in Denver on Altitude Sports Radio 92.5 FM or 950 AM. 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

RIDESHARE / TAXIS / PASSENGER PICK-UP & DROP-OFF

DICK’S Sporting Goods Park provides a designated rideshare, passenger pick-up/drop-off, and taxi service prior to and after the event. Located on the west side of the stadium outside Gate G.

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 MEMBER HEADQUARTERS

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 to answer questions and address concerns.

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 DICK’S Sporting Goods Park? Then SAY something! Report suspicious activity to event staff or local authorities. Together we can make DICK’S Sporting Goods Park safer. “If You See Something, Say Something”TM is a national campaign from the Department of Homeland Security to raise public awareness of the indicators of terrorism and terrorism related crime, as well as the importance of reporting suspicious activity to state and local law enforcement. Report suspicious activity to 303.727.3737.

Guests can also text their concerns using the PARKHELP system. Text PARKHELP with seat location and concern to 69050. Standard texting rates will apply.

SENSORY INCLUSION

Together with KultureCity, DICK’S Sporting Goods Park is working to provide an inclusive and seamless experience for all guests with sensory processing needs. To support this initiative, Sensory Bags are available for guests to check out at the Guest Relations Kiosk, across from Section 129, at no cost. Bags include a special badge for guest recognition, fidget tools, noise-canceling headphones and other resources. Please contact a Guest Relations Representative for assistance or additional information.

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 housebroken, 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 complex.
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:

• Argus Event Staffing (event staff/security)
• Commerce City Police Department
• Jay’s Valet (parking services)
• Legends (food and beverage provider)
• Phantom K9 (canine and terrorism detection)
• Premier Facilities Services (housekeeping services)
• Rhino Staging (staging professionals)
• 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, political, 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 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 FIELDS / 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 X60. These fields can host all kinds of games / events with the ability to play during inclement weather and under the lights.

**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/ParamountDenver

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

@ColoradoRapids
@LosRapids
@DSGPark
@1STBANK_Center
@AltitudeTickets
@AltitudeSR
@AltitudeTV
@Avalanche
@KSE_Charities
@MammothLax
@Nuggets
@ParamountDenver
@PepsiCenter
Receive exclusive content and video by following these properties on Snapchat:
@mlsrapsids
@avalanche
@mammothlax
@nuggets

Access behind the scenes photo and more by following these properties on Instagram:
@coloradorapids  @coloradomammoth
@dsgpark  @nuggets
@1STBANK_Center  @paramountCO
@coloradoavalanche  @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 and Commerce City Police citation and arrest. A fine will be issued for clean-up expenses of unauthorized literature.

**STADIUM RENTAL / 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 up to 27,000 for concerts. Other configurations may be utilized for special events.

**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 Street Team to make appearances at community events, youth soccer tournaments, or public festivals can be arranged through the Event Presentation department. Street Team request forms can be found on ColoradoRapids.com/community.

**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 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 Legends, featuring seasonal menus that will be rotating throughout the year, 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, fans may stay for the live Man of the Match Ceremony and autograph session.

There are three (3) sections of the Summit Club: Balcony, Front Range, and specific for Rapids Games, Suites 11 & 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). Suites 11 & 12 are located directly next to the Summit. Season Ticket Members who don’t 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 SECTION - 117**

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

Fans located in the designated Supporter Section 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 Section:

Exempted:
- Approved drums and musical instruments
- Signs, banners and flags, following the SIGN, BANNER, and FLAG policy on Page 24.
- 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: 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
- Pyro / Smoke Devices

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 that 20lbs. Violators will be prosecuted.

TEAM STORE AT DICK’S SPORTING GOODS PARK

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 106, 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: Generally, if a game or event is cancelled, no refunds will be issued if the event is rescheduled, as you will be issued tickets to attend the rescheduled performance. You may also be provided the opportunity to exchange your ticket for a ticket, comparable in price and location, to another similar event as designated by venue management except as otherwise proved by law.

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

TICKETING

DICK’S Sporting Goods Park now features “Mobile Entry” for all sporting events, special events and concerts. For information about purchasing tickets or regarding tickets that have already been purchased, including how to access the tickets, please visit AltitudeTickets.com or call Altitude Tickets at 720-727-6628.

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 24
- Flag poles 6’ tall and made out of ½” PVC pipe
- Confetti – when thrown straight up into the air during a time of celebration
  - 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  AltituteTickets.com  DicksSportingGoodsPark.com  PepsiCenter.com
AltitudeAuthentics.com  AltitudeSportsRadio.com  KSEDenverVenues.com  TheSportsmanChannel.com
AltitudeNOW.com  ColoradoAvalanche.com  Nuggets.com  WorldFishingNetwork.com
AltitudeSports.com  ColoradoMammoth.com  OutdoorChannel.com
AltitudeSportsRadio.com  ColoradoRapids.com  ParamountDenver.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 at the box office beginning 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.
### PHONE NUMBERS

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>24-Hour Security</td>
<td>303.727.3737</td>
</tr>
<tr>
<td>Altitude Authentics – Team Store</td>
<td>303.727.3300</td>
</tr>
<tr>
<td>Altitude Tickets</td>
<td>1.800.653.8000</td>
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<tr>
<td>Booking</td>
<td>303.727.3747</td>
</tr>
<tr>
<td>Box Office</td>
<td>303.727.3535</td>
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<tr>
<td>Colorado Rapids</td>
<td>303.727.3500</td>
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<tr>
<td>Colorado Rapids Academy</td>
<td>303.727.3575</td>
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<tr>
<td>Colorado Rapids Academy Weather Hotline</td>
<td>303.727.3397</td>
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<tr>
<td>Colorado Rapids Fax</td>
<td>303.727.3536</td>
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<tr>
<td>Colorado Rapids Group Ticket Sales</td>
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<tr>
<td>Colorado Rapids Season Ticket Member Customer Service</td>
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<tr>
<td>Colorado Rapids Season Ticket Membership Sales</td>
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</tr>
<tr>
<td>Complex Hotline / Weather Hotline</td>
<td>303.727.3333</td>
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<tr>
<td>DICK’S Sporting Goods Park Information Line</td>
<td>303.727.3500</td>
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<td>DICK’S Sporting Goods Park Tours</td>
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<tr>
<td>Field Booking</td>
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<tr>
<td>Guest Relations</td>
<td>303.727.3748</td>
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<tr>
<td>Lost and Found</td>
<td>303.727.3739</td>
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<tr>
<td>Premium Seating</td>
<td>303.825.GOAL</td>
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<tr>
<td>Special Event Booking</td>
<td>303.727.3507</td>
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<tr>
<td>Stadium Booking</td>
<td>303.727.3747</td>
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### GENERAL EMAILS

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<thead>
<tr>
<th>Service</th>
<th>Email Address</th>
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<tr>
<td>DICK’S Sporting Goods Park</td>
<td><a href="mailto:info@DSGpark.com">info@DSGpark.com</a></td>
</tr>
<tr>
<td>Colorado Rapids</td>
<td><a href="mailto:RapidsFanMail@DSGpark.com">RapidsFanMail@DSGpark.com</a></td>
</tr>
<tr>
<td>Lost and Found</td>
<td><a href="mailto:lostandfound@DSGpark.com">lostandfound@DSGpark.com</a></td>
</tr>
<tr>
<td>Guest Relations</td>
<td><a href="mailto:GuestRelations@DSGPark.com">GuestRelations@DSGPark.com</a></td>
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<tr>
<td>Season Ticket Member Customer Service</td>
<td><a href="mailto:CustomerService@DSGPark.com">CustomerService@DSGPark.com</a></td>
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<tr>
<td>Special Event and Field Booking</td>
<td><a href="mailto:DSGPMeetingsEvents@TeamKSE.com">DSGPMeetingsEvents@TeamKSE.com</a></td>
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</table>

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MAPS

MAIN CONCOURSE MAP

THE TERRACE

- Team Store
- Concessions
- $ ATM
- Elevator & Stairs
- Guest Services
- Men’s Restrooms
- Women’s Restrooms
- Family Restrooms
- First Aid
- Smoking

NORTH BUILDING

RAPIDS FRONT OFFICE

WEST BOX OFFICE

Eighteen76

GATE H

GATE G

GATE F

GATE E

GATE D

GATE C

GATE B

GATE A

N

W

E

S
PARK COMPLEX MAP

Concessions
Vending
Men’s Restrooms
Women’s Restrooms