STADIUM FACTS
Largest professional complex in the United States

FUN FACTS
Sporting Event Capacity – 18,350
Concert Seating Capacity – 25,000
Suites – 18
Patio Seats – 192
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

OTHER
Real Colorado Cup Tournament – Memorial Day weekend every year, 2007 - Present
   Colorado’s largest soccer tournament
   Grown to 600+ teams from across the country

3D Lacrosse, Denver Shootout Tournament – 2007 - Present
   National Lacrosse Tournament
   Includes 200+ teams from across the country

5Ks – Host of several each year
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15 MINUTE DROP-OFF / PICK-UP 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 kiosk located on the west concourse across from Section 129. See 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 ANIMALS on Page 7.

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.
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 facility. All other animals are prohibited.

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.

BANNERS

See Signs, Banners and Flags on Page 24.

BAG POLICY

Soft-sided personal size bags 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 Stadium. Medical and diaper bags must be 14” x 14” x 6” or smaller. All permitter bags are subject to search both upon entry and within the stadium.

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.
BABY CARE

DICK’S Sporting Goods Park is certified through Tri-County Health as a breastfeeding friendly public space. Nursing mothers requesting a more private location to breastfeed may use the nursing suite located on the concourse at section 125. The suite provides privacy, cleanliness and all necessities for nursing mothers including a fold down table, a chair and electrical outlet. Please visit Guest Relations on the concourse across from Section 129 for directions on how to access the suite.

BICYCLE PARKING

There are bicycle racks located at all gate entrances into DICK’S Sporting Goods Park.

BOX OFFICE

The For the health and safety of our fans and staff, the Box Office will not be open to the public for any ticket sales. All tickets must be purchased online at Ticketmaster.com and will be delivered electronically.

Box Office Hours of Operations:
DICK’S Sporting Goods Park Box Office is closed to the public and will continue to be closed even on game/Event days.
Ticket Master Customer Service: 1.800.653.8000 or help.ticketmaster.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.

CASHLESS

DICK’S Sporting Goods Park is a cash-free facility. Cash will no longer be accepted as a form of payment at concessions or the team store. Acceptable forms of payment include: Debit cards, credit cards, Google Pay, Apple Pay, Samsung Pay.

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 Section 117.

For tickets go to Reservations@C38SG.com. You can also find out more about Centennial 38 at Facebook.com/Centennial38 or http://C38SG.com.
CLOSED 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 DSGPVZPDigital.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.

CLEANING PROTOCOLS

To ensure DICK’S Sporting Goods Park is cleaned to the highest industry standard, Kroenke Sports & Entertainment, in conjunction with MLS, has implemented safe and healthy cleaning protocols that align with the CDC and CDPHE standards.

- Hand Sanitizer
  Automated hand sanitizer dispensers have been placed throughout the concourse, restrooms, and at concession stands.

- HVAC Technology
  All DICK’S Sporting Goods Park air handlers have been upgraded with the highest filter rating (MERV-13) possible. MERV-13 filters capture 85% of particles that are 1 micrometer or larger which is predominantly the size of the particles carrying the COVID-19 virus through the air.

- Electrostatic Sprayers
  Electrostatic sprayers are being utilized to regularly disinfect areas and surfaces within the stadium for both pre and post-game facility cleaning. All products used are EPA approved and effective surface disinfectant products to use against COVID-19.

- Plexiglass Screens
  PlexiGuard barriers have been installed at all point-of-sale locations throughout the stadium to reduce contact between guests and staff.

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:

- Disturbing other patrons’ enjoyment of the event
- Entering a restricted area, seating area or disabled seating section without the proper ticket
- Failing to comply with instructions from facility personnel
- Fighting or challenging others to fight
- Harassing, taunting or using offensive language against players, referees, performers, other guests or staff
- Interference with the event or participants of the event in any way
- Intoxication or disorderly conduct
- Sitting in a seat without the proper ticket
- Smoking inside the stadium
- Standing on chairs/seats/tables/platforms/railings
- Throwing, tossing or discharging any object
- Using profanity and/or other offensive words and gestures
- Violating any local, state or federal laws
• Violating DICK’S Sporting Goods Park rules, regulations or policies

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 the nationwide MLS Next League as well as other domestic and international competitions. The most talented of these players also have the opportunity to train and play alongside professional players on a daily basis and potentially earn a professional contract.

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.

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.

COVID-19 VACCINATIONS

All policies and procedures must be adhered to regardless of a person’s vaccination status.

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 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.
DIETARY RESTRICTIONS

DICK’S Sporting Goods Park offers various concession locations that provide gluten-friendly and vegetarian options. Guests can visit the Guest Relations Kiosk at Section 129 for food guides, ingredient lists, and information regarding concession locations that accommodate food allergies and other dietary needs.

DIGITAL TICKETING

All event tickets for DICK’S Sporting Goods Park will be digital to allow for touchless scanning from mobile devices. Please make sure your event tickets are displayed on your phone, located after the Ticket Terms & Conditions and Spectator Waiver.

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 fan(s) 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.

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.
ELEVENATORS

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 the terrace 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.

EMERGENCIES/EVACUATIONS

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.

ENTRY INSPECTION

DICK’S Sporting Goods Park requires that all patrons entering the venue pass through a walk-through 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 guest(s) 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 located across from Sections 101, 111 and 129. For your additional convenience all public restroom facilities also have diaper-changing stations.

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

DICK’S Sporting Goods Park is committed to providing high quality food and beverage options for guests throughout the venue during this time.

- Food and beverage operations will maintain the highest standards of compliance with current health and safety regulations.
- Distancing guidelines will be displayed to allow for proper line queuing.
- Guests are only permitted to consume food and beverage within their designated ticketed seat or suite. At this time, guests are prohibited from eating or drinking on the concourse or anywhere outside of the guest’s assigned ticketed location.
- Guests may temporarily remove their mask when actively eating or drinking in their ticketed seats. This is the only time guests are permitted to remove their masks while on DICK’S Sporting Goods Park property.
- All staff are required to wear appropriate Personal Protective Equipment (PPE) and, where appropriate, will be separated from guests by plexiglass dividers.
- Concessions, Suites, and Premium locations are cashless. Guests may pay with debit, credit, Google Pay, Samsung Pay or Apple Pay for their convenience. Cash will NOT be accepted at DICK’S Sporting Goods Park to purchase food and beverage.
- All food and beverage items will be individually packaged, including condiments, utensils, and napkins. Additional condiments and napkins will be provided upon request.

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.

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.
LOST AND FOUND

During an event, DICK’S Sporting Goods Park provides a lost and found service for its guests at the Guest Relations Kiosk located on the 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

Should you become separated from your child 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.

MARIJUANA

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.

PARK HELP

Fans experiencing displeasure at a Rapids game, concert or special event due to unpleasant, rowdy, harassing or otherwise obnoxious fan(s) 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

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.
PROHIBITED ITEMS

For the safety and security of our guests, the following items are NOT permitted into the facility:

- Animals (See Page 23 for more information on SERVICE ANIMALS)
- Any form of marijuana
- Any missile / projectile like objects
- Audio/video recording devices including, but not limited to, Google Glass and other similar technology
- Bags or backpacks larger than 14 in. x 14 in. x 6 in.
- Chemicals
- Camera monopods/bipods/tripods
- Drones and other unmanned aerial devices
- External flash camera units
- Fireworks, smoke bombs, etc.
- Frisbees
- Glass containers, aluminum cans, canteens, Bota bags or Camelbacks
- Hard case containers (coolers, briefcases, or containers of any size)
- Illegal drugs or substances
- Inflatable objects (beach balls, latex balloons, etc.)
- Interchangeable/detachable camera lens
- Laser pointers/pens
- Large umbrellas / golf umbrellas / umbrellas with a pointed end
- Outside alcohol
- Outside food and beverages
- Selfie sticks
- Skateboards, roller blades, roller skates, roller shoes, etc.
- Stickers or flyers
- Streamers of any kind
- Suitcases, beach bags, equipment bags, etc.
- Un-approved pamphlets, handouts, advertisements, etc.
- Vuvuzelas, Air horns or whistles of any kind
- Weapons of any kind (i.e. knives, pepper spray, stun-guns, any concealed weapons, firearms, and any ammunition or accessories to weapons)
- 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:

- Clear, plastic, factory sealed water bottles, one (1) per guest.
- Empty, clear plastic bottles measuring 32oz or less
- GoPros and ipads are permitted for sporting events only
- Small, compact umbrellas with no metal points
- Soft-sided bags no larger than 14” x 14” x 6”. All bags are subject to search prior to entry

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 venue. 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.
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
Motion-activated faucets, flushes, towel/soap dispensers, and hand sanitizer fixtures have been installed in all restrooms throughout the stadium.
Each restroom will have a dedicated cleaning attendant to continually clean and disinfect high touch points.

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.

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.

SECURITY
- DICK’S Sporting Goods Park is committed to providing world-class sports and entertainment, while ensuring the safety and security of our patrons.
- Due to enhanced security policies, all guests will be required to pass through a walk-through metal detector upon entry.
- For a list of prohibited items see page 16.
- Security: 303.727.3737
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”™ 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.

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 POLICY

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 - 50ºF 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.

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/or arrest. A fine will be issued for clean-up expenses of unauthorized literature.

STROLLERS

Strollers are allowed into DICK’S Sporting Goods Park. Should they not fit under your seat, they may be checked in at the Guest Relations kiosk located on the concourse across from Section 129, at your own risk.
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

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 than 20lbs. Violators will be prosecuted. Goods Park property.

TEAM STORE AT DICK’S SPORTING GOODS PARK

The Altitude Authentics main store is located on the west concourse. Team Store access will be available during Rapids games via the inside of the stadium. Other in-stadium locations include:
- Southeast concourse next to Gate C, across from Section 112/113
- Top of Section 107

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**TICKETS**

**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:** In general, 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.

**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.

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

**TICKET SALES TABLES**

Ticket sales tables are located Sections 106, 119 and 126. These tables allow Guests to get information regarding single game tickets, season ticket memberships and group tickets.

**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 \( \frac{1}{2} '' \) 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.
### DICK’S SPORTING GOODS PARK CONTACT INFORMATION

<table>
<thead>
<tr>
<th>PHONE</th>
<th>NUMBERS</th>
</tr>
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<tbody>
<tr>
<td>24-Hour Security</td>
<td>303.727.3737</td>
</tr>
<tr>
<td>Box Office</td>
<td>303.727.3535</td>
</tr>
<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>
</tr>
<tr>
<td>Colorado Rapids Academy Weather Hotline</td>
<td>303.727.3397</td>
</tr>
<tr>
<td>Colorado Rapids Fax</td>
<td>303.727.3536</td>
</tr>
<tr>
<td>Colorado Rapids Group Ticket Sales</td>
<td>303.825.GOAL</td>
</tr>
<tr>
<td>Colorado Rapids Season Ticket Member Customer Service</td>
<td>303.727.GOAL</td>
</tr>
<tr>
<td>Colorado Rapids Season Ticket Membership Sales</td>
<td>303.825.GOAL</td>
</tr>
<tr>
<td>Complex Hotline / Weather Hotline</td>
<td>303.727.3333</td>
</tr>
<tr>
<td>DICK’S Sporting Goods Park Information Line</td>
<td>303.727.3500</td>
</tr>
<tr>
<td>DICK’S Sporting Goods Park Tours</td>
<td>303.727.3500</td>
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<tr>
<td>Field Booking</td>
<td>303.727.3507</td>
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<tr>
<td>Guest Relations</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>
</tr>
<tr>
<td>Special Event Booking</td>
<td>303.727.3507</td>
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<td>Stadium Booking</td>
<td>303.727.3747</td>
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### GENERAL EMAILS

<table>
<thead>
<tr>
<th>DICK’S Sporting Goods Park</th>
<th><a href="mailto:info@DSGpark.com">info@DSGpark.com</a></th>
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<tbody>
<tr>
<td>Colorado Rapids</td>
<td><a href="mailto:RapidsFanMail@DSGpark.com">RapidsFanMail@DSGpark.com</a></td>
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<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>
</tr>
<tr>
<td>Special Event and Field Booking</td>
<td><a href="mailto:DSGPMeetingsEvents@TeamKSE.com">DSGPMeetingsEvents@TeamKSE.com</a></td>
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</tbody>
</table>
UPPER SUITE & PRESS LEVEL MAPS