

# **Admission Policy**

Due to heightened security measures at the gates, we strongly urge all guests to arrive at the stadium as early as possible to avoid entrance delays. Re-entry into M&T Bank Stadium is not permitted. Dress appropriately for inclement weather prior to entering the stadium. If medication is required, be sure to have it with you upon entry. All guests entering the stadium are subject to search. Refusal to comply may be grounds to prohibit admission. Entry gates are Gate A (North), Gate B (East), Gate C (Southeast) or Gate D (Southwest). Gates open to the public 1.5 hours prior to kickoff.

#### **Prohibited Items**

Backpacks	Air horns	Horns of any kind	Tote Bags
Large purses	Cowbells	Plastic Bags	Whistles
Beverages	Coolers	Laser pointers/pens	Umbrellas
Bottles (plastic or glass)	Cans	Flag/banner poles	Thermoses
Weapons/dangero us objects	Video Cameras	Containers/Flasks	

## **Permitted Items**

- Nothing larger than a freezer-sized zip-lock clear bag
- Diaper bags (with a child of appropriate age)
- Blankets, tarps, coats/jackets, binoculars and binocular cases, and cameras and camera cases
- Fanny packs & Small purses, however any purse and its contents must fit into a space no bigger than 1 cubic foot (12 x 12 x 12) in size. No exceptions. Devices will be present at each gate to measure if purses meet this requirement.

## **Fan Behavior**

Ravens fans are the best in the NFL because of their enthusiasm, team support and sportsmanship. Abusive/foul language or fighting will not be tolerated and will result in immediate ejection without refund. Have fun, root hard, show respect for the fans around you, but don't be a jerk! First-time offenders will be ejected from the stadium immediately. Second-time offenders will lose their season tickets.



## **ADA Seating (Disabled) & Parking**

Accessible seating for quests with disabilities is available throughout the stadium, on all three levels. Guests who require ADA accessible seating, including PSL Owners, should contact the ticket office at 410-261-RAVE to purchase those seats in advance. Seats are offered on a first-come, first-serve basis and ADA seating may not be available on game day. ADA parking is located in lots B/C and Lot R (located off of the Russell Street service drive). ADA parking cannot be purchased in advance. Access to disabled parking spaces is limited to vehicles with disabled license plates or valid disabled hangtags. In addition, the person to whom the disabled tag was issued must be in the vehicle, will be asked to provide a state MVA disabled registration card and must present a valid game ticket.

#### **ATM Machines**

Seven (7) M&T Bank ATM machines are located throughout the stadium. Two ATM machines are located on the lower level concourse (Sections 117 and 144), three are located on the Club Level concourse (Sections 204, 226 and 249) and two are located on the upper level concourse (Sections 502 and 529).

### **Credit Cards**

The Ravens accept MasterCard, Visa or American Express for season ticket payments or individual ticket sales. With the Baltimore Ravens Extra Points PayPass MasterCard you can now just "Tap and Go" when paying for concessions.

### **First Aid**

Five (5) first aid stations are located throughout the stadium. Union Memorial Hospital provides medical services two hours prior to the game, during the game and up to 30 minutes after the game ends. In the event of a medical emergency, please notify the nearest Ravens personnel. First aid locations are: Lower Level Concourse: Sections 100 & 127; Club Level: Section 203; Upper Level and Upper Suite Level: Sections 518 & 545.

#### **Guest Services Centers**

Guest Services Centers are located throughout the stadium. Guest Services representatives assists fans during games with stadium information, lost children, driving directions, car trouble, wheelchairs and hearing impaired amplifiers. Guest Services Centers are located on the lower level concourse (Sections 100 & 127), upper level concourse (Sections 525 & 553) and at the <u>Club Level</u> concierge desks (Sections 202/203, 223/224, 229/230 and 250/251).

## **Lost and Found**

Any items found should be turned in immediately to a Guest Services attendant, Club Level concierge desk or to an usher. To inquire about lost items, contact Lost & Found at 410-230-8505. Due to the volume of calls, the lost and found at M&T Bank Stadium is voicemail operated. Please leave a message indicating a description of your missing item, your name and contact information. Stadium security will return your call only if your item has been recovered.



## **Lost or Stolen Tickets / Re-Prints**

Tickets should be secured in a safe place at all times. If tickets are lost or stolen, tickets can be reprinted under the following guidelines: Tickets lost, left at home or incorrect game ticket – A non-refundable, \$20.00 per ticket fee will apply to all ticket re-prints. Damaged tickets – Re-prints will be provided at no charge if the original ticket is provided and verified by the ticket office. Stolen Tickets – Re-prints will be provided at no charge only after an official police report is provided to the ticket office. Re-prints can be obtained by calling the ticket office at 410-261-RAVE or at specified ticket windows on gameday.

#### Will Call

Will Call windows are located on the West side of the stadium, near Russell Street, between Gates A and D. During the football season, Will Call is open from 9 a.m. to 5 p.m. Monday - Friday, and Saturday 9 a.m. to 5 p.m., the week of a home game only. On game day, the window is open 2 1/2 hours prior to kickoff. Photo identification is required for all pickups.

### **Ravens Ticket Office**

# Mailing Address:

Baltimore Ravens M&T Bank Stadium 1101 Russell Street Baltimore, MD 21230

Phone: 410-261-RAVE Fax: 410-468-1340

TTY Service for Hearing Impaired: 410-243-9994

# M&T Bank Stadium Box Office

Open: July 28 - End of season.

Hours of operation: Mon-Fri 9:00 a.m.-5:00 p.m. (also open Saturday prior to home games)

## **TicketMaster**

To charge tickets by phone, call Ticketmaster phone charge:

Toll Free 800-551-SEAT(7328) Baltimore 410-547-SEAT(7328)

Washington, D.C. 202-397-SEAT(7328) Northern Virginia 703-573-SEAT(7328)

Ticketmaster outlets are located in all Hecht's/Macy's stores as well as other locations throughout Maryland, Washington, D.C., and Virginia. Tickets can also be purchased online at <a href="https://www.ticketmaster.com">www.ticketmaster.com</a>.