

WELCOME TO LINCOLN FINANCIAL FIELD

Welcome to Lincoln Financial Field! What was a dream not long ago has become an icon for the City of Philadelphia and the proud home for the most passionate fans in the NFL. The dedication you demonstrate year after year continues to fuel our desire to deliver Philadelphia the ultimate championship. We also want you to know that we strive to provide you with the unsurpassed customer service and entertainment you deserve.

Our priority to achieve excellence on and off the field includes a safe, enjoyable and memorable game day experience at one of America's premier entertainment venues. To that end, we encourage you to provide us with feedback so we can serve you in the manner that best suits you as a loyal fan. Feel free to contact our Guest Services Hotline at (267) 570-4400 with questions, comments and compliments or send email to fanfeedback@LincolnFinancialField.com. We welcome your input about how we can make your experience an even better one.

Again, welcome to Lincoln Financial Field and another great season of Eagles football. On behalf of the team, coaches and staff, I offer my sincere gratitude for your enthusiasm and continued support of the team you love.

Sincerely,
Jeffrey Lurie

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Stadium Address:

Lincoln Financial Field
 One Lincoln Financial Field Way
 Philadelphia PA 19148

Important past dates:

- June 7, 2001: Official Groundbreaking
- June 3, 2002: Lincoln Financial Field is officially named
- June 12, 2003: First time Eagles set foot on the new field
- August 3, 2003: First event, Manchester United vs. FC Barcelona
- August 22, 2003: First preseason football game vs. New England Patriots
- September 8, 2003: Monday Night Football, Inaugural Game vs. Tampa Bay Buccaneers

Total Cost: approximately \$520 million

Land: Total site: 43 acres

Stadium width: 15 acres

Seating Capacity: 69,054

Structure:

- 7,700 tons of reinforcing steel
- 16,160 tons of structural steel
- 60, 500 cubic yards of concrete
- 60,000 linear feet of handrails
- Over 100 miles of broadcast cabling.

Lights:

- 572 lights illuminate our playing field totaling 1,144,000 watts of power

Elevations:

- 21 “talons” extend 20 ft. over the top of the field.
- The roof, at its highest point of 150 ft., is equal to the height of a 12-story building

Turf:

- 109,000 square feet of turf, each strip weighing 1,500 pounds.
- Watered by 50 sprinkler heads
- Heated with the use of 28 miles of heating pipe
- Amount of grass fibers utilized would be enough to circle the world 1.2 times

Video boards:

In 2014, the Eagles partnered with Panasonic Eco Solutions North America to spearhead a comprehensive revitalization of the LED displays throughout Lincoln Financial Field. The centerpieces of the new installation are two 10mm pitch end zone video boards totally over 9,400 square feet, which at the time of their installation were the highest-definition boards in the National Football League. The north and south boards measure approximately 27 feet tall by 192 feet wide and 27 feet tall by 160 feet wide, respectively.

The comprehensive solution also included the following 20mm LED displays:

- 11 fascia-mounted ribbon boards totaling more than 2,000 linear feet
- One 335-square-foot video display in HeadHouse Plaza
- Two 334-square-foot and two 546-square-foot marquee displays at street level outside the stadium
- Two video displays measuring approximately 45 feet tall by 18 feet wide and 15 feet tall by 30 feet wide in the Eagles Nest at the North end of the stadium
- One 390-foot circular ribbon display in the Eagles nest

Other amenities:

- Number of Suites: 172
- Number of Club Seats: 8,740
- Two thirds of all seats are located along the sidelines
- Wing-like roof structures that serve 2 purposes providing:
 - A degree of covering for fans in the event of inclement weather
 - Channeling the noise back into the stadium

AAA Mid-Atlantic Roadside Assistance

AAA offers post-game roadside assistance for up to three (3) hours following each Eagles home game. Limited service is available including lockout rescue, flat tire service and jump-starts. For assistance, fans are encouraged to call 1-800.AAA.HELP or contact your nearest event staff or security personnel.

ADA/Accessibility

The Eagles have made it top priority to accommodate the needs of our fans with disabilities. We welcome members of our disabled community to Lincoln Financial Field, which is fully compliant with the Americans with Disabilities Act. Lincoln Financial Field is designed with accessible parking, accessible vehicle drop off areas, power assisted doors, restrooms, concessions, water fountains, ATMs, seating areas, assistive listening devices, a TDD phone, mobile event captioning devices, as well as Braille guides and menus for all concessions. Please refer to the Guide for fans with Disabilities for more detailed information. Copies are available at all Guest Services Booths located on the concourse behind Sections 121, 136, 206 and 226, Concierge desks in the Premium Areas, online at www.LincolnFinancialField.com or by calling the Guest Services Hotline at (267) 570.4400 (VOICE: 267.570.4400. RELAY: 711)

Fans who are unable to sit in their ticketed location and who need a seating accommodation may exchange their tickets, based on availability, at any of the Guest Service Centers located inside the stadium. Fans who have been given a new seat location will be provided with a new ticket relocating them to an accessible seating platform. Fans may not be moved or seated in a location for which they do not hold a valid ticket.

ADA Ticket Fraud

ADA ticket fraud includes, but is not limited to, the misrepresentation of a disability. Management reserves the right to take appropriate action regarding misrepresentation, which may result in relocation, revocation of tickets or ejection.

Address

The street address for Lincoln Financial Field is: One Lincoln Financial Field Way, Philadelphia PA 19147. Guests using a GPS for transportation assistance will receive better results by using: 1020 Pattison Avenue, Philadelphia PA 19147.

Aisle Policy

In order to not miss any of the action, Lincoln Financial Field event staff will ask fans to wait at the top of the aisle until the end of play to return to their seats. This policy will be enforced throughout the event and your cooperation is appreciated.

Alcohol Sales & Policies

Lincoln Financial Field, Aramark Concessions, CSC and APEX work hard to promote responsible consumption of alcoholic beverages. Our alcohol policies are listed below and are also posted at concession locations:

- All fans purchasing alcohol, who appear to be less than 30 years old, must present a valid ID.
- No alcohol will be sold to fans that appear to be intoxicated.
- There is a two (2) beer limit, per transaction, at concession stands and portable concessions.
- There is a two (2) beer limit, per person, by a roving vendor.

- Alcoholic beverages served in Premium Areas such as the Touchdown Club, Red Zone North and South Lounge will not be permitted to leave the Premium Area. All alcoholic drinks must be disposed of before leaving the Premium Area.
- Management reserves the right to cut off alcohol sales at its discretion.
- Fans passing alcohol to minors will be ejected and subject to arrest.
- Fans possessing alcohol, that do not have proof of being at least 21 years of age, may be ejected.
- We reserve the right to refuse the sale of alcohol to any fan.
- Alcoholic beverages may not be brought into the stadium. Any attempt to bring alcohol into the stadium will be considered a violation of the Code of Conduct and may result in the guest being ejected, arrested or tickets being revoked.
- Members of the Event Staff are specifically trained and available to assist fans with alcohol related incidents

Please refer to the Designated Driver Program and MADD (Mothers Against Drunk Driving) for more information on responsible drinking at Lincoln Financial Field.

Animals

Service dogs and service dogs in training are permitted at Lincoln Financial Field. All other animals are prohibited. If you require ADA accommodations, contact our Guest Services Hotline at (267) 570-4400 (VOICE: 267.570.4400. RELAY: 711). *Please refer to Prohibited Items and Behavior.*

ATMs

There are nine (9) ATMs available at the following locations: HeadHouse Lobby, 106, 113, 122, 136, C6, C27, 226, 242

Baby Changing Tables

For your convenience, baby changing tables are located in all family restrooms throughout Lincoln Financial Field. *Please refer to Family Restrooms for specific stadium locations.*

Bag Search

Fans are encouraged to limit the number of items they bring with them to the stadium. They will be able to carry (1) one of the following style and size bag at stadium plaza areas, stadium gates, or when approaching queue lines awaiting entry into the stadium:

- Bags that are clear plastic, vinyl or PVC and do not exceed 12" x 6" x 12."
- One-gallon clear plastic freezer bag (Ziploc bag or similar).
- Small clutch bags, approximately the size of a hand, with or without a handle or strap, may be carried into the stadium along with one of the clear bag options.
- An exception will be made for medically necessary items after proper inspection.

Prohibited items include, but are not limited to: purses larger than a clutch bag, coolers, briefcases, backpacks, fanny packs, cinch bags, luggage of any kind, seat cushions, computer

bags and camera bags or any bag larger than the permissible size. Please see <http://www.nfl.com/allclear> for more information.

Banners and Signs

Signs, banners or similar items that are obscene or indecent, not event-related, potentially offensive to other patrons, capable of blocking the views of other fans or otherwise deemed dangerous or inappropriate by the Eagles are prohibited. They may not contain commercial messages, logos or political endorsements and may not be hung on the stadium structure. Signs on poles or sticks larger than 2 feet in length, constructed of wood or metal material, are also not permitted. Lincoln Financial Field reserves the right to confiscate signs that are in violation of stadium policy.

Bottles, Cans & Beverage containers

Bottles, cans or beverage containers of any kind are not allowed into Lincoln Financial Field. A search will be conducted at the gates to prevent these and other prohibited items from entering the stadium. Exceptions will be made for those with medical requirements and/or special needs. *Please refer to Prohibited Items and Behavior for more information.*

Bud Light Eagles Nest

The Nest is located on the Northwest corner near Section 131. To access this area, fans must have an event ticket designated Bud Light Eagles Nest. For more information, direct fans to visit www.budlighteaglesnest.com.

Bud Zone Bar

The Bud Zone Bar is located on the concourse behind Section 121/122 at Lincoln Financial Field. Adults under the age of 30 must show proof of age to purchase alcoholic beverages.

Cameras

The camera policy will be modified based on the event type being held at Lincoln Financial Field.

Cell Phones

Cell phones are allowed in the stadium as long as their use does not interfere with other fans' enjoyment of the game.

Cheerleader and SWOOP Appearances

Fans have the opportunity to book Philadelphia Eagles Cheerleaders and SWOOP for appearances at a company party, grand opening, or other corporate functions. For Cheerleader appearances, fans can receive information on how to submit their request by visiting <http://www.philadelphiaeagles.com/cheerleaders/appearances.html>. For SWOOP appearances, fans can submit their request by visiting <http://www.philadelphiaeagles.com/fanzone/swoop-appearance.html>.

Children's Ticket Policy

Children two (2) years of age and under do not need a ticket to enter Lincoln Financial Field. They must be seated on a parent or guardian's lap and not interfere with the sight lines of other fans. All children who have reached their third birthday must have a ticket for admission and sit in their own seat. Children must have a ticket to receive a promotional item.

Club Lounges

There are two (2) Club Lounges at Lincoln Financial Field located on the East and West sidelines; the SCA Club Lounge and the Panasonic Club Lounge. All Presidents' Club guests, Touchdown Club Members, Suite guests and Club Seatholders receive access to these premier Lounges. The Club Lounges primarily open two (2) hours prior to the start of Eagles game and remain open for one (1) hour post game. They offer full-service bars, special concession stands and merchandise shops. For additional information on Club Lounges, direct fans to contact the Premium Services Hotline at (267) 570-4150. *Refer to the Premium Area Access Matrix for more information regarding Club Level access.*

Club Seats

There are 8,740 Club Seats located throughout Lincoln Financial Field. Club Seatholders have access to the Club Lounges and all general areas of the stadium. They do not have access to the Touchdown Club, Presidents' Club or any of the Suites. For additional information on Club Seats, direct fans to contact the Premium Services Hotline at (267) 570-4150. *Refer to the Premium Area Access Matrix for more information regarding Club Seats.*

Code of Conduct

Lincoln Financial Field is committed to creating a safe, comfortable and enjoyable experience for our fans, both inside the stadium and throughout our parking areas. Our staff will proactively support an environment free from the following behaviors:

- Abusive, foul or disruptive language and obscene gestures.
- Intoxication or other signs of impairment related to alcohol consumption or other drug use
- Fighting, taunting or threatening remarks or gestures.
- Sitting in a location other than the fan's ticketed seat.
- Displays of affection not appropriate in a public setting.
- Obscene or indecent clothing.
- Any disruption to the progress of the event by fans' actions.
- Any behavior which otherwise interferes with other fans' enjoyment of the game.

Each fan should hold his or her ticket and be ready to display it to event staff or stadium security to verify their seat location. Violations of the Code of Conduct may result in the fan being ejected, arrested by police or having his/her tickets revoked. All Season Ticket Holders are responsible for their conduct as well as the conduct of their guests and/or persons using their tickets.

Fans are encouraged to report issues and concerns by:

- Texting 78247 then the word ASSIST <space your issue and location.

- Calling the In-Stadium Hotline at (267) 570-4444
- Contacting nearby event staff or security personnel

Please refer to Reporting Fan Behavior for additional information.

Concessions

Aramark is the concessionaire for Lincoln Financial Field. For your convenience, all concession stands at Lincoln Financial Field accept MasterCard, Visa and American Express. *Please refer to the maps for more detailed concession stand locations.*

Concierge Desks

Concierge desks are located in all Premium Areas to assist fans with lost and found, lost children, stadium directions, emergencies, general information and accommodations for guests with disabilities. These desks are staffed with knowledgeable attendants ready to assist guests needing information.

Customer Service

Fans with a compliment, complaint or comment may express it, in person, at one of the Guest Services Booths located on the concourse behind Sections 121, 136, 206 and 226. Premium guests are encouraged to fill out a comment card at the Concierge desks located in all Premium Areas. Additional feedback may be sent to fanfeedback@LincolnFinancialField.com or call our Guest Services Hotline at (267) 570-4400.

Designated Driver Program

As part of Lincoln Financial Field's commitment to public safety, fans can receive a Designated Driver wristband and coupon for a free soft drink by registering at one of the Guest Services Centers located on the concourse behind Sections 121, 136, 206 and 226, a Concierge desk in all Premium Areas and in remote locations throughout the concourses. For a comprehensive list of all areas, please check your event brief sheet. For more information on Mothers Against Drunk Driving (MADD) and the Designated Driver Program, direct guests to the MADD booth located on the concourse behind Section 120.

Eagles Youth Partnership

Eagles Youth Partnership (EYP) was founded in 1995 as a 501(c)(3) public charity whose mission is to level the playing field for low income children in the Greater Philadelphia region. EYP serves over 50,000 kids every year with a focus on health and education programming. Two signature programs – the Eagles Eye Mobile and Eagles Book mobile – bring their services directly to kids, while the annual Playground Build transforms area schools with spectacular new murals, mosaics, landscaping and even a turf field. The organization also partners with other local non-profits for a variety of vital youth programs.

Elevators

Lincoln Financial Field is equipped with elevators at the following locations.

- SCA Club and Suites Entrance
- Panasonic Club and Suites Entrance
- HeadHouse Lobby
- Behind Section 127

Elevator service priority is given to guests with disabilities followed by Club and Suite guests. Please be mindful of the elevator line procedure in our lobbies.

Emergencies

If you need immediate assistance, please notify the nearest event staff, security personnel, or Philadelphia Police, visit a Guest Services Booth located on the concourse behind Sections 121, 136, 206 and 226 or a Concierge desk located in all Premium Areas. Fans are also encouraged to call our In-Stadium Hotline number at (267) 570.4444 for assistance or send a text to 78247 then the word ASSIST <space> followed by your issue and location.

In the event of a serious emergency at Lincoln Financial Field, all event staff, Emergency Medical Technicians with Automatic External Defibrillators (AEDs) are also positioned throughout the stadium and are ready to respond to emergencies. Fan needing medical assistance are encouraged to contact event staff, security personnel or Philadelphia Police for assistance and directions to these first aid locations. Fans needing assistance may also call our In-Stadium Hotline at (267) 570-4444 or send a text to 78247 followed by the word ASSIST <space> your issue and location.

Entrances

There are seven (7) entrances to Lincoln Financial Field. These locations are as follows:

- **Northeast Gate:** Northeast corner of the stadium.
- **XFINITY Gate:** Northwest corner of the stadium.
- **Verizon Wireless Gate:** West side of the stadium.
- **South Gate:** South corner of the stadium.
- **HeadHouse North:** North side of the stadium between the NorthEast and XFINITY Gates (Guests with disabilities or medically necessary items or bags)
- **SCA Club and Suites Entrance.** (Suiteholders, Club Seatholders, Touchdown Club and guests with disabilities only)
- **Panasonic Club and Suites Entrance.** (Suiteholders, Club Seatholders, Touchdown Club and guests with disabilities only)

Escalators

Escalators are located at the following locations behind Sections 125, 128, 133, 135, 227, 235 and 241.

Family Restrooms

Family restrooms are designed for the exclusive use of fans with small children and fans with disabilities. These restrooms are located on the concourse behind Sections 107, 119, Suite 17, Suite 71, Suite 118, Suite 166, C6, C16, C27, C35 207, 213, 224, 231, 237 and 241. All family restrooms are accessible and have baby changing tables.

Family Section (Alcohol-Free)

The alcohol-free Family Section is located in Section 217. This section was created to give families the option to enjoy the event in an alcohol-free environment.

Fan Mail

Letters to Eagles players should be sent directly to:

Player Name c/o Philadelphia Eagles
NovaCare Complex
One NovaCare Way
Philadelphia, PA 19145.

The Eagles Organization cannot assume responsibility for lost or misdirected articles. Due to a large volume of requests, the Eagles do not accept items to be signed by players or take responsibility for the return of personal items.

First Aid

For fan safety and convenience, there are six (6) first aid locations at the stadium where medical treatment is available. First aid stations can be found in the following locations:

HeadHouse – HeadHouse Lobby adjacent to the Ticket Office

Main Concourse – Behind Sections 114 and 136

Upper Concourse – Behind Sections 217, 233 and 242

Football Return Policy

Any footballs that enter the seating area, at any time, may be kept by the fans.

Gate Opening Times

The HeadHouse Plaza, located at the North end of the stadium, will generally open three (3) hours prior to Eagles games. Club and Suites will typically open two (2) hours prior to the scheduled start of the game. Inner stadium gates will open an hour and a half (1 ½) prior to the start of the game. For specific event information, log on to www.LincolnFinancialField.com for a complete schedule of gate opening times or contact our Guest Services Hotline at (267) 570.4400.

Go Green!

The Philadelphia Eagles are committed to improving the environment – we already wear green, think green and bleed green. Now it's time to GO GREEN! Recycling and clean green power initiatives have been launched at the team's offices within the NovaCare Complex as well as

Lincoln Financial Field. Please make sure to recycle all plastic bottles in the appropriate, Go Green! receptacles located throughout the concourses. When you go to Lincoln Financial Field, GO GREEN! RECYCLE!!!

Guest Services Booths

There are four (4) Guest Services Booths located on the concourse behind Sections 121, 136, 206 and 226. Guest Services Booths assist guests with lost and found, lost children, stadium directions, emergencies, My First Eagles Game Certificates and accommodations for guests with disabilities such as Braille guides, mobile captioning devices and assistive listening devices. These centers are staffed with knowledgeable attendants ready to assist fans needing information.

HeadHouse Lobby & HeadHouse Plaza

The HeadHouse Lobby is one of the signature design elements of Lincoln Financial Field. This stand-alone building on the North side of the Stadium is open all year round and contains the Eagles Ticket Office, the Eagles Pro Shop, Red Zone Lounge and the Red Zone Suites.

The HeadHouse Plaza is located just inside the gates at the North end of Lincoln Financial Field. The 110,000 square foot plaza features a giant video screen, entertainment, food and beverages, the Eagles Pro Shop and the Miller Lite Tailgate Zone, featuring an array of games and entertainment options for kids and adults alike.

Housekeeping & Maintenance

As our mission statement reads, Lincoln Financial Field strives to present our fans with a **safe**, clean and friendly environment at all times during your visit. If you see or experience a housekeeping problem or maintenance concern, please notify your nearest event staff, visit a Guest Services Booth located on the concourse behind Sections 121, 136, 206 and 226 or a Concierge desk located in all Premium Areas. Guests may also call our In-Stadium Hotline at (267) 570-4444 to report an issue or send a text to 78247 followed by the word ASSIST <space> your housekeeping or maintenance issue. A member of Lincoln Financial Field staff will be immediately dispatched to the location to remedy the situation. If you would like to voice a concern, post-game, please contact the Guest Services Hotline at (267) 570.4400.

In-Stadium Hotline (x4444)

Fans who wish to anonymously report fan behavior without alerting event staff, security personnel or a police officer may do so by calling our In-Stadium Hotline number at (267) 570-4444. Lincoln Financial Field staff will respond quickly and accordingly. *Please refer to the Text Message Service for additional information on anonymously reporting fan behavior at Lincoln Financial Field.*

Lost and Found

All fans looking to claim or report lost items during an event should visit one of the Guest Services Booths located on the concourse behind Sections 121, 136, 206 and 226 or a Concierge

desk located in all Premium Areas. Fans inquiring about lost items at previous events should contact the Lost and Found hotline at (267) 570.4094 or send an email to lostandfound@LincolnFinancialField.com. Lost items will be kept for one month; those unclaimed after that time will be donated to charity. Lincoln Financial Field cannot be held responsible for lost or damaged items.

Lost Children and Fans

Lost children and fans should be taken to any Guest Services Booth located on the concourse behind Sections 121, 136, 206 and 226 or to the Concierge desks on all Premium Levels. Parents looking for a lost child should be directed to the nearest Guest Services Booth or Concierge desk. For safety reasons, we are unable to make stadium-wide announcements for lost children or fans. *Refer to the Safe in the Seat program for more information.*

MADD (Mothers Against Drunk Driving)

Lincoln Financial Field and the Philadelphia Eagles have teamed up with MADD to promote fan safety. For more information on MADD services, visit the MADD booth located on the concourse behind Section 120.

Media Entrance

The entrance for the media is located on the west side of the stadium just south of the Verizon Wireless Gate. Only members of the media with proper credentials may use this entrance. Upon entering, bags will be inspected and tagged accordingly.

Merchandise

All points of sale accept MasterCard, Visa, American Express, Discover and Traveler's Checks. The Eagles Pro Shop, located in the HeadHouse Plaza, is open seven (7) days a week during the Eagles season. The daily operating hours are: Monday – Saturday 10:00am – 5:00pm and Sunday 11:00am – 4:00pm. For Pro Shop questions, direct fans to call (267) 570-4500. Fans can also purchase merchandise online at store.philadelphiaeagles.com. *Refer to your event brief sheet for more specific event day merchandise information.*

Miller Field House

The Miller Field House is located in the HeadHouse Plaza at Lincoln Financial Field. This area is open to the public with seating and televisions to entertain. Adults under the age of 30 must show proof of age to purchase alcoholic beverages.

Miller Lite Phlite Deck

The Miller Lite Phlite Deck is located on the south corner behind Section 107. Access to the Phlite Deck is for ticketed guests only however the Concession stand located behind it is for fans. For more information, direct guests to visit www.philadelphiaeagles.com/millerlite.

My First Eagles Game Certificates

To commemorate a first Philadelphia Eagles game, please visit the nearest Guest Services Booth located on the concourse behind Sections 121, 136, 206 or 226 to sign up for your certificate. These certificates are encouraged to fans of ALL ages, young and old! For additional questions concerning our certificate program, contact the Guest Services Hotline at (267) 570-4400.

National Anthem

The Philadelphia Eagles hold tryouts for the National Anthem each year in the spring/summer. For information on tryouts, please visit www.PhiladelphiaEagles.com or call the Eagles Marketing department at (215) 463-2500.

Parking & Tailgating

Parking areas are generally open (5) five hours prior to kick off. Reserved parking is available for Suiteholders, Touchdown Club Seatholders, Red Zone Seatholders and Club Seatholders only. All reserved parking areas are subject to a vehicle inspection prior to an event. Tailgating is not permitted in the parking lots north of Pattison Avenue and west of Darien Street (Lots Q through W and the lot near the NovaCare Complex). You can obtain a visual of these parking areas at: www.lincolnfinancialfield.com/assets/stadiuminfo/Parking11.pdf.

Prohibited Items and Behavior

In conjunction with the National Football League directives and out of concern for the safety of our fans and employees, the following are prohibited:

- Smoking (except in designated areas inside the stadium)
- Clear bags larger than 12" x 6" x 12"
- Alcohol
- Binocular and camera cases larger than 6.5" x 4.5"
- Animals (except service dogs to aid guests with disabilities)
- Bottles, cans or beverage containers of any kind*
- Thermoses
- Food not wrapped in clear plastic*
- Hard sided coolers*
- Umbrellas
- Fireworks, firearms and weapons of any kind
- Footballs
- Laser pointers
- Noisemakers
- Signs or flags on sticks or poles
- Strollers
- Video cameras or the use of video capable cell phones
- Resale of tickets
- Foul, abusive or disruptive language
- Throwing objects
- Trespassing, soliciting, peddling and loitering
- Any other item or action deemed dangerous or inappropriate

** Exceptions will be made for those with medical requirements and/or special needs.*

Fans who appear to be intoxicated will not be permitted admittance into the stadium ***Any attempt to bring alcohol into the stadium will be considered a violation of the Code of Conduct and may result in the guest being ejected, arrested or tickets being revoked***

Publications

The Eagles have several publications available for purchase at Lincoln Financial Field. The Eagles media guide is available at www.PhiladelphiaEagles.com. It features the latest stats, records and biographical information available to both fans and media. The Philadelphia Eagles Yearbook and GameDay Magazine are on sale at various merchandise stands throughout the stadium. For convenient shopping, visit www.PhiladelphiaEagles.com or call (888)-24-STUFF.

Radios

Hand-held radios for personal use are allowed in the stadium as long as they are not larger than 12" x 12" x 12" and do not distract from the enjoyment of other fans. For the comfort of those seated around you, headphones are encouraged.

Radio Broadcasts

94WIP is the flagship radio station of the Philadelphia Eagles and will broadcast all Preseason, Regular Season and Playoff contests. Game day broadcasts can also be heard on Sportsradio 94WIP as well as Eagles radio network affiliates across Pennsylvania, New Jersey and Delaware. The Eagles pre-game show, heard exclusively on 94WIP, is broadcast LIVE from the HeadHouse Plaza at Lincoln Financial Field.

Recycling

Please refer to the Go Green! program for more information on green initiatives at Lincoln Financial Field and within the Eagles organization.

Red Zone Seats

Red Zone Seats are located in Rows 1 and 2 in the following sections: North – Sections 128 thru 131; South – Sections 109 thru 112. Guests with North Red Zone Seats have access to the Red Zone Lounge Pregame and at halftime. South Red Zone Seats have access to the South Lounge Pregame and at halftime. South Red Zone Seats have access to the South Lounge Pregame and at halftime. They do not have access to the Touchdown Club, Presidents' Club, Suites or the Club Lounges. Fans in the Red Zone Lounge or South Lounge may not bring alcoholic beverages from the Premium Level to their seats at any point during the event.

For additional information on Red Zone Seats, direct guests to contact the Premium Services Hotline at (267) 570-4150. Refer to the Premium Area Access Matrix for more information regarding Red Zone access.

Re-Entry

Fans may not exit and re-enter the stadium using the same ticket. However, in case of an emergency, you may receive permission from a Gate Chief, who will permit re-entry to the stadium at the same gate. In addition, you will be required to go through the security search process for a second time. Fans, who leave the stadium without scanning a ticket out by a Gate Chief, will not be permitted to re-enter the stadium with the same ticket.

Reporting Fan Behavior

Your safety and comfort are an important priority for us. In the interest of maximizing your experience, any disruption by another fan should be reported to the nearest event staff, security personnel, or Philadelphia police. You may request assistance by sending a text message to 78247 followed by the word ASSIST <space> your situation and location or calling our In-Stadium Hotline at (267) 570.4444 or by. Contacting either of these lines will put you in a direct dialogue with a member of our security personnel. We encourage you to program this information into your cell phone. Additionally, you can find this contact information on seat backs, cup holders and signage throughout the stadium.

Restrooms

There are public restrooms (men, women and family) conveniently located throughout the stadium. All restrooms are accessible to our guests with disabilities.

Safe in the Seat Program

Fans can receive a free ID bracelet to assist in reuniting lost children and guests with their appropriate parties. These bracelets are available at all Guest Services Booths located on the concourse behind Sections 121, 136, 206 and 226 and Concierge Desks on all Premium Levels. Safe in the Seat bracelets are not valid in place of a ticket. For help with a lost child or fan, please notify your nearest event staff, security personnel, Philadelphia Police, Guest Services Booth or Concierge Desk.

Scoreboard Messages

Personalized messages can be displayed on the scoreboard of Lincoln Financial Field during an Eagles home game. Advance registration and a \$25 donation made payable to Eagles Youth Partnership is required and is subject to availability. For more information, please call (215) 463-2500. Lincoln Financial Field is not able to page guests using scoreboard messages.

Smoking

The City Ordinance of Philadelphia prohibits smoking in public places and workplaces, including sports facilities. At Lincoln Financial Field, smoking is PROHIBITED in ALL AREAS of the stadium. Designated smoking areas are available in the following locations.

- HeadHouse plaza
- Outside the Verizon Wireless Gate across from Section 101
- Outside the south of the stadium across from Section 113
- Outside each Club and Suite entry (Club & Suite guests only)

Violators of this policy may be ejected from the stadium. All Season Ticket Holders are responsible for their conduct as well as the conduct of their guests and/or persons occupying their seats.

Special Events at Lincoln Financial Field

With our wide variety of spaces and amenities, Lincoln Financial Field is the perfect place to host an event of any size. Each of our spaces offers a unique atmosphere that can be customized with seating arrangements and décor to suit your needs. With an experienced staff ready to guide you through the process of planning an event in one of our marquee paces, we will work with you to create an unforgettable event. Book your event today! Call (215) 677-6100 or send an email to specialevents@LincolnFinancialField.com.

Standing

Fans that enter Lincoln Financial Field are encouraged to enjoy the event from the comfort of the seat that is indicated on their ticket. Please keep in mind that when you stand, you block the view of other fans seated behind you. It is not the intent of Lincoln Financial Field to limit enjoyment of the event, but continuous standing in the seating areas will not be tolerated. Please follow the direction of event staff, security personnel and the Philadelphia Police.

Stroller Policy

Strollers are not permitted at Lincoln Financial Field.

Suites

There are 172 Luxury Suites at Lincoln Financial Field. They are located in six (6) separate areas throughout the stadium:

- 71 Lower Level Suites (34 rows off of the field on the east and west sides of the stadium)
- 10 Red Zone Suites (HeadHouse)
- 14 Presidents Club Suites (stacked on top of the Lower Level Suites on the west side of the stadium)
- 77 Club Level Suites (above the Club Level seating on the east and west sides of the stadium)

For additional information on our Premium seating areas, please call the Premium Services Hotline at (267) 570.4150 or send an email to clubseats@LincolnFinancialField.com.

Taxi Service

Taxi cabs are available at the northeast corner of Broad Street and Pattison Avenue, directly next to the Broad Street Line subway station. Taxis are staged at this location for drop off pre-event and pick-up post-event. *Please refer to the Designated Driver Program and MADD (Mothers against Drunk Driving) for more information on responsible drinking at Lincoln Financial Field.*

Television Broadcasts

Preseason games will air on selected networks, local or national, depending on the game date. All Eagles regular season games are controlled by the NFL's national network partners (NBC, CBS, FOX, ESPN and NFL Network). Check local listings for channels and times.

Text Message Service

Fans who wish to report fan behavior, ask for information or call for assistance in a fast, easy and convenient way can do so by texting our GuestASSIST text message service. Send your text to 78247 followed by the word ASSIST <space> and your issue and location. Lincoln Financial Field staff are trained to respond quickly and accordingly.

Tickets

The Ticket Office is located in the HeadHouse Lobby at the North side of the stadium, open Monday through Friday; 9am to 5pm. Hours are extended to accommodate the needs of specific events. For ticket information, call (215) 463.5500, Ticketmaster at (215) 336.2000, send email to tickets@LincolnFinancialField.com or visit www.PhiladelphiaEagles.com.

Ticket Policy

We value the enthusiasm of our fans, but ask that all fans exercise good judgment and observe our Code of Conduct. Fans should respect the rights of others by displaying proper decorum. All Season Ticket Holders are responsible for their conduct as well as the conduct of other fans using their tickets. . Violations, by Season Ticket Holders or anyone, may result in revoked account privileges without reimbursement to the Season Ticket Holder, persons using their tickets and/or the holder of the ticket license at the discretion of the Philadelphia Eagles and Lincoln Financial Field. Fans are required to possess their ticket stub all times once they enter the stadium. Fans must show their ticket to any stadium staff member when requested to do so. Failure to produce a valid event day ticket may result in ejection from the stadium.

On Event day, fans with ticket issues *outside* the stadium should be directed to the Ticket windows outside the XFINITY gate. Fans *inside* the stadium should be directed to the Ticket Office in HeadHouse Lobby or a nearest Guest Services Center located on the concourse behind Sections 121, 136, 206 and 226.

Ticket Replacement Policy (Lost or Stolen Tickets)

The account holder of record can manage their tickets at any time through the Eagles Account Manager and reissue a print at home ticket or access their tickets on their mobile device for entry. Only the account holder of record may request and receive replacement tickets from the Eagles Ticket Office. Requests must be made in writing to the Eagles Ticket Office with proof of identification. In the case of a stolen ticket, a copy of the police report must be submitted. Replacement tickets will be issued at the discretion of the Eagles Ticket Office and may not be available until the day of the event. Account holders caught fraudulently requesting replacement tickets are subject to account revocation. For more information on this policy, please contact the Eagles Ticket Office at 215.463.5500 or via email at tickets@LincolnFinancialField.com.

Fans are required to possess their print at home ticket, ticket stub, or mobile ticket at all times once they have entered the stadium. In the event a ticket is lost, the fan may visit any guest services location to have their ticket reissued upon proof of delivery.

Touchdown Club

The Touchdown Club is located in a 9,000 square foot private lounge that is located on the West side of the stadium. Touchdown Club members have access to this area from gates opening until one (1) hour post game (hours of operation follow the suite hours of operation). During the event, the majority of Touchdown Club members are seated within Sections 101 and C1. Membership includes parking and the majority of the members park in Lots E and K. In addition, members have access to the Club Lounges and all general areas of the stadium. They do not have access to the Red Zone Lounge, South Lounge, Presidents' Club or any of the Suites. For additional information on the Touchdown Club, direct guests to contact the Premium Services Hotline at (267) 570-4150

Tours of Lincoln Financial Field

Based on availability, private groups (10 or more), public and VIP tours of Lincoln Financial Field are available on non-event days. The tour includes: XFINITY press box, Eagles or Temple locker room, press interview room, field, broadcast booth, a Suite and more. To schedule a tour, direct guests to call the tour hotline at (267) 570-4510, visit www.lincolffinancialfield.com or email philadelphiaeaglesviptour@philadelphiaeagles.com.

VIP Will Call

The VIP will call windows are located at the West Club and Suites entrance and the SCA Club and Suites entrance. Fans with seat locations that include Club Seats, Suites, Presidents' Club and Touchdown Club should be directed to these will call windows only. Fans with seats in the Red Zone should be directed to the dedicated VIP window located at the Remote Ticket Office near the Comcast gate.

Water Fountains

All water fountains are accessible to our guests with disabilities. Water fountains can be located on the concourse behind Sections 103, 118, 122, C3, C19, C24, C38, 204 and 222.

Website and Internet

Visit www.PhiladelphiaEagles.com for the latest information on the Eagles. You won't want to go anywhere else to catch up with the Eagles. Read daily features, On the Inside columns and answer our Daily Poll. Also, visit LincolnFinancialField.com for information, maps, seating guides, Premium Seating purchases, special event news and for exclusive looks inside the finest venue in all of sports!

Wheelchairs

A limited number of wheelchairs are available for transporting fans from the gates to their stadium seating location. Guests are asked to supply their own wheelchair if they need one for

the duration of the game. Fans may arrange for wheelchair assistance by contacting a gate supervisor at any entrance. In addition, wheelchair escort reservations can be made, in advance, by calling the Guest Services Hotline at (267) 570-4400.

Fans needing assistance after the game should contact an event staff member, security personnel or visit one of the Guest Services Booths located on the concourse behind Sections 121, 136, 206 and 226. Guests in Suite areas should contact the Concierge desk on their level to request a wheelchair escort of additional assistance.

Will Call

The Will Call windows are located at the northwest side of the HeadHouse Plaza, next to the XFINITY Gate. To claim tickets at Will Call, fans must show proper identification that matches the name on the tickets. Lincoln Financial Field does not accept any responsibility for third party will call*.

**Third party will call is will call dropped off at the Ticket Office by a party other than the Eagles or the visiting team. Any guest with a ticket issue, including invalid barcodes or lost or stolen tickets, should be directed to the ticket windows labeled Guest Services.*