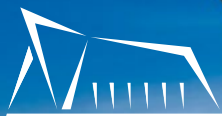




2016 TEAM MEMBER PLAYBOOK

usbank
stadium



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LETTER FROM THE GM

Dear 2016 SKOL Service Team Members:

Welcome to the U.S. Bank Stadium SKOL Service Team. I am so pleased that you have decided to join the professional, energetic and service focused team of U.S. Bank Stadium! Through your dedicated service and commitment, we will be able to provide our guests with a world-class sports and entertainment environment for all.

Our goal is for our operations to be successful, as well as each and every one of you. We are committed to fostering a positive and safe work environment for you every time you enter the stadium. We will work hard for you to create a culture and environment where you will excel.

I truly believe every member of our team plays an integral role in the success of each of our events. I want to thank you for the commitment you have already made, and the contributions you will make as part of our SKOL Service Team.

I am proud to be a part of this team and get an opportunity to work with such passionate, and dedicated individuals such as yourself.

Sincerely,

A handwritten signature in black ink, appearing to read 'Patrick Talty', with a large, sweeping loop at the end.

Patrick Talty
General Manager, U.S. Bank Stadium

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STADIUM QUICK REFERENCE

U.S. BANK STADIUM

401 Chicago Avenue
Minneapolis, MN 55415
612.777.8700

Stadium Events.....	612.777.8732
Stadium Tours.....	612.777.8776
Ticket Office.....	612.777.8787
Stadium Operations Center.....	612.777.8930
Joint Operations Center.....	612.777.8911
First Aid Section 114	612.777.8783
First Aid Section 124	612.777.8784
First Aid Section 316.....	612.777.8785
First Aid Section 346.....	612.777.8786
M Hospitality Main Office.....	612.777.8912
Guest Services near the Purple Lobby	612.777.8777
Guest Services near the Gold Lobby.....	612.777.8778
Guest Services Section 307	612.777.8779
Administration Entrance.....	612.777.8766
Loading Dock Security Booth.....	612.777.8912

WEBSITE

www.usbankstadium.com
www.vikings.com

EMAIL

service@usbankstadium.com



/usbankstadium



/minnesotavikings



@usbankstadium



@vikings



@usbankstadium



@vikings

GIVING DIRECTIONS TO GUESTS

HOW CAN I HELP YOU?

- Step 1: Take out your SKOL Service Playbook
- Step 2: Open to appropriate map and find your current location
- Step 3: Show the guest their destination
- Step 4: Give directions from specific to general
- Step 5: Give no more than 3 instructions
- Step 6: Remind them that there are staff along the way to help guide them

U.S. Bank Stadium's success depends on the hard work, dedication and integrity of everyone who works here. As Event Day Team Members, we share a common goal of providing our guests with a consistent level of service that exceeds their expectations and enhances their entertainment experience. You are an integral part of the success of our event operations. You are the key to providing service in a caring, professional and knowledgeable manner. Your conduct and actions create an image of the stadium. In the course of your responsibilities, you will have access to, learn, develop, and conceive information which is confidential and proprietary in nature and which, if disclosed, could be extremely detrimental to the organization and provide a competitive advantage to other teams, agents or other organizations. To avoid these harmful consequences, it is the policy of U.S. Bank Stadium that confidential and proprietary information must be kept in strict confidence.

Team members should treat the information they learn in the course of their jobs as confidential and should not share it under any circumstances with people outside the organization at any time (including after termination of employment) except as required to carry out your job responsibilities or unless specifically authorized by the General Manager of the organization.

Team members who disclose confidential or proprietary information to any person, firm, corporation or other entity without authorization, or beyond the limits of their authorization, will face disciplinary action, up to and including termination.

Upon leaving the organization, all U.S. Bank Stadium property and materials must be returned immediately and no copies (including in electronic or digital format) may be made or kept and all confidential and proprietary information shall remain undisclosed.

NAME: _____

U.S. BANK STADIUM

KEY FIGURES AND STATS

IMPORTANT DATES

Official Groundbreaking	December 3, 2013
U.S. Bank Stadium Officially Named	June 15, 2015
First Event.....	August 3, 2016
	A.C. Milan v. Chelsea F.C.
First Vikings Pre-Season Game.....	August 28, 2016
	San Diego Chargers
First Vikings Regular Season Game.....	September 11, 2016
	Green Bay Packers

BUILDING

Footprint.....	1.75 million square feet
Highest point.....	270 feet at West Prow
Lowest point.....	205 feet at East End
Game lights.....	1,144,000 watts of power
Glass façade.....	200,000 square feet
Seating capacity.....	66,200
Number of Suites.....	131
Number of Club Seats.....	Approximately 9,000
Number of Clubs.....	6
ADA Seating.....	690

STRUCTURE

Tons of structural steel.....	18,000 tons
Cubic yards of concrete.....	100,000 cubic yards

LEGACY GATE

Tallest Point.....	95 feet
Lowest.....	75 feet
Width.....	55 feet
Weight.....	57,000 pounds

ROOF

60% composed of ETFE (ethylene-tetra-fluoro-ethylene)	
Surface area.....	248,000 square feet



usbankstadium

COMMITMENT TO SERVICE



COMMITMENT TO SERVICE

OUR MISSION STATEMENT

We commit to creating memorable experiences through service excellence while providing a safe, world-class sports and entertainment environment for all.

PILLARS OF SKOL

We define our Pillars of SKOL in order to make U.S. Bank Stadium the best place for our guests to be entertained and for our team members to work. At a time when consumers have an endless choice in spending their entertainment dollar, it is imperative that all members of our team strive to provide the highest possible level of service integrating the following values and goals.

SKOL

SAFETY: I will deliver a clean, safe and secure environment and continually improve the stadium experience.

KNOWLEDGE: I will be accountable to know my assignments and pay attention to every detail to exceed expectations.

OWNERSHIP: I will take ownership to resolve guest issues and empower, support and challenge my teammates to satisfy each and every guest.

LOYALTY: I will respect my teammates and our guests, treating them with care and appreciation.

THE TEAM DEPENDS ON YOU TO

- Be punctual and honor your work commitment.
- Smile and be enthusiastic.
- Use friendly, courteous phrases when speaking with our guests.
- Respond cheerfully to all questions; speak immediately when you know the answer or act quickly to seek information when you are unsure.
- Maintain a neat and professional appearance.
- Communicate and work openly with each other and our guests.

OUR SKOL SERVICE TEAM

Hennepin County Medical Center

M Hospitality

MainGate Retail

Minneapolis Department of Regulatory Services

Minneapolis Police Department

Minnesota Vikings Cheerleaders

Minnesota Vikings Scoreboard Team

Minnesota Vikings SKOL Line

Minnesota Vikings Street Team

Minnesota Vikings Ticket Office Team

Monterrey Security

SMG Cleaning Services

SMG Guest Experience Team

SMG Operations

SMG Ticket Office

SMG Tour Guides

SMG Turf Crew





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COMMITMENT TO SERVICE

TEAM MEMBER POLICIES AND PROCEDURES

Failure to follow policies, procedures and rules noted in the Event Day Team Member Playbook may result in disciplinary action up to and including discharge from employment. However, the policies, procedures and rules contained in this handbook are not the only reasons for which an employee may be disciplined or discharged. They are stated only as examples of conduct or activities that may result in disciplinary action and/or discharge and are not intended to be exclusive. U.S. Bank Stadium reserves the right to modify these policies, procedures and rules at any time without notice and at its sole discretion.

TEAM MEMBER ENTRANCE

The Team Member Entrance is located on the East side of the stadium off of 11th Street, through the double doors at the top of the stairs. You must present your U.S. Bank Stadium ID badge and scan in at the ABI time clocks for admittance or you will not be permitted to enter the stadium. Only Event Day Team Members scheduled to work the event will be admitted into the stadium. Upon checking-in, all team members entering and exiting the stadium are subject to search and must pass through a metal detector or be screened by a hand wand. Under no circumstances are employees permitted in restricted areas of the stadium without authorization by a manager.

IDENTIFICATION BADGE

A U.S. Bank Stadium ID badge will be issued to each team member. The following rules apply:

- Access will be denied to U.S. Bank Stadium without a valid U.S. Bank Stadium issued ID badge.
- U.S. Bank Stadium ID badges are non-transferable and must be displayed at all times while on U.S. Bank Stadium property.
- A \$10 fee will be charged for replacement ID badges.
- U.S. Bank Stadium ID badges are the property of the stadium and must be returned upon termination of employment or at the request of management.
- The transfer of an ID badge is prohibited and is not to be used to gain access to the stadium for personal reasons.
- A U.S. Bank Stadium ID badge does not grant the badge holder escorting purposes.

UNIFORM/APPEARANCE GUIDELINES

Great care was taken in selecting quality attire for our team members, so please show pride in how you present yourself.

Please keep the following universal rules in mind in regards to your appearance:

- Your uniform should be clean and pressed with all buttons fastened. Hats, if worn, should be worn with the brim facing forward and should only represent the home team (NFL) or be blank (non-NFL events).
- If your pants are too long, they should have a sewn hem, not taped or rolled.
- Hair should be neatly styled and pulled back out of your face with no excessive ornamentation or styling.
- Jewelry should enhance your uniform, not overpower it.
- Earrings should be no larger than a dime size. No dangling earrings or other visible piercings are permitted.
- Fingernails should be neatly manicured or cut and any team members wearing nail polish should wear natural colors.
- If wearing makeup, team members should only wear lightly applied natural colored make up.
- Gentlemen with facial hair should keep it neatly trimmed. Beards, moustaches and goatees are acceptable.

Please review your job specific manual for additional information on uniform/appearance standards for your position especially if you are handling food as part of your position.

LET YOUR BODY TALK

Before you speak, take note of your body language as it can create a positive or negative impression. When you interact with guests or other team members, the following are some ways to make sure that you offer a great first impression:

- Your posture is key to making guests feel like they are welcomed and are speaking to someone who is eager to help them.
- While speaking with a guest, maintain as much eye contact as possible.
- Always use a positive and calm voice, especially when assisting an unhappy guest.
- **THANK** our guests for attending the event or bringing a concern to your attention.

NAME TAGS

Name tags allow people to easily identify you as a team member and should be worn on the front right chest location. If you forget your name tag, please contact your supervisor as soon as possible so that a new name tag may be issued. You will be charged \$5 for a replacement name tag.

EVENT BRIEF SHEET

Just as your SKOL Service Playbook is your guide for working at U.S. Bank Stadium, your brief sheet includes information relating to the event timeline, hospitality locations, retail information, security issues and other vital special event notes. For every event, you should keep your event brief sheet handy with your SKOL Service Playbook.

SAFETY BRIEFING

Each Game Day Supervisor/Lead is required to conduct a safety briefing for their team members at the start of the shift. The safety briefing is to be tailored to the specific work areas and duties for the crew members. The safety briefing must include:

- Key Locations – exits, first aid stations, emergency equipment
- Key Procedures – responding to injuries, disorderly behavior, evacuations
- Responding to potentially unsafe conditions
- Conditions Unique to the Event – type of event, type of crowd expected and weather conditions

TOP FIVE (5)

When you report to your assigned work area, review the following locations and how to give precise directions to each listed in your Top Five (5). These locations will be an integral part of your role on event day.

1. First Aid Station
2. Restrooms
3. ATM
4. Guest Services locations
5. Concession stands

CARTS (GOLF CARTS AND SHUTTLES)

Only trained and authorized personnel may operate golf carts or shuttles. While driving golf carts on U.S. Bank Stadium property, please make sure to drive carefully and be aware of your surroundings. When on the Event Level, golf carts must maintain a speed of 5 MPH or less. No vehicles should be parked on grassy areas around the stadium, violator's vehicles will be towed. If you have any questions regarding this policy, please direct them to your supervisor or management team.

GRATUITIES/TIPS

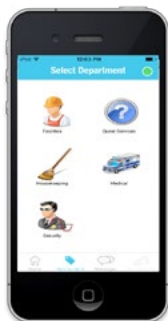
Tips may never be solicited or accepted under any circumstances. Accepting food or beverages from any vendor or concessionaire is also not permissible. Rather than providing money, encourage a guest to send feedback about your performance via email to service@usbankstadium.com. Guest feedback regarding your performance can lead to team member recognition and many other opportunities and fun prizes. Any employee who violates this policy is subject to discipline up to and including termination of employment.

MEDIA AND PUBLIC RELATIONS INQUIRIES

U.S. Bank Stadium Marketing Department will handle all issues regarding the media. If you are approached about any issue by a member of the media, do not comment. Please direct all comments to the Stadium Operations Center (SOC). For additional assistance, contact your immediate supervisor.

ISS COMMUNICATORS

In order to more efficiently enhance our guests' safety at U.S. Bank Stadium, we utilize ISS Communicators to enhance response times for critical incidents and medical emergencies. This system allows staff members in the stadium seating bowl (ushers and security) to call for assistance with the press of a button. With this system, the team member needing assistance can signal exactly the kind of help he or she needs (security, medical, supervisor, cleaning).



When a call is received through the staff paging system, it will be given highest priority and help will be dispatched quickly.

ISS Communicators will be issued to you by your supervisor during your pre-shift. Your supervisor will collect the ISS Communicators from you following the completion of your shift before you leave your post.

RADIO USE

Radios are expensive devices and should be handled with care. Be sure to properly check in/out your radio each day. Upon acquiring your radio, check that it is in working condition. Make sure your device is able to transmit and receive and check the physical condition of the radio. Upon return, please identify any technical or functional issues.

- Messages should be brief and to the point. Lengthy or sensitive issues should be discussed in person or by telephone. As much as possible, coordinate to meet with someone to discuss a sensitive issue.
- To report an incident, know what you are going to say before you key your radio. State who you are, your location and the situation.
- Use of an earpiece or headset is mandatory when using a radio. No radio is to be transmitting information in a public area without the use of an earpiece or headset.
- Guests can hear radio transmissions. Use appropriate language and content. Always transmit using a calm, clear, normal tone of voice.
- Listen for any radio traffic before attempting a transmission. If you hear a security or medical call, wait until SOC acknowledges the call before sending a transmission. They may be busy coordinating a response.

PLAYER/TALENT CONTACT

Team members may not socialize, solicit autographs, take photographs, elicit services or ask for special services from players, a player's family or other celebrities/dignitaries while on duty and/or in uniform. Violators of this policy are subject to discipline up to and including termination of employment.

RESTRICTED AREAS

Team members should consider any non-public area or any area that is not directly related to your duties as a "restricted area".

REENTRY

U.S. Bank Stadium has a **NO REENTRY** policy during events. Exceptions will be made on a case by case basis (i.e. medical reasons or to return a prohibited item to a vehicle).

CELLULAR PHONES

Electronic devices including personal cell phones are permitted to be carried with you during your shift. However, texting and cell phone use is prohibited any time you are working unless you are on your scheduled break and out of guests' view.

SMOKING POLICY

Team members are not permitted to smoke whatsoever (1) in any public area (2) when dressed in U.S. Bank Stadium uniform and (3) while on duty. Duty extends from the time of arrival at the team member parking lot to the time of departure of the employee parking lot.

STAFF PARKING

During all major events, all SKOL Service team members can park for free in a designated parking ramp and take the SKOL Service Event Day Shuttle to and from the parking ramp.

Staff parking lots are subject to change. You must show your U.S. Bank Stadium ID badge to enter the parking area. Please car pool or take public transportation whenever possible.

PARKING RAMP VALIDATION PROCEDURES

In order for staff to receive the complimentary parking, staff must bring their parking ticket to the tables located at the entrance of the SKOL Service Team Member entrance to have their ticket validated. The "validation station" will be set up on the staff's route to exit the stadium.

PARKING LOT LOCATION AND HOURS

On event day, all staff will have the opportunity to park for free in the Leamington or Plaza ramps. The designated ramp will depend on the day of the week.



Monday - Friday

Plaza Ramp

117 12th Street S., Minneapolis, MN 55403

Saturday-Sunday

Leamington Ramp

1001 2nd Avenue S., Minneapolis, MN 55403

BREAKS

Team member breaks are only permitted when assigned to you by your lead/supervisor. You should not leave your post unless approved by a lead/supervisor. Alert your lead/supervisor if there is an emergency and you must leave your working area.

When walking through the stadium during your break, you will still be considered “on duty”. If you are approached by a guest, you are expected to provide them with assistance. Never tell a guest that you are not available because you are on a break. No team member may leave the stadium on his or her break. Consuming food or beverage in public areas while on duty is not permitted.

The breakroom is provided for your convenience and is equipped with vending machines offering snacks and hot and cold beverages. Make sure to do your part to keep these break rooms clean.

TEAM MEMBER STATEMENTS

EQUAL OPPORTUNITY EMPLOYMENT

U.S. Bank Stadium is an equal opportunity employer. The stadium will hire, recruit, train and promote those persons most qualified, without regard to age, race, color, national origin, ancestry, religion, sex, marital status, disability or any other protected class of individuals. This policy is extended to all personnel matters such as compensation, benefits, transfers, layoffs, training and social/recreational activities.

ADA STATEMENT

U.S. Bank Stadium welcomes team members with disabilities. The policy of the stadium is to employ and/or consider for employment qualified team members with disabilities. U.S. Bank Stadium and its partners will comply with the provisions of Title I of the Americans with Disabilities Act (ADA) in the recruitment, hiring, promotion and training of individuals.

ALCOHOL/DRUG ABUSE POLICY

Our team members are our most valuable resource. Therefore, your health and safety are of the utmost importance to us. It is the policy of U.S. Bank Stadium to prohibit substance use or abuse from having an adverse effect on our team members and the workplace. It is our policy that the use, sale, purchase, transfer, possession or presence in one's system of any controlled substance (except medically subscribed drugs) by any person while on U.S. Bank Stadium property, engaged in company business or while operating company equipment is strictly prohibited. Team members involved in the possession, sale or use of any illegal drug or controlled substance are subject to disciplinary action up to and including termination and/or possible arrest.

SEXUAL HARASSMENT POLICY

Every team member has a right to work in an environment free from unsolicited and unwelcome sexual overtures. Sexual harassment is a form of team member misconduct which seriously undermines the employment relationship. U.S. Bank Stadium will not tolerate the harassment of any individual with words or actions relating to sexual matters, by fellow team members, supervisors, leads or guests.

While it is not easy to specifically define harassment, it certainly includes the following behaviors:

- Unwelcome physical contact
- Unwelcome sexual advances, touching or requests for sexual favors as a condition for continued employment
- Using a team member's submission or rejection of advances as the basis for making employment decisions such as workstations, promotions or salary increases
- Conduct that has the purpose or effect of unreasonably interfering with a team member's work performance or creates an intimidating, hostile or offensive work environment
- Any team member who believes he or she is a victim of such harassment should immediately report the allegation in one of the following ways:
 - Directly to the HR Manager or a leader/supervisor
 - To any management-level team member with whom he or she feels comfortable discussing the matter

Any complaints of harassment against a team member will be investigated thoroughly. We will treat all such complaints in a confidential manner and we will not retaliate against any team member exercising his or her rights under this policy. If a complaint is found to be valid, appropriate action will be taken, regardless of the offending team member's position. Retaliation against any person who has complained about sexual harassment or who otherwise participated in an investigation will not be tolerated. Such activity is unlawful and will result in discipline up to and including possible termination. If, after an investigation of a complaint of harassment, it is determined that the team member has deliberately provided false information regarding the complaint, disciplinary action may be taken against the individual who filed the complaint or gave false information, up to and including termination.

VIOLENCE IN THE WORKPLACE

U.S. Bank Stadium strictly prohibits violence, threats of violence and/or any other forms of physical or verbal intimidation by employees, regardless of whether it is directed against coworkers, applicants for employment or any other individuals doing business at or with the U.S. Bank Stadium. Any employee who violates this policy is subject to discipline up to and including termination of employment.



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IT'S ALL ABOUT YOU

SKOL SERVICE REWARDS & RECOGNITION PROGRAM

The U.S. Bank Stadium SKOL Service rewards program is to recognize and reward those team members who assist in enhancing the guest experience at U.S. Bank Stadium. Below are the program rewards for all Event Day Team Members.

GAME BALL AWARD

This award recognizes a team member who goes above and beyond during an event to deliver a memorable experience to a guest.

Award winners will receive:

- Personalized certificate signed by the General Manager of U.S. Bank Stadium
- Personalized letter congratulating them of their job performance
- Embroidered football with their name, event information & date

NORTH STAR AWARD

This award recognizes team members who score a touchdown with our guests consistently throughout the event demonstrating the Pillars of SKOL Service.

Award winners will receive:

- Personalized certificate signed by the General Manager of U.S. Bank Stadium
- Personalized letter congratulating them of their job performance
- Jacket embroidered with the U.S. Bank Stadium and SKOL Service logos
- Picture with the General Manager of U.S. Bank Stadium during Pre-Game

MVP OF THE YEAR AWARD

This award recognizes team members who have become leaders for their teammates exemplifying the Pillars of SKOL Service and the mission statement throughout the entire year.

Award winners will receive:

- Personalized plaque
- Honored on the field during the last home game of the regular season
- Personalized purple Vikings jersey
- Picture with General Manager of U.S. Bank Stadium

RECOGNITION PINS

Training Camp MVP: At the conclusion of our SKOL Service Training Camp, every team member will be given a pin recognizing that they have completed training camp at U.S. Bank Stadium.



P.E.E.R CHOICE (Professional, Exemplary, Extraordinary, Respectful): A bronze pin that is given to team members recognized by their peers for delivering a world-class experience to our guests.



Pro Bowl Pin: A silver pin is given to team members who go above and beyond the call of duty. The pin is not to recognize team members because they are doing their job, but to recognize team members who have done something memorable.



All Pro Pin: A gold pin is given to team members who commit a legendary task beyond the normal realm.



ON FIELD WARM UPS

One representative from each department/company will be selected by their manager to watch the Vikings warm up on the field prior to the game.

PROMOTIONAL GIVEAWAYS

During the course of the entire season, all Event Day Team Members will receive two (2) promotional items that guests receive at a given event.

GAMEDAY MEAL

All team members will have the opportunity to purchase a healthy and hearty meal on event day, located on the Event Level of the North side of the stadium.

TEAM MEMBER RETAIL DISCOUNT

At the end of the Vikings season, during the SKOL Service Annual Celebration, team members will receive a discount at the Vikings Locker Room Official Store. You must present a valid U.S. Bank Stadium ID Badge in order to receive the discount.

PRE-SEASON PEP RALLY

Prior to each Vikings season, a pep rally will be held to excite our team and get ready for the upcoming season. During this event, food, beverages and entertainment will be provided.

END OF THE YEAR CELEBRATION

At the end of the Vikings season, a celebration will be thrown to thank all of our U.S. Bank Stadium team members for their hard work. Food and beverages will be provided during this event, as well as: music, entertainment, games and prizes.



usbankstadium

EVENT POLICIES & PROCEDURES



EVENT POLICIES & PROCEDURES

U.S. BANK STADIUM GUEST CONDUCT POLICY

The U.S. Bank Stadium Guest Code of Conduct was developed for all guests attending events at our stadium to enjoy the experience in a responsible manner. U.S. Bank Stadium, the Vikings and our promoters ask guests to assist us in creating an enjoyable and safe environment by:

- Respecting each other as well as our stadium team members
- Consuming alcoholic beverages in a responsible manner
- Not displaying indecent or obscene messages on clothing
- Refraining from fighting, horseplay, excessive taunting or threatening remarks or gestures
- Not creating a disruption to the progress of the event by behavior that is unruly, disruptive or illegal
- Not accessing areas without a proper ticket, pass and/or credential or misusing tickets, passes and/or credentials
- Following instructions from stadium team members regarding stadium operations and emergency procedures
- Allowing each other to be free to support their team or entertainer while remaining respectful and courteous to their fellow peers, referees or opposing team fans and players

To discreetly report unruly behavior or security issues during an event, fans are encouraged to text **“VIKES”** along with a brief description of the issue and the location to **69050**.

BAG SEARCHES

All guests will be subject to a search of their person and possessions prior to entering the stadium. All permissible bags, per the policy of the event, will be permitted into the stadium after a thorough inspection by a security representative. Guests should be prepared to open their bags for inspection and may be asked by a security representative to shift and possibly remove the contents.

PROHIBITED ITEMS

Guests are welcome to carry-in the following items into U.S. Bank Stadium:

- Still-photography cameras with a lens that is 6” or less in length
- Hand-carried jackets or blankets, will be searched upon entry

The following items are **NOT** permitted to be carried into U.S. Bank Stadium:

- Any bag larger than 12" x 6" x 12"
- Hard sided containers or coolers, briefcases, backpacks, fanny packs, cinch bags, luggage of any kind, computer bags, camera bags and large traditional seat cushions that have pockets*
- Glass, cans, aluminum bottles or thermoses of any kind*
- Laser pens/pointers
- Video cameras or mono/tripods (no spectator cameras with lenses over six inches long will be permitted)
- Laptop computers
- Umbrellas
- Firearms, knives or weapons of any kind
- Illegal drugs or substances
- Alcoholic beverages
- Signs, banners, or flags on poles, staffs or selfie sticks
- Televisions
- Animals (except service animals to aid persons with disabilities)
- Air horns, whistles, cowbells or other distracting noisemakers
- Any devices that may interfere with and/or distract any sports or event participant, other guests, audio or audio/visual telecast or recording of the game or event, or any technology-related service provided in the stadium
- Projectiles (e.g., Frisbees, beach balls, footballs, etc)
- Aerosol cans (e.g., mace, pepper spray, hairspray, etc.)
- Fireworks, confetti or glitter
- Obscene or indecent clothing
- Balloons
- Use of wheeled footwear, skateboards and hover boards
- Strollers
- Food not wrapped in clear plastic*

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

BAG POLICY- MINNESOTA VIKINGS

The Vikings strongly encourage fans to not bring any type of bags to the stadium, but fans will be able to carry the following style and size bag, package or container at stadium plaza areas, stadium gates or when approaching queue lines of fans awaiting entry into the stadium:

- Bags that are clear plastic, vinyl or PVC and do not exceed 12" x 6" x 12". Official NFL team logo clear plastic bags are available through club merchandise outlets or at nflshop.com.
- One-gallon clear plastic freezer bag (Ziploc bag or similar).
- Small clutch bags that are 5" x 7" 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 at a gate designated for this purpose.

Prohibited items include, but are not limited to: purses larger than a small clutch bag, coolers, briefcases, backpacks, fanny packs, cinch bags, luggage of any kind, seat cushions, strollers, computer bags and camera bags, diaper bags, or any bag larger than the permissible size. For additional information, go to NFL.com/all clear.

For every non-Minnesota Vikings related event, backpacks and large bags that exceed 12" x 6" x 12" are not allowed.

U.S. Bank Stadium will offer a bag check during all events. All bags that exceed the stadium's bag policy must be either taken back to your vehicle, disposed of or can be checked in.

METAL DETECTION

For the safety of everyone at U.S. Bank Stadium, all persons entering the stadium will have their bag searched and walk through a metal detector or be screened with a hand held metal detector to search for prohibited items.

ALCOHOL POLICY

The team at U.S. Bank Stadium is committed to creating a safe, memorable and enjoyable sports and entertainment experience. U.S. Bank Stadium follows the Minnesota state law which prohibits the sale of alcoholic beverages to persons under the age of 21.

To achieve this goal, the following policies have been established to promote the responsible and safe use of alcohol:

- Any guest who appears to be thirty-five (35) years of age or younger will be required to provide appropriate proof of age with one of the following forms of identification:
 - Valid United States driver's license
 - Any valid US State or Federal Government issued ID
 - Any valid US Passport and/or Passport Card
 - Valid Military ID issued by the U.S. Department of Defense

- Valid Foreign Passport
- Please note: We cannot accept clipped IDs with papers as a form of valid identification.
- Guests may not possess or purchase more than two (2) alcoholic beverages at a time.
- All concession stands and portable units will stop serving alcohol in accordance with the following:
 - Vikings games: End of the third quarter
 - Non-football events: Alcohol cut-off times will be determined by U.S. Bank Stadium management
- Alcohol of any kind may not be brought into or removed from the stadium.
- Any guest who is determined to be deliberately concealing alcohol while entering the stadium may not be permitted to enter the stadium.
- U.S. Bank Stadium management reserves the right to confiscate any items, bottles and/or containers used to attempt to bring alcohol into the stadium.
- Any guest who exhibits behavior that distracts, inconveniences or interferes with another guest's enjoyment of the event may be removed from the stadium.
- Alcohol will not be served to any underage person or visibly impaired guest.
- Alcohol beverage sales may be curtailed or prohibited at the discretion of U.S. Bank Stadium management.
- Alcohol management teams are deployed within U.S. Bank Stadium to enforce compliance with law and stadium policies.

Team members monitoring the exits must request that guests finish or dispose of alcoholic beverages before exiting the stadium.

We ask that you carefully monitor all areas for alcohol misuse. Report any incidents to your immediate supervisor, event security or the Stadium Operations Center.

ALCOHOL SHUT-OFF PROCEDURE

For each event, alcohol shut-off time will be outlined in your event brief sheet. When alcohol shut-off occurs, team members will politely inform the guests in line that we have reached our alcohol shut-off for this event. At this time, concessionaires will stop selling alcohol to that line.

ALCOHOL MANAGEMENT

SIGNS OF IMPAIRMENT

As people move throughout U.S. Bank Stadium you have many chances to observe them. While watching guests cheer, purchase food and beverage or walk down the concourse, keep an eye out for the following signs of impairment. These are your first clues to determine if that guest is impaired and needs your assistance.

Bad JUDGMENT

- Annoying others
- Making bad decisions
- Increased drinking rate
- Using abusive, foul or disruptive language

Lowered INHIBITIONS

- Talking loudly
- Being overly friendly
- Being argumentative
- Removing clothing

Slowed REACTIONS

- Losing train of thought
- Being unresponsive
- Slurring speech
- Glassy eyes

Poor COORDINATION

- Stumbling or falling; losing balance
- Being asleep
- Spilling drinks
- Unable to sit up in their seat

DEALING WITH DIFFICULT GUESTS

To ensure our guests' comfort, safety and security, we must create a fun, safe and guest-friendly community. We need to anticipate difficult situations and be prepared to react in a quick and efficient manner, while keeping the guests' interests at heart. One way is to "L.E.A.R.N.".

LISTEN

Listen to what the guest has to say in order to identify the problem.

EMPATHIZE

Empathize with the situation.

APOLOGIZE

Apologize (if appropriate).

REACT

React in a way that provides an efficient solution.

NOTIFY

Notify the rest of the team about the problem so that we can follow up with our guests.

Remember to ask questions and always check in with the guest to ensure their satisfaction.

SERVICE DRIVES DIFFERENTIATION

At times you may come across a situation that involves hostility between parties that you cannot defuse. If this is the case, immediately contact the nearest supervisor or security representative for assistance. If a supervisor or security personnel is not immediately available, the following procedures should be followed:

- Collect as much specific information as possible:
 - Number of people in the group
 - The behavior of others in the group
 - What specific language was used
 - Location: Section, Row & Seat
 - Description of individual
- Call the Stadium Operations Center using your ISS communicator device, radio, or mobile phone and request assistance; share all the information above with the SOC.
- If at any time you feel threatened or at risk, distance yourself from the situation. Continue to observe from a safe distance until a supervisor or security representative responds to the scene.

CLEANING ISSUES

If you encounter any food or beverage spills that you cannot clean yourself, please alert your supervisor or contact a member of the cleaning department. Guest Experience Team Members can also report cleaning issues by using their ISS Communicator device. If possible, stand near or over the spill until a cleaning service

representative arrives. If you are unable to stay with the spill, ask for assistance from a nearby staff member who may be able to help.

MAINTENANCE ISSUES

If you encounter any maintenance-related problems (broken seats, leak in the roof, broken door, etc.) immediately report them to any supervisor. Guest Experience Team Members can also report maintenance issues by using their ISS Communicator device.

CHILD SAFETY

U.S. Bank Stadium provides a wristband that will note the seat location and group name (if applicable) with information we can use to reunite the child/parent should their child become separated from their party. For the guest's safety and protection, the wristband does not include the child's or parent's name. Guests may pick this up at any Guest Services location. U.S. Bank Stadium does not page guests over the public address system.

FOUND CHILDREN

When coming across a child wandering alone with no adult or guardian:

- **STAY WITH THE CHILD!** Do not leave the child alone to get help.
- Check the child to see if they have their ticket or wristband.
- Kneel down to the child's level, and identify yourself as a stadium team member.
- Ask their name and age and ask them if they are lost or need help.
- Calmly inform them that you are there to help and ask if they have their ticket.
- If the child has their ticket, walk the child back to their seat.
- If the child is lost, bring the child to the nearest Guest Services location.

PARENT REPORTING A LOST CHILD

When a parent or guardian approaches you saying their child is missing, please escort the guest to the nearest Guest Services location.

- Ask for the child's age
- Ask where the child was last seen
- Ask what the child is wearing

The supervisor will call the SOC and the information will be communicated to Guest Experience and Security personnel through the stadium. Explain to the guest that all separated parties will be taken to a Guest Services location and that security has been notified. All information will be placed in the Incident Management Dispatch Queue and sent to all communicator devices.

LOST AND FOUND ITEMS

Lost and Found items will be turned into Guest Services located on the Main Concourse near the Purple Lobby. Guests may contact Guest Services at lostandfound@usbankstadium.com to inquire about and/or retrieve lost items. Lost and Found is open during event day hours only. Items lost at prior events are held in a locked storage area for thirty (30) days and are then either disposed of or donated to an appropriate charitable organization.

U.S. Bank Stadium cannot be held responsible for lost or damaged items.

STADIUM OPERATIONS CENTER (SOC)

The Stadium Operations Center (SOC) is located on the East side of the building on the Upper Concourse. It is staffed by Guest Experience Representatives, Event Services, Stadium Operations, Event Operations, Medical, Minneapolis Police Department, Aramark and Cleaning Services. The SOC is the central hub of information on event day. Any and all emergency and/or evacuation instructions will be communicated to all supervisors from the SOC.

CLEARING THE STADIUM

Clearing the stadium should be done in an efficient and polite fashion, without making our guests feel rushed. All items found during this process must be taken to a Guest Services location to be recorded in the Lost and Found log. Remember that all Event Day Team Members are on duty until the last guest exits and your Supervisor releases you from your post. Please note that Clubs and Suites stay open for one (1) hour post event.

Guest Courtesy Tips:

- Give guests time to gather their belongings and children
- Watch for guests having difficulty exiting the seating areas and assist them accordingly (those with mobility difficulties, physical impairments, etc.)

- Allow guests to finish making purchases at retail stands
- Direct guests to the nearest exit
- Provide a pleasant exit by thanking guests for coming, asking them to drive home safely, etc.

U.S. BANK STADIUM SUSTAINABILITY

U.S. Bank Stadium is committed to improving the environment. Our mission is to “create and sustain championship performance on the field and in the community through programs that promote the quality of life in our region, green the environment and improve our impact on the planet.”

One key way in which all of our team members can contribute to keeping U.S. Bank Stadium one of the greenest facilities in all of sports is by participating in the stadium’s recycling program, and encouraging our guests to do the same.

By following these rules and asking our guests to do the same, we can all play a key role in protecting our environment and keeping U.S. Bank Stadium green for generations to come!

GUEST FEEDBACK

Guests who attend events have several different ways to communicate with us including:

Website: usbankstadium.com

Email: service@usbankstadium.com

Text: Guests can text the word “**VIKES**”, issue and location to 69050

Mail: U.S. Bank Stadium
Attn: Guest Services
1005 4th Street S.
Minneapolis, MN 55415

ACCESSIBLE SERVICES

The U.S. Bank Stadium team would like to welcome members of our disabled community to U.S. Bank Stadium. We provide a variety of services for guests requiring mobility assistance and special needs.

It is our hope that this information, which explains our services, programs and policies, will make your visit to our stadium a truly enjoyable and memorable experience.

For your convenience or to answer any additional questions about the stadium and its accessibility, please contact the Guest Services Hotline at 612.777.8777 or send an email to mobilityservices@usbankstadium.com.

ALTERNATIVE FORMAT MATERIALS

Information for our guests with disabilities and stadium maps are available in large print. Guests can pick up this material at any Guest Services located on the Main Concourse near the Purple and Gold Lobbies or Section 307 on the Upper Concourse.

ASSISTIVE LISTENING DEVICES

Assistive Listening Devices are available at Guest Services located near the Purple and Gold Lobbies on the Main Concourse. Assistive Listening Devices are complimentary. A government issued identification will be kept at Guest Services until the guest returns the device. These listening devices amplify the stadium public address announcements but do not provide service to the play-by-play broadcast.

AUTOMATED TELLER MACHINES (ATMS)

ATMs are located on the Lower Club, Main Concourse and Upper Concourse levels of U.S. Bank Stadium, behind Sections 121, 142, 136, 313, inside of the Hyundai Club and outside of the Legacy Gate. Guests that experience any problem related to an ATM should contact their financial institution.

CAPTIONING & DESCRIPTION

Special announcements and/or public addresses will be presented in closed captioning and can be found adjacent to the video boards within the stadium seating bowl.

CONCESSION STANDS

Each concession stand within U.S. Bank Stadium is accessible to guests with disabilities.

GUEST SERVICES

U.S. Bank Stadium is committed to providing an exceptional experience for all guests who visit the stadium. Please visit Guest Services located on the Main Concourse near the Purple and Gold Lobbies or Section 307 on the Upper Concourse.

ELEVATORS

Priority for use of the elevators is given to our guests with disabilities. Public elevators are located throughout U.S. Bank Stadium and may be accessed on the Main Concourse behind the following Sections:

- Section 103 (access to NW Red zone and Hyundai Club, Buffalo Wild Wings Club, Mystic Lake Club Purple and Northside Loft Suites).
- Section 114/Norseman Suites (access to Hyundai Club, Buffalo Wild Wings Club, Mystic Lake Club Purple, and Upper Concourse).
- Section 124 (access to Delta Sky360° Club, Medtronic Club and Suites, FMP Club Club and Southside Loft Suites).
- Section 136 (access to Delta Sky360° Club, Medtronic Club and Suites, FMP Club, Southside Loft Suites, Upper Concourse).
- Medtronic Plaza Pedestrian Bridge.

EMERGENCIES

In the event of an emergency, U.S. Bank Stadium team members have been trained and instructed to assist guests in evacuating the stadium. All guests should familiarize themselves with the emergency evacuation video played throughout the stadium, including on the video boards, before each event. It is a good idea to identify two emergency exits closest to your seat location. In the event of an evacuation, Event Day Team Members will assist guests with disabilities and direct them to safe locations and exit routes.

FOOD ALLERGIES

U.S. Bank Stadium cannot guarantee our guests will be protected from exposure to any particular foods, especially nuts. We strongly encourage any guest with food allergies to take all proper medical precautions when visiting U.S. Bank Stadium. Should a medical emergency occur while visiting the stadium, guests should immediately contact a member of our staff in order to receive medical attention. Medical emergencies can also be reported to our staff by texting 69050, keyword “**VIKES**” with issue and location.

INTERPRETING SERVICES

Guests requiring interpreting services for concerts are asked to contact the Guest Services Hotline 612.777.8777 no later than three weeks after the event ticket sales begin. We will do our best to meet our guest's requests, but we cannot guarantee the service.

PICK UP/DROP-OFF

A dedicated ADA Pick Up and Drop-Off zone is available during events at U.S. Bank Stadium. The designated Accessible Drop-Off and Pick Up Zone is located on 10th Avenue S., between 6th Street S. and 7th Street S. Game Day Team Members will be available when you arrive for any additional assistance.

For questions regarding our ADA Pick Up and Drop-Off location for events, please call our Guest Services Hotline at 612.777.8777.

ESCALATORS/RAMPS

Escalators are located behind Sections 120/121, 136, 142/143, near the FMP Club, Vikings Voyage, Loft Suites, Mystic Lake Club Purple, behind Sections 327, 347 and adjacent to Section 301.

There is one (1) pedestrian ramp at U.S. Bank Stadium which gives access to every level inside the stadium. The ramp is located on the East end of the stadium behind the end zone.

POWER-ASSISTED DOORS

U.S. Bank Stadium is equipped with power-assisted doors at all stadium entrances.

RESTROOMS

Public restrooms (men, women, and family) can be found throughout U.S. Bank Stadium. Each of our restrooms is accessible to guests with disabilities.

SERVICE ANIMALS

Certified service animals or service animals in training for guests with disabilities are welcome at the stadium. All service animals must remain on a leash or in a harness at all times. No other animals are allowed in the stadium.

TICKET INFORMATION

Accessible seating is available throughout all seating levels of U.S. Bank Stadium. For accessible seating accommodations, please contact the U.S. Bank Ticket Office at 612.777.8787 or usbankstadium.com.

WHEELCHAIR & COMPANION SEATING

U.S. Bank Stadium has wheelchair/limited mobility and companion seating with enhanced sight lines on all levels. Guests have been advised that Stadium management reserves the right to take the appropriate legal action against individuals who fraudulently obtain wheelchair and companion seats. Any guest presenting a ticket for one of these sections should be seated in the appropriate location without being asked any additional questions.

WHEELCHAIR ASSISTANCE

Complimentary wheelchair escorts are available at any entry point. Upon arrival guests may request an escort by locating the nearest Guest Experience Representative. The service is available to and from the entry gates and seating areas. Please be aware that our staff and wheelchair will not remain with you during the event. Guests that require additional assistance are encouraged to contact our mobility assistance team by email mobilityservices@usbankstadium.com

COMMENTS, QUESTIONS, SUGGESTIONS

Meeting the needs of our guests with disabilities at U.S. Bank Stadium is an ongoing commitment. In order to continually improve stadium accessibility, we ask that you contact us with your feedback via:

Email: mobilityservices@usbankstadium.com

Guest Services Hotline: 612.777.8777

Mail: U.S. Bank Stadium

Attn: Guest Services

1005 4th Street S.

Minneapolis, MN 55415

ETIQUETTE

Here are some general etiquette tips to keep in mind when interacting with guests that may have special needs:

- Just because someone has a disability, do not assume they need help. Offer assistance only if the person appears to need it. And if they do want help, ask before you act. People with disabilities are the best judge of what they can or cannot do.
- Do not make decisions for them about participating in an activity. Depending on the situation, it could be a violation of the ADA to exclude people because of presumption about their limitations.
- Some people with disabilities depend on their arms for balance. Grabbing them, even if your intention is to assist, could knock them off balance. People with disabilities consider their equipment part of their personal space, so please be mindful.
- Speak directly to a person with a disability, not to their companion or sign-language interpreter.



usbankstadium

U.S. BANK STADIUM FROM A-Z

ACCESSIBLE SEATING

Accessible seating is available throughout all seating levels of U.S. Bank Stadium. For accessible seating accommodations, please contact the U.S. Bank Stadium Ticket Office at 612.777.8787 or usbankstadium.com.

ADA (AMERICANS WITH DISABILITIES ACT)

U.S. Bank Stadium has made it a top priority to accommodate the needs of our Guests with Disabilities. We welcome members of our disabled community to U.S. Bank Stadium, which is fully compliant with the Americans with Disabilities Act.

U.S. Bank Stadium is designed with accessible vehicle drop off areas, power-assisted doors, restrooms, concessions, water fountains, ATMs, seating areas, assistive listening devices.

ADVERTISING AND PROMOTIONS

The U.S. Bank Stadium Marketing team provides a wide variety of advertising and promotional services for all events booked at the stadium. Our staff has extensive experience in event planning, creative services, sponsorship sales, public relations, promotions and publicity. This experience has allowed us to form unique partnering relationships with local companies and organizations. For more information please email info@usbankstadium.com

For more Vikings advertising information, please call 952.828.6500.

AISLE POLICY

U.S. Bank Stadium is committed to creating a safe, comfortable and enjoyable entertainment experience. Please be aware of our “Wait for the Whistle” policy that requires guests to refrain from accessing their seat until the play is over. This policy enables guests to enjoy an unobstructed view of the event.

ANIMALS

Certified service animals and service animals in-training are welcome within U.S. Bank Stadium. All other animals are prohibited apart from specifically approved events.

ART COLLECTION

As part of our commitment to honor the Minneapolis-St. Paul community and the State of Minnesota, the Vikings commissioned artwork from local artists to curate a collection of hundreds of pieces of art to be featured throughout U.S. Bank Stadium.

Approximately 40 Minnesota artists who were selected from more than 1,100 submissions will contribute 300 original pieces of work, 200 photographs, 2 hand painted murals and 15,000 square feet of wall graphics that will span eight mediums and three themes, including celebrating Minnesota, honoring Minnesota sports moments and saluting Vikings past and present. Four Vikings alumni – Bud Grant, Matt Blair, Carl Eller, and Jim Marshall – were among the artists chosen for the project.

AUTOGRAPHS

U.S. Bank Stadium does not have designated autograph locations and does not process autograph requests. Guests seeking autographs may only do so from their ticketed seat location.

Autographs are rarely available on Vikings gamedays. We encourage Vikings fans to attend the various events with player accessibility such as Polaris Vikings Winterfest, Miller Lite Vikings Draft Party and Verizon Vikings Training Camp.

AUTOMATED TELLER MACHINES (ATMS)

ATMs are located on the Lower Club, Main Concourse and Upper Concourse levels of U.S. Bank Stadium, behind Sections 121, 142, 136, 313, inside of the Hyundai Club and outside of the Legacy Gate. Guests who experience any problem related to an ATM should contact their financial institution.

AWAY GAME INFORMATION (NFL)

Tickets for Vikings games played on the road are not sold at U.S. Bank Stadium. Guests may check ticket availability by contacting the host team, the host venue or visiting NFL Ticket Exchange online at www.nfl.com/ticketexchange. Please note; prices on the NFL Ticket Exchange may exceed face value.

BABY CHANGING STATIONS

Baby changing stations can be found in all public restrooms located throughout U.S. Bank Stadium.

BACKSTAGE PASSES

Backstage passes or meet and greet passes are not issued by the stadium.

BANNERS

Handheld banners and signs are permitted within U.S. Bank Stadium, provided they do not contain advertising and are not offensive in nature. However, banners may not be hung in the stadium and must be small enough to be handheld and not obstruct the view of others or cover stadium signage or scoreboards. U.S. Bank Stadium security reserves the right to remove these items from your possession if deemed appropriate for any and all reasons. See PROHIBITED ITEMS.

BALLOONS

Balloons are prohibited within U.S. Bank Stadium. See PROHIBITED ITEMS.

BEACH BALLS AND OTHER INFLATABLE ITEMS

Beach balls and all other inflatable items are prohibited within U.S. Bank Stadium. See PROHIBITED ITEMS.

BINOCULARS

Binoculars are permitted to be carried into the stadium. Binocular cases are not permitted into the stadium. See PROHIBITED ITEMS.

BOTTLES AND CANS

Bottles and cans of any kind are prohibited from being brought into the stadium. Any guests deliberately concealing alcohol which is found during the security screening process may be prohibited from entering the stadium. Any guest found consuming from or in possession of a prohibited container inside of the stadium may be subject to ejection. See PROHIBITED ITEMS.

BROOMS, POLES AND STAFFS

Brooms, poles and staffs of any kind are not permitted inside of U.S. Bank Stadium. See PROHIBITED ITEMS.

CAMERAS

Guests are welcome to use still cameras for personal use at U.S. Bank Stadium. Tripods, monopods, “selfie sticks” and cameras with a lens longer than 6” (detachable or non-detachable) will NOT be permitted into the stadium. Video cameras and video recording of events with other devices at U.S. Bank Stadium are prohibited. See PROHIBITED ITEMS.

CHARGING STATIONS

There are charging stations located throughout the stadium, so guests are able to recharge their mobile devices so they can stay connected while at the event.

CHEERLEADERS (VIKINGS)

The Minnesota Vikings Cheerleader Team is comprised of 28 members. More information can be found by visiting vikings.com/cheerleaders or by calling 612.828.6530 for tryout information.

CHILD IDENTIFICATION BADGE

Guests may obtain identification wristbands for their children indicating their seat location in the event they become separated. Please visit Guest Services located on the Main Concourse near the Purple and Gold lobbies and behind Section 307 on the Upper Concourse to speak to a Guest Experience Representative to obtain a wristband.

CHILD TICKETING POLICY

All guests, including children, must have a ticket in order to attend an event within U.S. Bank Stadium. For Vikings football games, children under 36 inches tall will be issued a complimentary ticket.

During all other U.S. Bank Stadium events, the child ticketing policy will be determined by the event taking place.

COMMUNITY RELATIONS

U.S. Bank Stadium is committed to enhancing the quality of life for citizens in the Minnesota region. For more information please email info@usbankstadium.com

CONCESSIONS

M Hospitality is the concessionaire for U.S. Bank Stadium. See **FOOD AND BEVERAGE**.

COOLERS AND HARD-SIDED CONTAINERS

Coolers and hard-sided containers are prohibited at U.S. Bank Stadium. See **PROHIBITED ITEMS**.

CORPORATE EVENTS

U.S. Bank Stadium is a multi-purpose venue built to host a large variety of events including corporate meetings and events, trade shows, consumer shows, conventions, holiday parties, etc on non-game days.

For more information, contact sales@usbankstadium.com or call 612.777.8732.

CREDIT CARDS

U.S. Bank Stadium's ticket office, concession stands and retail stores accept MasterCard, Visa, American Express and Discover credit/debit cards.

CUSTOMER SERVICE

For assistance with any service issue, U.S. Bank Stadium guests can email service@usbankstadium.com. Guest Experience team members are available throughout the event to assist with any service-related issues.

DESIGNATED DRIVER PROGRAM

U.S. Bank Stadium and Miller Lite remind you that when celebrating with friends at the stadium, make sure you have a safe ride home. During Vikings Games, guests can receive a Designated Driver wristband and coupon for a free soft drink when visiting the Designated Driver Kiosks located on the Main Concourse behind

Section 118, on the Upper Concourse behind Section 347 or any Guest Services location.

DIRECTIONS

U.S. Bank Stadium is located at 401 Chicago Ave., Minneapolis, MN 55415.

DONATIONS

For information or to request an in-kind charitable donation, please email info@usbankstadium.com. All requests must be submitted online at least six weeks in advance of the fundraising event.

DRONES

For the safety of our guests and visitors, the operation of drones, unmanned aircraft and remote controlled aircraft at U.S. Bank Stadium is strictly prohibited without the advance written consent of management. Violators may be subject to civil and criminal penalties.

ENTRANCES

There are seven (7) guest entrances to U.S. Bank Stadium. These locations are as follows:

- **Ecolab Gate:** North side of the stadium; Main Concourse and Northside Club Access
- **Legacy Gate on the Medtronic Plaza:** West side of the stadium; Main Concourse Access
- **Pentair Gate:** South side of the stadium; Main Concourse and Southside Club Access
- **Polaris Gate:** Northwest side of the stadium; Main Concourse Access
- **Skyway:** Northwest side of the stadium
- **Verizon Gate:** East side of the stadium; Main Concourse Access

ELEVATORS

Priority for use of the elevators is given to our guests with disabilities. Public elevators are located throughout U.S. Bank Stadium and may be accessed on the Main Concourse behind the following sections, as well as the Purple and Gold lobbies:

- Section 103 (access to NW Red Zone and Hyundai Club,

Buffalo Wild Wings Club, Mystic Lake Club Purple and Northside Loft Suites).

- Section 114/Norseman Suites (access to Hyundai Club, Buffalo Wild Wings Club, Mystic Lake Club Purple, and Upper Concourse).
- Section 124 (access to Delta Sky360° Club, Medtronic Club and Suites, FMP Club and Southside Loft Suites).
- Section 136 (access to Delta Sky360° Club, Medtronic Club and Suites, FMP Club, Upper Suites, Southside Loft Concourse).

EJECTION PROCESS

U.S. Bank Stadium is dedicated to providing a safe, friendly and clean entertainment experience. Guests who violate the Guest Code of Conduct may be ejected. U.S. Bank Stadium has adopted an escalating scale of enforcement for Guest Code of Conduct violations. Ejections are documented and anyone ejected from the stadium may be banned from future U.S. Bank Stadium events. The purpose of this policy is to help ensure that all U.S. Bank Stadium guests enjoy a positive event day experience.

EMPLOYEE RECOGNITION

U.S. Bank Stadium is committed to providing excellent service for our guests. We would be pleased to hear from you when our team members go above and beyond. If you would like to recognize any U.S. Bank Stadium team members, please send an email to service@usbankstadium.com.

EMPLOYMENT

For those interested in full-time, part-time or seasonal employment as part of our team, you can find a listing of our open positions on the Employment page at usbankstadium.com.

ESCALATORS

Escalators are located behind Sections 120/121, 136, 142/143, near the FMP Club, Vikings Voyage, Loft Suites, Mystic Lake Club Purple, behind Sections 327, 347, and adjacent to Section 301.

FACILITY MANAGEMENT

SMG provides complete facility management and maintenance for

U.S. Bank Stadium. SMG staff is available to address any facility related issue that arises. Please contact any credentialed stadium employee for assistance or call 612.777.8700.

FAMILY RESTROOMS

Family restrooms are reserved for the use of guests with small children and guests with disabilities. These restrooms are located in the West Event Level End Zone, on the concourse behind Sections 103, 114, 124, 136, Sections 306, 309, 316, 319, 340, 343, 346 and Press Box, as well as all Club spaces within U.S. Bank Stadium.

FIELD TRESPASSING

Any guest attempting to enter the field or cause objects to enter the field before, during or after a game or event will be subject to criminal prosecution and/or fines. See GUEST CONDUCT POLICY.

3M FIRST AID LOCATIONS

There are four first aid locations within the stadium, behind Sections 114, 124, 316, and 346. Guests in need of first-aid assistance should immediately contact a member of the Guest Experience staff, nearest Usher or stadium employee. EMTs are available on-site to respond to medical emergencies.

FIRST GAME CERTIFICATES

To commemorate a first Minnesota Vikings game, please visit the nearest Guest Services location on the Main Concourse near the Purple and Gold lobbies or behind Section 307 on the Upper Concourse to sign up for your certificate. These certificates are encouraged for guests of ALL ages, young and old!

FOOD AND BEVERAGE

For a complete list of food and beverage offerings, please visit usbankstadium.com/concessions for more information.

GAME PROGRAMS

Game programs are available for purchase during Vikings home games throughout the stadium from individual sales representatives.

GATE OPENING TIMES

For NFL games, the gates to the stadium will open two (2) hours prior to the event. Gate opening times for U.S. Bank Stadium special events and concerts will vary according to each event. Please call our Guest Experience Hotline at 612.777.8777 for information about a specific event.

GREEN INITIATIVES

The team at U.S. Bank Stadium places a strong focus on making operational and facility choices to protect the environment including the use of recycled materials during construction, LED lighting, recycling, energy savings and composting.

GUEST INTERFERENCE

Guests are prohibited from touching, attempting to touch or generally interfering with a ball in play or a player during a game. Any guest doing so may be ejected from U.S. Bank Stadium. See GUEST CONDUCT POLICY.

GUEST EXPERIENCE REPRESENTATIVES

Guest Experience team members are positioned throughout U.S. Bank Stadium to assist guests and enforce U.S. Bank Stadium rules and regulations. If someone is interfering with a guest's enjoyment of the event, a Guest Experience Team Member should be contacted. Guest Experience Team Members are not permitted to solicit tips from guests. Guests are asked to treat U.S. Bank Stadium Guest Experience Team Members with courtesy and respect and by enforcing the rules; they are making U.S. Bank Stadium a safer and more comfortable environment for all guests. Feedback can be sent to service@usbankstadium.com

GUEST SERVICES

U.S. Bank Stadium is committed to providing an exceptional experience for all guests who visit the stadium. Please visit Guest Services located on the Main Concourse near the Purple and Gold lobbies or Section 307 on the Upper Concourse.

HOST YOUR EVENT

See PRIVATE EVENTS.

HOTEL ACCOMMODATIONS

Information regarding Minneapolis hotel accommodations can be found by visiting the Minneapolis Convention and Visitor's Association at meetminneapolis.com.

HOUSEKEEPING

Guests may contact the nearest Guest Experience Representative or security team member if there is a spill or housekeeping concern during an event.

INJURY DISCLAIMER

The ticket or cardholder assumes all risk, danger and injury incidental to the game of football or related activities and events, whether occurring before, during or after the actual play of the game. Please refer to the back of your admission ticket or information section of your mobile ticket for a more complete disclaimer.

INLINE SKATES

Guests are encouraged to utilize various modes of transportation to travel to U.S. Bank Stadium. Inline skating to the stadium can be convenient and a healthy alternative, however, guests must remove their inline skates prior to entering U.S. Bank Stadium. Guests will be expected to store their skates safely under their seats. Additionally, skating on "heelies" is prohibited within U.S. Bank Stadium. See PROHIBITED ITEMS.

LASER POINTERS

See PROHIBITED ITEMS.

LEGACY BRICKS

More than 14,000 fans purchased a personally-engraved Legacy Brick crafted from stone quarried in Minnesota. These bricks make up approximately 3,500 square feet of the Legacy Ship's deck.

LEGACY SHIP

Part of the new guest experience outside the stadium is the Legacy Ship, a 160-foot long sculptural landmark that serves as the anchor to Medtronic Plaza. Inspired by legendary Viking ships, the Legacy Ship is constructed of contemporary metals, stone, concrete and wood and features landscaping, and dynamic theatrical lighting. A 2,000 square-foot curved LED video board standing 55 feet tall serves as the ship's sail and the stadium marquee, showcasing and interacting with events that are occurring inside the stadium. The Legacy Ship includes seating, ADA accessibility and a timeline exhibit of historical Minnesota moments. U.S. Bank Stadium founding partners are also honored on the 5' diameter shields.

LOST CHILDREN AND PERSONS

Guests should report missing persons at any Guest Services location. Guest Services is located on the Main Concourse near the Purple and Gold lobbies and Section 307 on the Upper Concourse. All guests found separated from their party will be escorted to a Guest Services location. All guests who have been separated from their party should proceed to the nearest Guest Services location. Guest Services staff will work with all persons, staff and law enforcement to reunite guests with their party.

MASCOTS

Viktor is the official Minnesota Vikings mascot. For appearance information please call 952.918.8532 or send an email to viktor@vikings.nfl.net

MEDIA ENTRY

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

MERCHANDISE AND APPAREL

See VIKINGS LOCKER ROOM STORE.

NATIONAL ANTHEM SINGERS

Guests interested in performing at a Minnesota Vikings football game are encouraged to complete the Anthem/Entertainment Request Form which can be found at www.vikings.com/fans.

To inquire about singing the National Anthem at U.S. Bank Stadium events, please email info@usbankstadium.com. Your request will be forwarded to the appropriate persons.

NOISEMAKERS

For the comfort of the guests around them and to maintain the integrity of events, guests of U.S. Bank Stadium are not permitted from bringing any type of noisemaker or musical instrument into the stadium. This includes air horns, cow bells and any type of whistle. SEE PROHIBITED ITEMS.

NON-GAMEDAY EVENTS

See PRIVATE EVENTS.

NURSING MOTHERS

Nursing Mothers are welcome to breastfeed their child wherever they feel comfortable. Those who prefer a more private location may use the Mamava Lactation suites, any First Aid room, Family Restroom or visit Guest Services for additional locations. Each Mamava Suite is powered with interior dual plug outlets, interior lighting, a USB port, seating and additional supplies. Mamava Suites are located near Sections 103, 114, 309 and 332.

OUTSIDE FOOD AND BEVERAGE

U.S. Bank Stadium will allow one factory sealed 12 ounce bottle of water per person into the stadium. Any other outside food and beverage is not permitted into U.S. Bank Stadium. See PROHIBITED ITEMS.

PUBLIC ADDRESS ANNOUNCEMENTS

Please be attentive of PA announcements in the stadium. In the event of an emergency, instructions for guests will be transmitted over the PA system and on the video boards.

POLICE AND SECURITY

For the safety and convenience of all U.S. Bank Stadium guests, police and official security personnel are stationed throughout the stadium. In the event of an emergency, guests should notify the nearest Guest Experience or Event Crowd Management Team Member or visit any Guest Services location. See GUEST SERVICES.

PRIVATE EVENTS

U.S. Bank Stadium is a unique location for all types of events. There are many exclusive guest spaces for hosting private events on non-gamedays. For more information, contact sales@usbankstadium.com or call 612.777.8732.

RADIOS

Hand-held radios for personal use are allowed in the stadium as long as they are not larger than 12" x 6" x 12" and do not distract from the enjoyment of other guests. For the comfort of those seated around you, headphones are encouraged.

RAILINGS

For the safety of everyone at U.S. Bank Stadium, guests are asked to refrain from sitting, standing or leaning on stadium railings. See GUEST CONDUCT POLICY.

RAMPS

There is one (1) pedestrian ramp at U.S. Bank Stadium which gives access to every level inside the stadium. The ramp is located on the East end of the stadium behind the end zone.

RECYCLING

U.S. Bank Stadium encourages all guests to reduce, reuse and recycle. The recycling program at U.S. Bank Stadium includes recycling containers outside around the stadium, at every security checkpoint, as well as along all stadium concourses and in all premium areas. Please check the signage on the recycling and trash containers for proper disposal.

REENTRY POLICY

Guests may not exit and reenter U.S. Bank Stadium using the same ticket. However, in the event of an emergency, guests should contact the nearest Guest Experience Representative or Security Supervisor, who may permit a guest to reenter U.S. Bank Stadium at the same gate. Guests who leave U.S. Bank Stadium at any time (without the authorization of a gate supervisor) will not be permitted to reenter.

RESALE OF TICKETS/SCALPING

Fans that purchase tickets from someone other than through the Minnesota Vikings or Ticketmaster, do so at their own risk and with the understanding that the tickets could be counterfeit. The Vikings and U.S. Bank Stadium are not responsible for, and will not provide a replacement or refund of any kind for invalid tickets purchase through a secondary ticket provider. Please report any potential illegal scalping activity to the nearest Security representative or Minneapolis Police.

RESTROOMS

Public restrooms (men, women, and family) can be found throughout U.S. Bank Stadium. Each of our restrooms is accessible to guests with disabilities.

ROOF

U.S. Bank Stadium has a fixed roof, however, 60% of the roof structure is transparent, allowing stadium users to view the sun and sky throughout the year while staying in a climate-controlled environment. The transparent part of the roof is made of a material called ETFE. ETFE is a co-polymer resin that is extruded into a thin film. The plastic-like material is transparent but can be treated to be translucent, is extremely light-weight, very durable and resistant to corrosion. In an architectural application ETFE is used in a multi-layer pneumatic system.

S

SCALPING

See RESALE OF TICKETS/SCALPING.

SEASON TICKETS

The Minnesota Vikings sell season tickets at their games. For ticket information, please do the following:

- Visit the U.S. Bank Stadium Ticket Office
- Contact the Minnesota Vikings at 612.33.VIKES or visit www.vikings.com/tickets

SEATING POLICY

U.S. Bank Stadium is committed to delivering a world class experience to all guests who enter the facility. In order to ensure that all guests receive the value of their ticket purchase, only those persons with a particular ticket will be able to occupy that seat. U.S. Bank Stadium team members will be checking tickets to safeguard each guest's ticket purchase.

SEGWAYS

Segways are defined as a mobility device under the Americans Disabilities Act. Guests with mobility limitations may operate Segways inside the stadium, provided they do so in a safe manner that does not create risk of injury to the operator or to other guests. Segways are not permitted to travel at a speed faster than the speed of a standard motorized wheelchair. U.S. Bank Stadium does not rent or provide Segways for guests to use.

SELFIE STICKS

See PROHIBITED ITEMS.

SIGNS

See PROHIBITED ITEMS.

SMOKING POLICY

U.S. Bank Stadium is a completely non-smoking facility. All guests and team members are prohibited from smoking (including electronic cigarettes, vaporizers or similar products) inside and outside of the stadium at any time.

SOCIAL MEDIA

Follow U.S. Bank Stadium

 /usbankstadium

 @usbankstadium

 @usbankstadium

Share U.S. Bank Stadium activity with #usbankstadium

Follow the Vikings

 /minnesotavikings

 @Vikings

 @Vikings

Share Vikings activity with #vikings

SOLICITATION/SAMPLING/PEDDLING

Guests should be aware that the distribution of banners, business cards, booklets, commercial advertising, flyers, notices, posters, pamphlets, stickers, t-shirts and/or printer materials is prohibited at U.S. Bank Stadium. This includes any exchange of money while on stadium property including the solicitation for donations, charities, teams or clubs and sale or peddling of any products/food/drink. Any guest who persists in solicitation while on U.S. Bank Stadium property will be subject to ejection or, as necessary, arrest.

STAIRWELLS

There are 12 stairwells inside the stadium. There is NO SMOKING permitted in any stairwell.

STROLLERS

Strollers are not permitted in the stadium. See PROHIBITED ITEMS.

SUGGESTIONS

Guests interested in giving feedback or suggestions to U.S. Bank Stadium can do so by visiting any Guest Services location or email suggestions to service@usbankstadium.com.

SUITES

U.S. Bank Stadium has over 130 suites that range from 14-32 guests per room. For information about purchasing a suite, please contact 612.33.VIKES.

TEXT MESSAGE SERVICE

Guests who wish to report issues or concerns, ask for information or call for assistance in a fast, discreet and easy way can do so by texting the keyword “**VIKES**” to 69050. Stadium personnel will respond quickly and accordingly.

TICKET OFFICE HOURS

The U.S. Bank Stadium Ticket Office is located on the Northwest corner of the stadium between the Legacy and Polaris Gates.

Hours of operation:

- Monday, Tuesday, Thursday and Friday- 8:30am to 5:00pm
- Wednesday- 8:30am to 7:00pm
- Closed on Saturdays and Sundays when the Vikings do not have a home game

When the Vikings have a game on Sunday the Ticket Office will be opened from:

- Saturdays- 9:00am to 12:00pm

The Ticket Office will be open two hours prior to doors if an event falls outside of normal business hours.

TOURS

Daily tours of U.S. Bank Stadium are offered year round. Please check the availability of the different tours offered at www.usbankstadium.com/tours. Tickets are available for purchase online, by phone and at the U.S. Bank Stadium Ticket Office. Tours are will run every hour starting at 10:00 AM with the last tour departing at 4:00 PM every day except Sundays. On Sundays, tours will run every hour starting at 11:00 AM with the last tour departing at 3:00 PM. Visit Stadium Tours for more information. Guests can also schedule a private tour by emailing tours at tours@usbankstadium.com.

UMBRELLAS

For safety and line-of-sight reasons, large umbrellas are not allowed in U.S. Bank Stadium. Please leave large umbrellas in your car prior to entering the stadium. Small umbrellas that can be folded and placed under the seat will be permitted. SEE PROHIBITED ITEMS.

VIDEO RECORDING

NFL and promoter policies prohibit the recording of any live event at U.S. Bank Stadium. Any guest found to be recording any part of an event may be subject to ejection or arrest.

VIKINGS FAN MAIL

Letters can be addressed to an individual player of the Minnesota Vikings Football Club at:

Minnesota Vikings
9520 Vikings Drive
Eden Prairie, MN 55344

VIKINGS LOCKER ROOM STORE

For the largest selection of Vikings novelty items and apparel, visit the Vikings Locker Room Official Team Store located on the Main Concourse across from Section 101. Store hours include:

Monday - Saturday | 10am - 6pm
Sunday | 12pm - 6pm

Another Vikings Locker Room is located on the Upper Concourse between sections 302-304. There are also a variety of Vikings Locker Room kiosk locations throughout each concourse.

VIKINGS VOYAGE

Located on the Upper Club level above the team store, the Vikings Voyage is a 10,000 square foot dedicated interactive fan experience that is open to visitors of all ages for both game day and non-game day events. Your customized Vikings virtual reality experience will allow you to catch virtual passes, jump to Valhalla and forge your strength. Learn about historic and current Vikings, and test your skills against the scores of Vikings greats.

VISITING TEAM FANS

Fans of the visiting teams are guests as well. Verbal or physical harassment of the fans of the visiting team or their guests will be considered unruly behavior and may lead to ejection, loss of season tickets/SBLs or possible arrest.

WATER FOUNTAINS

Water fountains and Pentair filtered water hydration stations are located throughout U.S. Bank Stadium near Sections 204, 215, 225, 312, 333, and 349.

WEAPONS AND FIREARMS

Weapons and firearms of all kinds are prohibited at U.S. Bank Stadium with the exception of Law Enforcement officials whom are in uniform and are working the event. In accordance with the National Football League Best Practices, law enforcement officials whom are licensed to carry a weapon and are attending a U.S. Bank Stadium event are prohibited from bringing their concealed weapon inside of the stadium. See PROHIBITED ITEMS.

WEATHER DELAYS

Weather delays for NFL events are unusual. Lightning, strong winds and heavy snowfall may delay or postpone a game or event. In the event of a weather-related evacuation or relocation, please listen to instructions of the stadium team members. We encourage all guests attending U.S. Bank Stadium to follow us on our social media accounts for announcements concerning weather delays.

All of the events at U.S. Bank Stadium occur rain or shine. Any changes to this procedure will be noted on our website prior to the event.

WEBSITE

The stadium website is www.usbankstadium.com. The website for the Minnesota Vikings is www.vikings.com.

WHEELCHAIRS

Complimentary wheelchair escorts are available at any entry point. Upon arrival guests may request an escort by locating the nearest Guest Experience Representative. The service is available to and from the entry gates and seating areas. Please be aware that our staff and wheelchair will not remain with you during the event. Guests that require additional assistance are encouraged to contact our mobility assistance team by email mobilityservices@usbankstadium.com

WI-FI

U.S. Bank Stadium will offer free Wi-Fi for guests. The Wi-Fi name is STADIUM WiFi.

WILL CALL

U.S. Bank Stadium offers a variety of methods for guests looking to pick up or leave tickets at Will Call.

- Will Call is located at the Polaris Gate on the Northwest side of the stadium.
- Guests picking up Will Call tickets need to provide a valid photo ID and, if purchased online, the credit card used to purchase the tickets.

YOU

You, our guests are the focus of everything that U.S. Bank Stadium does. U.S. Bank Stadium team members are here to make every guest's experience special and memorable. We welcome your comments and suggestions at any of our Guest Services locations or by emailing us at service@usbankstadium.com.

ZERO TOLERANCE

U.S. Bank Stadium and the Minnesota Vikings reserve the right to revoke the season tickets or stadium builders license of those individuals whose conduct is determined inappropriate as defined by the Guest Code of Conduct or who violate the law. Please be aware that the season ticket member is accountable for the conduct of his or her guest.



usbankstadium

EMERGENCY PROCEDURES

EMERGENCY PROCEDURES

SEE SOMETHING / SAY SOMETHING

You can assist in the prevention of incidents by taking the following actions. When you arrive at your assigned location:

- Look through the section, concourse and entrance in your area.
- Keep an eye out for any suspicious packages, unattended bags, backpacks, etc.
- If a guest is exhibiting suspicious behavior, or if you find anything that looks out of place, contact your supervisor or a security teammate immediately and let them determine the appropriate action.
- NEVER HANDLE ANY SUSPICIOUS OBJECTS.

EMERGENCY PROCEDURES

Guests come to U.S. Bank Stadium to enjoy the fun and excitement that comes with sports and entertainment and they depend on each of us to provide them with a fun and safe memory. Careful planning has gone into building a beautiful and safe stadium. It is the responsibility of each and every one of us to look for potential safety issues. Be aware of your area and the areas around you. We rely on your sense of teamwork to not let trash cans overflow, have items block our exits and to report incidents that impact safety (i.e. spills, broken equipment, etc). Notify your Leader/Supervisor or the team members at any Guest Services of any potential issue that you see so they can inform maintenance or housekeeping immediately.

Even with careful planning things may happen. This is when you need to stay calm and assist guests in “playing it safe.” The following will provide you guidelines for the best way to handle emergency situations. Be aware and remember to always notify your Leader/Supervisor and or the Stadium Operations Center (SOC) of any potentially harmful situations. Also, never put yourself into a dangerous or life threatening situation.

UNIVERSAL EMERGENCY NOTES

It is important to remember that our security team is well prepared for an emergency situation. Keeping this in mind will help you stay calm and act in an orderly fashion. When our guests see team members remaining calm and orderly, they will likely do the same, which will assist in managing the situation.

- ## INCIDENT CARDS/REPORTS

Documenting all incidents is important to you and the organization. “When in doubt, write one out.” Make sure all information is accurate, detailed and legible and you include your name on the card. Report facts and direct observations only, not your opinions or speculation. Complete an incident card as soon as you can while your recollection of the incident is fresh. Submit completed incident cards to your Supervisor as soon as possible so that all information can be logged into our ISS Incident Management Dispatch queue.

[illegible]

FIGHTS/ALTERCATIONS

In the event that a confrontation takes place, you should:

- Contact the nearest Security team member or Leader/Supervisor immediately.
- If you have an ISS Communicator, submit the incident to the Stadium Operations Center.
- If you have a radio, contact the Stadium Operations Center and inform them that a fight is about to begin or is occurring.
- Clear the area of any guests who are not involved.
- Try your best to keep others from getting involved.
- Never get physically involved in fights between guests.
- Observe and report all pertinent information to a Security Representative and the Minneapolis Police when they arrive on scene.

FIRST AID +

First Aid is available for each game. If a guest needs medical assistance contact a supervisor immediately. Guest Experience team members can also request First Aid by using their ISS communicator device. Do not attempt to administer any sort of treatment on your own. 3M First Aid stations are located at the following sections:

- Section 114
- Section 124
- Section 316
- Section 346

The following procedures must be followed in the event of an illness or injury:

- Call First Aid immediately via your Radio, ISS Communicator or by notifying your Lead/Supervisor.
- Help keep the area clear of guests not involved.
- Identify any witnesses that may be able to provide additional information regarding the incident.
- Under no circumstances should you discuss the incident with anyone other than your lead/supervisor or other persons authorized by U.S. Bank Stadium management.
- Never apologize, admit fault or talk to anyone from the media. All information will be released through U.S. Bank Stadium Communication departments.
- If a guest falls or is injured and does not want First Aid attention, you should obtain all of the incident details and still fill out an incident card to turn in.

EVACUATION PROCEDURE

At the start of each shift, your supervisor will provide you with a safety briefing that will include specific information about what you need to do in the event of an evacuation.

Listed here are some general points about evacuation procedures.

- Immediately take your exit position.
- Follow the instructions of your Supervisor and the Stadium Operations Center. Stay at your post unless you are in immediate danger.
- Project a calm and confident image.
- Gate personnel are to make sure gate areas are free and clear of any potential obstructions including search tables, bike racks and trash cans.
- All Game Day Team members should direct guests to exit the stadium and move away from the building in a calm and orderly manner.
- Look to assist any guests with disabilities.

SUSPICIOUS PACKAGES

Any team member who discovers what he/she believes to be a suspicious package should do the following:

- Do not bring attention to the package and remain calm.
- Use a landline phone ONLY. Cell phone or radio usage is not permitted within a 150-foot radius of a suspicious package.
- When more than 150 feet from the object, notify the Stadium Operations Center and your Leader/Supervisor immediately.
- Do not open or pick up the package.
- Keep the package under surveillance from a safe distance until Security and/or emergency personnel arrive on scene.
- Keep all other team members and guests away from the package.
- Document any writing observed on the package, type of container or any unusual sounds or smells emitting from the package.
- If an individual was observed placing the package, record the time frame of the first detection, the description of the person and where they went after placing the package. Document any other information you would think is important.
- The response personnel will then follow the established policies for evacuation and release of information to all concerned parties.

INCLEMENT WEATHER/RELOCATION/SHELTER

Although U.S. Bank Stadium is an indoor stadium with a fixed roof, there could be inclement weather that could affect the event. In the event of inclement weather (i.e. severe lightning, strong winds), guests will be directed to seek shelter. If necessary, a message will be broadcasted on the P/A system and the video boards, which will inform guests of the situation.

If deemed necessary, leads/supervisors will move guests from public concourses, plazas and outdoor areas exposes to the elements into restricted access areas. Special attention should be given to guests with disabilities.

QUICK TIPS FOR RESPONDING TO EMERGENCIES

- Stay calm.
- Notify the Stadium Operations Center (SOC) immediately via telephone, ISS Communicator, or in person.
- Give your name and the exact location and nature of the emergency. Immediately advise your Lead/Supervisor of the situation and stay with the situation until help arrives.
- Crowd control the area. Keep all walkways clear and determine safe routes away from the area.
- Complete an Incident Report. Using your incident card, fill out the name, address and other appropriate information. Depending upon the nature of the incident, names and phone numbers of witnesses may also be required.



usbankstadium

THE WAY TO U.S. BANK STADIUM

TRANSPORTATION

AUTOMOBILE ASSISTANCE

If you encounter car troubles at the end of an event, please call 612.777.8911 or text “**VIKES**” along with a brief description of the issue and location to 69050. Our transportation team will dispatch a service vehicle to help resolve the situation or contact a local repair service to assist you.

BICYCLES

U.S. Bank Stadium encourages guests to utilize bicycle transportation when visiting. Bike racks can be found along the exterior of the stadium in the Northeast, Northwest and Southwest for you to park and lock your bike while visiting the stadium.

BUS PARKING

Bus Parking is located on 7th Street S. between Chicago Avenue S. and 11th Avenue S. Guests who attend an event on a chartered bus should exit from the south side of the stadium.

LIMOUSINE DROP-OFF/PICK-UP

Limousines will be able drop off and pick up their guests only at the designated spot located on 9th Avenue S. (Carew Drive) between 6th Street South and 7th Street South.

METRO TRANSIT

U.S. Bank Stadium Station is located on the Downtown East Plaza outside of the Legacy Gate. You can buy tickets at the station. This station services the Blue Line and Green Line.

PARKING

There are several options for parking around U.S. Bank Stadium. Please visit us online at usbankstadium.com/parking.

PEDICABS

Pedicabs can be found on the bike trail around the stadium that will take you anywhere you would like to go.

SKYWAY SYSTEM

The Skyway will be open for all U.S. Bank Stadium events. Event Hours for the Skyway are subject to change based on the event.

The Daily Hours for the Skyway are:

- Monday – Friday: 6:30 a.m. - 10:00 p.m.
- Saturday: 9:30 a.m. - 8:00 p.m.
- Sunday: Noon - 6:00 p.m.

For major events held at the stadium, the Skyway system will be opened for extended hours to ensure all guests get home safely.

TAILGATING

For Vikings tailgating information, please visit vikings.com.

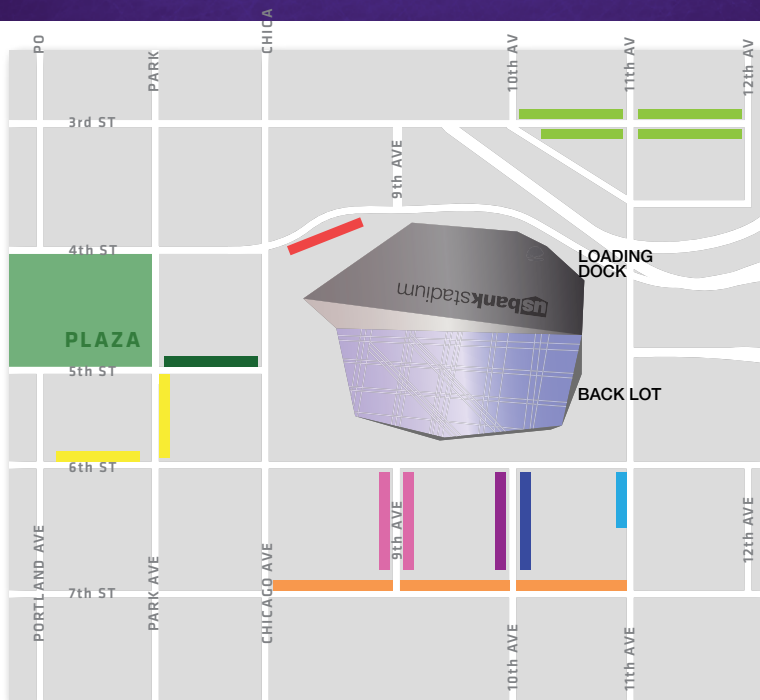
TAXI SERVICE

The Taxicab Stand is located on the east side of Park Avenue S., between 5th Street S. and 6th Street S. The Taxicab Stand is operated throughout the entire event and remains open up to one hour after the event's conclusion. While U.S. Bank Stadium makes every effort to reduce wait times at the Taxicab Stand, wait periods may vary subject to local taxi volume.

UBER

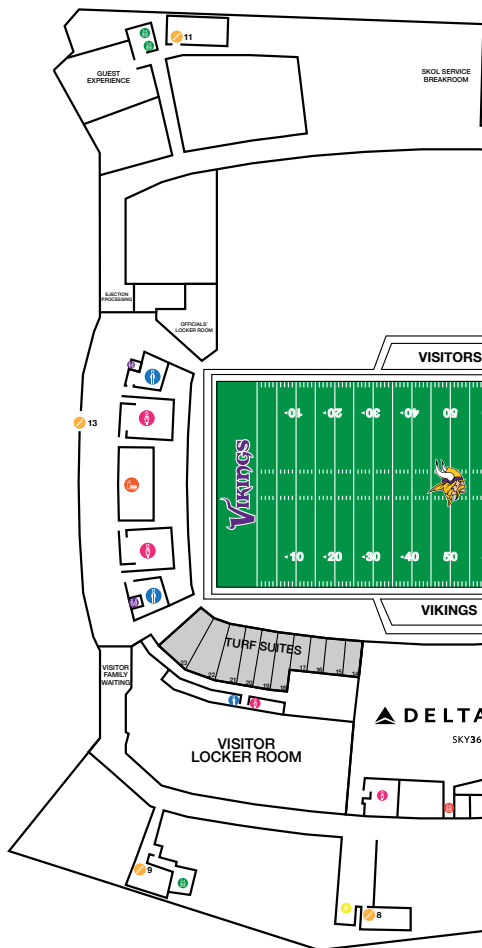
The Uber Pick-Up and Drop-Off is located on 10th Avenue S. between 6th Street S. and 7th Street S.

DROP-OFF & PICK-UP LOCATIONS



- Taxi
- Metro Transit
- Charter Bus
- Uber, Shuttle & Bus
- Limo
- ADA Pick-Up & Drop-Off
- SKOL Service Team Member Shuttle
- Charter Bus Overflow
- U.S. Bank Stadium Station

EVENT LEVEL



Women's Restrooms



Men's Restrooms



Family Restrooms

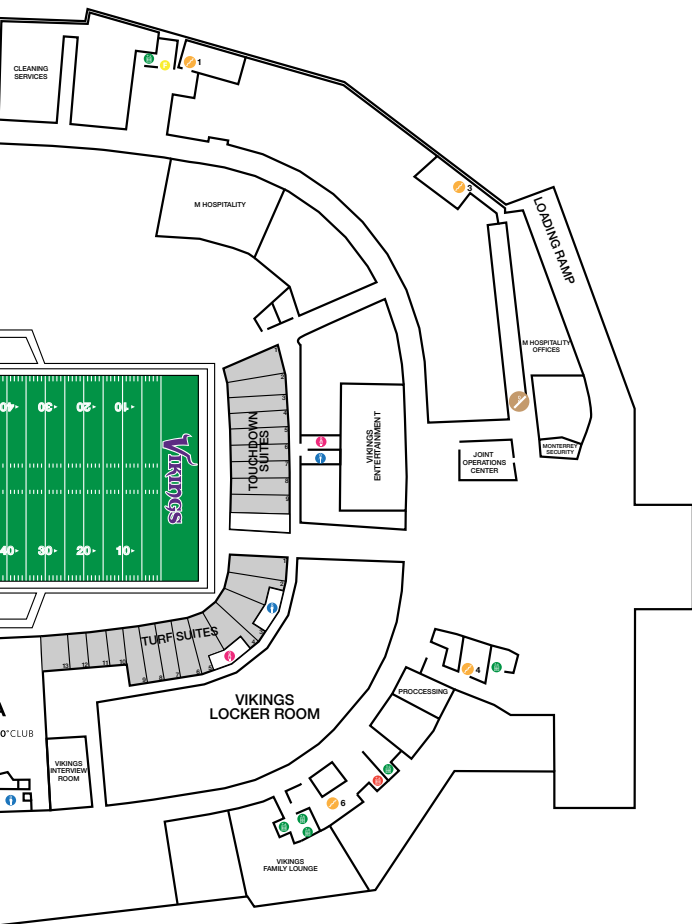


Concessions



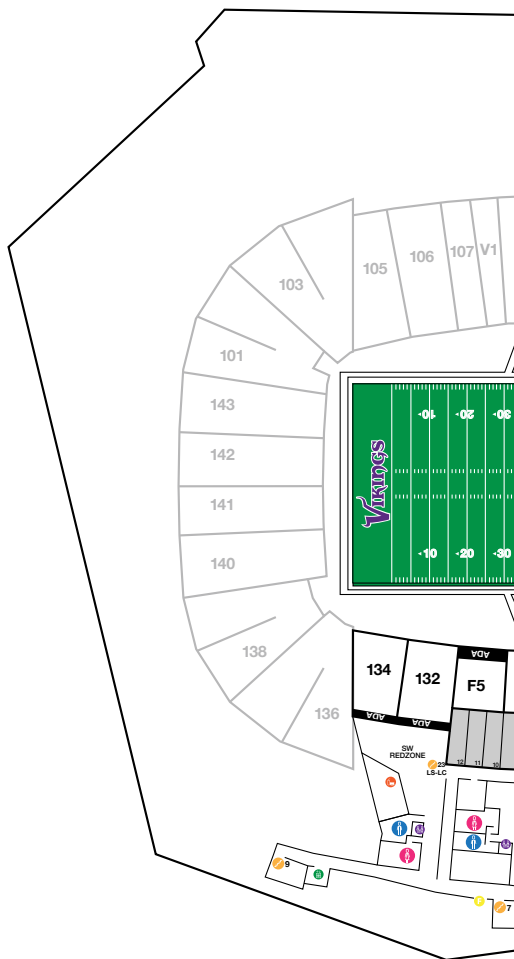
Elevator

TURF & TOUCHDOWN SUITES



-  Suite Elevator
-  Pedestrian Ramp
-  Freight Elevator
-  Stairs

LOWER SUITE



Women's Restrooms



Family Restrooms



Men's Restrooms



Concessions

VALHALLA SUITES



-  Elevator
-  Freight Elevator
-  Premium Elevator
-  Stairs

LOWER CLUB



Women's Restrooms



Family Restrooms

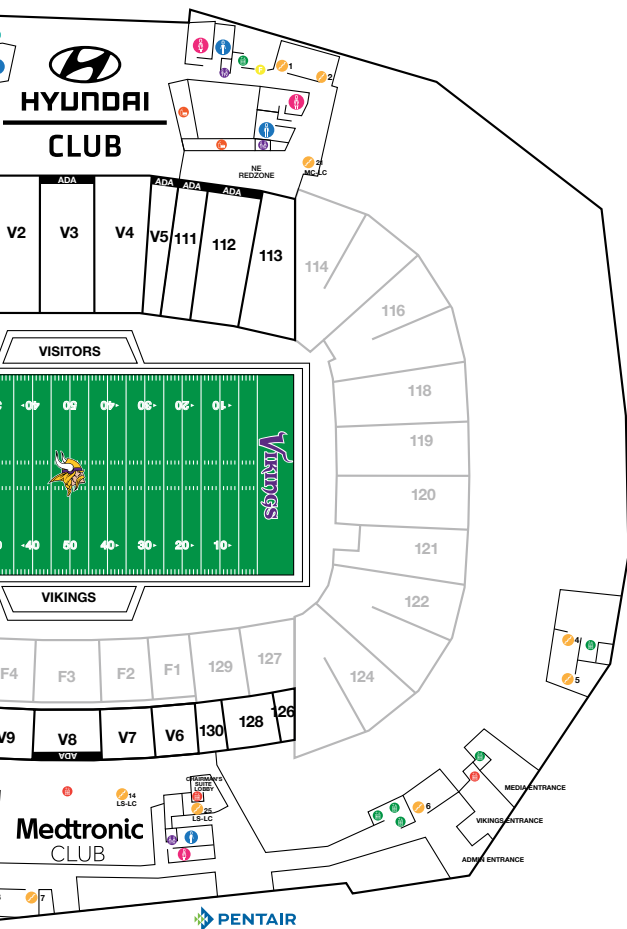


Men's Restrooms



Concessions

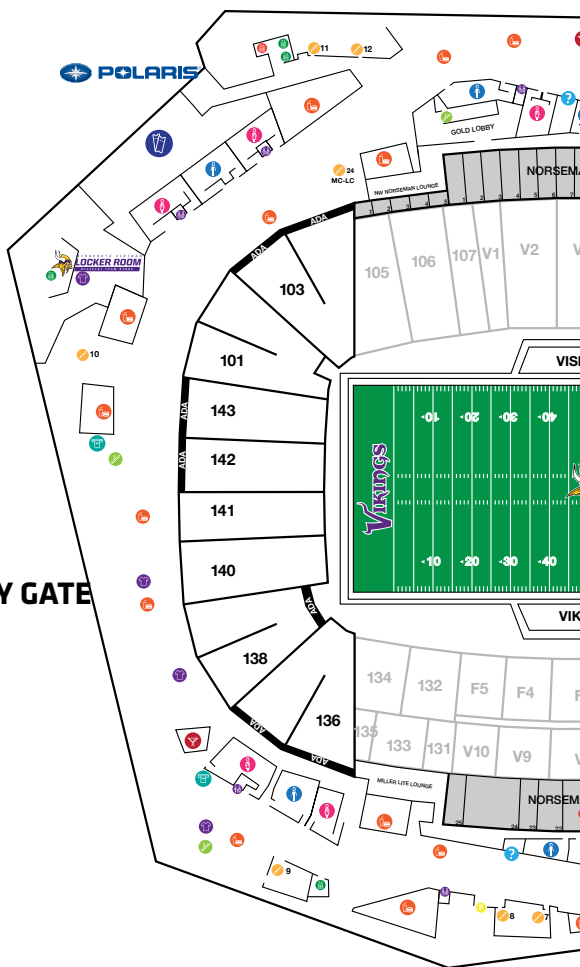
HYUNDAI & MEDTRONIC CLUBS



-  Elevator
-  Freight Elevator
-  Premium Elevator
-  Stairs

MAIN CONCOURSE

LEGACY GATE



 Women's Restrooms

 Men's Restrooms

 Family Restrooms

 Concessions

 Bar

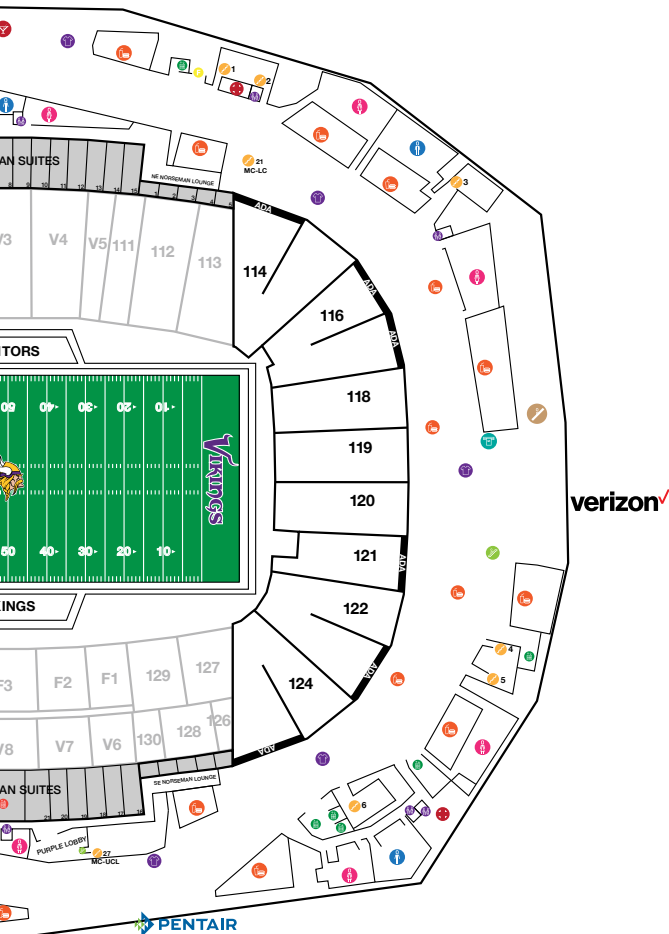
 Merchandise

 Guest Services

 First Aid

 ATM

NORSEMAN SUITES & LOUNGES



Services



Elevator



Premium Elevator



Freight Elevator



Stairs



Pedestrian Ramp

UPPER CLUB



Women's Restrooms



Men's Restrooms



Family Restrooms



Concessions

 Bar Elevator

BUFFALO WILD WINGS & FMP CLUBS



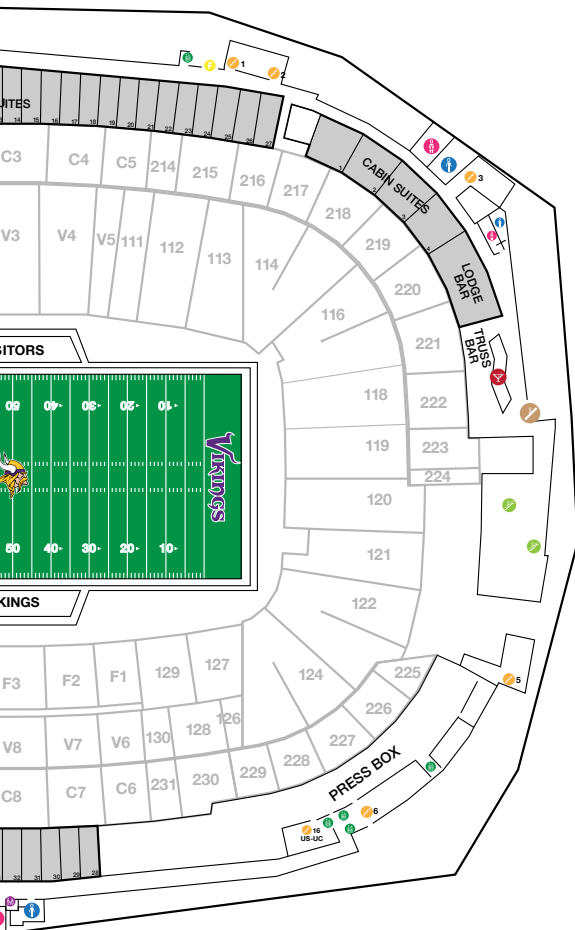
-  Premium Elevator
-  Escalator
-  Freight Elevator
-  Stairs

UPPER SUITES



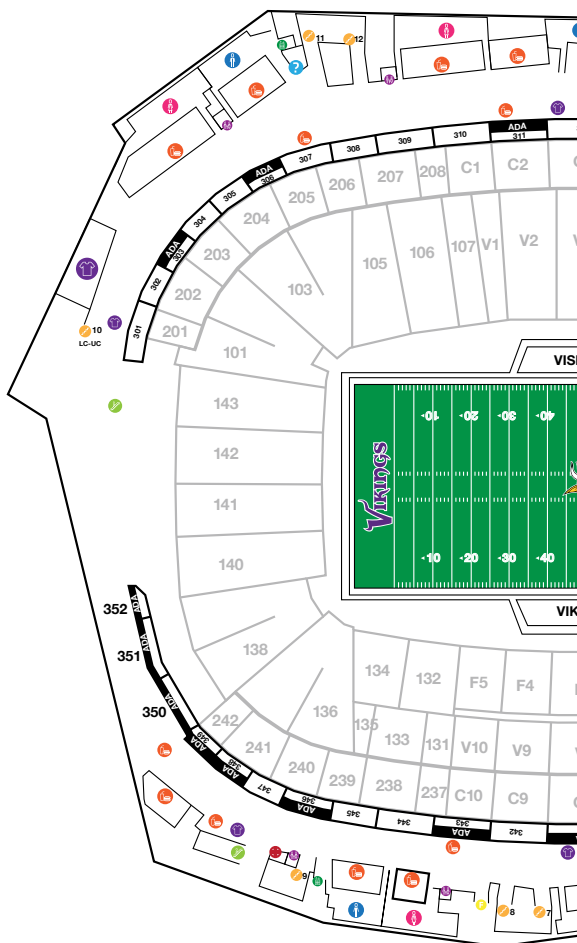
-  Women's Restrooms
-  Concessions
-  Men's Restrooms
-  Bar
-  Family Restrooms
-  Elevator

LOFT & CABIN SUITES



-  Premium Elevator
  Escalator
-  Freight Elevator
  Pedestrian Ramp
-  Stairs

UPPER CONCOURSE



 Women's Restrooms

 Concessions

 Guest Services

 Men's Restrooms

 Bar

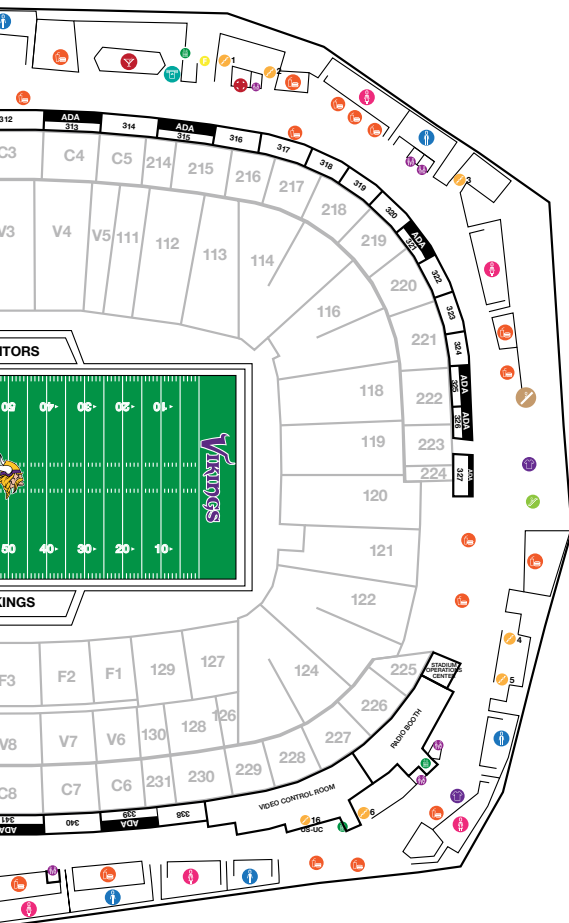
 First Aid

 Family Restrooms

 Merchandise

 ATM

LOWER & UPPER 300's



Services



Elevator



Suite Elevator



Freight Elevator

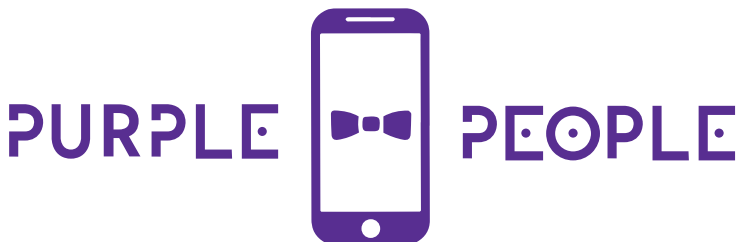


Stairs



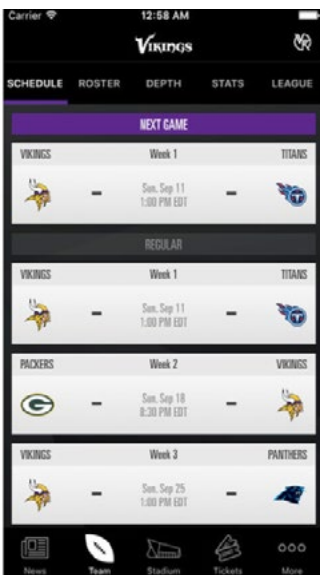
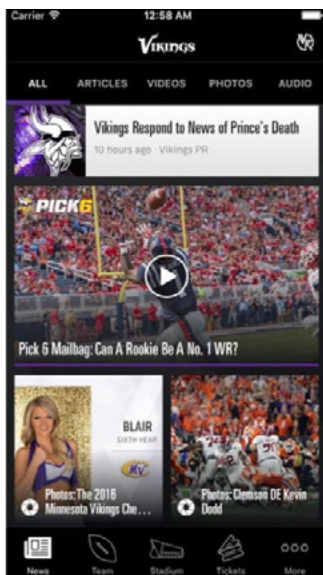
Pedestrian Ramp

U.S. BANK STADIUM MOBILE APP



The Vikings and U.S. Bank Stadium mobile apps provide guests with a full range of team and stadium-related information such as mobile ticketing, concession menus/wait times and exclusive Vikings content.

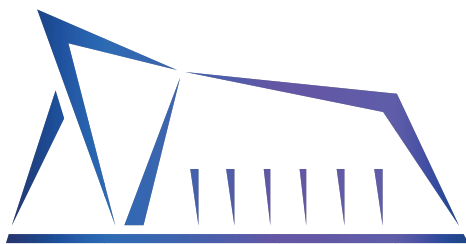
For help downloading or using the app, please find one of the Purple People located throughout the stadium or visit Guest Services on the Main or Upper concourses.



2016-2017 CONFIRMED EVENTS

July 22	U.S. Bank Stadium Ribbon Cutting
July 23 & 24	Grand Opening Open House
August 3	A.C. Milan v. Chelsea F.C.
August 19	Luke Bryan
August 20	Metallica
August 28	Vikings v. San Diego Chargers
September 1	Vikings v. L.A. Rams
September 18	Vikings v. Green Bay Packers
October 3	Vikings v. New York Giants
October 9	Vikings v. Houston Texans
November 6	Vikings v. Detroit Lions
November 20	Vikings v. Arizona Cardinals
December 1	Vikings v. Dallas Cowboys
December 18	Vikings v. Indianapolis Colts
January 1	Vikings v. Chicago Bears

Visit usbankstadium.com for a more updated schedule of events.



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