



Liberty Bowl Memorial Stadium

Address 335. S. Hollywood
Memphis, TN 38104
Phone Number (901) 729-4344
Fax Number (901) 276-2756

Facilities Information A – Z Guide

A

APPEARANCE (Guest)

All persons entering the Liberty Bowl Memorial Stadium must be appropriately dressed wearing shirt and shoes. Guests wearing obscene or indecent clothing will not be permitted to enter.

AUTOMATED TELLER MACHINES (ATM)

Automated teller machines are located at the following locations:

Outside Gate 1, Section 119, Section 132

ANIMALS

Guests or Team Members are not permitted to bring animals into the building. Exceptions are guide, signal, service dogs to aid guests with disabilities and any animals which are an integral part of an approved show.

AUTOGRAPHS/SOUVENIRS

Team Members of Liberty Bowl Memorial Stadium entities are not permitted to solicit or accept autographs and souvenirs.

B

BABY CHANGING STATIONS

Baby changing stations are available in all men and women's restrooms through out the building.

BANNERS

Hand held Banners and signs are permitted provided they are in good taste as determined by building Management. Signs may not be commercial in nature or utilize wood, metal, or similar types of material for support. They may not be hung or fastened anywhere in the building or displayed in any way that obstructs another guest's view of the event or building advertising signage.

BREAKS

Team members working more than 4 hours will be provided breaks. Under no circumstances are employees to take their breaks in any public area.

C

CAMERAS/RECORDING DEVICES

The permitted use of cameras and recording devices varies by event, with policy being determined by the event producer. Sporting events generally permit still cameras but no recording devices. Concerts generally do not permit any cameras or recording devices. Under no circumstances may photography interfere with access ways, seat aisles, or other guest's enjoyment of the event. Inquiring guests should be instructed to contact the Liberty Bowl Memorial Stadium prior to bringing their camera or recording apparatus to an event.

CARRY IN ITEMS

Items not allowed inside the Liberty Bowl Memorial Stadium are inclusive of, but not limited to, the following:

- Weapons
- Baby Strollers
- Umbrellas
- Outside food and drink
- Camcorders
- Professional Camera (Long Lens- 12" or Longer), camera cases
- Coolers
- Ice Chest
- Outside Alcohol (exception at Suite and Press Box gates and in both areas)
- Bottles
- Banners judged to be in bad taste, or bearing advertisement
- Flags/banner poles
- Illegal substances
- Beach Balls
- Footballs
- Laptop Computers
- Laser Pens
- Stadium portable seats larger than 16"w x 12"d

CLEANING SERVICE AND PROCEDURES

Any spill or cleaning situation should be reported immediately to Command Post, who will log the spill and inform cleaning services. Team Members should stay at the spill location until it is cleaned up to prevent accidents. "Base" may be contacted via radio through any Stadium Manager or CSC supervisor.

COMMAND POST

The Command Post is located in the Press Box Level 4, Box 4.

COMPLAINTS/CHALLENGES

The following tips are offered on how to handle dissatisfied guests:

- Introduce yourself, be personable
- Be patient, empathetic, pleasant, and attentive
- Use common sense and a practical understanding of our policies and procedures to provide the answers quickly and with courtesy
- Smile, when applicable
- Listen to the complaint and don't interrupt
- Do not make promises on behalf of the Liberty Bowl Memorial Stadium

Our objective is to turn negatives into positives and to satisfy the needs of every guest, so they will want to keep coming back to Liberty Bowl Memorial Stadium!

Ask necessary questions and **TAKE THE APPROPRIATE ACTION** - refer him/her to your supervisor, or to Guest Services outside East Suite Entrance of Stadium, if outside gates.

CONCESSIONS

SMG SAVOR manages concessions at Liberty Bowl Memorial Stadium. Concession Stands are located throughout the Concourses and Halls. SAVOR offers the following concessions:

Vendor	Food Type	Location
Beer Locations	Budweiser, Bud Light, Miller Lite, Coors Light	101, 107, 111, 117, 118, 119, 120,121, 123,128,109
Beer Locations	Draft Beer- Ghost River	107 and 120
Beer Locations	Can Beer- Budweiser, Bud Light, Miller Lite, and Coors Light	VENDING INSIDE BOWL
Coletta's Pizza	Pizza	108,124, 129
Funnel Cake	Funnel Cakes	112
Hawaiian Shaved Ice/Mini Melts Ice Cream	Shaved Ice and Mini Melts Ice Cream	120,116,132
Hog Wild BBQ	BBQ nachos, BBQ Sandwich	101,106,120,
Pronto Pups	Pronto Pups	Upper West Side-105, 117, 122, 132,109,
Soda Cart	Soda's, popcorn, peanuts	111
Stadium Fare	Hot dogs, Nachos, Popcorn, Peanuts, Pretzels, Candy, Sodas, Coffee	103,104,105,115,119,121,125, Upper East 120,122,121
Turkey Express	Grilled Chicken on a Stick, Turkey Legs	128
Uncle Lou's	Hot wings, honey dipped chicken tenders, Philly steak, Philly steak nachos and fries	116 and 122
Tiger Lane	Soda's, hot dogs, smoke sausage and beer	
Outside Gate 3/HALO	BBQ, soda's	

GUEST SERVICES

A Guest Service Desk can be found on the main concourse at section 120. A Guest Services Representative will be on location to assist guests with questions, provide solutions, inform on upcoming events, and much more, all with a friendly smile.

CREDENTIALS

All media, team, and building personnel must have an event credential on at all times when passing through restricted areas. While in the facility if an individual does not have a credential, they must be in possession of a ticket.

D

DOORS OPEN

The Stadium Manager on duty will check to make sure all staff is in place and ready to accept the public. The Stadium Manager will be the only person to open doors and will do so only when the building is ready. Once doors have been called open all CSC, medical staff and Protech supervisors with radios should copy.

E

ELEVATORS

Public elevators are located in all facilities at Liberty Bowl Memorial Stadium.

East Suite Elevators, East Suite Entrance to the Stadium

Press Box Elevators, Press Entrance to the Stadium

EMERGENCY PHONE NUMBERS

To contact someone during a game in the event of an emergency, call the main Liberty Bowl Memorial Stadium receptionist at (901) 729-4344. If you are anticipating an emergency phone call during a Liberty Bowl Memorial Stadium Game game please report your name and seat number to the Guest Service Desk outside East Suite Entrance prior to entering the Stadium gates.

EXIT PROCEDURE

Guests will be given a reasonable amount of time to exit after an event. Liberty Bowl Memorial Stadium Management and CSC will coordinate clearing the building of guests. Team Members should remain at their work stations until their supervisor releases them.

F

FAN MAIL

Mail should be sent to the appropriate team. The team will see that it is directed to the correct individual.

FIRST AID

There are First Aid Stations located at all Liberty Bowl Memorial Stadium facilities. A team trained in first aid services is present for every Liberty Bowl Memorial Stadium event and is available to any guest or Team Member needing medical assistance.

Liberty Bowl Memorial Stadium: Section 132

Tiger Lane First Aid Location: East side of Pipkin Building

I

INCIDENT REPORTS

A CSC supervisor should document any incident that involves a Liberty Bowl Memorial Stadium guest or Team Member on the appropriate incident report form. The form is self-explanatory (who, what, where, when, etc.) and accurate completion of this report is imperative. All reports should be turned in to the Stadium Manager at the conclusion of each event.

L

LOST AND FOUND

Items found before, during, or after any event should be turned in to the Gate 1 Security Supervisor. The supervisor, information agent and employee who turned in the lost item will "itemize" the lost item(s) and sign off on its contents. Once the event has concluded, items should be brought to the business office where they will be logged and taken to administration and held for a period of 30 days. After 30 days items may be donated to non-profit charity organizations or disposed of at the discretion of management. Team Members are prohibited from keeping any such item or its contents.

M

MEDIA

No Team Members are permitted to make statements to any media representatives regarding incidents at Liberty Bowl Memorial Stadium events or Liberty Bowl Memorial Stadium business. This especially applies to unreleased upcoming event information, event attendance levels and ticket sales figures. All inquiries should be directed to the Liberty Bowl Memorial Stadium Marketing department or the Liberty Bowl Memorial Stadium Manager-on-Duty.

MERCHANDISE

Merchandise stands are located throughout Liberty Bowl Memorial Stadium facilities on an event by event basis. Locations vary, so please ask your nearest security or attendant, or visit the Guest Services desk at Section 120.

N

NATIONAL ANTHEM PERFORMANCES

Inquiring guests should be instructed to contact the particular team they are interested in performing for.

NOISEMAKERS

Artificial noisemakers (i.e., air horns, drums and whistles) are not permitted inside the Building without management approval. Noise making items found in the building are subject to confiscation by event security.

P

PACKAGE/PURSE INSPECTION

Anyone attempting to enter with a package or purse should be asked to consent to a visual inspection of that package. The inspection should consist of the guest opening the package enough for staff to make a complete visual check of the package's contents. If staff is unable to identify all the contents guests should be asked to move items to allow for a complete inspection. Guests not allowing inspection of their packages will be refused entrance into the building.

PARKING

Parking for Guests with Disabilities

Parking for Guests with disabilities is located in Red Lot 7, at Access 3 off South Hollywood.

Staff Parking

Parking for team members is free of charge.

PANHANDLING/SOLICITING

Panhandling is not allowed on Liberty Bowl Memorial Stadium property. If you witness any type of soliciting or panhandling, please notify the nearest security attendant or officer.

PROJECTILES

The throwing of any items inside the building will not be tolerated. If you observe such actions notify security immediately. Offenders will be warned and are then subject to ejection (an ejection report should be completed as it relates to the incident).

PUBLIC TRANSPORTATION

Taxi Service

Memphis Cab: 901.552.7000

Checker Cab: 901.577.7777

Metro Cab: 901.323.3333

AAA Taxi: 901.737.7272

R

RADIO TRANSMISSION PROCEDURES

Liberty Bowl Memorial Stadium event operations and security will be monitored on the usual primary radio channels. The following entities are monitoring these channels during events: SMG, CSC, cleaning maintenance, first aid, and building security. The following radio regulations and procedures should be followed explicitly.

- Before making a transmission, listen to make sure no one else is transmitting.
- Radio transmissions should be polite and courteous at all times.
- All radios should be treated carefully and never set down unattended.
- Refrain from using profanity, nicknames, and slang. The radio is a tool, not a toy.
- When transmitting, use assigned call numbers/terms. Identify yourself first, then whom you are calling.

RE-ENTRY

Liberty Bowl Memorial Stadium has a no re-entry policy. This means that guests who enter the building for an event with an admission ticket are not permitted to leave and come back in after initial admission. Those guests who are discovered to be in possession of prohibited items are permitted to return them to their vehicles, if discovery is made immediately after going through the turnstile. A supervisor's approval should be obtained prior to letting the guest exit. Exceptions to this policy are occasionally made upon special request, on a case by case basis.

S

SMOKING

Smoking is only allowed outside the bowl in the designated areas on concourse marked with red paint and signage. Concourse smoking areas are located at Section 122, Section 106, and Section 132.

Anyone observed smoking inside the Stadium Bowl will be asked to extinguish the item immediately. If they wish to continue to smoke, they should be directed to the nearest designated smoking area. Any person who refuses to comply with this policy will be subject to ejection from the facility.

Team Members wishing to smoke should never use the public smoking areas or other areas in view of the public. The area designated is at the loading dock area.

T

TAILGATING INFORMATION

Tiger Lane, RV, and Game Day tailgating rules and regulations will be issued prior to each football season. Please go to the Liberty Bowl website at www.thelibertybowlstadium.com and complete the form online to receive exclusive updates, or call our main line at 901.729.4344.

TICKET INFORMATION

Liberty Bowl Memorial Stadium Ticket Information: 901.794.4344

The box office closing time varies by event. Guests may be referred to the box office at 901.792.4344 to obtain closing information.

Admission Tickets ,Duplicate Tickets, Methods Of Payment, Refunds And Exchanges

- ALL TICKET SALES ARE FINAL with the exception of cancelled events or refused admission by Liberty Bowl Memorial Stadium staff. Guests needing any ticket assistance need to go to Gate 1.

Scalping - Reselling of Liberty Bowl Memorial Stadium admission tickets on the premises is strictly prohibited. If you witness the reselling of tickets on Liberty Bowl Memorial Stadium premises, notify the nearest security person orProtech Officer.

Will Call – Will call locations will vary for every event. Please call our main line at 901.729.4344 for information. For a guest to pick up their tickets, they must present either a picture I.D. or the credit card on which the tickets were charged. Guests are not allowed to pick up tickets under another name without proper authorization.