



# POLICY MANUAL

KROGER FIELD  
SUITES



Welcome back! We are thankful that you have chosen to spend this year in your suite at Kroger Field.

Your generosity and support, through K Fund initiatives, has contributed to UK Athletics' all-time high 10<sup>th</sup> place finish in the final Learfield Director's Cup standings. UK Athletics is proud of this achievement, and we look to continue our success on the football field this season.

As always, if you have any questions, please do not hesitate to contact the Assistant Athletic Director for Premium Seating, Hospitality and Events, Elizabeth Briggs and Director of UK Athletics Hospitality, Claire Willis. They look forward to seeing each of you this fall, and will be available at every home game to provide you with the highest level of service and hospitality.

Thank you again for your loyal support of Kentucky Athletics and we look forward to seeing you this fall! Go Cats!

Sincerely,

A handwritten signature in black ink that reads "Mitch Barnhart".

Mitch Barnhart

University of Kentucky Director of Athletics

**KENTUCKY**  
ATHLETICS



Dear Cats Fans,

Welcome to the 2017 Kentucky Football season! Again, we find ourselves privileged to be in partnership with such a revered intercollegiate program, and we are excited to serve you for a third season in your suite at Kroger Field.

Our staff values the opportunity to serve you during your time in the premium spaces at Kroger Field. Please know that our priority remains to provide you with exceptional service and hospitality.

Please refer to this manual to help answer questions you may have, but never hesitate to contact our staff at any time for assistance. We are excited and honored to be a part of your premium seating experience at Kroger Field and look forward to an exciting 2017 Kentucky Football season!

Thank you for allowing us to serve you. Go Cats!

Sincerely,

A handwritten signature in blue ink that reads "Robbie Robertson".

Robbie Robertson  
President, Colonnade Group





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**SUITE INFORMATION**

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9/2 @ SOUTHERN MISS

10/21 @ MISSISSIPPI STATE



9/9 EASTERN KENTUCKY

10/28 TENNESSEE



9/16 @ SOUTH CAROLINA

11/5 OLE MISS



9/23 FLORIDA

11/11 @ VANDERBILT



9/30 EASTERN MICHIGAN

11/18 @ GEORGIA



10/7 MISSOURI\*

11/25 LOUISVILLE



DENOTES HOME GAMES

\* DENOTES HOMECOMING GAME



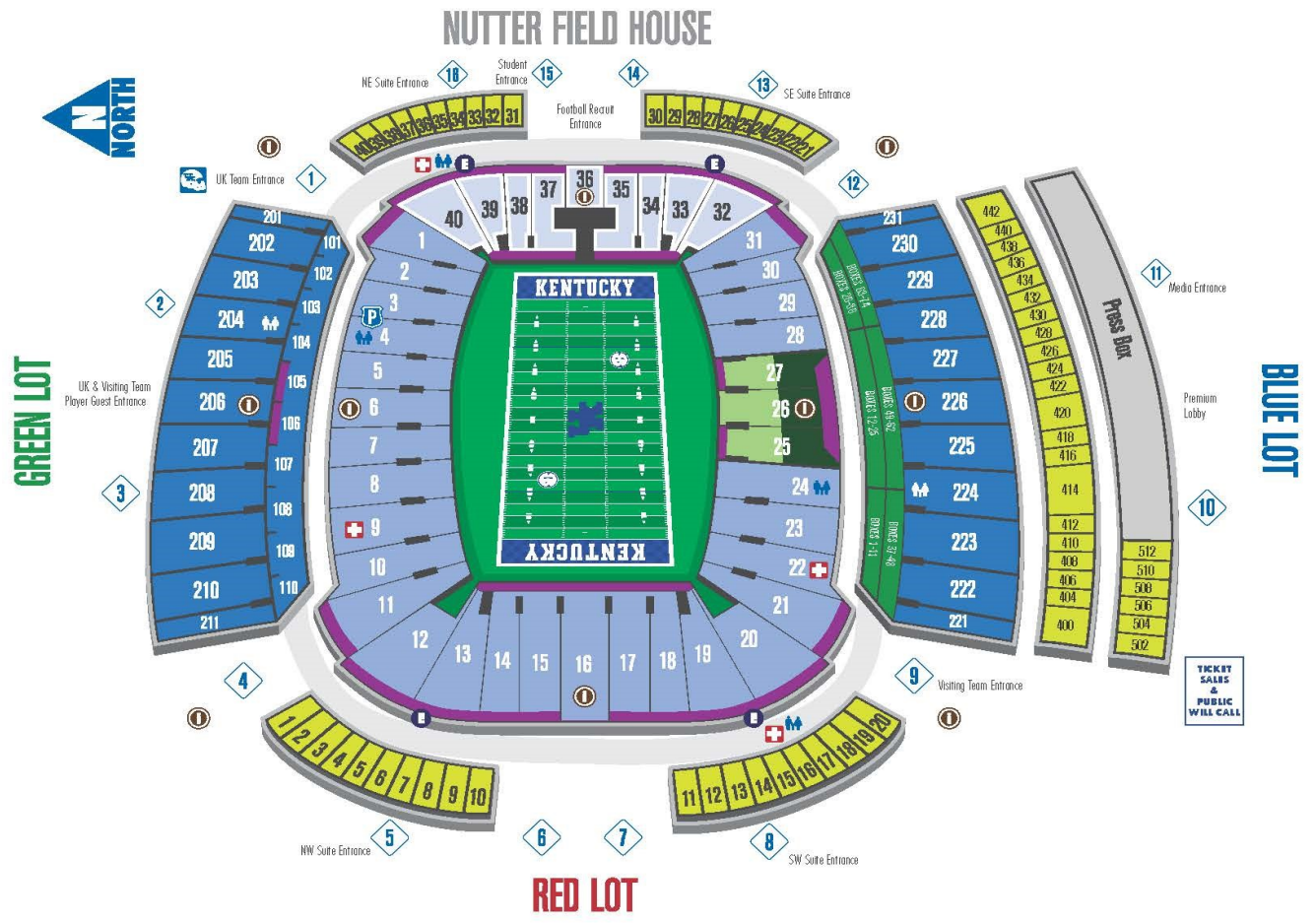


**SEATING**

- LOWER SEATING
- UPPER SEATING
- SUITES
- FIELD CLUB
- MEZZANINE CLUB
- LOGE LEVEL
- STUDENTS
- DISABLED SEATING

**LEGEND**

- 1 Guest Services
- E Elevators
- + First Aid
- P Police Assistance/ Lost & Found
- ♂ ♀ Family Restroom
- 5 Gate Number





## SUITE TICKETS & ADMISSION PROCEDURES

- Each Suiteholder will be issued the number of tickets representative of his/her share of the suite.
- **All individuals entering the suite level must have a suite ticket.**
- Suiteholders may enter the stadium through the Premium Lobby or Gates 5, 8, 13 or 16. UK Athletics Hospitality Attendants will scan each ticket and direct suiteholders and guests to the suite level via elevators in each premium gate. At the end of the game, guests may exit via the elevators or the stairwells.
- Upon exit of the premium elevators onto a suite level, a UK Athletics Hospitality Attendant will tear each suite ticket and issue each ticket holder a wristband. Once inside Kroger Field, all attendees are free to move about the stadium. **To re-enter the suite level, guests must present the scanned and torn suite ticket along with their suite wristband.**
- Standing Room Only tickets are available for purchase upon request, limited quantity. Please contact Elizabeth Briggs at 859.257.1757 for these passes.
- Lost ticket replacements will be handled on a case-by-case basis. Please contact the UK Ticket Office at (859) 257-1818 up until Friday prior to each game if you have lost or need to report any stolen tickets. As a benefit to the ticket holder of record only (photo ID required) the ticket office can assist with lost tickets on game day at the Customer Service Windows between Gates 9 & 10, beginning at 10:00 am. Ticket holders also have the ability to reprint their own tickets at their convenience via My UK Account.
- **According to the rules and regulations set forth by the Southeastern Conference (SEC) and the University of Kentucky, no ticket holder may exit and re-enter Kroger Field unless he or she possesses a valid, un-scanned ticket.**





## SUITEHOLDER POLICIES

- Suiteholders are requested to respect the rights of other suiteholders and ensure that all activities conducted on the suite levels are in a thoughtful and courteous manner. Suites may not be used for any unlawful purpose.
- It is our desire that everyone enjoys their time on the suite levels. Unruly behavior and other related incidents along with service issues should be reported immediately to the nearest UK Athletics Hospitality Attendant. Any complaint regarding another suiteholder or guest should be given to Elizabeth Briggs, Claire Willis, a UK Athletics Hospitality Attendant or a security officer.
- Children must be accompanied by an adult AT ALL TIMES when outside their suite.
- Suiteholders assume the risk of storing any valuables in their suite and are kindly encouraged not to do so. UK Athletics, the K Fund and Colonnade Group will not be held responsible for any personal items left in suites.
- The suiteholder will not make alterations, additions or improvements without obtaining the written permission of UK Athletics.

## STUDENT ATHLETES

- NCAA rules prohibit the entry of any prospect or enrolled student athlete or their family into priority seating areas or the press box during a game.

## SUITE HOURS OF OPERATION

- The suites will open two (2) hours prior to kickoff and will remain open one (1) hour upon conclusion of the game. No overnight accommodations will be permitted. **Absolutely no early entry on game days is permitted.**

## CLEANING

- UKAH will provide janitorial services for suites. If you see an area that needs attention, please notify the nearest UK Athletics Hospitality Attendant.



### LOST & FOUND

- UK Athletics Hospitality will hold all lost & found items collected at the end of each game. If a suiteholder suspects they have left something in the suite, please contact UKAH first thing Monday morning by phone (859.218.4917) or email (ukah@uky.edu). If it is an emergency, the suiteholder should leave a voicemail and the UKAH Director will return their call as soon as possible.

### CLUB & SUITE RENTAL

- Suiteholders are eligible to rent the premium spaces for personal use on a limited basis. Please contact UK Athletics Hospitality for more information on policies, fees, and options regarding event rentals. Information is also available online at [www.ukahonline.com](http://www.ukahonline.com).

### SMOKING

- The University of Kentucky is a Tobacco Free Campus. Smoking is not permitted anywhere in Kroger Field, including your suite.

### POST SEASON

- Following the final home game of the season, suiteholders can make an appointment to collect any personal belongings they would like to remove from their suite.
- All refrigerators in the suites are turned off after football season. Any items remaining in the refrigerators will be removed and discarded.

**UK Athletics, The K Fund and UK Athletics Hospitality reserve the right to ask a guest to leave at any time if they are engaged in dangerous or disruptive behavior. Police are stationed on every level and will be notified should such behavior occur.**

**Rules and regulations are subject to alterations based on requirement and policies set by the NCAA, the SEC and/or the University of Kentucky.**



## CATERING

- UK Dining, the official caterer of UK Athletics Hospitality, will deliver the specified menu for each suite at their selected time. Suite Attendants will be available to assist with any culinary requests throughout the game.
- Items provided in every suite include:
  - Plates, bowls, cups, napkins & eating utensils
  - Coke, Diet Coke, Coke Zero, Sprite, Sprite Zero, Dasani Water, Club Soda and Tonic Water stocked in suite refrigerators
  - Fully stocked ice bins with extra ice available.
- The deadline to place catering orders is eight (8) days prior to the home game, unless otherwise noted in Catertrax. If no menu is selected, the suite will receive the default menu.
- If you have dietary restrictions, please notify UK Athletics Hospitality at 859.218.4917 and we will do our best to accommodate your needs.

## ALCOHOL

- All alcohol orders will be managed by UK Dining. Alcohol will be ordered through Catertrax and can be purchased at the beginning of the season or on a game-by-game basis. Please provide ample time when ordering specialty items for a game day.
- All beverages must be placed in opaque cups. No bottles, cans, or coolers of any kind are permitted outside of the suite level. Guests will be required to discard all beverages prior to entering the suite elevators or exiting through the suite stairs.

**FOOD OR BEVERAGES SHOULD NOT BE OFFERED TO ANY UK ATHLETICS HOSPITALITY ATTENDANT BEFORE, DURING OR AFTER ANY GAME.**



### PROHIBITED ITEMS

- Firearms, explosive materials, videotaping and noisemakers are strictly prohibited. UK Athletics reserves the right to confiscate any item that is deemed inappropriate or in violation of these rules.
- The use of a suite for storing flammable materials or any unlawful purpose is strictly forbidden.

### MEDICAL EMERGENCIES

- Medical personnel are available throughout the stadium. Should a medical emergency arise, please contact the nearest UKAH Attendant.
- First Aid Stations are located at Sections 9 and 22 and behind sections 20 and 40.
- Police Assistance is located on the lower concourse between sections 3 & 4.

### FIRE ALARMS

- Should a fire alarm sound during the game, please exit the suite immediately. UKAH Attendants will be there to offer assistance. Once you are out of the club, move to the nearest stadium exit. For safety purposes, **DO NOT TAKE THE ELEVATORS.**

### STADIUM-WIDE EMERGENCY

- In the event of a stadium-wide emergency, UKAH Attendants will offer assistance and direction.



**FOR FURTHER INFORMATION CONTACT THE UK ATHLETICS HOSPITALITY OFFICE.**

Phone | 859.218.4917

Email | [ukah@uky.edu](mailto:ukah@uky.edu)

Web | [ukahonline.com](http://ukahonline.com)

Instagram | [@ukathleticshospitality](https://www.instagram.com/ukathleticshospitality)

Twitter | [@uka\\_hospitality](https://twitter.com/uka_hospitality)