



POLICY MANUAL

WOODFORD
RESERVE CLUB



Welcome back! We are thankful that you have chosen to spend this year in the Woodford Reserve Club at Kroger Field.

Your generosity and support, through K Fund initiatives, has contributed to UK Athletics' all-time high 10th 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 the Woodford Reserve Club.

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 cursive script that reads "Robbie Robertson".

Robbie Robertson
President, Colonnade Group





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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

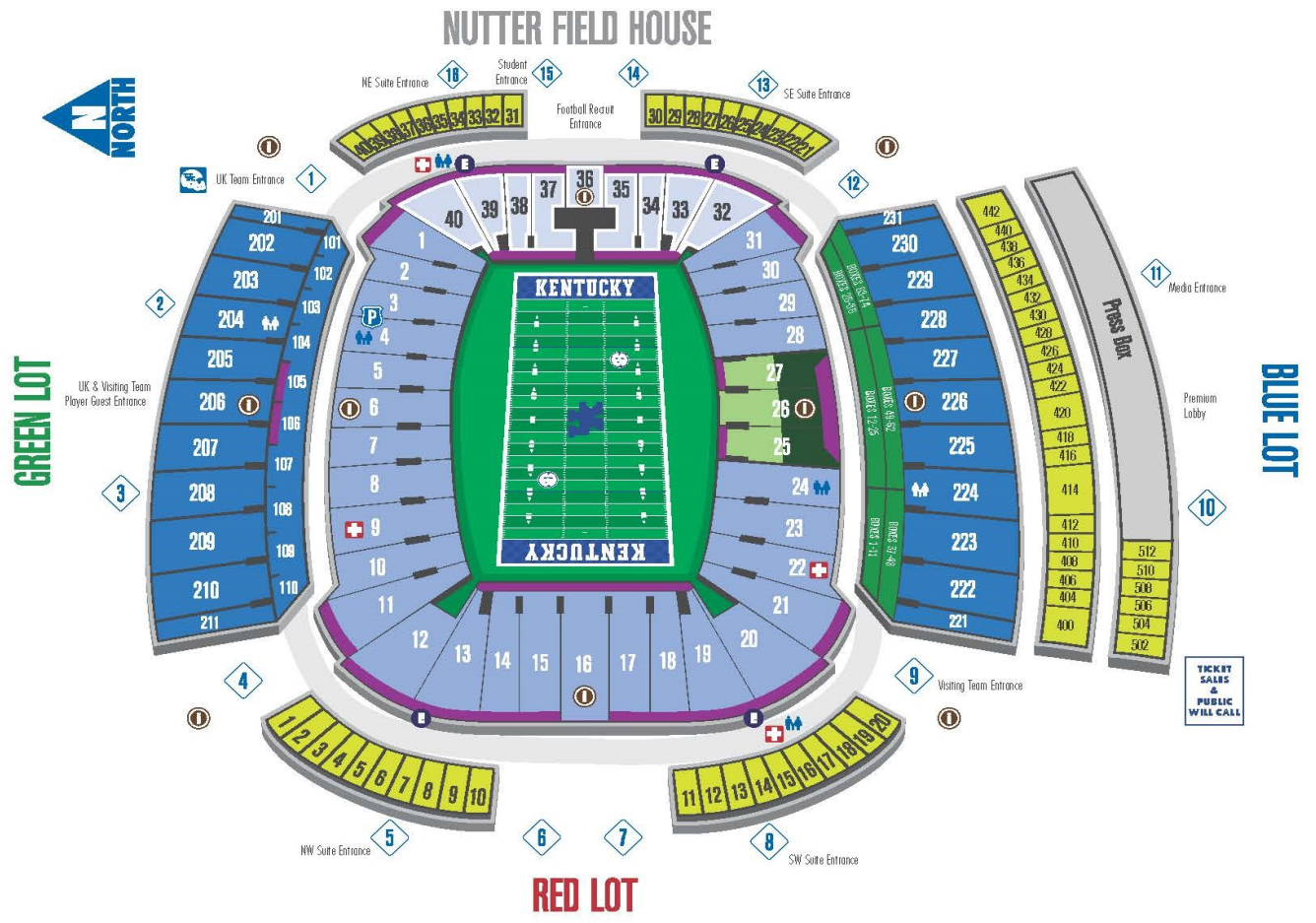


SEATING

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

LEGEND

- Guest Services
- Elevators
- First Aid
- Police Assistance/ Lost & Found
- Family Restroom
- Gate Number





WOODFORD RESERVE CLUB TICKETS & ADMISSION PROCEDURES

- **All individuals entering the Woodford Reserve Club must have a ticket for the Woodford Reserve Club.**
- Woodford Reserve Club members should enter the stadium through the Premium Lobby, have each ticket scanned, and take the elevators to the club on Mezzanine Level. Stair access to the club is available on the lower concourse across from the Premium Lobby. At the end of the game, guests may exit via the elevators or any of the stairwells in the club. With the exception of the one designated stairwell, please note that other stairwells are exit only and do not allow for traveling between Premium Levels.
- At the entrance to the club, UK Athletics Hospitality Attendants will tear each individual 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 Woodford Reserve Club, guests must present the scanned and torn Woodford Reserve Club ticket along with their Woodford Reserve Club wristband.**
- 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.
- The Woodford Reserve Club is reserved for Woodford Reserve Club members only. Suiteholders, other club members and their guests are not permitted to enter the Woodford Reserve Club without a valid ticket. **There are no passes or extra tickets available in the premium club spaces.**
- **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.**



WOODFORD RESERVE CLUB MEMBER POLICIES

- Club members are requested to respect the rights of other club members and ensure that all activities conducted in the club area are in a thoughtful and courteous manner. The Woodford Reserve Club may not be used for any unlawful purpose.
- It is our desire that everyone enjoys their time in the club areas. Unruly behavior and other related incidents along with service issues should be reported immediately to the nearest UK Athletics Hospitality Attendant.
- Children must be accompanied by an adult AT ALL TIMES in the Woodford Reserve Club.
- Any complaint regarding another club member or guest should be given to Elizabeth Briggs, Claire Willis, a UK Athletics Hospitality Attendant or a security officer.
- Club members assume the risk of bringing any valuables into the club areas 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 the club areas.

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.

CLUB HOURS OF OPERATION

- The Woodford Reserve Club 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 the Woodford Reserve Club. 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 club member suspects they have left something in their club, please contact UKAH first thing Monday morning by phone (859.218.4917) or email (ukah@uky.edu). If it is an emergency, the club member should leave a voicemail and the UKAH Director will return their call as soon as possible.

CLUB & SUITE RENTAL

- Club members 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 rental events. Information is also available online at www.ukahonline.com.

SMOKING

- The University of Kentucky is a Tobacco Free Campus. Smoking is not permitted anywhere in Kroger Field, including the Woodford Reserve Club.

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.

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

- Each week, Woodford Reserve Club members will receive a newsletter listing the weekly game menu. Menus will also be posted near the buffets. Drink stations with complimentary beverages, cups and ice are positioned on either side of the club.
- 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 service will be managed by UK Dining. Alcohol will be available for purchase at bars in the club area on game day. Bars will be CREDIT CARD ONLY.
- Alcohol will be served from the time gates open until the end of the third quarter.
- All guests must be of legal age to be served. Please have your ID available.
- All beverages must be placed in opaque cups. No bottles, cans, or coolers of any kind are permitted outside of the Club Levels. Guests will be required to discard all beverages prior to exiting the Woodford Reserve Club.
- UK Athletics Hospitality and UK Dining reserve the right to refuse service should it be in the best interest of the Woodford Reserve Club patron or those around him. Please drink responsibly.

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



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 club 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

Web | ukahonline.com

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

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