



**We want to ensure you and your guests have an enjoyable experience. Please take a moment to view all of the services that TD Ameritrade Park Omaha offers.**

#### **AISLES**

For the safety and courtesy of other guests, aisles must be clear at all times. Please refrain from standing in the aisles during events and follow the directions of team members in your area.

#### **ALCOHOLIC BEVERAGES**

Bringing alcoholic beverages into TD Ameritrade Park Omaha or on the surrounding property is prohibited. Intoxicated guests will not be admitted at any time and are subject to ejection from the stadium grounds. Guests may not exit the facility with alcoholic beverages. Guests over the age of 21 must obtain a wristband to purchase and/or consume alcohol inside the facility.

#### **ANIMALS**

With the exception of guide dogs or other service animals used for assistance by persons with a disability, no animals or pets are permitted in TD Ameritrade Park Omaha.

#### **AUTOMATED TELLER MACHINES**

ATM's are located by Sections 104 and 121 on the Concourse Level. Most TD Ameritrade Park Omaha concession stands and merchandise kiosks accept all major credit cards.

#### **BABY CHANGING STATIONS**

Baby changing stations are located in the restrooms at TD Ameritrade Park Omaha.

#### **CAMERAS AND RECORDING DEVICES**

The permitted use of cameras for still photography varies by event. Professional audio and video recording devices are NOT permitted into TD Ameritrade Park Omaha. Please call ahead or check our website for more information regarding the recording policy for specific events.

#### **COURTESY TELEPHONE**

Courtesy telephone is located at Guest Services by Section 113.

#### **DIESING HOSPITALITY ROOM**

The Hospitality Room is located on the Concourse Level by Section 111.

## **ELEVATORS**

Elevators are reserved for persons with a disability, elderly and other guests needing assistance during events. The ADA elevator is by Gate 2 on Street Level and behind Section 101 on the concourse. Premium Seat Holders and press may utilize the elevators at the Suite/Club Entrance on Street Level or by Section 111 on the concourse.

## **EMERGENCIES AND EVACUATION**

In the case of emergency, pertinent information regarding the situation and procedures, including evacuation directions as needed, will be provided over the public address system and on the facility televisions and video board. Please follow the directions from team members and exit the facility in a calm and orderly manner.

## **ENTRANCES**

TD Ameritrade Park Omaha has four (4) main entry gates. \*Reserved seat tickets are accepted at all gates. The designated entrance for ADA/Premium Seat Holders is located at the Suite/Club Entrance along 13<sup>th</sup> Street between Gates 1 and 2. ADA drop-off stalls are also located at Gates 1 and 2.

\*General Admission tickets will only be accepted at Gates 3 and 4. The General Admission (GA) ticketholders line begins on 10th Street on the east side of Lot C. The line will cue south, down 10th Street and into Parking Lot B.

## **FAMILY RESTROOMS**

TD Ameritrade Park Omaha has family restrooms behind Sections 103, 109, 111, 115, 120, 125, 129, and 131 on the Concourse Level. Family restrooms on the Suite/Club/ Grandstand Level can be found behind Sections 201, 209, 215, 218, and 222.

## **FIREARMS AND WEAPONS**

Guests, including law enforcement personnel not present in an official capacity, are prohibited from bringing weapons into the facility. TD Ameritrade Park Omaha does not provide weapon lockers. Weapons may not be checked in at Guest Services. Weapons include, but are not limited to, the following: firearms, explosives, stun guns, handcuffs, brass knuckles, sticks, clubs, batons, martial arts instruments, pepper spray, tear gas, knives, etc. Guests found in possession of the above-mentioned items will be asked to remove the item from the facility or dispose of it. Guests who refuse to comply will be ejected from the arena and may be subject to arrest.

**FIRST AID**

TD Ameritrade Park Omaha has first aid stations located on the Concourse Level by Sections 113 and 130. Medical teams will staff both first aid stations for the College World Series. For smaller events, only the Section 113 first aid station will be in use.

**FOUL BALLS / HOME RUN BALLS**

Please beware of bats and balls leaving the playing field. Guests are welcome to keep any foul ball or home run ball hit into the stands as long as they do not interfere with the safety and comfort of others. Fans are prohibited from throwing any object onto the field or interfering with the ball in play; offenders will face immediate ejection from TD Ameritrade Park Omaha.

**GUEST SERVICES HOTLINE/ TEXT**

The Guest Services Hotline is for guests to report incidents or violations (impaired guests, altercations, abusive language, etc.) that they witness during events. Please be prepared to state the location and nature of the problem. To report an incident, please call 402.546.0888 or text OMAHA <space> YOUR ISSUE AND LOCATION TO 69050.

**GUEST SERVICES OFFICE**

The Guest Services office is located on the Concourse Level by Section 113.

**LOST AND FOUND**

The Lost and Found Department is located in the Guest Services office on the Main Concourse by Section 113. Found items will be stored for 15 days following an event. To learn if an item has been recovered, please call the Lost and Found Hotline at 402.546.1740 or fill out a contact form on our website. TD Ameritrade Park Omaha is not responsible for lost, stolen or misplaced items.

**LOST CHILDREN AND MISSING PERSONS**

If you have lost a child or a person at the facility, please contact the nearest Team Member or a Crowd Manager immediately for assistance and report to Guest Services, located on the Concourse Level by Section 113.

**NO SMOKING POLICY**

TD Ameritrade Park Omaha is a smoke-free facility including electronic cigarettes. Any person who refuses to comply with the policy shall be subject to ejection from the facility. Outside smoking areas are located at bottom of every gate. Smokers must stay 20 feet away from the gate entrance.

## **PARKING GUIDELINES**

- Parking is on a first-come, first-served basis in designated parking lots.
- Holding or saving of parking spaces is not permitted.
- Drive lanes in parking lots must be kept clear at all times.
- Tailgating is permitted in all MECA controlled parking lots. Tailgate festivities cannot extend into additional parking spaces.
- Overnight parking is not allowed in any MECA controlled surface parking lots.
- ADA parking is available in MECA controlled parking lots.
- Staking of tents is NOT permitted in the parking lots or lawn areas of the parking lots. Tents must be anchored by weights.
- Consumption of alcohol or open containers of alcohol are prohibited.
- Commercial advertising banners or signs are prohibited.
- Distribution of promotional items or other forms of solicitation are not permitted.
- Any equipment (chairs, tents, grills, etc.) left overnight will be disposed of.
- All cooking equipment must be situated away from crowds, buildings or combustible material. A minimum clearance distance of three (3) feet from cooking equipment is required. No unattended grills at any time.
- Trash containers and charcoal dump stations will be provided in MECA controlled parking lots.
- Personal golf carts, Segways, hoverboards and skateboards are not allowed in MECA controlled parking lots.
- MECA controlled parking lots will open two (2) hours prior to the start of an event, with the exception of the College World Series when lots open at 8:00 AM on game days.
- MECA controlled parking lots will close 90 minutes after the event.
- MECA reserves the right to revoke daily or season parking passes of those who do not comply with any parking guidelines.

## **PROHIBITED ITEMS**

The following items are not permitted into TD Ameritrade Park Omaha.

1. Any type of weapon, fake weapon, or object resembling a weapon. This includes but is not limited to handguns, rifles, knives, straight edge razors, brass knuckles, swords, dangerous ordinance, Tasers, chains, and all other categories of weapons, whether such items are real or replica weapons. This includes permit holders possessing or carrying lawfully concealed weapons in or around the facility. Weapons cannot be checked into Security or Guest Services.
2. Alcohol / Drugs / Illegal Substances / Vaporizing Pens / No Smoking / No E-cigs / MECA Omaha operates as a smoke free facility
3. Professional Cameras / Cameras With Lenses Greater Than 3" / Detachable Lenses / Tripods / Monopods / Selfie Sticks

4. Audio Recording / Video Recording
5. Laser Pointing Devices / Glow Sticks
6. Drones in any area of MECA's campus
7. Hover Boards / Heely / Skateboards / Rollerblades
8. Noise making devices of any kind / Bells / Whistles / Air Horns
9. Large Umbrellas / Golf Umbrellas
10. Beach Balls / Bubbles / Footballs / Frisbees / Balloons / Fireworks / Pyrotechnics / Confetti / Glitter / Aerosols
11. Masks should not be worn at any time inside MECA's facilities
12. Signs / Banners
13. Outside Food / Beverage
  - 20 oz or smaller empty clear plastic water bottles are permitted
14. Bicycles / Helmets / Chairs
15. Abusive / Foul Language / Disruptive Language / Obscene Clothing / Indecent Clothing
16. Animals / Except Service Animals
17. Any item deemed to compromise public safety

#### **PROJECTILES**

Throwing of projectiles inside TD Ameritrade Park Omaha will not be tolerated. Offenders are subject to ejection from the facility.

#### **SEARCH AND SEIZURE**

To ensure a safe environment for all guests, all packages brought into TD Ameritrade Park Omaha are subject to search and seizure.

#### **SECURITY OFFICE**

The Security Office is located off of 10th and Cuming Streets near Gate 4 at the Staff/Media Entrance.

#### **SIGNS / BANNER HANGING**

No signs or banners can be placed on TD Ameritrade Park Omaha property without MECA approval.

#### **SUITE / CLUB LEVEL POLICIES**

All Premium Seat Holders and their guests MUST have a ticket for admittance to the Suite/Club Level. NO Premium Seat Holder has the authority to bring guests onto the Suite/Club Level without a ticket. Premium Seat Holders are responsible for the actions of their guests. Premium

Seat Holders and guests over the age of 21 must have a wristband to purchase and/or consume alcohol.

### **TICKETS / GENERAL ADMISSION / RE-ENTRY**

The TD Ameritrade Park Omaha Box Office is located on 13th and Mike Fahey Streets and opens at 10:00 AM on event days. Everyone two (2) years and older must have a ticket for entry. Infants and toddlers under the age of two (2) may be required to purchase a ticket for specific events, such as NCAA hosted games. Reserved seat tickets for the College World Series will be accepted at all gates. General Admission tickets for the College World Series will only be accepted at Gates 3 and 4 (GA line begins along 10th Street). Re-entry is allowed for certain events including the College World Series. Guest must have ticket scanned when exiting and re-scanned upon re-entry.

### **TOURS**

Public Tours of TD Ameritrade Park Omaha are available for a fee during non-event days. Tours must be booked at least 3 weeks in advance. Please contact MECA at 402.341.1500 or email [info@omahameca.com](mailto:info@omahameca.com) to arrange a tour.

### **TELEPHONE NUMBERS**

- Main Line: 402.546.1800
- Fax Line: 402.996.8100
- Levy: 402.345.FOOD, press option 2
- Guest Services Hotline: 402.546.0888
- Lost and Found: 402.546.1740