Dear Fiesta Bowl Family,

Happy New Year! We are so excited that you have decided to kick-off 2016 and celebrate with us. Enclosed you will find game day information and your tickets to some of the biggest college football ‘can’t miss’ celebrations!

Kicking off January 1, 2016 at 11 a.m. at University of Phoenix Stadium, the 45th Annual Fiesta Bowl remains one of the nation’s premier college bowl games. Now in its second year under the College Football Playoff system, the Fiesta Bowl serves as host of two highly ranked at-large teams. With the new system, the Fiesta Bowl will host its first national semifinal game next season on December 31, 2016.

This year on January 2, 2016 at 8:15 p.m., the Cactus Bowl, will return to Chase Field, home of the Arizona Diamondbacks. The Cactus Bowl has become synonymous with high-scoring games, comebacks and big plays. Featuring the sixth selection from the Pac-12 against the fifth pick from the Big 12*, this year’s game is sure to be another one for the books. * Alternative team selected if needed.

As you start planning your game-day experience, don’t forget to start the festivities early by attending one of our extraordinary pre-game parties. The Fiesta Bowl Fan Fest and APS Fiesta Bowl Stadium Club pre-game parties are a great way to get ready for the big game and celebrate the first day of 2016. The party continues on January 2 with the Cox Oasis, presented by Desert Schools Federal Credit Union at the Cactus Bowl.

The 45th Annual National Bank of Arizona Fiesta Bowl Parade will also take place on January 2, 2016 at 11 a.m. in Central Phoenix. The parade is a family-friendly event that showcases rich pageantry and boasts a myriad of unique entries that cultivate this year’s theme, Arizona’s Got Game. The January 2 celebration is attended by over 100,000 spectators who line the streets of Central Avenue in Phoenix.

Since 1971, the Fiesta Bowl has not only been known for our elite college football games and world class experiences, but also for our positive impact on the local community. Our bowl games and community support enabled the Fiesta Bowl Organization to give $1.5 million – and over $6 million in the past six years – in financial support to hundreds of non-profit organizations across the state.

If there is anything we can do to help make your Fiesta Bowl experience more enjoyable, please don’t hesitate to reach out to a member of our staff at tickets@fiestabowl.org or by calling 480-350-0911.

We are thrilled you will be joining us for some of the most exciting college football action of the year!

Sincerely,

Mike Nealy
Executive Director
Fiesta Bowl
2015-16 SEASON PARKING MAP

- Green Lot Access Only
- Green RV Access Only
- Gray Lot Access Only
- Orange Lot Access Only
- Red Lot Access Only
- Blue Lot Access Only
- Purple Lot Access Only
- Yellow Lot Access Only

Game day parking based on availability. Pre-purchased passes must be picked up prior to game day. Not owned or operated by the Fiesta Bowl, park at own risk.
PARKING INFORMATION

The Fiesta Bowl strongly encourages fans to purchase parking passes in advance to ease the traffic and parking experience. To purchase, please contact the Fiesta Bowl Ticket Office at 480.350.0911. All vehicles, including motorcycles, must have a valid parking pass to access the parking lots. A parking pass is valid for one space only. Vehicles monopolizing excess space or parked incorrectly are subject to tow. Trailers of any kind are not permitted inside any parking area. All fees associated with the removal and impounding of the vehicle will be the responsibility of the owner.

Parking passes are $35 at lots contiguous to the stadium per standard vehicle. Parking passes must be claimed by Thursday, December 31, 2015 at the Fiesta Bowl Ticket Office in Scottsdale (7135 E. Camelback Road, Suite 190). Parking passes cannot be claimed at Will Call on game day.

PARKING GUIDELINES

Parking lots open at 7:00 a.m. on January 1. Vehicles will not be admitted earlier. A pass is required for every vehicle in the lots surrounding the stadium. Lots close one hour after the game. Fans are asked to follow the directions provided on the back of the passes and the parking staff to expedite parking. Vehicles not parked in a location instructed by parking staff are subject to tow. Fans who wish to park next to friends must arrive at the same time; spots cannot be held for fans arriving at a later time. Golf carts, Segways, skateboards, scooters and other non-licensed motorized vehicles are not permitted within the lots. Portable public address systems are not permitted and sound systems inside vehicles may not be played at excessive volumes as determined by parking lot or security staff. Advertising goods or services is not permitted in the lots, including but not limited to vehicles with exterior advertising and commercial signage hung from tents. Lots are patrolled by security staff and local law enforcement officers. The Code of Conduct will be enforced throughout all lots. Parking is at your own risk and neither the Fiesta Bowl nor University of Phoenix Stadium is responsible for any damaged or stolen property.

ACCESSIBLE CART SERVICES

There is a courtesy accessible cart service from the accessible parking areas contiguous to the stadium. These carts are for disabled fans and one companion. They take fans to the closest entrance only. Cart service is available beginning at 9:00 a.m. until one hour following the game. Please look for golf carts labeled “Disabled Shuttle.” The only lot north of Maryland that provides this service is Blue G. There are no cart services inside the stadium. If a person needs additional assistance, please contact a guest services representative inside the stadium.

ACCESSIBLE PARKING

Vehicles must have a state-issued disabled hang tag or license plate and valid parking pass to enter disabled parking areas contiguous to the stadium. Accessible parking spaces are on a first come, first serve basis for those requesting disabled parking. Purple and Yellow lots do not have accessible stalls. Please contact the Fiesta Bowl Ticket Office at 480.350.0911 for more information.
PARKING INFORMATION

BICYCLE PARKING
Fans who choose to ride a non-motorized bicycle to the stadium are able to use the bike rack located to the northeast of the stadium along the sidewalk between the Red Preferred and Gray lots.

BUSES / RVs / LIMOS
If arriving by bus, RV or limousine, you must purchase a parking pass before game day. Bus parking is $250. RV parking is $150. Limousine parking is $250. No in-and-out privileges are allowed for any vehicle on game day.

NEIGHBORHOOD PARKING
The City of Glendale prohibits parking in undesignated areas or on residential streets. It is unlawful for homeowners to charge for parking on their property. Please be respectful of the residents and businesses around the stadium. Be aware the City of Glendale enforces all traffic laws and ordinances. Police do not allow event traffic to reach the stadium through local neighborhoods. Please only use arterial streets.

TAILGATING
Tailgating in the parking lots must be limited to the area directly in front or behind the vehicle. Tailgating in empty stalls or on the lawns is prohibited. Passes may not be purchased for use as tailgating space. Consumption of alcoholic beverages is legal only in designated tailgating areas and specific events sponsored by the Fiesta Bowl. Natural gas or propane grills are permitted in the parking areas; charcoal grills and glass containers are not permitted. Fans are limited to preparing food for their family and friends. Private catering companies are not allowed in the parking area. The sale of food and beverages to other fans is not permitted. Tailgating activities are not allowed to resume after the game.

TICKET OFFICE
The Fiesta Bowl Ticket Office is located at 7135 E. Camelback Road, Suite 190, Scottsdale, AZ 85251. Tickets may be claimed at this location until Thursday, December 31, 2015 at 5 p.m. The ticket office operates from the University of Phoenix Stadium box office only on game day, January 1, 2016 from 7 a.m. to halftime. To purchase, please contact the Fiesta Bowl Ticket Office at 480.350.0911.

WILL CALL
Will Call will be open from 8:30 a.m. to 5 p.m., Monday through Friday at the Fiesta Bowl Ticket Office in Scottsdale (additional hours may be added for weekends/holidays). Items purchased over the phone or online within 10 business days of the event date (from out-of-state) will be placed at Will Call within two days of purchase. For items purchased in-state, they will continue to be mailed up until 5 p.m. on Monday, December 28, 2015. Please call the ticket office at 480.350.0911 for other options.
STADIUM TICKET OFFICE

On game day, Will Call will open at 7:00 a.m. at the University of Phoenix Stadium ticket office located on the northeast side of the stadium near Gate 2.

NCAA-designated Player Will Call will be located south of the West Club entrance (visiting team) and north of Gate 3 (home team). Will Call will open when the gates open at 9 a.m.

Team Will Call will be located at the main ticket office at the northeast side of the stadium near Gate 2. A photo identification card that corresponds with the purchaser’s name and/or credit card used to purchase the tickets are required when claiming Will Call items. The ticket office closes at halftime of the game. Will Call for Fiesta Bowl Fan Fest and APS Stadium Club is located at the ticket tent at the main entrance of the parties.

TICKET RESALE / SCALPING

The resale of event tickets, regardless of price, is prohibited in the City of Glendale including the stadium and parking lots. Fans who purchase tickets from someone other than the Fiesta Bowl do so at their own risk as those tickets could be counterfeit. The Fiesta Bowl is not responsible for and will not provide a replacement or refund of any kind for tickets purchased through a secondary ticket provider.

CHILD POLICY

Children ages two and under do not need a ticket; however, they must sit on a parent’s lap. Lap passes are not required. Children ages three and older must have their own ticket in order to enter the stadium.

ACCESSIBLE SEATING

Accessible seating is located on all three concourses, including all lofts. All levels can be accessed by elevators located in proximity to the five stadium entrances. One power outlet is available at each accessible seating platform for the use of guests with electric wheelchairs and other medical equipment. If you need to exchange your current ticket for a accessible seat, please contact the Fiesta Bowl Ticket Office at 480.350.0911.

LOST / STOLEN TICKETS

If your ticket has been lost or stolen, please contact the Fiesta Bowl Ticket Office and a duplicate pass will be issued. The cost of replacing a lost ticket is $25 per replaced ticket. The duplicate pass will supersede the original. Should original tickets be found, they may be returned to the Fiesta Bowl Ticket Office within two weeks following the game for a full refund of the ticket replacement only. There is no cost to replace a stolen ticket for which you can provide a police report.
MOVE THE CHAINS.

LET YOURSELF GO.

Feel the rush of your own play. Make it happen at VisitArizona.com or 1.866.348.7792.

Prescott, Arizona
GUEST INFORMATION AND POLICIES //

ALCOHOL
The Fiesta Bowl strongly encourages all fans to exercise responsible consumption of alcoholic beverages. Fans should be aware of the following policies:

• Any fan who shows signs of impairment and/or intoxication will not be allowed to enter the stadium or will be ejected and subject to arrest.
• No alcoholic beverages can be brought inside the events. Any attempt to bring in alcohol or possession of an alcoholic beverage not purchased from the event concessionaire may result in ejection.
• State of Arizona law prohibits the sale of alcoholic beverages to persons under the age of 21. All fans should be prepared to show proper identification if requested by the concessionaire staff member. Failure to comply may result in ejection.
• Fans providing alcoholic beverages to persons under 21 years of age will be ejected and subject to arrest.
• Concessionaire staff members reserve the right to deny service to fans who show signs of impairment and/or intoxication.
• A maximum of two alcoholic beverages or 32 ounces of beer will be sold per person per transaction.
• Alcohol sales cease at the end of the third quarter.
• Management reserves the right to change these policies and procedures at any time without prior notice.

CODE OF CONDUCT
Fans wearing clothing deemed obscene or indecent will not be allowed to enter and are subject to ejection. Foul, abusive or obscene language or gestures are not tolerated. Fighting, taunting or threatening remarks or gestures are not tolerated. Intoxication or other signs of impairment related to any type of illegal drug or excessive alcohol consumption are not tolerated. Excessive standing in seating areas that blocks the view of other fans in the stadium is not tolerated. Attempting to enter or access the playing field without the proper credential will be considered trespassing and is grounds for immediate ejection and arrest. Other actions that cause a disruption and hinder the enjoyment of the event for fans per the judgment of staff or security is not tolerated. Fans who do not follow the Code of Conduct will be subject to ejection without refund.

RE-ENTRY
Re-entry into the stadium is not allowed.

SECURITY
All fans are subject to security screening prior to entering the stadium, including a physical pat-down or metal detector wanding and inspection of all items brought inside the facility. Fans can expedite this procedure by removing their hats and emptying their pockets of any items before reaching security. Fans who elect not to consent to this security screening will be denied entry. Due to these security procedures, fans are encouraged to enter the stadium at least 45 minutes prior to kickoff. There are no lockers available outside the stadium to secure non-permissible items nor can items be held by security staff.
GUEST INFORMATION AND POLICIES //

**Fans should be aware of the following non-permissible items:**

- Aerosol cans
- Alcohol
- Animals (except for service animals)
- Any item deemed inappropriate or hazardous by stadium security
- Bags larger than 12” x 12” x 12” with no one dimension or side larger than 12” (small fanny packs, backpacks, purses and diaper bags, if accompanied by a baby/infant, are allowed)
- Banners or signs larger than 3’ x 2’ (obscene language prohibited)
- Beverages, beverage containers, bottles, cans and thermoses (one factory-sealed, non-frozen 500 mL/16.9 fl. oz. bottle of clear water per person is allowed)
- Brooms, poles or sticks of any kind
- Cameras with professional photo lenses larger than eight inches and mono/tripods
- Selfie Sticks
- Chewing tobacco and E-cigarettes
- Clothing deemed obscene or indecent
- Coolers of any kind
- Fireworks
- Folding chairs
- Food (except for children under 2 years of age)
- Footballs and beach balls
- Laptop computers (tablet devices are allowed)
- Laser pointers
- Noisemakers including but not limited to whistles, horns, bells, etc.
- Radios (except personal radios accompanied with headphones)
- Radio frequency scanning devices
- Rollerblades or skateboards
- Strollers must be checked at a Guest Services location within the stadium; small umbrella strollers must collapse and fit underneath seat
- Umbrellas larger than 12” in length
- Video cameras
- Weapons including, but not limited to, firearms and knives

**SMOKING**

In accordance with the Smoke-Free Arizona Act, the stadium is a non-smoking facility, including e-cigarettes. There are three designated smoking locations on the main concourse located outside Gate 2 and outside the doors at section 102 & 137. Fans on the club, loft and terrace levels may access the designated smoking locations on the north ramp. Fans outside the stadium must be at least 20 feet from any stadium entrance while smoking. Fans who do not comply with the smoking policy are subject to ejection.
ANIMALS
Guide, signal and service animals are allowed with fans who need their assistance. No pets or other animals are permitted.

ASSISTED LISTENING DEVICES
In accordance with the Smoke-Free Arizona Act, the stadium is a non-Assisted Listening Devices (ALDs) are available and can be checked out at Guest Services locations by sections 104, 123, 417 & 448. A valid driver’s license or other form of identification is required.

ATMS
ATMs are located on the main concourse at sections 104 & 123, club concourse at sections 216 & 233 and the terrace concourse at section 416 & 448 along with additional portable ATMs throughout the stadium. ATMs also are located in the pre-game parties surrounding the stadium.

CONCESSIONS
Rojo Hospitality Group is the exclusive food service provider at University of Phoenix Stadium. Fans may obtain a concession stand guide at any of the Guest Services locations inside the stadium. Concession stands and merchandise locations accept American Express, Discover, MasterCard and Visa.

ELEVATORS
Elevators are only to be used by disabled guests and loft-level ticket holders. There is an elevator located near each main entrance for general ticket holders with disabilities and one at each club entrance for club level ticket holders with disabilities and for loft ticket holders.

Hyundai Gate 1: Near section 103
Gila River Casinos Club West: Entrance/near section 113
University of Phoenix Gate 2: Administrative entrance/near section 123
Gila River Casinos Club East: Entrance near section 128
Bud Light Gate 3: Near section 136

EMERGENCIES
Fans should record their section, row and seat numbers at home and office. If an emergency arises during the game, please call the Security Office at 623.433.7156 with the seating information and a stadium staff member will be sent to that location. Per stadium policy, announcements will not be made over the public address systems to locate someone.

ESCALATOR
The stadium is equipped with escalators located adjacent to the three public and two private entrances. The escalators located directly inside Gates 1 and 3 allow fans access to the club level and terrace concourse. The escalators located at Gate 2 provide fans direct access to the terrace concourse only. The escalators at the Club West and Club East entrances are reserved for club and loft ticket holders and access club level 15 only. The escalators run upward through halftime and change downward during the second half to speed exiting at the conclusion of the game. Fans should never walk up or down a non-operational escalator. There is an escalator/ramp tandem located at Gate 2. Both bring guests from the main concourse to the upper terrace with access points to the club and loft levels for those with appropriate tickets.
Through our charitable giving, we strive to enhance organizations that contribute to the success of their community through youth, sports, education and human services.

This season Fiesta Bowl Charities granted $1.5 million to deserving Arizona non-profits.
FIRST AID
The stadium has four first-aid locations to assist fans throughout the event. The first-aid offices are located along the main concourse near sections 122 & 136 and terrace concourse near sections 416 & 448.

GUEST SERVICES
Outside Stadium: There are four Guest Services locations outside the stadium in the surrounding parking lots (see parking map on page four for exact locations). There is also a Guest Services booth inside Fiesta Fan Fest Pregame Party. Please visit these booths for answers to pregame questions.

Inside Stadium: Guest Services locations are near sections 104, 123, 417 & 448. Please visit one of the four Guest Services locations for any needs you have during the game.

LOST AND FOUND
Claim forms are available to report missing items at Guest Services locations. After the game, fans inquiring about lost items should call the University of Phoenix Stadium Security Office at 623.433.7147. University of Phoenix Stadium and the Fiesta Bowl cannot be held responsible for lost or damaged items.

LOST CHILDREN AND GUESTS
Children who are separated from their family or friends will be escorted by a stadium staff member to the closest Guest Services location in the stadium. All children are encouraged to stop by a Guest Services location to procure a child locator wristband when they enter the stadium.

MERCHANDISE
Merchandise stands are located throughout the stadium. Major credit cards are accepted at merchandise stands. Fans may purchase the collectible game program at various locations based on availability. Merchandise also may be purchased inside the Fiesta Bowl Fan Fest pregame party and outside the stadium.

OPEN CAPTIONING
The Fiesta Bowl and the University of Phoenix Stadium is in compliance with the Americans with Disabilities Act in providing open captioning service for the stadium public address system. Open captioning is displayed under the north and south video boards throughout Fiesta Bowl game day. In addition, open captioning is available via personal smart phones or smart phones available free of charge at the Gate 1 Guest Services office (across from Section 104). Fans will be asked to leave a valid driver’s license or other form of identification when the smart phone is checked out.

PAY PHONES / TDD PHONE
The stadium does not offer pay phones. However, fans can request the use of a phone at any of the four Guest Services locations. A TDD phone for hearing and speech-impaired fans is located at the Gate 1 location. Phone charging units are available at Gates 1 and 2.
RESTROOMS
There are 50 men’s, women’s and family restrooms located throughout the stadium. All restrooms are ADA accessible and equipped with a diaper-changing table. Portable restrooms are located around the stadium and inside the pregame parties.

TEXTING
If you require assistance or wish to report violations of the Code of Conduct during the game, stadium staff may be reached via text message. Text “Cards” issue and location to 69050.

WEAPONS
Fans are not permitted to bring firearms or any other weapons inside the events. In accordance with Arizona House Bill 2457, law enforcement officials attending the events are permitted to bring a firearm if he/she is in compliance with the Arizona peace officer standards and training board requirements.

WEATHER INFORMATION
The Valley of the Sun is aptly named. Although summer temperatures routinely reach triple digits, the winter months are much cooler and January mornings are often chilly. When planning to attend this year’s Fiesta Bowl, please remember to wear layered clothing and bring a coat. University of Phoenix Stadium is not heated, so please dress accordingly.

WILL THE STADIUM ROOF BE OPEN?
A decision to open or close the roof will be announced two days before kickoff on www.fiestabowl.org. Please keep in mind that while University of Phoenix Stadium has a roof, it does not have heat. Therefore, temperatures inside the stadium may be cooler than you expect. There is a no re-entry policy in effect, so plan ahead before you enter the stadium. For more details, please call the Roof Hotline number at 623.433.7663, which will be activated game day morning.

COMMENTS AND CONCERNS //
The Fiesta Bowl values fans’ opinions. Please feel free to express comments or concerns at PRDept@fiestabowl.org.

AFTER THE GAME //
Scottsdale invites Fiesta Bowl Fans to experience the beautiful Sonoran Desert and discover everything Scottsdale has to offer: world-renowned dining, luxurious spas, exciting nightlife and more! Downtown Scottsdale offers more than 100 restaurants, bars and nightclubs in five walkable neighborhoods.

Visit ExperienceScottsdale.com and discover the best Scottsdale has to offer.
PREGAME PARTIES ARE OUTSIDE WEST OF GATE 1.
Visit fiestabowl.org for a 3D seating map complete with seat views.
DON'T MISS YOUR CHANCE TO EXPERIENCE GREATNESS

Fiesta Bowl

COLLEGE FOOTBALL PLAYOFF SEMIFINAL HOST 12.31.16

FIESTABOWL.ORG
480.350.0911