

# *charles* SCHWAB *field* OMAHA

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

## **ACCESSIBLE PARKING**

Accessible parking is available in all MECA-managed surface lots, including van-accessible spaces. These spots are reserved for vehicles displaying a valid state-issued hangtag or license plate. For your convenience, drop-off and pick-up locations are located along 12th and Mike Fahey Streets on the south side of the facility near Gate 2. Please note that accessible parking spaces are available on a first-come, first-served basis, so we encourage you to plan accordingly.

## **AGE GUIDELINES**

For most events and shows, children 2 years of age and younger can enter Charles Schwab Field Omaha without a ticket, provided they sit on an adult's lap and do not occupy a seat. Children aged 3 and older will need a ticket for entry.

## **AISLES**

To ensure the safety and comfort of all guests, aisles must remain clear at all times. Please avoid standing in the aisles during events and kindly follow the instructions of the team members in your area.

## **ALCOHOL POLICY**

Bringing alcoholic beverages into Charles Schwab Field Omaha or onto the surrounding property is strictly prohibited. Intoxicated guests will not be admitted and may be subject to removal from the stadium grounds. Alcoholic beverages cannot be taken outside the facility. Guests over the age of 21 must obtain a wristband to purchase and/or consume alcohol inside the venue.

## **ATM LOCATIONS**

ATM's are located by Sections 104 and 121 on the Concourse Level. Charles Schwab Field Omaha concession stands and merchandise kiosks accept all major credit cards. See "Cash-Free Experience" below for more information.

## **BABY CHANGING STATIONS**

Baby changing stations are available in the restrooms throughout Charles Schwab Field Omaha for your convenience.

## **BAG POLICY**

In compliance with our clear bag policy, only the following bags will be permitted inside Charles Schwab Field Omaha:

- Clear plastic, vinyl, or PVC totes, measuring no larger than 12 inches tall, 12 inches wide, and 6 inches deep.
- Small clutch-sized bags or wallets, not exceeding 4.5 inches tall by 6.5 inches long.
- One-gallon, clear plastic freezer bags (such as Ziploc or similar).

Please note, **oversized bags, purses, backpacks and fanny packs** are strictly prohibited.

- MECA staff is unable to hold bags for guests during events.
- Exceptions will be made for bags containing medical necessities, after appropriate inspection.

We appreciate your cooperation in adhering to this policy to ensure a smooth and secure experience for all guests.

## **BANNERS AND SIGNS**

Hand-held signs made of poster board or paper are allowed, provided they are no larger than a standard 8.5" x 11" sheet. Banners or signs may not be hung or fastened anywhere within Charles Schwab Field Omaha. All signs must be non-commercial, non-obscene and should not disturb or obstruct the experience of other guests. Signs must not block views of the event for other attendees. Charles Schwab Field Omaha reserves the right to remove any sign or banner at its discretion.

## **BREASTFEEDING STATION**

A Mamava Pod is conveniently located behind Section 113, right next to Guest Services, providing a comfortable and private space for your needs.

## **CAMERAS AND RECORDING DEVICES**

The policy regarding the use of cameras for still photography varies by event. Professional audio and video recording devices are not permitted inside Charles Schwab Field Omaha. If you have any questions about the recording policy for a specific event, please don't hesitate to contact us.

## **CASH-FREE EXPERIENCE**

Charles Schwab Field Omaha offers a cash-free environment at all concession counters and kiosks. The following payment options are available:

- All major credit and debit cards are accepted.
- Multiple Cash-2-Card machines are available throughout the facility. These machines work as reverse ATMs, allowing you to exchange cash for a Visa debit card, which can be used at the box office, concession stands and anywhere outside of the facility that Visa is accepted.
- There are no fees associated with using the Cash-2-Card machines.

Please note, only credit and debit cards will be accepted for payment at all food, beverage and merchandise locations within the venue.

## **CLUB AND SUITE LEVEL POLICIES**

All Premium Seat Holders and their guests must have a valid ticket for access to the Suite/Club Level. Premium Seat Holders are not authorized to bring guests onto the Suite/Club Level without a ticket. Premium Seat Holders are also responsible for their guests' behavior. Additionally, Premium Seat Holders and guests over 21 must wear a wristband to purchase or consume alcohol.

## **COMMENTS AND QUESTIONS**

Charles Schwab Field Omaha welcomes your comments and questions. For assistance, please reach out to our Guest Services department by calling our hotline at 402.546.0888 or by submitting a message through our website Contact Page. We're here to help!

## **COURTESY TELEPHONE**

A courtesy telephone is available at Guest Services, conveniently located near Section 113, available for your use.

## **DIESING HOSPITALITY ROOM**

The Hospitality Room, located on the Concourse Level near Section 111, offers an exclusive, comfortable space for select guests to relax, socialize and enjoy a range of premium amenities while experiencing the excitement of the event.

## **DIGITAL TICKETS**

**All tickets are Mobile Delivery unless otherwise noted.**

To purchase tickets at the Box Office, you will need to provide a phone number or email address. Mobile Delivery tickets purchased at the ticket window can be conveniently added to and accessed through your Ticketmaster account.

## **ELEVATORS**

Elevators are reserved for guests with disabilities, seniors and those requiring assistance during events. The ADA elevator is located at Gate 2 on the street level and behind Section 101 on the concourse. Premium Seat Holders and members of the Press may use the elevators at the Suite/Club Entrance on the street level or near Section 111 on the concourse.

## **EMERGENCIES AND EVACUATION**

Charles Schwab Field Omaha is dedicated to ensuring the safety and well-being of all our guests and team members. In the event of an emergency, please proceed to the nearest stairwell, descend to street level and exit the building. For your safety, please follow the guidance of Charles Schwab Field Omaha team members and any law enforcement officers present. Our staff is fully trained to assist during emergencies and will help direct you to safety.

## **ENTRANCES**

Charles Schwab Field Omaha features four main entry gates, with reserved seat tickets accepted at all of them. The designated entrance for ADA and Premium Seat Holders is located at the Suite/Club Entrance, situated along 13th Street between Gates 1 and 2. ADA drop-off zones are available at both Gates 1 and 2 for added convenience.

## **FAMILY RESTROOMS**

Charles Schwab Field Omaha offers family restrooms throughout the venue for your convenience. On the Concourse Level, they are located behind Sections 103, 109, 111, 115, 120, 125, 129 and 131. Additional 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 Charles Schwab Field Omaha. This includes individuals lawfully carrying a concealed firearm.

- Charles Schwab Field Omaha does not provide weapon lockers.
- Weapons may not be checked in at Guest Services.
- Prohibited items include, but are not limited to:
  - Firearms
  - Explosives
  - Stun guns
  - Handcuffs
  - Brass knuckles

- Sticks, clubs and batons
- Martial arts instruments
- Pepper spray and tear gas
- Knives

Guests found in possession of any of the above items will be asked to remove or dispose of them. Those who refuse to comply will be ejected from the facility and may face arrest.

## **FIRST AID LOCATIONS**

Charles Schwab Field Omaha has first aid stations conveniently located on the Concourse Level, near Sections 113 and 130. During the Men's College World Series, both stations will be staffed by medical teams. For smaller events, only the first aid station near Section 113 will be operational.

## **FOUL BALLS AND HOME RUN BALLS**

Please be aware that bats and balls may leave the playing field at any time. Guests are welcome to keep any foul ball or homerun ball that lands in the stands, provided it does not interfere with the safety or comfort of others. For safety reasons, fans are prohibited from throwing objects onto the field or interfering with a ball in play. Violators will be subject to immediate ejection from Charles Schwab Field Omaha.

## **GENERAL TIPS**

Arrive early to allow plenty of time for security screening, which may include visual searches, bag checks, pat-downs and possibly the use of metal detectors. Review the Guest Services Guide for all the information you need to prepare for your visit to Charles Schwab Field Omaha. For your convenience, view our parking information page. With 5,000 parking spaces available within a 7-10 minute walk of the facility, you'll have plenty of options when you arrive.

## **GUEST SERVICES HOTLINE**

Our Guest Services Representatives are expertly trained to assist and accommodate the needs of our guests. Charles Schwab Field Omaha offers a variety of services, including:

- Wheelchair assistance
- Lost and found
- Stroller and wheelchair check-in

For assistance, you can reach our Guest Services team by calling the Guest Services Hotline at 402.546.0888 or emailing [guestservices@omahameca.com](mailto:guestservices@omahameca.com). We strive to respond to all inquiries promptly, but please allow up to 48 hours for a reply.

## **GUEST SERVICES OFFICE**

The Guest Services office is conveniently located on the Concourse Level, right next to Section 113, ready to assist you with anything you need.

## **GUEST SERVICES TEXT MESSAGING**

For your convenience, you can contact Guest Services by texting “OMAHA [Your Issue] [Your Location]” to 69050, allowing you to quickly report any concerns or incidents during your visit.

## **INDUCTION LOOP HEARING SYSTEM**

Charles Schwab Field Omaha is equipped with an Induction Loop Hearing System in Sections 115, 109 and 130. Guests with telecoil-equipped hearing aids can take advantage of this service. For more details, please visit Guest Services.

## **LOST AND FOUND**

The Lost and Found Department is located at the Guest Services office on the Main Concourse, near Section 113. Any found items will be securely 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 our website Contact Form. Charles Schwab Field Omaha is not responsible for lost, stolen or misplaced items.

## **LOST CHILDREN AND MISSING PERSONS**

If you have lost a child or another person at the facility, please contact the nearest team member or Crowd Manager right away for assistance. You can also report to Guest Services, located on the Concourse Level near Section 113.

## **MOBILE PAYMENTS**

Charles Schwab Field Omaha is a cash-free facility. We accept card and mobile payments, including Apple Pay, at all concession counters and kiosks. Major credit and debit cards are welcome. Additionally, multiple Cash-2-Card machines are available on-site, functioning as reverse ATMs to provide a debit card for the amount of cash inserted—without any fees.

## **NO SMOKING POLICY**

Charles Schwab Field Omaha is a smoke-free facility, including electronic cigarettes. Guests who do not comply with this policy may be subject to ejection. Designated smoking areas are located near the bottom of each gate, and smokers must remain at least 20 feet away from the gate entrances.

## PARKING GUIDELINES

To ensure a smooth and enjoyable experience for all guests, please review the following parking policies and guidelines at Charles Schwab Field Omaha. These rules are designed to maintain safety, order and fairness in our parking areas.

- **Parking** is on a first-come, first-served basis in designated parking lots. Holding or saving spaces is not permitted.
- **Drive lanes** in parking lots must remain clear at all times.
- **Tailgating** is permitted in all MECA-controlled parking lots, but tailgate activities 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 for those with disabilities.
- **Tents** must be anchored by weights; staking of tents is not permitted in parking lots or lawn areas.
- **Alcohol consumption** or open containers of alcohol are prohibited in the parking lots.
- **Commercial advertising** banners or signs, as well as the distribution of promotional items or solicitation, are not allowed.
- **Equipment** such as chairs, tents and grills left overnight will be disposed of.
- **Cooking equipment** must be placed at least three (3) feet away from crowds, buildings or combustible materials. Grills must never be left unattended.
- **Trash containers** and **charcoal dump stations** will be available in MECA-controlled parking lots for your convenience.
- **Personal golf carts**, Segways, hoverboards and skateboards are not permitted in MECA-controlled parking lots.
- **Parking lot hours:** MECA-controlled parking lots open two (2) hours before events, except during the Men's College World Series when lots open at 8 AM on game days.
- **Closing time:** Parking lots will close 90 minutes after events.
- **Non-compliance** with any parking guidelines may result in the revocation of daily or season parking passes.

We appreciate your cooperation in helping us maintain a safe and enjoyable experience for all.

## PROHIBITED ITEMS

The following items and actions are strictly prohibited at Charles Schwab Field Omaha:

- **Weapons** of any kind, including firearms, knives, Tasers, brass knuckles, straight edge razors, swords and any items resembling weapons—whether real or replica. This also includes lawfully concealed weapons. Weapons cannot be checked in at Security or Guest Services.
- **Alcohol, drugs and illegal substances**, as well as **vaporizing pens**. Please note, Charles Schwab Field Omaha operates as a smoke-free facility, including e-cigarettes.
- **Professional cameras**, cameras with lenses greater than 3 inches, detachable lenses, tripods, monopods and **selfie sticks**.
- **Tablets and iPads**.
- **Audio and video recording equipment**.
- **Laser pointers and glow sticks**.
- **Drones**, whether manned or unmanned, anywhere on MECA's campus.
- **Hoverboards, Heelys, skateboards, rollerblades**.
- **Noise-making devices** such as bells, whistles and air horns.
- **Large umbrellas** (e.g., golf umbrellas).
- **Beach balls, bubbles, footballs, frisbees, balloons, fireworks, pyrotechnics, confetti, glitter and aerosols**.
- **Signs and banners**.
- **Costume masks** (not permitted inside the facility).
- **Outside food and beverages** (exceptions: 20 oz. or smaller empty clear plastic bottles for water).
- **Bicycles, helmets and chairs**.
- **Abusive or disruptive language**, including foul or obscene language, or indecent clothing.
- **Animals**, except for service animals.
- **Aerial items or inflatables**, including drones or any airborne devices, whether manned or unmanned, within MECA's campus or parking lots.
- **Any item deemed to compromise public safety**.

We appreciate your cooperation in helping maintain a safe and enjoyable environment for all guests.

## PROJECTILES

Throwing projectiles inside Charles Schwab Field Omaha is strictly prohibited. Violators will be subject to immediate ejection from the facility.

## SEARCH AND SEIZURE

To maintain a safe environment for all guests, all packages brought into Charles Schwab Field Omaha are subject to search and may be confiscated if necessary.



## SECURITY OFFICE

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

## SERVICE ANIMALS

Except for guide dogs or other service animals assisting individuals with disabilities, animals and pets are not permitted inside Charles Schwab Field Omaha.

## SIGNS AND BANNERS

No signs or banners may be displayed on Charles Schwab Field Omaha property without prior approval from MECA.

## STROLLERS

Strollers should be stored underneath seats whenever possible. **Limited** stroller storage is available at Guest Services and by Gate 4. Please note that Charles Schwab Field Omaha is not responsible for strollers left behind or lost.

## 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

## TICKETS AND REENTRY POLICY

The Charles Schwab Field Omaha Box Office is located at 13th and Mike Fahey Streets and opens at 10:00 AM on event days.

- **All guests aged 2 years and older** must have a ticket for entry.
- **Infants and toddlers under 2 years** may be required to purchase a ticket for specific events (e.g., NCAA-hosted games).
- **Reserved seat tickets for the Men's College World Series** will be accepted at all gates.
- **Re-entry** is allowed for certain events, including the Men's College World Series. Guests must:
  - Have their ticket scanned when exiting
  - Be re-scanned upon re-entry

## **TICKET LOTTERY AND STANDING ROOM ONLY**

This process applies only during the Men's College World Series for the sale of Standing Room Only (SRO) tickets and the Box Office lottery system.

### **Box Office Lottery System for Ticket Sales:**

- If twelve or more guests are waiting at the Box Office when ticket sales begin, a lottery will be held to determine the order of the line.
- This lottery system, implemented when Charles Schwab Field first opened, ensures a fair ticket sales process for all guests by eliminating the incentive to arrive early.

### **Standing Room Only (SRO) Information:**

- SRO tickets will only be sold the day of the game at the Charles Schwab Field Omaha ticket office if applicable and if the game is sold out.
- For Finals Games, SRO tickets are priced at \$80 each, and fans are limited to four tickets per person.
- The ticket office is cashless, and a photo ID matching the credit/debit card used will be required at the time of purchase.

### **Lottery Process:**

#### **1. Line Formation:**

- The line will begin forming at 7 AM at the Charles Schwab Field Omaha Box Office.
- **Overnight camping is not allowed.**

#### **2. Lottery Start:**

- At 8 AM, stadium staff will begin the lottery process.
- Each person in line (over age 16, with a matching photo ID to their credit/debit card) will be assigned a number.
- The numbers will be randomly drawn from a box, and the drawn number determines the order of the line.

#### **3. Lottery Outcome:**

- The person with the first drawn number becomes the first in line. For example, if number 5 is drawn, that person is first, followed by 6, 7, 8, and so on.
- Once the highest number is reached, number 1 will join the line, followed by the remaining numbers in the order they were drawn.

#### **4. Latecomers:**

- Anyone who arrives after the lottery numbers are distributed will be placed at the end of the line.

#### **5. Availability:**

- The number of SRO tickets available will be determined on the day of the game.

## **TOURS**

Public tours of Charles Schwab Field Omaha are available for a fee during non-event days. Tours must be booked at least two weeks in advance. Please contact MECA at 402.341.1500, email [info@omahameca.com](mailto:info@omahameca.com) or visit our website Tour Contact Page to schedule your tour.

## **WHEELCHAIR ESCORTS**

Our Guest Services department offers complimentary wheelchair escorts on a first-come, first-served basis. Please note that our staff will assist you to your seat but will not remain with you during the event. Additionally, guests are required to transfer from the wheelchair to their seat for the duration of the event. To request a wheelchair escort, simply inform event staff upon your arrival.

## **WHEELCHAIR STORAGE**

For guests who wish to transfer from their wheelchair to a seat, we recommend storing the wheelchair at the top of the section. Please ask the usher in your section for assistance with this request.