

2011 MEMORIAL STADIUM



CLUB PATRON'S MANUAL



**WestZone Club
2011 Information/Operations Manual**

This manual will serve as the Information Manual for the sixth year of the WestZone Club at Clemson Memorial Stadium.

<u>Date</u>	<u>Opponent</u>	<u>Game Time</u>	<u>Stadium Gates Open</u>	<u>WestZone Lobby Level Gates Open</u>
Sept. 3	Troy	3:30 pm	2:00 pm	1:30 pm
Sept. 10	Wofford	3:30 pm	2:00 pm	1:30 pm
Sept. 17	Auburn	12:00 pm	10:30 am	10:00 am
Sept. 24	Florida State	TBA	1 ½ hours prior to kickoff	2 hours prior to kickoff
Oct. 8	Boston College	TBA	1 ½ hours prior to kickoff	2 hours prior to kickoff
Oct. 22	North Carolina	TBA	1 ½ hours prior to kickoff	2 hours prior to kickoff
Nov. 12	Wake Forest	TBA	1 ½ hours prior to kickoff	2 hours prior to kickoff

INITIAL WESTZONE CLUB “PRE-STOCKING” FOR THE 2011 SEASON

Tuesday, August 30 th	10:00 AM	<----->	Noon
	1:00 PM	<----->	3:00 PM

Wednesday, August 31 st	10:00 AM	<----->	Noon
	1:00 PM	<----->	3:00 PM

Thursday, September 1 st	10:00 AM	<----->	Noon
	1:00 PM	<----->	3:00 PM

Friday, September 2 nd	10:00 AM	<----->	Noon
	1:00 PM	<----->	4:00 PM

STOCKING SCHEDULE FOR THE REMAINDER OF SEASON

Friday, September 9 th	1:00 PM to 4:00 PM (Wofford)
Friday, September 16 th	1:00 PM to 4:00 PM (Auburn)
Friday, September 23 rd	1:00 PM to 4:00 PM (Florida State)
Friday, October 7 th	1:00 PM to 4:00 PM (Boston College)
Friday, October 21 st	1:00 PM to 4:00 PM (North Carolina)
Friday, November 11 th	1:00 PM to 4:00 PM (Wake Forest)

ENTRANCE/EXITS FOR THE WESTZONE CLUB

Main entrance

WestZone Lobby - Level 1 (two hours prior to kickoff)

WZ Club Patrons can enter the WestZone Lobby from the Lot 5 area by walking through the WestZone Lobby double-doors. The double-doors are located below the West Lobby sign, which is located to the right of the Benton Gate (Gate 11) and to the left of the Clanton Plaza sign. Located on the left will be the Orange Station (Retail area) and on the right will be the Tiger Terrace. Upon entrance through the double-doors, take an immediate right and event staff will greet WZ Club Patrons to verify WestZone Club game-day tickets. Upon approval, proceed to the two elevators at the left. Inform the elevator operator that you need to go to the WestZone Club Level (Level 4). Please keep your tickets out as they will be scanned when you arrive on the 4th level.

Exits from the WestZone Club:

South WestZone Club Tower Staircase

Located near Section 101 in the south portion of the WestZone Club Lounge. (The only way to be re-admitted to the WestZone Club level is to exit via the WestZone Concourse Lobby on Level 3 or the WestZone Lobby on Level 1. Upon exit of the area, the WZ Club Patron must have event staff place a game-day designated wristband on their wrist. Upon re-entrance, the WZ Club Patron must have a scanned WestZone Club game-day ticket, as well as the designated game-day wristband attached to wrist.)

North WestZone Club Tower Staircase

Located near Section 114 in the north portion of the WestZone Club Lounge. (The only way to be re-admitted to the WestZone Club level is to exit via the WestZone Concourse Lobby on Level 3 or the WestZone Lobby on Level 1. Upon exit of the area, the WZ Club Patron must have event staff place a game-day designated wristband on their wrist and have their ticket scanned out. Upon re-entrance, the WZ Club Patron must have their WestZone Club game-day ticket scanned back in, as well as the designated game-day wristband attached to wrist.)

Interior North WestZone Club Staircase

Located near Section 110 in the north portion of the WestZone Club Lounge. (Near North Tiger Café) (The only way to be re-admitted to the WestZone Club level is to exit via the WestZone Concourse Lobby on Level 3 or the WestZone Lobby on Level 1. Upon exit of the area, the WZ Club Patron must have event staff place a game-day designated wristband on their wrist and have their ticket scanned out. Upon re-entrance, the WZ Club Patron must have their WestZone Club game-day ticket scanned back in, as well as the designated game-day wristband attached to wrist.)

Interior South WestZone Club Staircase

Located near Section 105 in the south portion of the WestZone Club Lounge. (Near South Tiger Café) (The only way to be re-admitted to the WestZone Club level is to exit via the WestZone Concourse Lobby on Level 3 or the WestZone Lobby on Level 1. Upon exit of the area, the WZ Club Patron must have event staff place a game-day designated wristband on their wrist and have their ticket scanned out. Upon re-entrance, the WZ Club Patron must have their WestZone Club game-day ticket scanned back in, as well as the designated game-day wristband attached to wrist.)

WestZone Club Main Entrance Elevators

Located overlooking Lot 5, in the west section of the WestZone Club Lounge area. (The only way to be re-admitted to the WestZone Club level is to exit via the WestZone Concourse Lobby on Level 3 or the WestZone Lobby on Level 1. Upon exit of the area, the WZ Club Patron must have event staff place a game-day designated wristband on their wrist and have their ticket scanned out. Upon re-entrance, the WZ Club Patron must have their WestZone Club game-day ticket scanned back in, as well as the designated game-day wristband attached to wrist.)

WestZone Club Grand Staircase

Located in the west section of the WestZone Club Lounge area, directly below the WestZone Club sign. (The only way to be re-admitted to the WestZone Club level is to exit via the WestZone Concourse Lobby on Level 3 or the WestZone Lobby on Level 1. Upon exit of the area, the WZ Club Patron must have event staff place a game-day designated wristband on their wrist and have their ticket scanned out. Upon re-entrance, the WZ Club Patron must have their WestZone Club game-day ticket scanned back in, as well as the designated game-day wristband attached to wrist.)

ADMITTANCE INTO THE WESTZONE CLUB

Admittance Through WestZone Club Lobby Level

To enter the WestZone Club area, a patron must have a valid un-torn WZ Club game-day ticket. Memorial Stadium policy requires infants age two and above have a valid game-day ticket for admittance to the WestZone Club. The only other pass, which permits entrance into the WestZone Club, is an official athletic department issued **WZ pass** with an updated photograph. **The WZ pass only grants that specific individual entrance and not a group of people.**

In addition, specially marked and numbered ARAMARK employee passes will be permitted. **Any other passes, including sideline, press, photo, ARAMARK or other employee passes are not permitted.** There will be no half time or after game passes provided for this area.

Admittance Through WestZone Concourse Lobby Level 3 (Glass Area)

WestZone Concourse Lobby - Level 3

The WZ Club Patron can enter the WestZone Concourse Lobby on Level 3 by entering any lower deck Memorial Stadium gate. Upon entrance, the ticket staff member will check the ticket. The WZ Club Patron will then be informed to go directly to the WestZone Concourse Lobby Level 3 to be admitted to the WestZone Club after their ticket is scanned. We request entrance takes place within a 30-minute period. Memorial Stadium policy requires infants age two and above have a valid WZ Club ticket for admittance to the WestZone Club.

Re-Admittance to the WestZone Club Area

The only opportunity for WZ Club Patrons to be re-admitted to the WestZone Club level is to exit via the WestZone Concourse Lobby on Level 3 or the WestZone Lobby on Level 1. Upon exit of the area, the WZ Club Patron must have event staff place a game-day designated wristband on their wrist and have their ticket scanned out. Upon re-entrance, the WZ Club Patron must have their WestZone Club game-day ticket scanned back in, as well as the designated game-day wristband attached to wrist.

Exits From the WestZone Club Level

There are six exits from the WestZone Club Level; however in order to obtain re-admittance, the WZ Club Patron must exit through either the WestZone Concourse Lobby on Level 3 or the WestZone Lobby on Level 1. Other exits include, the northwest and southwest staircases (located near section 101 and 112, **NO RE-ENTRY**) and the northwest interior and southwest interior staircases (located near the Tiger Café, **NO RE-ENTRY**).

Opening Times for Gates

Two (2) hours prior to kick-off, Similar to the Memorial Stadium Executive Suites, the WestZone Club will open two (2) hours prior to kick-off; however, the only gate in which the WZ Club Patron will be allowed to enter two hours before kick-off will be the WestZone Lobby on Level 1. This is the gate facing Lot 5.

Ninety minutes (90) prior to kick-off, the WZ Club Patron will be allowed to enter any Memorial Stadium gate. The WZ Club Patron will then be directed to the WestZone Concourse Lobby entrance located on Level 3. Upon entrance into Memorial Stadium, the WestZone ticket will not be scanned until the WZ Club Patron has entered the 4th level of the WestZone.

Closing Times

Similar to the Memorial Stadium Executive Suites, the WestZone Club will close one hour following the conclusion of the game. Following the one hour time period, WZ Club Patrons will be asked to depart the WestZone Club area to allow ARAMARK staff and Clemson Athletic Department Staff to begin the process of cleaning and securing the area. The WZ Club Patron will be permitted to exit any of the six exits throughout the WestZone complex.

Rest Room Locations

Rest rooms are located at the North and South ends of the WestZone Club Lounge Area. Changing tables are located in each rest room facility.

Alcohol

The consumption of alcohol is the responsibility and decision of the WZ Club Patron. The Clemson University Athletic Department has taken a similar position to that of the Memorial Stadium Executive Suites. A WZ Club Patron may stock their designated locker on Friday of game week from 1:00 PM to 4:00 PM with the beverage of their choice. The staff will place ice in the stocked coolers on game-day. Under no circumstances can food, coolers or any similar items enter Memorial Stadium on game-day. Special stocking times will be available by calling the IPTAY Office at (864) 656-2115 and designating a time for stocking.

Sportsmanship Code of Conduct

All WZ Patrons and guests are expected to maintain reasonable and appropriate behavior at all times. Inappropriate behavior includes, but is not limited to:

- Standing on chairs/seats
- Drunk and disorderly conduct
- Fighting
- Throwing or tossing objects off the concourse
- Disturbing other guests enjoyment of the game
- Violating any local, state, or federal laws

Lost Tickets, Lost Parking Placards & Lock Keys

The Ticket Office will charge a replacement fee for both in the event that they are lost and/or stolen.

Replacement cost per parking placard:	\$100.00
Replacement locker key	\$10.00

Parking for Stocking

In order to stock the WZ Club Patrons respective lockers, the Patrons will be asked to enter the West Zone lobby double doors. Upon entrance, Patrons will be permitted to ride the elevators to the 4th Floor. We request that the WZ Patrons park in Lot 5 for stocking.

Towels

In the event of inclement weather, Clemson University will stock towels in the coat closet area to be used to dry the outside seats off if they become damp. The used towels will be collected and dropped off for cleaning and re-use the following week.

Mixers

Select mixers will be provided to the WZ Club Patrons in the North and South Patron lounge areas. Mixers include Coke, tonic water, and water. Ice tea will also be available in this area. Soft drinks are sold in the Tiger Paw Café area.

Patron Lockers

Each WZ Club Patron will receive an individual locker, along with a key. Clemson Athletics has been provided one back-up key for each locker. Those WZ Club Patrons to the north of mid-field, will have lockers assigned in the North Locker Lounge Area and those Patrons to the south of mid-field, will have lockers assigned in the South Locker Lounge Area. Lockers were assigned by category and points within category, with the first selections located on the third row and the last selections, the lowest and highest lockers. If a patron loses a key, a \$10 lost key charge will be required for a new key.

Ticket Brokering

The Clemson University Athletic Department wishes to discourage any type of ticket brokering with tickets throughout Memorial Stadium, including those seats in the WestZone Club. If a WZ Club Patron wishes to not to continue the program, we encourage the Patron to contact Clemson Athletics in order that those tickets could be used in a resale manner that could benefit the WestZone Fundraising efforts through other qualified donors currently on a waiting list.

No Smoking

There is **No Smoking** within the WestZone Club area and in Memorial Stadium. Please be reminded that WZ Club Patrons must have security personnel place a game-day designated wristband on their wrist when leaving the WZ Club Area. Upon re-entrance, the WZ Club Patron must have a scanned WestZone Club game-day ticket, as well as the designated game-day wristband attached to wrist.

The Clemson Athletic Department has embraced and implemented the following code at all Clemson University athletic venues that are part of the Code of Laws of South Carolina. According to Section 44-95-20, Code of Laws of South Carolina, "It is also unlawful for a person to smoke or possess lighted smoking material in any form in a public outdoor gated athletic event or within twenty-five feet of an entrance to such an event.

Televisions

There are 25 plasma televisions located throughout the WestZone Club area. Programming will include the Clemson game and other games throughout the country. The Clemson University Athletic Department is responsible for the channel selections.

Lost and found

Lost and found items are located in the Coat Closet near the WestZone Club elevators.

Coolers

One soft-sided orange “guaranteed not to leak” cooler has been provided for each WZ Patron’s locker. These coolers are provided to the WZ Club Patron to be used in each individual locker. The Patron is responsible for each cooler. These coolers are to remain in the lockers and patrons are asked not to take these coolers home with them.

Ice

WZ Club staff members will place ice in all stocked coolers on Saturday morning. If you would like ice put in a cooler, please let a WZ staff member know prior to leaving a previous game or by calling 864-656-2115.

Seat Cushions

Specially designed WZ Club Patron seat cushions will be available for patrons to pick up at the Coat Closet as needed. Patrons are encouraged to leave their seat cushions in their seat after the game and a WZ staff member will retrieve them.

Speakers in WestZone Club Area

Speakers within the WestZone Club area will play the Clemson Tiger Sports Properties broadcast of the game, including the Tailgate Show, the Pre-Game and the Post-Game show. New speakers have also been added to the seated area of the WestZone Club.

Game-Day Programs

One game-day program will be placed in each locker prior to the patron arrival in the WestZone.

Novelty Stands

College Sports Originals is located on the WestZone Lobby Level 1, as well as the Clemson Nike Store, which is located inside the Tom Winkopp Gate (Gate 9).

Prohibited Items in the WestZone Club Area Include:

1. Umbrellas
2. Folding or bag chairs
3. Food or beverage containers
4. Ice chests (With the exception of prior to game-day)
5. Alcoholic beverages (With the exception of prior to game-day)
6. Artificial noisemakers
7. Backpacks or other large bags