

Fan Information.....

From A-Z.....

Administrative Offices: The Intercollegiate Athletic (ICA) Offices are located in the Fieldhouse Complex. 192 FH. Office Hours are Monday-Friday 8:00-5:00 PM

Advance Tickets: Tickets for all Home Laker Football Games can be purchased at the Ticket Booth during today's game after halftime. In addition the ICA Offices will have tickets available during business hours Monday thru Friday during the season. You may also purchase tickets through www.starticketsplus.com , Meijer Outlets or by calling StarTickets Plus at 1-800-585-3737.

Automobile Assistance: Fans who encounter car troubles while attending the Football Game may receive assistance from one of the GVSU Public Safety Officers. If you see someone having car troubles please see a GVSU Officer or Athletic Department Staff Member or call Public Safety at 616-331-3255.

Barrier Free Seating and Parking: Lubbers Stadium has wheelchair spaces on the West Side of the Stadium above the bleachers as well as in the first row in both the East and West bleachers. A courtesy cart is also available to transport you to and from your car and the stadium. Handicapped reserved parking is available in Lot C and B with proper identification.

Concessions: Concessions are located at the main building West End, East Trailer, West Trailer by the Press Box, and through hawkers in the stands.

Conduct: Proper behavior is expected of all guests at the GVSU games.

“The NCAA, the GLIAC and GVSU support good sportsmanship and will not tolerate abusive actions, language, or gestures from fans, players, coaches or officials. Extreme or continued acts of unsportsmanlike behavior may be grounds for dismissal from the contest.”

Inappropriate language or actions directed towards the athletes, coaching staffs, GVSU Athletics personnel, ushers, or public safety officers will not be tolerated and will be grounds for immediate removal from Lubbers Stadium or GVSU Property.

Credit Cards: Credit cards are accepted for ticket purchase at the Ticket Booths. Credit cards are also accepted for ticket purchase through StarTickets Plus prior to game day.

Customer Service: Customer Service areas are located at the Ticket Booths at the North Entrance near the Football Center and the South Entrance near the Student Section.

Emergency Medical Services: Medical services are available at all GVSU games. If you need medical assistance, notify the nearest security officer or usher. The first aid station and Paramedics are located in the north end of the stadium.

If you are in need of any special consideration due to health related problems or anticipate any special needs, please contact The GVSU Athletic Department at 616-331-8800.

Fan Conduct/Profanity: Lubbers Stadium is a family facility. Fans using abusive or profane language or who are deemed intoxicated will be asked to leave the stadium. Please report disturbances to the nearest uniformed police officer or game operations personnel.

First Aid: A First Aid tent is located at the NW corner of the stadium or you can contact any of the uniformed police officers in the stadium.

Food & Drink: Coolers, Containers and Alcohol are PROHIBITED in Lubbers Stadium. Please leave all such items at your vehicles. All items of this sort will be confiscated by GVSU Police and Game Operations Staff prior to entering the Stadium.

Gates Open: Gates open 2 hours prior to game time.

Group Tickets: Groups of 20 or more may receive the Group Discount. Please call the Marketing and Promotions Office at (616) 331-3741 for reservations or details if you are interested in bringing a group to a Laker Football Game. Group discounts must be arranged in advance.

Internet: Visit the Laker Athletic Home Page at www.gvsulakers.com for schedules, stats, and information on Laker Athletics.

Lost and Found: Lost and Found items can be taken to or claimed at either of the Ticket Booths. Any items left after the game unclaimed will be held at the Fieldhouse Office for one week after the game.

Lost Patrons: If you or someone you are with is separated from your party or lost in Lubbers Stadium please find the nearest Public Safety Officer. Lost patrons should contact security or ushers who are located throughout the stadium.

Marketing, Promotional and Solicitation Policies: Grand Valley State University reserves all rights to promotional vehicles, marked logo placement, alcoholic signs, or any additional signage not authorized by the Athletic Marketing Department. Any signage or promotional activities placed or conducted within or around the stadium, arena, fields or parking areas used for athletic events on game day, without the express written consent of GVSU Athletics or the Athletic Marketing Department, is prohibited and is grounds for immediate removal at the owners or groups expense by GVSU authorities.

Signage includes promotion of any business, venue, enterprise, product, service, organization not authorized by GVSU Athletic Marketing Department.

All tailgating participants must display their parking pass with clear visibility in their vehicle window. *Please refer to the GVSU Tailgating Policies.*

Alcohol Advertisements will not be tolerated at any time on the GVSU property or at any athletic venue. This advertising includes banners, flyers, signs, vehicles, etc.

The selling of any product and or service on GVSU property is *prohibited with out the expressed written consent of GVSU Athletics or the* GVSU Athletic Marketing Department. No solicitation is allowed during tailgating on game day (pre-game, game time, or post- game) with out permission from the Athletic Marketing Department.

Paging: The Public Address System at Lubbers Stadium will be used for emergency cases only. Those requesting a page or being paged should report to the Attendant stationed outside of the Press Box.

Parking: Special Parking for Irwin Club Members is located in two areas. \$200.00-\$499 .00 member level is in the Irwin Lot to the East of Lubbers Stadium. \$500 - \$999 member level is End Zone Club – located in Lot A to the NE. General Parking is located in Lot C, Lot F and Lot G for a minimal charge. For information on the special lots please call 616-331-8800.

Parking Guidelines

Passes for Lot A (VIP) and Irwin Lot are available for a designated donation to the Irwin Club are administered by the Department of Intercollegiate Athletics. Call (616) 331-8800 for donation level and further information. **NO SINGLE GAME PASSES FOR THE IRWIN LOT WILL BE DISTRIBUTED.**

Parking in Lot C and Lot C West, Lot F, Lot F West and Lot G will be charged \$5.00/car MOTORHOMES and RVs will be \$10.00 (for any oversized vehicles) and will be allowed ONLY in LOT C WEST. **NO RV's or MOTORHOMES will be allowed in the other paid lots.**

OVERNIGHT CAMPING is PROHIBITED in any GVSU Parking Lot or Grounds.

Cargo trucks, flat bed trailers, fifth wheel campers, boats, boat trailers and u-hauls are PROHIBITED and will be asked to leave the Parking Areas. **Anyone with such vehicles that have a Lot A or Irwin Lot Pass will not be permitted to park and will not be issued a re-fund for that game. GVSU reserves the right to revoke parking passes for ticket holders violating this policy.**

Prohibited Items: Backpacks or bags of any size/type, lawn chairs, alcoholic beverages, coolers, canned or bottled beverages (except sealed clear plastic water bottles), thermoses, kegs, banners and signs, tripods, **umbrellas**, strollers, noisemakers, horns, bugles or any other disruptive device.

The University reserves the right to refuse entry or eject anyone not adhering to these stadium regulations.

Public Address System: No announcements will be made over the public address system except for emergency situations. The public is asked not to request this service.

Radio: All Laker Football Games will be broadcast on the Grand Valley State Football Radio Network – WMAX 96.1 FM or on the Internet at www.gvsulakers.com.

Restrooms: Restrooms area located at the Football Center – field side and in the Odie Weight Room behind the Football Center. Portable Restrooms are located behind the Press Box and behind the Student Seating Sections.

Schedules: Pocket Schedules are located at all Laker Concession Stands and the Ticket Booths.

Season Tickets: Season Tickets are available by calling the Athletic Ticket Office – Ticket Manager at 616-331-3200. Please call for availability for the current season.

Smoking: Smoking is prohibited in all seating areas, pressbox, concourses, and rest rooms of Lubbers Stadium, Fieldhouse arena or other outdoor venues.

Souvenirs: Laker Merchandise is available at the NW corner of Lubbers Stadium across from the Laker Concessions Stand.

Suites: Please call the Marketing & Promotions Office at 616-331-3264 for reservations or information.

Tailgating: No unauthorized stand alone tents will be permitted in designated tailgating areas. Only campus departments/offices and corporate tents will be considered for authorization. For authorization contact the Athletics' Marketing and Promotions Office (616) 331-3264. Pop-up tents, no larger than 10' x 10' are permitted behind your vehicle only.

Tailgating is allowed in the following designated areas: Lot A (VIP), Lot C, Lot F, Lot G and the Irwin Club Lot adjacent to the Stadium. – **Tailgating is permitted no more than three hours immediately prior to the scheduled kick off time and for no longer than one hour following the completion of the game. No tailgating is allowed between the opening kickoff and the end of the game.**

Only those caterers recognized as official University caterers by GVSU and/or the Athletic Department will be permitted to provide game day catering (pre-game, game and post-game times). Contact the office of Athletic Marketing for a list of approved caterers. Tailgaters are permitted to bring food purchased off site or brought from home to enjoy while tailgating.

Tailgaters MUST clean up their trash. Dumpsters are provided in the immediate area of the tailgate lots.

Any violation of tailgating regulations may result in immediate termination of tailgating privileges and criminal prosecution or disciplinary action through the GVSU Office of Student Life.

Alcohol Guidelines

Alcohol is **prohibited** in Lubbers Stadium – except for the Corporate Suites and the President’s Suite.

Alcohol consumption is NOT ALLOWED in ANY Tailgate Area between the opening Kickoff and the end of the Game. In addition the following rules apply to alcohol consumption in the Tailgate Areas during acceptable pre and post game hours.

NO kegs, party balls, pooling or mass purchase of alcohol.

NO glass containers. All beverages must be in aluminum cans, plastic bottles, paper or plastic cups.

NO alcohol outside the tailgate area or in Lubbers Stadium. No carrying of alcoholic containers or packages on Campus Grounds unless in cooler or in sealed packaging to a Designated Tailgate Area. Violators will be cited by Campus Police for open alcohol, and consumption of alcohol on campus grounds.

NO underage drinking. Campus Police encourage tailgaters to bring identification as they will be conducting random checks of people who appear to be below the legal drinking age.

REMINDER: It is risky to serve alcoholic beverages to anyone other than yourself and your immediate party. Michigan law requires a license before a person can sell, trade or give away alcoholic beverages. A violation of this law is a felony. A social host does not need a license to serve his/her invited guests who fall within the usual understanding of friends and personal visitors. A social host may be legally and civilly liable to guests and others for injuries resulting from serving alcohol, especially to a minor.

Ticket Prices: Ticket prices may be obtained by logging on to www.gvsulakers.com or calling StarTickets Plus at 1-800-585-3737.

Ticket Policies: Grand Valley State University retains all rights to the seats in Lubbers Stadium. Grand Valley also reserves the right to revoke an account holder's season ticket(s) if any GVSU policies are disregarded. Grand Valley season tickets and seat locations are offered on a year to year basis. The account holder's name will appear on the top line of the season ticket account. This line is considered the season ticket holder's record. Only account holder will have the option to purchase on this account. Any account for which GVSU has not received full payment by the final payment deadline, will forfeit their seats. Grand Valley reserves the right to adjust seat locations following each season. ***Once purchased, tickets are non-refundable.***

The season ticket account holder assumes all risks incidental to the game of intercollegiate football, whether occurring before, during, or after the actual playing of the game.

*Please be alert for any ads or notices from the University concerning scheduling or time changes throughout the season.

Change of Address

When renewing your season tickets, please send your account number, old address, new address, telephone number, and e-mail address to Grand Valley State Athletic Department, c/o Season Ticket Address Change, 192 Field house, Allendale, MI 49401, or contact the Athletic Ticket Manager's Office at 616-331-3200.

Additional Tickets

For additional tickets to individual games, please call StarTickets Plus at 1-800- 585 - 3737 or stop by any StarTicketsPlus Outlet located in any Meijer Store in Michigan or online at www.starticketplus.com.

Children

Children age two (2) and older must have a ticket to enter the Stadium. Children under two (2) years of age do not need a ticket for entrance, but must sit on the accompanying adult's lap. ***Children ages three (3) through seventeen (17) occupying a seat will pay the Student ticket price, except in the "BLUE" sections where they must pay full ticket price. Individuals over the age of 17 showing official student identification will also pay the Student ticket price.***

Lost / Stolen / Destroyed Tickets

PLEASE KEEP TRACK OF YOUR TICKETS! Tickets ***should be treated*** as cash. Your 2007 full season ticket package includes 5 home games at Lubbers Stadium. In the event a season ticket is lost, ***stolen*** or destroyed, the ticket may be replaced for face value at the

owner's expense. Please notify the *GVSU Athletics Office* if you need to replace a season ticket.

If you purchase single game tickets (not season tickets), which are lost, stolen, or destroyed, these tickets **cannot** be replaced.

Video Board: Please contact the GVSU Laker Marketing and Promotions office at 616-331-3264 for more information on how you may rent space on the Video Board for Birthday and Anniversary wishes. All requests must be made two weeks prior to the game.