

CODE OF CONDUCT

Help us create the Most Fan-Friendly Environment in the NFL!

We want all fans to enjoy the action and excitement of Oakland Raiders football. We expect all who enter the O.co Coliseum and surrounding parking lots to adhere to this Code. Failure to follow this Code may result in ejection from the O.co Coliseum, revocation of ticket privileges, and/or arrest. Although Season Ticket Members may provide their tickets to others, the Season Ticket Member of record is responsible for the actions of those using their tickets.

The O.co Coliseum parking lot will close to the following activities immediately after kick off:

- Consumption or preparation of food or beverages
- Use of televisions, computers or other devices to view or project broadcasts or video of any kind

Those participating in these activities are subject to ejection from the stadium, parking lot, revocation of game tickets, citation and/or arrest for trespassing.

The following actions are violations of the Fan Code of Conduct:

- Fighting, taunting, or any action that may harm, endanger, threaten, or bring discomfort to anyone.
- Actions that impair others' ability to enjoy the game, including mistreatment of other fans, verbal abuse, harassment, profanity, confrontation, intimidation, or threatening and irresponsible behavior.
- Use of foul, abusive, or obscene language or gestures.
- Any action that causes a disruption, creates an unsafe environment, or interferes with the game.
- Sitting in a seat other than one's ticketed seat; loitering in concourses, aisles, tunnels or stairs; or any unauthorized use of disabled seating areas.
- Possession of any illegal drugs.
- Intoxication or other signs of alcohol or substance abuse impairment that results in irresponsible behavior.
- Smoking anywhere in the Coliseum, which is prohibited by the Oakland Municipal Code. This includes the use of electronic cigarettes and vaporizers.

- Damage, destruction, vandalism, or theft of any property.
- Refusal to remove or turn inside-out clothing deemed offensive or obscene upon request by stadium personnel.
- Failure to follow the directions of law enforcement, security, ushers, ticket takers, or any other stadium personnel, including refusal to submit to security screening, wand, pat-down and search of your persons and belongings prior to entering the Coliseum.
- Possession of any item listed on the Coliseum Prohibited Items List.

Guests who are found in violation of the Code of Conduct may be required to take a four hour online Fan Conduct course in order to re-enter the O.co Coliseum for future games. Total cost of the online course is \$250.

TICKET REPRINTS

On gameday, tickets can be reprinted at the Ticket Services Office pursuant to the following guidelines:

- Valid identification must be presented and match the account holder of record.
- Tickets must have been purchased directly from the Oakland Raiders, Ticketmaster or NFL TicketExchange.
- A \$10 per ticket fee will be applied to all ticket reprints. This fee is non-refundable.

CHILD TICKET POLICY

Children 24 months of age and under do not need a ticket to enter the O.co Coliseum. They must be seated on a parent or guardian's lap and must not interfere with the sightlines of others. Children must have a ticket to receive a promotional item.

ADA TICKETS & INFORMATION

Tickets may be exchanged for accessible seats on an individual game basis, based on availability. Please call 1-800-**RAIDERS** to speak with a ticket representative prior to the day of the game. Gameday ADA exchanges can be made, based on availability, at the Ticket Services office. If ADA seats in the original price level are not available, the ticket holder will be responsible for any price difference.

ADA shuttles are available before and after games to assist fans to and from the parking lots. Shuttle pick-up locations are indicated with large orange flags throughout the parking lots. The shuttles drop off at all gate entrances except for the BART plaza.

PERMITTED ITEMS

- Bags that are clear plastic, vinyl or PVC and do not exceed 12"W x 12"H x 6"D.
- One-gallon clear plastic freezer bag (Ziploc bag or similar).
- Small clutch bags, 4.5"x6.5"x2", with or without a handle or strap can be taken into the stadium with one of the clear plastic bag options.
- Food in clear plastic wrap.
- Small handheld TV's and radios.
- Binoculars.
- Still cameras with lenses shorter than 6".
- Blankets.
- Rain ponchos.
- Insulin and diabetic supplies.
- Breast pump and supplies.

- Helmets.

PROHIBITED ITEMS

- Bags larger than 12"W x 12"H x 6"D.
- Bags smaller than 12"W x 12"H x 6"D that are not clear plastic, vinyl or PVC (These bags include:
 - » Backpacks.
 - » Clear backpacks.
 - » Tinted plastic bags.
 - » Printed pattern plastic bags.
 - » Fanny packs.
 - » Purses.
 - » Seat cushions.
 - » Oversized tote bag.
 - » Diaper bags.
 - » Mesh bags.
- Hard-sided containers of any size, including coolers and thermoses.
- Glass bottles, aluminum cans, flasks, and camelbacks.
- Containers carrying liquids of any kind.
- Alcoholic beverages.
- Illegal drugs.
- Weapons of any kind.
- Fireworks.

- Projectiles, including frisbees, footballs and inflatable balls.
- Any size pole or stick including selfie sticks or similar devices.
- Umbrellas of any kind.
- Artificial noisemakers of any kind.
- Still cameras with lenses longer than 6" and camera cases.
- Binocular cases.
- Laser pointers, computers and large radios.
- Portable chairs.
- Seat cushions.
- Scooters, bicycles, roller skates and skateboards.
- Inappropriate attire or signage.
- Non-service animals.
- Strollers.

Please visit www.RAIDERS.com/gameday for the most up to date version of this list.

All patrons are subject to search. Bags that fit into boxes (12"W x 12"H x 6"D) located at each gate are acceptable; however, all items brought into the Coliseum are subject to search. Management is not responsible for items left behind at the gate or items lost, stolen or damaged. An exception will be made for medically necessary items after proper inspection at a gate designated for this purpose.

Please visit www.RAIDERS.com/gameday for the most up to date version of this list.

On gameday, Lost and Found is located at the Security Office behind section 126.

STADIUM STAFF

PROPARK (PARKING LOT ATTENDANTS)

- Neon yellow polo shirts with orange vests
- Red jackets (Supervisors)

LANDMARK (SECURITY AND USHERS)

- Yellow jacket with black pants
- Navy blue jacket (Supervisors)
- Gray polo shirt (Roam Teams)

AEG (USHERS)

- Red polo shirt and red/black jacket

AEG (GUEST SERVICES)

- Black Polo

AEG (TICKET TAKERS)

- Gray polo with gray/red jacket

AEG (SECURITY, RESPONSE TEAM/ SUPERVISORS)

- Blue polo with black jacket

OAKLAND POLICE OFFICERS

- Navy blue shirt and pants

ALAMEDA COUNTY SHERIFFS

- Tan shirt with black pants
- Black hat

TICKET INFORMATION

For lower prices, additional seat locations and great benefits please contact us:

GENERAL

1-800-**RAIDERS**

SALES DEPARTMENT

(510) 864-5020

GROUP DEPARTMENT

(510) 864-5021

PREMIUM DEPARTMENT

(510) 864-5022

PREMIUM TICKET SERVICES

510-864-5031

SEASON TICKET SERVICES

(510) 864-5030

VISIT US AT

www.RAIDERS.com

FOLLOW US AT

facebook.com/RAIDERS | [@RAIDERS](https://twitter.com/RAIDERS)

REACH US AT

feedback@RAIDERS.com

tickets@RAIDERS.com

RECOMMENDED ENTRANCE GATE

SECTION	GATE
101-103, 142-150	B
104-110	C EAST
111-117, 206-209, 300-306	C WEST
118-123, 225-228, 328-334	D WEST
124-130	D EAST
131-141	A
200-205	MM
210-224	PLAZA
235-249	KK
229-234	LL
307-317	CC
318-327	DD
PLAZA 67-P96, CLUB 67-96, LOGE 67-96	KK
LOGE 7-60, CLUB 31-48	PLAZA

THE O.CO COLISEUM DOES NOT PERMIT GUESTS WHO HAVE EXITED THE FACILITY TO RE-ENTER.

