

Stadium Guide

2011



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**Victory.
Best served cold.**



*No artificial flavors, no added preservatives.
Since 1886.*

open happiness*

Address and Phone Numbers

Philadelphia Union
2501 Seaport Drive
Chester, PA 19013

PPL Park
One Stadium Drive
Chester, PA 19013

Website philadelphiaunion.com
General Information & Ticket Orders 1.877.21.UNION
Special Events (non-game days) Mike Scanlon - 610.859.3100
Merchandise Orders philadelphiaunion.com

Alcohol Policy

PPL Park and Ovations promote the responsible sale and consumption of alcoholic beverages.

- ★ All guests purchasing alcohol who appear to be less than 40 years old must present valid ID.
- ★ A purchase limit of two alcoholic beverages per trip will be enforced.
- ★ All alcohol sales will cease in the seating bowl, concession stands and portables at the completion of the 70:00 minute mark in the second half, but may also be discontinued earlier at the discretion of PPL Park.
- ★ No alcohol will be served to guests who appear intoxicated.
- ★ Adult guests passing alcohol to minors will be prosecuted to the fullest extent of the law.
- ★ Guests possessing alcohol who do not have proof of being 21 or older will be subject to arrest and citation.
- ★ We reserve the right to refuse the sale of alcohol to any guest.
- ★ No alcoholic beverage may be brought inside PPL Park.
- ★ Gatekeepers monitoring the exits will request that guests finish or dispose of alcoholic beverage before exiting the stadium. Areas will be monitored for alcohol misuse and underage drinking, and reported to authorities.

Automated Teller Machines (ATM)

Automatic Teller Machines are located at the PPL EnergyPlus Gate and the Crozer-Premier Gate on the North end of the stadium.

Bag Check Policy

All bags and backpacks smaller than 12" x 12" x 12" are permitted into PPL Park. All carry-ins are subject to inspection upon entering the stadium.

Banners

Banners of any kind are prohibited in any part of the stadium unless authorized in advance by stadium management.

Camera and Video Equipment

Guests are permitted to bring cameras and video equipment into PPL Park, provided they are intended for personal use only. Cameras with a lens longer than eight inches may not be brought inside the stadium, except by credentialed media. Taping of any game footage is strictly prohibited by Major League Soccer. Guests are not permitted to stand in the aisles, portals or walkways, or obstruct others from viewing the game while taking photographs. Monopods and tripods are not permitted in the stadium.

Carry-in Items

Carry-ins including food, drinks, cans, glass containers and alcohol are not allowed in the stadium.

Code of Conduct

- ★ Guests will enjoy the entertainment experience free from foul/abusive language or obscene gestures.
- ★ Guests will show their ticket when requested and sit only in their ticketed seat.
- ★ Guests will refrain from displays of affection not appropriate in a public, family setting.
- ★ Progress of the game will not be disrupted by guests' actions or unauthorized persons on the playing field.

Concession and Food Service

There are fifteen concession stands and twenty five portable carts located throughout the stadium serving a variety of food and drinks.

Designated Driver Program

For more information please visit Guest Services, located behind **Section 113**.

Event Seating Policy

Only those with a ticket for that particular seat will be able to occupy the seat.

Elevators

Three elevators are conveniently located throughout the park and are also available to service guests with disabilities. Elevators are located behind **Section 117**, **Section 107/108**, and **Section 122**.

Emergency Evacuation

In the event of an emergency, stadium personnel have been trained and instructed to assist guests in evacuating the premises.

Entrances

There are four public entrances into PPL Park. The Crozer-Premier Gate is the Northeast entrance to the stadium. The PPL EnergyPlus Gate is the Northwest entrance of the stadium. The Supporter's Entry Gate is located in the Southwest corner of the stadium, and finally for premium seat holders there is the Club & Suite Entrance located at the North side of the stadium. A separate Media Gate entrance is also located in the Southwest corner of the stadium.

First Aid

Medical treatment is available at the First Aid Station, located behind **Section 129**.

Field Dimensions

PPL Park field is 75 yd x 120 yd.

Field Trespassing

Any unauthorized person venturing onto the playing field, once the game has begun, will be arrested, fined and banned from the stadium.

Game Times

For the 2011 Philadelphia Union season, match times will be between 3:30pm – 8:00pm. Matches are generally Saturday or Sunday, but there is an occasional Wednesday or Thursday match. For a complete list of game times please log on to www.philadelphiaunion.com.

Gate Openings

Clubs & Suites will open 90 minutes prior to game time. General Admission will open an hour prior to game time. Toyota Plaza will open two hours prior to game time.

Guest Assist

GuestAssist is the text messaging service available to Guests at PPL Park. A guest may call for assistance during events by sending a text message from their cell phone. The text message is received by a stadium representative and the appropriate assistance is dispatched from the Event Command Post. If necessary, the stadium representative may have a dialogue with the guest through the exchange of text messages. By using the GuestAssist system, guests will be able to report issues and concerns, ask for information and call for assistance in a fast, easy and convenient way.

Guest Services

Guest Services is located behind **Section I 13**. It is open when the PPL Park gates open and will remain open until thirty minutes following the game to assist guests with lost and found, lost children, stadium directions, emergencies, and accommodations for guests with disabilities.

Group Outings

Bring your group to PPL Park! Contact a Philadelphia Union ticket sales representative at 877.21UNION.

Discounts - Groups of 15 or more receive a \$5 discount per ticket on MLS matches. Groups of 30 or more will also receive their name in lights on the video board.

Group Party Areas - From private suites to pre-game parties and meetings, PPL Park has many great options to meet your group's needs. To book the party deck or a suite please call Drew Young at 610-497-6726 or email him at dyoung@philadelphiaunion.com.

Merchandise

The Union Shop is located in the Northwest corner of the stadium near the PPL EnergyPlus Gate. There are also two kiosks located in the Southwest corner and Northeast side of the stadium.

Parking

Parking for disabled guests is available in all public lots and is on a first come, first serve basis. Parking attendants will direct guests to the nearest disabled parking area. Guests must have the required state issued disabled parking identification. On-site parking will be \$20 and off-site parking will be \$15. Offsite parking is located at Edwards Lot D which is within walking distance (0.03 mi) of PPL Park.

Parking for PPL Park is open five hours for on site parking and four hours for off site parking before the start of a home game.

Please note the following regulations:

- ★ No in and out parking.
- ★ Overnight parking is prohibited.
- ★ No charcoal barbeques.
- ★ No selling or soliciting any items at any time in the parking lots.
- ★ All parking lots have Disabled Parking and spaces available on a first come first serve basis.

Premium Seating

Field Level Seats - These seats are comparable to sitting court side at an NBA game and they provide a view of the entire field. Field Level Seats include stadium club access, parking passes and priority options for terrace seating in the Union Club.

Field Side Tables - These seats are ideal for companies or businesses who are looking to have field access but want to take it to the next level. Included is a private table for four, complimentary parking passes, and in-seat food and beverage dining.

Managers Row - These seats are directly behind the player benches and provide a close midfield viewpoint. Those with Managers Row Seats have access to the exclusive Union Club where each seat will have its own personal locker and complimentary food and beverage (soft drinks) before every game. Also included are complimentary parking passes, and an invitation to a team luncheon with members of coaching staff and front office.

For more information call Drew Young at 610-497-6726 or email him at dyoung@philadelphiaunion.com.

Prohibited Items

For your comfort and safety, PPL Park has established the following rules and guidelines, but not limited to; Alcohol, animals, (except service animals), bottles, cans, beverage containers of any kind, food, coolers, fireworks, smoke bombs, firearms, weapons of any kind, laser pointers, missile/projectile like objects, noisemaking devices, whistles, air horns, video cameras, camera lenses in excess of eight inches, Frisbees, balloons, beach balls, umbrellas, strollers (in seating area). Flags or banners on poles, drums, drum sticks and musical instruments are prohibited unless authorized in advance by stadium management.

Public Transportation

Take the SEPTA R2 Regional Rail line to the Chester Transportation Center (6th & Welch Street). There will be a free shuttle service to PPL Park and back, with service beginning four hours prior to game time. Fans will need to show a SEPTA ticket to get on shuttle buses. Following matches, shuttles returning to the Chester Transportation Center will be parked along Front Street, which is immediately to the right after exiting via the PPL EnergyPlus gate (main gate).

Re-entry Policy

Guests may not exit and re-enter the stadium using the same ticket. However, in the case of an emergency, a Guest may receive a signature on their ticket stub from a gate supervisor, which will permit a Guest to re-enter the Stadium at the same gate. Guests who leave the stadium at any time, without the signature of the gate supervisor will not be permitted to re-enter with the same ticket.

Restrooms

A total of twenty-nine restrooms are conveniently located throughout PPL Park. Twelve Men's, fifteen Women's, and two Family restrooms equipped with changing tables. In addition, there is a restroom on the concourse level in the Northwest side of the stadium for wheelchair guests who are seated at the Field Level area. Family restrooms are located behind **Section I24** and **Section I06**.

Smoking

Smoking is allowed only in the Smoking Area set-up on the exterior plaza. To access the smoking section exit through the Southwest Gate. Smoking is prohibited in the entire seating bowl of the Stadium as well as the concourse and in the restrooms.

Stairs

There are stairs located in each corner of the stadium. You can find stairs behind **Sections 132, 122, 112 and 102.**

Supporters Section

The Supporters Section will be filled with passionate soccer fans whose purpose will be to create an intimidating atmosphere for the opposition while cheering the team on to victory. In order to have access to seats in this area (**Sections 134-140**) you are required to be a registered member of a Philadelphia Union supporters club. This section will stand, sing, and chant for all 90 minutes of the match. Please take this into consideration before choosing seats in this section.

Tailgating

Tailgating is permitted within two feet of the back bumper of your car at PPL Park. You may also tailgate at Toyota Plaza on the grass area only. The new boat launch lot will not allow alcohol or open flames as part of tailgating.

Ticket Information

BOX OFFICE HOURS

The Union Box Office is located next to the PPL Energy Plus gate. On match days, advanced tickets can be purchased at the ticket windows located behind **Section 120** on the concourse.

General box office hours at the stadium are as follows:

Monday to Friday	9:00am – 5:00pm
Match days	9:00am – Halftime

UNION TICKET OFFICE HOURS

Monday to Friday	8:30am – 6:00pm
Match days	10:00am – Two hours before kick off

To re-sell tickets use the Union Ticket Marketplace.

Union Ticket Marketplace is a safe and secure site. The Union will facilitate the transaction: charging your credit card and transferring monies to the seller. In addition, the Union will facilitate the delivery of the tickets you purchase. Union Customer Service is available to support all Union TMP transactions. Customer Service can be reached at 877-21-UNION (877-218-6466) or info@philadelphiaunion.com.

Ticket Policy for Children

Children two (2) years of age and under do not need a ticket to enter PPL Park. They must be seated on a parent or guardian's lap.

Ticket Scalping

Re-sale of tickets above face value is prohibited anywhere on PPL Park grounds.

Toyota Plaza

Two hours prior to every home game, Union fans have the opportunity to experience the pre-game excitement in the Toyota Plaza. The Toyota Plaza is located on the Northwest side of PPL Park and has something for fans of all ages. It features food and beverage concessions, live music, giveaways and interactive inflatables. Be sure to check out the Toyota Plaza before every home game!

Video Board

Designed by Panasonic, the large LED display (39' x 22') is located above the club on the North end of the stadium. PPL Park also has two full color LED ribbons located on the East and West sides of the stadium above the suites.

Water Fountains

Water fountains are located behind **Section 132 and 110.**

Weapons

Weapons are not allowed in the parking lots or anywhere at PPL Park. This includes but is not limited to: guns, knives, mace, handcuffs, nightstick, caps, blackjacks, etc. Possession of any weapons will be subjected to immediate dismissal.



Philadelphia Union

2011 Schedule

DATE	OPPONENT	LOCATION	TV
Sat, Mar 19 @ 8:30 PM	Houston Dynamo	Houston	6abc
Sat, Mar 26 @ 4:00 PM	Vancouver Whitecaps	Philadelphia	6abc
Sat, Apr 2 @ 10:30 PM	LA Galaxy	Los Angeles	TCN
Sat, Apr 9 @ 7:00 PM	New York Red Bulls	Philadelphia	ESPN2
Sat, Apr 16 @ 4:00 PM	Seattle Sounders	Philadelphia	CSN
Sat, Apr 23 @ 9:00 PM	Real Salt Lake	Salt Lake	TCN
Sat, Apr 30 @ 4:00 PM	San Jose Earthquakes	Philadelphia	6abc
Fri, May 6 @ 10:30 PM	Portland Timbers	Portland	FSC
Wed, May 11 @ 7:30 PM	LA Galaxy	Philadelphia	TCN
Sat, May 14 @ 8:30 PM	FC Dallas	Dallas	TCN
Sat, May 21 @ 8:00 PM	Chicago Fire	Philadelphia	CSN/Gala
Sat, May 28 @ 12:30 PM	Toronto FC	Toronto	CSN
Sat, Jun 4 @ 9:00 PM	Colorado Rapids	Colorado	CSN
Sat, Jun 11 @ 4:00 PM	Real Salt Lake	Philadelphia	6abc
Sat, Jun 18 @ 10:00 PM	Vancouver Whitecaps	Vancouver	TCN
Wed, Jun 22 @ 7:30 PM	Sporting Kansas City	Philadelphia	TCN
Sat, Jun 25 @ 8:00 PM	Chivas USA	Philadelphia	6abc
Sat, Jul 2 @ 7:00 PM	DC United	DC	FSC
Sat, Jul 9 @ 10:30 PM	San Jose Earthquakes	San Jose	CSN
Sun, Jul 17 @ 7:00 PM	NE Revolution	New England	CSN
Sat, Jul 23 @ 10:00 PM	Seattle Sounders	Seattle	CSN
Fri, Jul 29 @ 7:30 PM	Colorado Rapids	Philadelphia	FSC
Wed, Aug 3 @ 9:00 PM	Chicago Fire	Chicago	CSN
Sat, Aug 6 @ 7:30 PM	Houston Dynamo	Philadelphia	6abc
Sat, Aug 13 @ 8:00 PM	FC Dallas	Philadelphia	6abc
Sat, Aug 20 @ 7:30 PM	Columbus Crew	Columbus	TCN
Sun, Aug 28 @ 7:00 PM	NE Revolution	Philadelphia	CSN
Sat, Sep 10 @ 7:30 PM	Portland Timbers	Philadelphia	TCN
Sat, Sep 17 @ 7:30 PM	Columbus Crew	Philadelphia	TCN
Fri, Sep 23 @ 8:30 PM	Kansas City Wizards	Kansas City	FSC
Thurs, Sep 29 @ 8:00 PM	DC United	Philadelphia	ESPN2
Sun, Oct 2 @ 8:00 PM	Chivas USA	Chivas	TCN
Sat, Oct 15 @ 4:00 PM	Toronto FC	Philadelphia	CSN
Thurs, Oct 20 @ 8:00 PM	New York Red Bulls	New York	ESPN2

**For the most up to date schedule visit
www.philadelphiaunion.com**

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