



TEXAS A&M
12TH MAN
SUITES

2023 POLICIES & PROCEDURES



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WELCOME TO GAMEDAY IN AGGIELAND

YOUR PREMIUM GAMEDAY TEAM

The 12th Man Foundation's Premium Team partners with many people to ensure your gameday experience is a great one:

★ **THE 12TH MAN FOUNDATION CONCIERGE TEAM** is the official welcoming team for premium seating donors and guests. They are here to provide you with exemplary customer service to enhance your gameday experience. Here are just a few examples of how they can be of service to you and your guests:

- » Welcoming you to the stadium
- » Maintaining the integrity of premium seating areas by checking tickets upon entry
- » Answering important gameday questions you may have

★ **AGGIE HOSPITALITY**, the branch of Levy Restaurants at Texas A&M University, is the exclusive food and beverage provider for Kyle Field. They strive to ensure the highest level of food and beverage selection, presentation, service and quality.

You may place your suite order online, by phone or by email. Aggie Hospitality representatives will be available to assist you with ordering for your gameday needs. Detailed ordering and policy information is located on page 15.

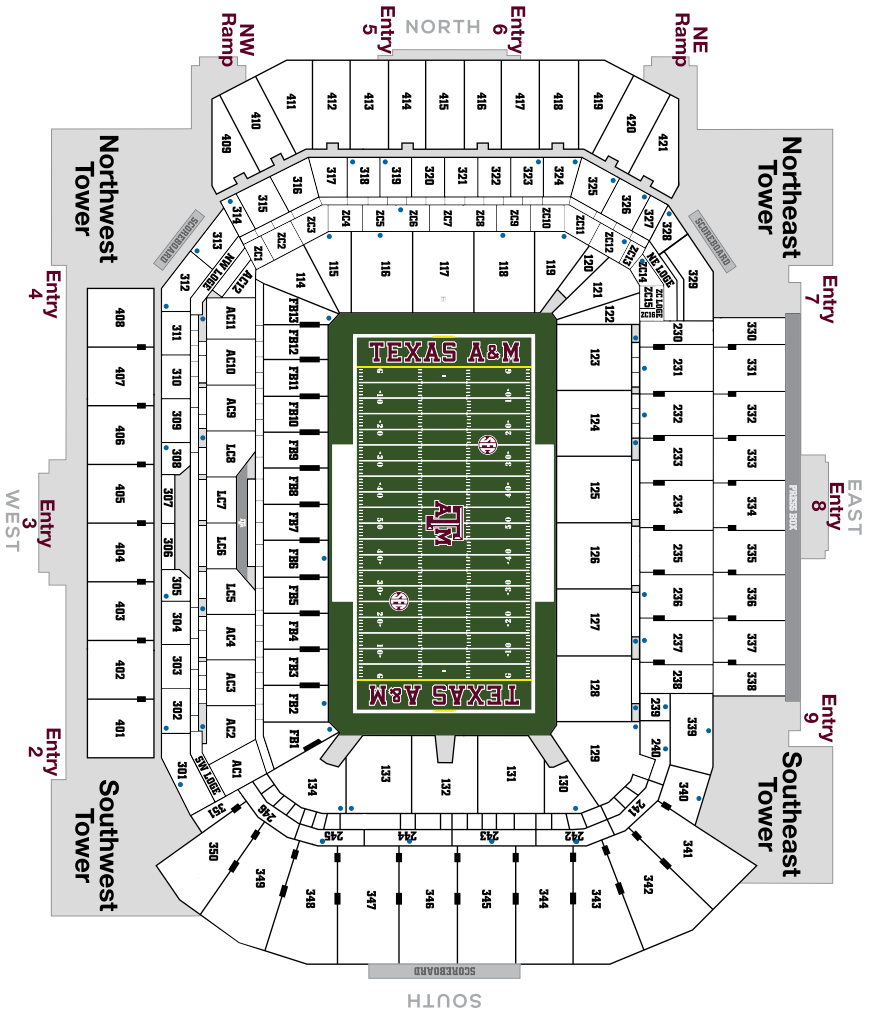
★ **BEST** oversees gameday operations. The staff and services provided are to ensure all fans have a memorable and safe gameday experience. Some of the staff who may assist you during your visit will be:

- » Ushers, Entry Staff, Emergency Personnel, Security

The following information is pertinent for you and your guests to review to ensure the most memorable gameday experience:

★ **Suite policies apply to all suite holders and their guest(s). Exceptions to these policies must be in writing and approved by the 12th Man Foundation and the Texas A&M Athletic Department.**

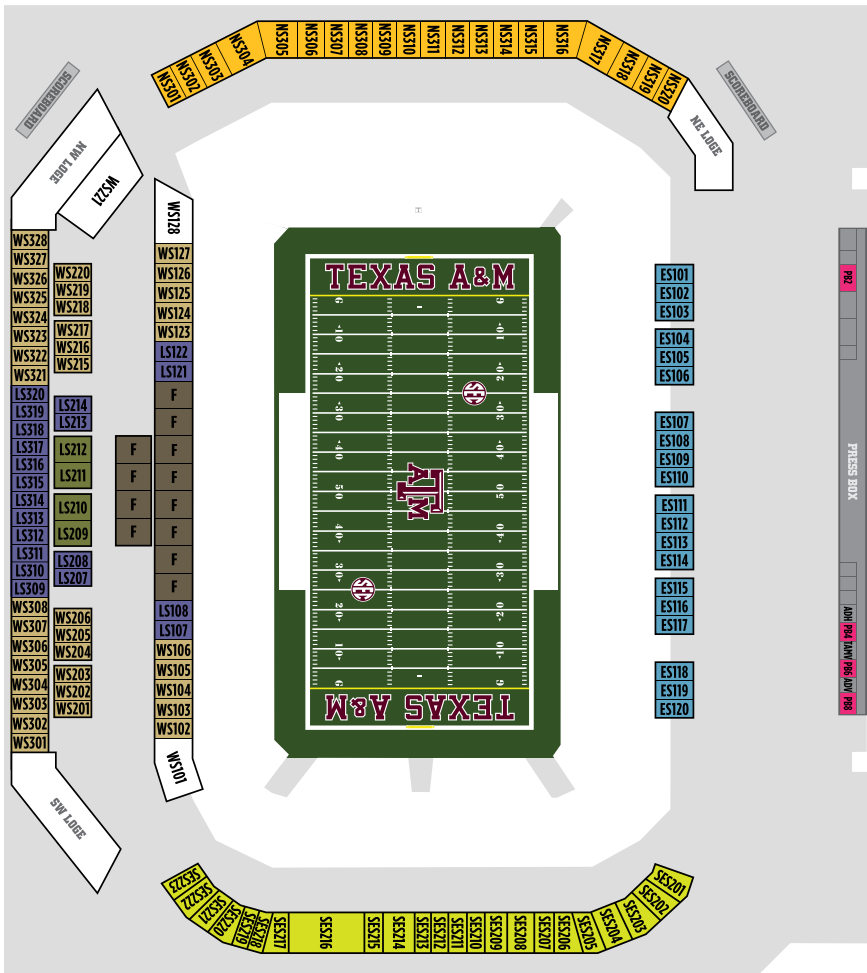
KYLE FIELD SEATING MAP AND STADIUM ENTRIES



STADIUM ENTRY INFORMATION

- * **Entry 2:** SW Loge Box, South Suites
- * **Entry 3:** West Side Suites, NW/SW Loge Boxes, Legacy Club, All-American Club
- * **Entry 4:** NW Loge Boxes
- * **Entry 5:** North Suites, Zone Club, ZC Loge Boxes, NE Loge Boxes
- * **Entry 7:** Press Box Suites
- * **Entry 8:** East Side Suites

KYLE FIELD SUITES CHART



LEGEND

- Founders
- West Super Legacy
- West Legacy
- West Prime
- North
- East
- South
- Press Box



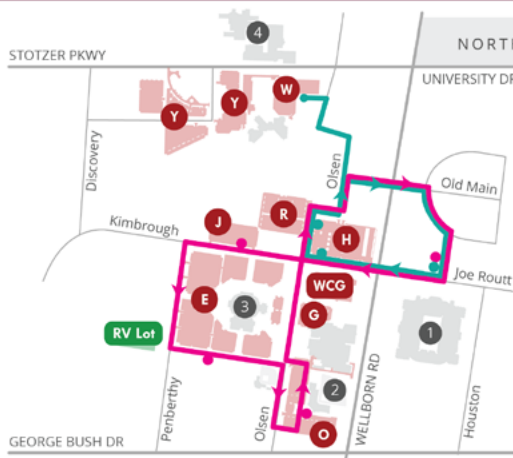
ON-CAMPUS GAMEDAY SHUTTLE BUS ROUTES

Shuttle buses are available for use on gamedays to and from a variety of locations on campus. Below is a map of expected routes, but please go to the Transportation Services website for the most updated routes: transport.tamu.edu



REED/OLSEN & WHR

bus routes



Free shuttles from the north end of Kyle Field serving 12th Man Permit parking lots near Reed Arena and Olsen Field.

Both routes operate 3 hours pre-game, throughout the game, and 1 hour post-game.

➔ Reed/Olsen Route

➔ WHR Route

● Bus Stop

♿ All buses are equipped with lifts for wheelchair access and wheelchair restraints.

● 12th Man Parking Lots

① Kyle Field

② Blue Bell Park

③ Reed Arena

④ Vet School



DESTINATION
AGGIELAND



**AGGIE
ATHLETICS**

visit 12thman.com for
tickets and athletics info



**FOLLOW US
ON TWITTER**

@GetToAggieGame for
gameday traffic updates



**WHERE'S
MY BUS?**

visit m.tamu.edu for
real-time bus locations

ON-CAMPUS GAMEDAY SHUTTLE BUS ROUTES



BUSH LIBRARY, AGRONOMY & STOTZER

football gameday bus routes

Free shuttles from
West Campus parking lots

Agronomy & Stotzer operate 3 hours pre-game through 1 hour post-game and stop at the MSC.

Bush Library operates 5 hours pre-game (no earlier than 7am) through 1 hour post-game and stops at the MSC.



- Bush Library Route
- Agronomy Route
- Stotzer Route
- Bus Stop

P Pay Parking

12th Man Parking

All buses are equipped with lifts for wheelchair access and wheelchair restraints.

- 1 Equine Center
- 2 General Services Complex
- 3 George Bush Library
- 4 Wehner Building
- 5 Memorial Student Center



DESTINATION
AGGIELAND



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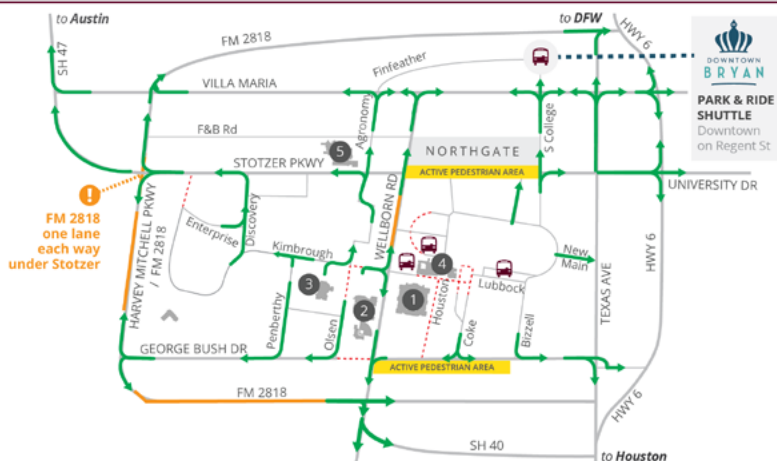
POST GAME TRAFFIC FLOW

“Go with the Green” shows the most efficient way to exit from your parking location. Below is a map of expected routes, but please go to the Transportation Services website for the most updated traffic map: transport.tamu.edu



CARS - GO WITH THE GREEN

post game exit routes for cars



Exit Route

For faster and safer travel:
Use marked routes
Delay departure by 45 mins
Check your exit path

Street Closed

Street Congested

Bus Stop

- 1 Kyle Field
- 2 Blue Bell Park/Rec Center
- 3 Reed Arena
- 4 MSC/Rudder Tower
- 5 Veterinary Center



DESTINATION
AGGIELAND



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STADIUM ENTRY

- * All Kyle Field entries open 90 minutes prior to kick off.
- * ***All bags and purses, which must follow Texas A&M University's clear bag policy, will be checked before you can enter the stadium.***
- * As you enter the stadium, all tickets will be scanned. Tickets and wristbands (if applicable) will be checked for the appropriate area.
- * Items not permitted into Kyle Field include but are not limited to:
 - » Car seats, cups, umbrellas, strollers, ice chests, pets, outside food or drinks
 - » Firearms
 - *Licensed/unlicensed carrying of a weapon on the premises is a felony.*
 - » Tobacco Products
 - *Traditional cigarettes and E-cigarettes (includes Vapor products)*

SUITE ENTRY AND EXIT

- North Suites: Entry 5
 - To visit another area inside the stadium, a Zone Club Pass-Out will be provided upon request at the Club elevator area. This will not provide access to premium areas on the East or West sides of the stadium.
- South Suites: Entry 2
- To ensure the integrity of your premium seating area, tickets and wristbands will be checked each time you enter and exit the club. The wristband gives you access to the premium seating areas that correspond to your suite location.
- East Suites: Entry 8
 - As you enter your suite, tickets and wristbands will be checked.
 - To ensure the integrity of your suite, tickets and wristbands will be checked each time you enter and exit your suite.
- West Suites: Entry 3
 - To ensure the integrity of your premium seating area, tickets and wristbands will be checked each time you enter and exit the club. The wristband gives you access to the premium seating areas that correspond to your suite location.
- *The suites will close 90 minutes after the conclusion of play, or at midnight, whichever comes first.*
- * No re-entry
 - » If you leave the stadium, you will not be allowed to re-enter.
 - » Stadium "Pass Outs" are against Kyle Field and SEC policies and will not be available.

TICKET INFORMATION

- * North Ticket Windows open three hours prior to kickoff. East and West Ticket Windows open two and a half hours prior to kickoff.
- * Everyone admitted to the suite on game day, ***including infants***, must have the appropriate suite ticket.

WILL CALL

- * Will Call tickets purchased directly from the 12th Man Foundation Ticket Center can be picked up at any general Ticket Window at the stadium.
- * West Premium Will Call can be dropped off at the Ticket Windows located near Entry 3.
- * To leave or pick up tickets, Will Call Ticket Windows are located in the following areas:
 - » North Suites: *Near Entry 5*
 - » South Suites: *South of Entry 3*
 - » East Suites: *South of Entry 8*
 - » West Suites: *South of Entry 3*

STANDING ROOM ONLY TICKETS

- * Each suite has additional Standing Room Only tickets (SROs) which were delivered with your season tickets. If you did not choose to purchase these tickets for the entire season, you may still use them on a game-by-game basis. As you enter the stadium, scan the ticket as you normally would. The credit card on file for the account will be charged for any tickets scanned the week following the game.

DIGITAL TICKETS & TICKET TRANSFERS

- * Digital tickets offer fans the opportunity for easy, paperless entrance to Texas A&M Athletics events by just showing your mobile device at the gate. For instructions and important notes on downloading digital tickets to your mobile device, visit **www.12thman.com/digitaltickets**.
- * Can't make the game? It's easy and free to transfer your tickets by logging in to your account on your mobile device at www.12thmanfoundation.com or by using the 12th Man Mobile app. For instructions on how to transfer your tickets, visit **www.12thman.com/digitaltickets**.

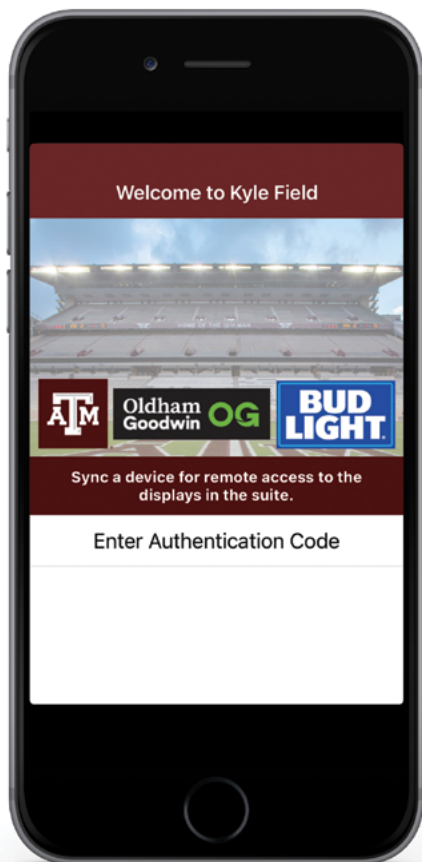
AMENITIES

WI-FI ACCESS

- * Wi-Fi access will be available in the suite area on gameday.

KYLE FIELD STADIUM TV CONTROL APP

- * The Kyle Field Stadium TV Control app is the method for controlling the suite televisions and can be accessed from a smart phone or tablet.
- * To download the app:
 - » Open the App Store on your phone.
 - » Search and download the “Kyle Field Stadium TV Control” app.
 - » Open the app on your phone.
 - » To change the channel, follow the prompts and enter the PIN of the television you want to change.
 - » The PIN can be found in the lower-right corner of your suite television.
- * Your Suite Attendant or a member of the Concierge Team are available to assist you if needed.



DECORATING SUITES

To schedule an appointment to access your suite, contact Rebecca McCaulley at 979-260-7582 or rmccauley@12thmanfoundation.com.

ACCESS TIMES

- * You will be able to access your suite during designated times prior to the start of the season for Suite Decorating. Appointments can be made by request with a member of our Suites & Clubs staff.
- * Requests to access suites during the season must be made one (1) business day in advance

DECORATING POLICIES

- * You may decorate your suite at your own expense.
- * If you should prefer to make any major changes to your suite, you will need to receive written permission from the 12th Man Foundation.
- * Any item you wish to leave in your suite will be left at your own risk.
- * Please do not bring any outside food and/or beverages into your suite. As the exclusive food and beverage provider of Kyle Field, Aggie Hospitality can remove these items from your suite.
- * ***Hanging Items or Artwork:*** If items or artwork will be hung in the suite, the following guidelines must be followed:
 - » No items may be hung or affixed to any millwork or tile.
 - » Some surfaces in the suites are more difficult to patch than a standard wall, and the cost to repair holes is the responsibility of the suite holder.
 - » It is recommended that security hardware be used. This will help protect the safety and security of the items.
 - *To have items hung or affixed to a wall in the suite, a professional service must be used. The 12th Man Foundation recommends Laura's Custom Framing (www.laurascustomframing.com, 979-845-5475), however, another service provider may be used. Please forward the information for your preferred service provider to the 12th Man Foundation so they may be reviewed and approved for access to the suites.*
- * ***Adding, Removing or Changing Furniture or Furnishings:*** All Kyle Field Suites have been completely furnished. No furniture or furnishings are to be added, removed or changed without prior written approval from the 12th Man Foundation.

YELL PRACTICE

Your suite is available to use while attending Yell Practice prior to each home game.

- * ***Texas A&M University's Clear Bag Policy will be enforced at Yell Practice.***
- * If you intend to occupy your suite for Yell Practice, please RSVP using the "Yell Practice" link located in the weekly newsletter by 12:00 p.m. on Thursday, prior to each home game. This will ensure suite access and that the proper security and event staff are on site.
- * Suites may be accessed beginning at 10:45 p.m. through the conclusion of Yell Practice.
- * Suite capacity for Yell Practice is the number of season tickets plus the number of SRO tickets available for your suite.
- * A Concierge Team member will check you and your guests in upon arrival.
- * No food or beverage may be brought into the suite.
- * A contracted member of the suite must be present to access the suite.
- * Guests will only be permitted to remain in the suite if a contracted member of the suite is present at all times during Yell Practice.
- * Suites must be vacated immediately following the conclusion of Yell Practice.

STADIUM ENTRIES FOR YELL PRACTICE

- *North Suites: *Entry 5*
- * South Suites: *Entry 2*
- *East Suites: *Northeast and Southeast Activation Towers*
- *West Suites: *Entry 2*

ENTRY PROCEDURES FOR YELL PRACTICE

- * North, South & West Suites
 - » You and your guests will be escorted to your suite after check in.
 - » The club seating area will not be available.
- * East Suites
 - » You and your guests will check in as you enter the suite.

FOOD AND BEVERAGE ORDERING

Aggie Hospitality is the exclusive food and beverage provider for Kyle Field and will ensure the highest level of food and beverage selections, presentation, service and quality.

- * ***Outside food and beverage are prohibited from being brought into Kyle Field.***
- * ***Food and beverage purchased inside the stadium cannot be removed.***
- * Texas A&M Athletics, the 12th Man Foundation and Aggie Hospitality are committed to responsible alcohol service.
 - » Suite attendants reserve the right to ask for valid photo identification from any suite guest consuming alcohol, as well as reserve the right to refuse service.
 - » Minors, by law, are not permitted to consume alcoholic beverages.
- * All orders, including special liquor requests, must be placed by the authorized suite holder by **2:00 p.m. CST, the Friday before game week**, in one of the following ways:
 - » Online ordering: **www.aggiehospitality.com**
 - » Phone during normal business hours (Monday-Friday, 9am-5pm CST): **979-458-9193**
 - » E-mail: **aggiehospitality@levyrestaurants.com**
 - » ***For a typical Saturday gameday, orders must be placed 2PM CST the Friday before game week***

SUITE ALCOHOL SERVING POLICIES

- * Last call to restock alcohol in the suite will be at the beginning of the fourth quarter. After this point, orders for alcoholic beverages will not be permitted.
- * Alcohol service ends one hour post game, or at midnight, whichever comes first.

The suites will close 90 minutes after the conclusion of play, or at midnight, whichever comes first.
- * Alcohol will no longer be available for purchase at that time.

CONTACT INFORMATION

The 12th Man Foundation staff is committed to providing you and your guests with the highest level of customer service to ensure an enjoyable gameday experience.



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2023
TEXAS A&M
HOME FOOTBALL SCHEDULE

NEW MEXICO

SATURDAY, SEPTEMBER 2

ULM

SATURDAY, SEPTEMBER 16

AUBURN

SATURDAY, SEPTEMBER 23

ALABAMA

SATURDAY, OCTOBER 7

SOUTH CAROLINA

SATURDAY, OCTOBER 28

MISSISSIPPI STATE

SATURDAY, NOVEMBER 11

ACU

SATURDAY, NOVEMBER 18

