2022 North & South Koury Policy Manual

To Our Valued Koury Box Guests:

THE RAMS CLUB

Campus is quiet right now, but the excitement is building as we get ready to welcome our Tar Heels back to campus for the 2022-23 year. We are also excited that we are able to welcome you back in the Koury Boxes for the 2022 season of Carolina Football!

As you prepare to join us "back home" at Kenan Stadium, we want to offer a friendly reminder of some of the guidelines for the Koury Boxes that make gameday enjoyable for all of our fans:

- Please respect the rights of other premium seating ticket holders, and ensure that all activities conducted in the premium seating areas are done so in a thoughtful and courteous manner.
- Premium seating ticket holders are responsible for the behavior of minors using their tickets to attend games. Children should be chaperoned **at all times**. Safety is a top concern for all premium seating guests, especially children. Please keep in mind that running, jumping or climbing on furniture, throwing balls, or any other disruptive behavior is not permitted.
- Any premium seating ticket holder is subject to removal from Kenan Stadium if deemed intoxicated or under the influence of alcohol or drugs, for using foul language or making obscene remarks or gestures, for wearing obscene or indecent clothing, or for using tobacco products.
- Please note that a game ticket does not guarantee a seat inside. Please be mindful of other patrons and share indoor seating throughout the game, as seating space is limited.

The Koury Boxes are a great place to watch Carolina Football and enjoy the game day experience. We look forward to sharing those game days with you this season!

Go Heels!

John Montgomery

Executive Director

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2022 Schedule

8/27 FLORIDA A&M

9/3 AT APP STATE

9/10 AT GEORGIA STATE

9/24 NOTRE DAME

10/1 VIRGINIA TECH

10/8 AT MIAMI

10/15 AT DUKE

10/29 PITTSBURGH

11/5 AT VIRGINIA

11/12 AT WAKE FOREST

11/19 GEORGIA TECH

11/25 NC STATE
*FRIDAY

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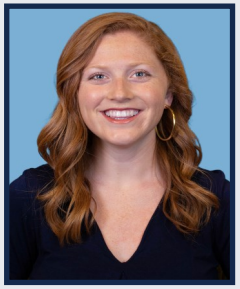
Contacts

CAROLINA ATHLETIC HOSPITALITY* (CAH)



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**Carolina Athletic Hospitality (CAH) is an equal opportunity employer*

**Carolina Athletic Hospitality (CAH) is a subsidiary of REVEL^{xp}, an event management/sports production company headquartered in Winston Salem, NC. CAH is UNC's representative for management of the premium seating areas operated by UNCAA.*

Please contact the Carolina Athletic Hospitality Manager for assistance and/or information regarding hospitality areas.

REVEL^{XP}

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Contacts

THE RAMS CLUB

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Brian Bersticker, ***Director of Member Services***

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UNC ATHLETIC DEPARTMENT

Bubba Cunningham, ***Director of Athletics***

Phone: (919) 962.6000

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Catering Information

CATERING SERVICES

- Rocky Top Catering is the exclusive caterer for all premium seating areas in Kenan Stadium.
- When available, Rocky Top has committed to buying local products.
- Food, soft drinks, and water are complimentary in all premium seating areas. Catering staff will be available throughout the game to provide proper servicing. Alcoholic beverages are available for purchase at designated bars.
- All Rocky Top employees are ServSafe certified and have completed Count on Me NC training.

ALLERGY KEY:

df = dairy free v = vegetarian

gf = gluten free v+ = vegan

2022 GameDay Menus can be found on our website carolinaathletichospitality.com

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Amenities

NORTH & SOUTH KOURY BOX AMENITIES

The Koury Boxes offer venues for viewing collegiate football at its finest.

KOURY BOX AMENITIES INCLUDE:

- Elevator access
- Air-conditioned lounge areas
- Complimentary catered meals and non-alcoholic beverages
- Private restrooms
- Padded stadium seating
- Additional leg room between rows
- Beer and wine available for purchase—**card only**

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Procedures

KOURY BOX

ADMISSIONS PROCEDURES

- Admission to the Koury Boxes requires a North or South Koury Box game ticket. Tickets will be scanned by stadium personnel upon entering the stadium gates. As guests enter the Koury Boxes, a CAH FANGINEER™ will validate the ticket stub and affix a wristband to each guest prior to guests entering the Koury Boxes.
- Koury Box patrons may move freely throughout Kenan Stadium. **A validated ticket stub and corresponding wristband are required for re-entry to the Koury Boxes.** All wristbands must be worn securely and show no evidence of tampering.
- Patrons are not authorized to access any other premium seating area without a full, unused ticket for the corresponding area.
- No pass-out or re-entry wristbands will be permitted at the stadium gates, nor is a ticket stub acceptable to exit and re-enter Kenan Stadium.
- CAH FANGINEER™ and security personnel will be positioned at all entry points to check for proper credentials.
- **All Koury Box ticket holders must advise their guests of these policies to ensure the integrity and exclusivity of the Koury Boxes.**

EXITING PROCEDURES

- Koury Box patrons may exit the facility freely by accessing the ramps, elevators or stairwells.

Beverage Rules & Regulations

NORTH & SOUTH KOURY BOX

BEVERAGE RULES & REGULATIONS

- **In alignment with North Carolina ABC laws, North & South Koury Box ticket holders and their guests may not leave the Koury Boxes with an alcoholic beverage. Additionally, North & South Koury Box ticket holders and their guests are not permitted to bring alcoholic beverages purchased in the main bowl into the Koury Boxes. Failure to follow these procedures will result in ejection from Kenan Stadium and the alcohol will be confiscated. Please contact the CAH Manager at 919.843.3058 with any questions.**
- **In alignment with North Carolina ABC laws, North & South Koury Box ticket holders and their guests may not order more than one beverage per transaction.**
- **Guests must be 21 years of age to purchase an alcoholic beverage.** Valid identification is required. Beverage service staff will not serve patrons unable to provide proper identification.
- Purchasing or providing alcoholic beverages for guests under 21 is strictly prohibited. North & South Koury Box ticket holders are responsible for the actions and behaviors of their guests.
- Beverage service staff will accept **CARD ONLY.**
- ALL alcoholic beverages must be consumed from opaque cups OR the original container provided. Alcoholic beverages may not be transferred to another cup for consumption.
- **Bars will close promptly at the end of the third quarter.** All non-alcoholic beverages are available for self-service throughout the game.
- Beverage service staff adheres to all county and state laws and reserves the right to refuse service to anyone at any time.
- Disruptive or disorderly conduct will result in removal from Kenan Stadium.
- A violation of the above rules and regulations jeopardizes the alcohol service license for all premium seating areas. Ticket holders should advise their guests of all rules and regulations. Any patron found in violation of these rules and regulations will be subject to removal from Kenan Stadium.

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Emergencies/ First Aid

EMERGENCY PROCEDURES

- In the case of an emergency (Police, Fire, or Medical), dial 911. State the emergency, your name, location where the assistance is needed, and remain on the line. All other issues should be reported to CAH FANGINEERS™.
- For stadium evacuation, uniformed personnel will direct you to the closest stairwell/exit.
- The Koury Box is equipped with automatic fire detection and alarm systems. It is also outfitted with automatic fire sprinklers.
- Fire extinguishers and/or valves are located in common areas on each level. In the event of a fire:
    1. Immediately dial 911 and report the fire.
    2. Evacuate the area and proceed to the nearest exit.
- Emergency medical services are provided on-site during home games. Additionally, paramedics are on duty and can respond promptly to emergencies in the Koury Box. In the event of a medical emergency:
    1. Dial 911 and persons present provide whatever care you are qualified to give.

FIRST AID

- First-Aid stations are located in the vicinity of Gate 2 and Gate 6 inside Kenan Stadium. For first-aid assistance please notify the CAH Manager or CAH FANGINEERS™ in the Blue Zone.
- UNC, The Rams Club and REVEL^XP make no guarantees, warranties or other assurances with respect to response times, the availability of personnel, services or the quality or appropriateness of first-aid services rendered. The Rams Club and REVEL^XP shall not be responsible of any personal injury, loss or damage of any kind resulting from or arising out of or related in any way to the availability of first-aid volunteers or the care rendered by first-aid volunteers and other personnel.

HOURS OF OPERATION:

- On game day all premium seating locations will follow the same operating hours as Kenan Stadium.

ALL PREMIUM SEATING AREAS OPEN:

- 90 minutes prior to kickoff

ALL PREMIUM SEATING AREAS CLOSE:

- One hour after conclusion of game, although we encourage premium area guests to leave once the game concludes.

Game Day Information

GAME PROGRAMS

Football Yearbooks and Roster Cards will be available in limited supply on game day.

DYEHARD FAN SUPPLY

The DyeHard Fan Supply store is located on the main level of the Blue Zone Concourse. The entrance to the DyeHard store is accessible from the main exterior concourse and NOT from the indoor Concourse Club entrance.

PREMIUM SEATING STAFF (CAH FANGINEERS™)

CAH FANGINEERS™ serve as liaisons between the CAH Manager, The Rams Club, Athletic Department personnel, ticket holders and catering and maintenance staffs. CAH FANGINEERS™ assist in the fulfillment of guests' requests and ensure proper servicing in all areas of premium seating in Kenan Stadium. They may be identified on game day by their gray CAH polos and bright green lanyards. *****A CAH FANGINEER™ may always be found in the space.***

RESPONSIBILITIES

- To greet and direct guests while monitoring guests' entry in each premium seating area.
- To be available to meet the needs of the premium seating ticket holders and their guests as requested.
- To assist in first aid and emergency protocol.

OTHER SERVICES

- Rocky Top Catering staff is onsite throughout all premium seating areas and can be identified on game day by their black collared shirts, black pants and UNC hats.
- A contracted cleaning staff is on hand throughout all premium seating areas during operating hours. Ticket holders should contact a CAH FANGINEER™ if they have any requests or need for custodial services.
- UNC Athletics Maintenance staff is available in Kenan Stadium during operating hours. Ticket holders should contact a CAH FANGINEER™ or the CAH Manager if they have any requests or needs for maintenance.

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FAQ's

Q: **When will the premium seating areas open?**

A: *All premium seating areas will be open and ready for you to enjoy 90 minutes prior to kickoff.*

Q: **Are children allowed in the premium seating areas?**

A: *Yes, children are part of the Carolina family experience and are welcome in the premium seating areas. Please note that children must be supervised at all times.*

Q: **Can I smoke in the premium seating areas?**

A: *Kenan Stadium, including all premium seating areas, is a smoke-free facility. This includes e-cigarettes.*

Koury Box Rules & Regulations

In order to maintain a pleasant environment for all ticket holders and guests, please remember the following guidelines. In addition, ticket holders and guests must comply with the applicable rules for Kenan Stadium fans that appear on goheels.com. Ticket holders not adhering to rules and regulations may be addressed by management staff or security.

1. Patrons' rights are subject to the Terms and Conditions, as stated in the Premium Seat License Agreement, and the following Rules and Regulations which may be supplemented and amended without prior notice to members.
2. A full, unused ticket is required for re-entry to Kenan stadium. No pass-out or re-entry wristbands will be permitted at the stadium gates.
3. Premium seating ticket holders may exit the premium seating areas and travel to other public areas within Kenan Stadium. **A validated ticket and undamaged wristband are required for re-entry to the premium seating areas.**
4. Premium seating ticket holders may not access another premium seating area without a full, unused ticket for the corresponding level.
5. The premium seating areas will be used only during UNC home football games and specified events approved by UNCAA and The Rams Club.
6. Premium seating patrons agree not to damage, deface, waste or strip any premium seating area property. A ticket holder shall reimburse UNCAA for any damages incurred by the ticket holder or guests.
7. The premium seating areas may not be used for any unlawful purpose. Premium seating privileges may be revoked, suspended, or conditioned in the event that the ticket holder or the ticket holder's guests engage in activity which is illegal or in the judgment of The Rams Club Executive Board of Directors is detrimental to UNC, The Rams Club, or Rams Club members.
8. **All premium seating ticket holders must respect the rights of other premium seating ticket holders and ensure that all activities conducted in the premium seating areas are done so in a thoughtful and courteous manner.**
9. Premium seating ticket holders may not throw objects from the seating area. Any person found in violation of this regulation is subject to expulsion from Kenan Stadium.
10. Any premium seating ticket holder is subject to removal from Kenan Stadium for the following reasons: stadium personnel deem the patron intoxicated or under the influence of alcohol or drugs; patron uses foul language, or makes obscene remarks or gestures; under the opinion of stadium personnel, patron is wearing obscene or indecent clothing; or patron uses tobacco products.

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Koury Box Rules & Regulations

11. A game ticket is required for all individuals with the exception of children ages two (2) and under. Children two years of age and under may enter Kenan Stadium without a ticket but must sit in a parent's lap.
12. No outside food or beverage is allowed in Kenan Stadium.
13. The premium seating area may not be used for overnight accommodations.
14. **Premium seating ticket holders are responsible for the behavior of minors using tickets to attend games. Children should be chaperoned at all times and are not allowed to roam around the Koury Box without supervision.**
15. **We are concerned about the safety of all premium seating guests, especially children. Unacceptable behaviors such as running, jumping or climbing on furniture, throwing balls, or any other behavior that is disrespectful to other fans and/or the premium seating areas are not permitted.**
16. **A game ticket does not guarantee a seat inside. Please be mindful of other patrons waiting to use indoor seating as furniture is limited.**
17. Effective January 1, 2008, smoking is not permitted in any area of Kenan Stadium, including all premium seating areas. Smoking is not allowed in Kenan Stadium seats, premium seating common areas, bathrooms, ramps or stairwells, or within 100 feet of any University building.
18. NCAA rules prohibit the presence of "prospects" or enrolled student -athletes in the University's priority seating areas or press box during a football game. Should you have any questions about whether an individual may be a prospect, please contact the UNC Compliance Office at (919) 962.6000.
19. Premium seating ticket holders shall obey all directives of The Rams Club, UNC, and CAH staff, law enforcement and security personnel with respect to conduct occurring in the premium seating areas.
20. Premium seating ticket holders are required to familiarize themselves and their guests with all the rules and regulations, policies, and procedures applicable to the premium seating areas and to ensure that their guests comply with all applicable laws, rules, regulations, orders, policies, and procedures.
21. REVEL^{XP}, The Rams Club, and UNC are not responsible for personal items left in the premium seating areas.
22. The above rules and regulations are subject to alterations based on requirements and policies established by UNC, the ACC, and the NCAA.

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