



2023

**Pope Box
Policy Manual**



THE RAMS CLUB

Dear Valued Rams Club Members:

We are thrilled that you will be joining us in our Pope Box for the 2023 Carolina football season. We look forward to hosting another memorable season in Kenan Stadium -- and to sharing the fun and excitement with you.

The Rams Club and Carolina Athletics are pleased to continue our partnership with REVEL^{XP} to manage all premium hospitality areas. Mimi Martens and her staff at Carolina Athletic Hospitality are prepared to uphold their mission to provide you with the best possible service when you visit Kenan Stadium. They look forward to seeing each of you this fall, and will be available at every home game to provide you with the highest level of service and hospitality.

As always, we ask that you enjoy gameday enthusiastically and responsibly. Please be mindful to treat all fans with the utmost respect, in true Carolina fashion. We want everyone to enjoy the best gameday experience possible.

On behalf of our student-athletes, coaches, and all of us on campus, I appreciate your investment in Carolina Athletics. We look forward to seeing you on September 9 as we come together to cheer our Tar Heels on to victory!

Go Heels!

A handwritten signature in black ink that reads "John Montgomery".

John Montgomery
Rams Club, Executive Director

2023 Schedule



9/2 SOUTH CAROLINA

9/9 APP STATE



9/16 MINNESOTA

9/23 PITTSBURGH



10/7 SYRACUSE

10/14 MIAMI



10/21 VIRGINIA

10/28 GEORGIA TECH



11/4 CAMPBELL

11/11 DUKE



11/18 CLEMSON

11/25 NC STATE



HOME

AWAY

NEUTRAL

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HOSPITALITY SERVICES

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Carolina Athletic Hospitality is managed by
REVEL^{XP}



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Premium Spaces

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North & South Premium Areas

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CAROLINA ATHLETIC HOSPITALITY OFFICE

Physical Address:

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Mailing Address:

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Shipping Address:

450 Skipper Bowles Drive, Chapel Hill, NC 27599

Web Address:

www.carolinaathletichospitality.com

HOSPITALITY SERVICES

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NEWSLETTERS

Pope Box members will receive a Hospitality Newsletter via email from Carolina Athletic Hospitality by end of day on Wednesday prior to each home game.

HOSPITALITY FANGINEERS™

CAH FANGINEERS™ serve as liaisons between the CAH Manager, The Rams Club, Athletic Department personnel, ticket holders, catering and maintenance staffs. CAH FANGINEERS™ assist in the fulfillment of guests' requests and ensure proper servicing in all areas of premium seating within 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 at the podium in the Pope Box.**

GENERAL PROCEDURES

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TICKETING

Tickets will be delivered electronically via mobile delivery.

You will need to download tickets to your Apple Wallet (iPhone) or Google Pay Wallet (Android) and/or transfer tickets to your guests **prior** to your arrival at the stadium on gameday.

Mobile tickets are only valid when presented on a smartphone. Printed copies of QR codes will not be accepted. If you do not have a smartphone, please contact the Ticket Office in advance of gameday for options.

For ticket inquiries, please call 919.843.2000.

HOURS OF OPERATION

Pope Box guests will be permitted into the stadium 90 minutes prior to kickoff.

ADMISSION PROTOCOLS

Gate Entry:

Tickets will be checked at entry gates and again by FANGINEERS™ at the Pope Box entrance. Once a Pope Box ticket holder enters the space, a FANGINEER™ will affix a wristband to the individual.

Pope Box Entry:

Everyone, regardless of age, is required to present a Pope Box ticket, Pope Box wristband, or Pope Box credential to gain admission into the Pope Box level. FANGINEERS™ will be positioned at all entry points to check for proper credentials.

Wristbands:

Wristbands must be worn at all times. Replacements will not be provided. Any patron without a Pope Box wristband will be asked to leave.

Pope Box wristbands do not grant access to ANY premium area besides the Pope Box level.

Pope Box Re-Entry:

Your Pope Box wristband will grant you re-entry into the Pope Box level should you choose to visit the general stadium. Guests with torn wristbands or no wristband will not be permitted to re-enter the Pope Box level.

Stadium Re-Entry:

Conference & university regulations do not allow anyone to leave and re-enter the stadium on gameday.

GENERAL PROCEDURES CONT'D

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CLEANING & MAINTENANCE

During the game, Pope Box guests should notify a Pope Box FANGINEER™ and/or Carolina Athletic Hospitality management staff for any service requests. Custodial and maintenance staff will be dispatched to assist as needed.

LOST & FOUND

Any items left in the Pope Box on game day will be placed in the Pope Box's locking closet after each home game.

During the game, should you find any items that appear to be left behind in the Pope Box, please bring those items to the Hospitality podium located within the Pope Box.

If you are missing an item, please check with Carolina Athletic Hospitality management staff during the game or call Carolina Athletic Hospitality at 919.843.7837 during the work week.

FIRST AID

The First Aid Medical Tents are located just inside Gates 2 & 6.

Should the need for First Aid or other emergency assistance arise on game day, notify Carolina Athletic Hospitality management staff or a FANGINEER™ on the Pope Box level, who will immediately notify emergency personnel.

CODE OF CONDUCT

All Pope Box ticket holders and their guests are expected to abide by University guidelines and the ACC Fan Code of Conduct, specifically:

- Comply completely and promptly with all directives given by gameday staff.
- Conduct yourself in a respectful manner, free from disorderly behavior including foul, sexist, racist, obscene or abusive language and gestures.
- Alcoholic beverages should be consumed responsibly and only by those of legal drinking age.

Individuals found violating any policy can be denied Pope Box access and may be removed from the stadium.

Repeated violations may result in the revocation of Pope Box passes.

PROHIBITED ITEMS

The following items or articles similar in nature will not be allowed in the Pope Box on gameday:

- Weapons
- Strollers
- Umbrellas
- Animals (service animals excluded)
- Computers
- Artificial noisemakers
- Flags/banners
- Bags that do not adhere to the clear bag policy

FEATURES & AMENITIES

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Pope Box AMENITIES

The Pope Box includes the following features & amenities:

- 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

DYEHARD FAN SUPPLY

The Dyehard Fan Supply store is located on the main level of the bowl.

FOOD & BEVERAGE

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CATERER

All food & beverage selections are provided by Fieldhouse.

PROVISIONS

A rotating buffet will be provided each game beginning 1.5 hours prior to kickoff until the end of the 3rd Quarter.

Buffet offerings will be communicated in the Carolina Athletic Hospitality newsletter each week and are available on the Carolina Athletic Hospitality website.

ALCOHOL

In alignment with North Carolina ABC laws, Pope Box Level ticket holders and their guests may not leave the Pope Box with an alcoholic beverage. Additionally, Pope Box level ticket holders are not permitted to bring alcoholic beverages purchased in the main bowl into the Pope Box. Failure to follow these procedures will result in ejection from Kenan Stadium and the alcohol will be confiscated.

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.

Beverage service staff will accept all major credit cards at all bars. No cash will be accepted.

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 throughout the entirety of the game.

A violation of the above rules and regulations jeopardizes the alcohol service license for all premium areas. Any patron found in violation of these rules and regulations will be subject to removal from Kenan Stadium.

RULES & GUIDELINES

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In order to maintain a pleasant environment for all ticket holders and guests, please remember the following guidelines. In addition, ticket holders 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.

The following Rules & Regulations are subject to alterations based on requirements & policies established by University of North Carolina, the ACC & the NCAA.

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. Clear Bag Policy: Fans will be able to carry the following style and size of bag, package or container into the stadium:
 - Bags that are clear plastic, vinyl or PVC & do not exceed 12" x 6" x 12"
 - Clear, One (1) gallon plastic storage bags (*Ziploc bags or similar*)
 - Small clutch/wallet, no larger than 4 1/2" by 6 1/2" *with or without a handle or strap*
3. A full, unused ticket is required for re-entry to Kenan Memorial Stadium. No pass-out or re-entry wristbands will be permitted at the stadium gates.
4. 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.
5. Premium seating ticket holders may not access another premium seating area without a full, unused ticket for the corresponding level. The second and fourth level of the Blue Zone is not open for public access on football game days.
6. The premium seating areas will be used only during UNC home football games and specified events approved by UNCAA and The Rams Club.
7. 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.
8. 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.
- 9. 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.**
10. 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.

RULES & GUIDELINES CONT'D

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11. 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.

12. 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 be with a parent.

13. No outside food or beverage is allowed in Kenan Stadium.

14. The premium seating areas may not be used for overnight accommodations.

15. 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 Pope Box without supervision.

16. 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.

17. A game ticket does not guarantee a seat inside. Please be mindful of other patrons waiting to use indoor seating as furniture is limited.

18. 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.

19. 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.

20. 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.

21. 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 procedure.

22. REVEL^{XP}, The Rams Club, and UNC are not responsible for personal items left in the premium seating areas.

23. The above rules and regulations are subject to alterations based on requirements and policies established by UNC, the ACC, and the NCAA.

UNC ATHLETICS CONTACTS

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Bubba Cunningham

Director of Athletics
919.962.6000



John Montgomery

Executive Director, Rams Club
919.843.2000



Brian Bersticker

Director of Membership Services, Rams Club
919.843.6473

FAQ's

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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.

Q: Where can I find Game Programs?

A: Football Yearbooks and Roster Cards will be available in limited supply on game day. Please see a FANGINEER™.

Q: Can I leave Kenan Stadium and re-enter during the game?

A: There is no re-entry to Kenan Memorial Stadium under any circumstances on game day. However, with your wristband, you can leave the Pope Box and go down to the main bowl. You will be permitted to re-enter Pope Box area with an untorn wristband on your wrist.

Q: Where can I buy food?

A: Premium area tickets come with a rotating buffet that is available through the end of the 3rd quarter. There are soda machines with Coke products in all spaces along with a cash bar which sells beer, wine, and seltzers.

KENAN STADIUM

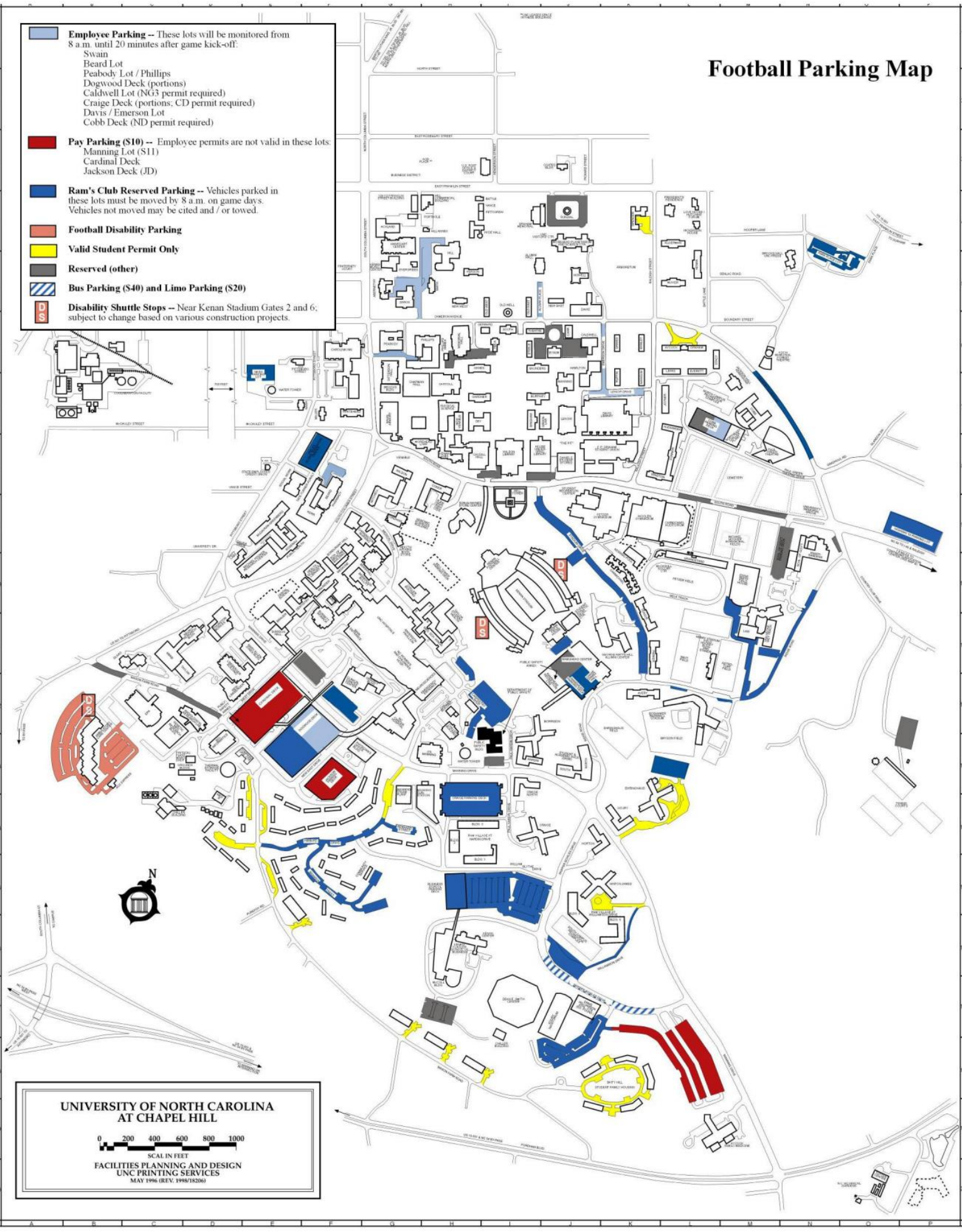


KEY

- | | | | | |
|--------------------|------------------------|--------------------|-----------------|----------------------|
| ELEVATORS ● | MERCHANDISE | KOURY BOXES | TERRACES | CONCESSIONS 🍷 |
| 1. West MZ | 1. Tar Heel Team Store | 1. NORTH | 1. South | MEDICAL + |
| 2. East MZ | 2. Pop Up Store | 2. SOUTH | 2. North | RESTROOMS 🚻 |
| 3. Blue Zone | 3. Pop Up Store | | | |
| 4. Blue Zone | | | | |
| 5. East Pope Box | | | | |
| 6. West Post Box | | | | |

Football Parking Map

- Employee Parking** -- These lots will be monitored from 8 a.m. until 20 minutes after game kick-off:
 Swain
 Beard Lot
 Peabody Lot / Phillips
 Dogwood Deck (portions)
 Caldwell Lot (NG3 permit required)
 Craige Deck (portions, CD permit required)
 Davis / Emerson Lot
 Cobb Deck (ND permit required)
- Pay Parking (S10)** -- Employee permits are not valid in these lots:
 Manning Lot (S11)
 Cardinal Deck
 Jackson Deck (JD)
- Ram's Club Reserved Parking** -- Vehicles parked in these lots must be moved by 8 a.m. on game days. Vehicles not moved may be cited and / or towed.
- Football Disability Parking**
- Valid Student Permit Only**
- Reserved (other)**
- Bus Parking (S40) and Limo Parking (S20)**
- S C **Disability Shuttle Stops** -- Near Kenan Stadium Gates 2 and 6; subject to change based on various construction projects.





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Hospitality Manager

Premium Areas

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