



August 2018

Dear Blue Devil Family,

Welcome back to Blue Devil Tower for another exciting year! Duke Athletics and Blue Devil Premium Services hope to provide you with a memorable 2018 Duke Football season and will do our best to ensure your experience in Wallace Wade Stadium is second-to-none.

Here at Duke Athletics we strive to provide every student-athlete with a world-class experience, and endeavor to deliver the same for you – the passionate fans! Given that, the premium services staff and catering team look forward to enhancing your overall game day experience along with the spectacular views, great food, and exciting Duke football that accompany your seat in Blue Devil Tower. Please know, the Duke Football family is extremely thankful for your constant support.

With the 2018 season just a few short weeks away, Duke Athletics could not be more excited to host you and your guests soon. The Blue Devil Premium Services staff, led by Asyia Mitchell, will be available at every home game as your direct contact for any questions or requests. Should you need anything at all, please do not hesitate to reach out to Asyia at 919.684.3331 or via email at [asyia.mitchell@duke.edu](mailto:asyia.mitchell@duke.edu).

Go Duke!

A handwritten signature in black ink, appearing to read 'Kevin M. White'.

Kevin M. White

Vice President and Director of Athletics Duke  
University

August 2018

Dear Friends,

Welcome back to Blue Devil Tower! Friday, August 31<sup>st</sup> is quickly approaching and we could not be more excited to kick off against Army West Point in Wallace Wade Stadium.

Our Colonnade team has been diligently working to deliver the most hospitable experience possible for you on game days. We are beyond excited to host you for another remarkable season in Blue Devil Tower.

Please use the Policy Manual to answer any questions you have about your premium seats. All additional requests, comments and questions may be directed to Blue Devil Premium Services Director, Asyia Mitchell. Please do not hesitate to contact her.

It is our pleasure to serve you, our guests, with an excellent game day experience in Blue Devil Tower. I look forward to seeing you and cheering on the Blue Devils this fall.

Go Duke!



Robbie Robertson

President/CEO



COLONNADE  
GROUP

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Date	Opponent	Location	Time
<b>Fri. Aug. 31</b>	 ARMY WEST POINT	Durham, NC	7:00 p.m.
Sat. Sept 08	 Northwestern Wildcats.	at Evanston, Ill	12:00 p.m.
Sat. Sept 15	 BAYLOR BEARS	at Waco, Texas	3:30 p.m.
<b>Sat. Sept 22</b>	 NCCU EAGLES	Durham, NC	TBA
<b>Fri. Sept 29*</b>	 VT	Durham, NC	TBA
Sat. Oct 13*	 GT	at Atlanta, Ga	TBA
<b>Sat. Oct 20*</b>		Durham, NC	TBA
Sat. Oct 27*	 PITT	at Pittsburgh, PA	TBA
Sat. Nov 3*		at Coral Gables, FL	TBA
<b>Sat. Nov 10*</b>		Durham, NC	TBA
Sat. Nov 17*		at Clemson, SC	TBA
<b>Sat. Nov 24*</b>	 WF	Durham, NC	TBA

\*Indicates Conference Game / **Blue Indicates Home Games**

### Colonnade Group

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Robbie Robertson · President and CEO  
Anna Slive · Chief Marketing Officer  
Bethany Hawkins · Director/Premium Seating  
Lizzie Stewart Hill · Area Director/Premium Seating

### Duke Athletics Staff

Mike Sobb · Associate Director of Athletics/Resource Acquisition  
Office Phone: (919) 668-5723 · Cell Phone: (919) 812-0439  
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Kevin White · Vice President/Director of Athletics  
Chris Kennedy · Senior Deputy Director of Athletics  
Nina King · Deputy Director of Athletics/Administration, Legal Affairs Chief of Staff  
Tom Coffman · Deputy Director of Athletics/Development  
Jack Winters · Associate Director of Athletics/Executive Director Iron Dukes Annual Fund  
Joe Manhertz · Associate Director of Athletics/Iron Dukes Major Gifts

### Physical Mailing Address

Blue Devil Premium Services  
364 Scott Family Athletic Performance Center  
Box 90555  
Durham, NC, 27708

### Premium Seating Features

The Suites in Blue Devil Tower, located on the West Side of Brooks Field at Wallace Wade Stadium, offer a venue for viewing collegiate football at its best.

### Game Day Amenities

Suite Holders on the Delta Suite Level and DeJoy Family Club Level will have access to the following amenities:

- High-end food and non-alcoholic beverages
- Specialty food stations located in the Delta Suite Level common area
- Locking cabinetry
- Alcoholic beverages stocked in each suite according to suite holder's preferences
- Climate-controlled individual suite, as well as shared lounge spaces
- Three (3) in-suite TVs
- Audio selection capabilities
- Wi-Fi
- Private, centrally located restrooms
- Parking passes

### Hours of Operation

Blue Devil Tower will be open and close according to the following schedule:

- Blue Devil Tower Opens 2 hours before kickoff
- Blue Devil Tower Closes 1 hour after game conclusion

### Admissions Procedures

- All guests and personal items are subject to screening prior to entering Brooks Field at Wallace Wade Stadium and Blue Devil Tower. Walk-through metal detectors will be the primary means of screening with accommodations available for guests who require alternative screening methods. Any person who does not consent to screening will be denied entry into the stadium.
- Blue Devil Tower has two (2) main access points:
  - ✓ Finch-Yeager Bridge (Frank Bassett Drive)
  - ✓ Central Elevator Lobby (Concourse Level)
- A Blue Devil Tower cricket (credential + ticket) is required for entry into Blue Devil Tower.
- BDPS requires all guests to wear their crickets around their necks at all times. Lanyards for suite crickets will be available from Blue Devil Premium Services, both in your suite ticket packaging and on game day.
- Upon entering in Blue Devil Tower, security personnel will hole-punch each cricket. Upon exiting the Tower, each guest will receive a wristband. A hole-punched cricket and wristband (free from evidence of tampering) are required for re-entry into Blue Devil Tower.
- Once a ticket is scanned for entry at Brooks Field at Wallace Wade Stadium gates, there is no stadium re-entry. Blue Devil Tower guests looking to visit the Johnson Family Team Store or whom request use of a lactation room will be directed to the Bostock Gate for assistance and accommodations.
- Bags or purses of any kind (including but not limited to backpacks, duffel bags, tote bags, fannypacks, drawstring/cinch bags, messenger bags, plastic grocery bags, camera bags, binocular bags, etc.) are not permitted to enter Brooks Field at Wallace Wade Stadium on football game days. The following will be permitted following screening:
  - ✓ Wristlets/clutches (with or without a strap) that fit in the palm of the hand (no larger 5" x 8" x 1")
  - ✓ Duke Stores merchandise bags with receipt for purchase
  - ✓ Bags for medical and/or childcare needs
  - ✓ Bags for credentialed game-day staff
- Suite Holders may access the suite and club levels. Food and beverage will not be permitted to travel between floors.
- Blue Devil Tower crickets will not be available for public purchase on game day.

### Catering

- Trident Provisions is the exclusive caterer for Blue Devil Tower.
- Suite Holders will choose from four (4) food and beverage package options each game day. These must be placed through the BDPS office no later than 10 days prior to the corresponding home game. Orders may be placed online through [www.bluedevilpremium.org](http://www.bluedevilpremium.org) or by contacting the BDPS office via phone, fax, or email.
- Select food and beverage options will be available in the Delta Suite Level common area.
- An assortment of canned Coca-Cola products and Keurig coffee will be provided with the four (4) pre-selected food packages.
- If a Suite Holder purchases food items a la carte, then a beverage package must also be purchased.
- Beer, wine, liquor, and bottled water can be pre-ordered for each home game day through Trident Provisions.
- The Blue Devil Premium Services Director will confirm menu selections with each Suite Holder prior to each game day. Please add [asyia.mitchell@duke.edu](mailto:asyia.mitchell@duke.edu) to your list of senders to ensure that you receive all communications.

### Accessibility Accommodations

- The Delta Suite Level is wheelchair accessible and equipped with appropriate accessories in the restrooms.
- Requests for ADA seating must be received one week before the game. With advance notice BDPS may accommodate requests. Wheelchairs may not block passageways, doors, or stairwells at any time. Wheelchairs are not allowed to be parked behind the last row of stadium seats unless in the designated wheelchair areas. BDPS will be able to accommodate storage for mobility aids.
- All questions and requests regarding ADA accessibility should be directed to the Blue Devil Premium Services Director at (919) 684-9761.



### First Aid

The First Aid station is located on the north side of the Delta Suite Level. For First Aid assistance, please notify the Blue Devil Premium Services Director or a BDPS FANgineer stationed throughout the Suite Level.

Colonnade Group, Duke University, and Duke Athletics 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. Iron Dukes and Dukes Athletics shall not be responsible of any personal injury, loss or damage of any kind resulting from, 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.

### TES (Technology Enhanced Service)

Developed by the Colonnade Group, TES will be available for use in your suite. The TES tablet allows Suite Holders to directly contact their BDPS FANgineer for a variety of needs including housekeeping, maintenance, food and beverage needs, and others. TES will also give each Suite direct access to page EMS in case of medical emergency. Additionally, TES will include game day information, menu selections, and more.

A BDPS representative will train each Suite Holder on how to use the TES tablet upon arrival at the first home game. Any questions regarding the tablet system should be directed to the BDPS office.

### Blue Devil Premium Services

Role of a BDPS FANgineer:

- BDPS FANgineers serve as liaisons between the Blue Devil Premium Services Director, Athletic Department personnel, Suite Holders, catering staff, and maintenance staff. FANgineers assist in the fulfillment of guests' requests and ensure proper servicing in all premium seating areas of Blue Devil Tower.

Responsibilities of a BDPS FANgineer:

- To be available to meet needs of Blue Devil Tower Suite Holders and their guests as requested
- To assist in First-Aid and emergency protocol
- To contact maintenance and cleaning staff as needed
- To communicate all issues and needs to the BDPS Director

### Cleaning and Maintenance

Cleaning staff is on hand throughout the stadium during operating hours. Suite Holders should contact a BDPS FANgineer if they have any requests or needs for custodial services.

Duke Athletics Maintenance staff is available in Brooks Field at Wallace Wade Stadium during operating hours. Suite holders should contact a BDPS FANgineer if they have any requests or needs for maintenance.

### Security Staff

Rhino Sports and Entertainment Services will be the designated security company for Blue Devil Tower.

Rhino personnel will staff all access points of Blue Devil Tower and will be available throughout the Tower on game days. Should you need security staff in your suite for any reason, please inform the nearest BDPS FANgineer or the Director.

### Beverage Rules and Regulations

All guests must adhere to the following rules and regulations concerning the consumption of alcoholic beverages on the Delta Suite Level. It is the responsibility of the Suite Holder to ensure all guests are aware of these rules and regulations.

- 1.) Guests must be 21 years of age to consume an alcoholic beverage. Valid identification is required.
- 2.) Providing alcoholic beverages for guests under 21 is strictly prohibited.
- 3.) Alcoholic beverages may not leave the Delta Suite Level. BDPS FANgineers or Event Staff will ask all guests to discard beverages prior to exiting the Delta Suite Level. If a guest is apprehended with alcohol outside of Blue Devil Tower, he or she will be subject to ejection from the stadium and the alcohol will be confiscated.
- 4.) Disruptive or disorderly behavior will result in removal from Brooks Field at Wallace Wade Stadium.

A violation of the above rules and regulations jeopardizes the ability to sell or serve alcohol in any of the premium areas of Blue Devil Tower. Any guest found in violation of these rules and regulations will be subject to removal from Brooks Field at Wallace Wade Stadium.

### Delta Suite Level Rules and Regulations

In order to maintain a pleasant environment for all donors and guests, please remember the following guidelines. In addition, donors and guests must comply with the applicable rules for Brooks Field at Wallace Wade Stadium for fans that appear on [Goduke.com/gameday](http://Goduke.com/gameday) and in the A-Z Game Day Guides. Suite Holders not adhering to rules and regulations may be addressed by management staff or security.

1. Blue Devil Tower crickets are the Suite Holder's responsibility to reserve, hold and distribute to guests. If the guest of a Suite Holder loses a cricket or pass, it can only be replaced if the donor contacts BDPS or the Duke Athletics Ticket Office to vouch the reissue.
2. Club Level Suite cricket holders are only permitted access to the club level of the Blue Devil Tower.
3. No re-entry in Brooks Field at Wallace Wade Stadium will be permitted.
4. Blue Devil Tower Suite cricket holders may exit Blue Devil Tower and travel to other public areas within Brooks Field at Wallace Wade Stadium. A validated cricket and wristband without evidence of tampering are required for re-entry into Blue Devil Tower.
5. The Delta Suite Level will be used only during Duke home games and specified events approved by the Duke Athletic Department.
6. Blue Devil Tower guests agree not to damage, deface, waste, or strip any Blue Devil Tower property.
7. Blue Devil Tower may not be used for any unlawful purpose. Suite, cricket, or pass privileges may be revoked, suspended, or confiscated in the event that the donor or the donor's guest engage in activity which is illegal or in the judgment of the Athletic Department Administration is detrimental to Duke or Duke donors.
8. All Blue Devil Tower guests must respect the rights of other guests and ensure that all activities conducted in Blue Devil Tower are done so in a thoughtful and courteous manner. Each Suite Holder is responsible for the acts and omission of his/her guests.

## Delta Suite Level Rules and Regulations (continued)

9. Blue Devil Tower guests may not throw objects from the balconies. Any person found in violation of this regulation is subject to expulsion.
10. Any Blue Devil Tower guest is subject to removal from Brooks Field at Wallace Wade Stadium for the following reasons: guest is deemed intoxicated or under the influence of alcohol or drugs; guest uses foul language or makes obscene remarks or gestures; under the opinion of stadium officials, if guest is wearing obscene or indecent clothing.
11. A game ticket is required for all individuals with the exception of children two (2) years of age and under. Children two (2) years of age and under may enter Brooks Field at Wallace Wade Stadium and Blue Devil Tower without a cricket but must sit in a parent's lap.
12. Blue Devil Tower guests are responsible for the behavior of minors using crickets to attend games. Children should be chaperoned at all times and are not allowed to roam around Blue Devil Tower without supervision.
13. We are concerned about the safety of all Blue Devil Tower 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 Premium Seating property are not permitted.
14. Smoking is permitted in designated areas on the concourse of Brooks Field at Wallace Wade Stadium. Smoking is not permitted in Blue Devil Tower, Finch-Yeager Bridge, or outside seating areas. Guests may exit the Tower to smoke on the concourse and re-enter with the proper cricket and wristband.
15. No outside food and beverage is permitted in Blue Devil Tower. However, patron may purchase items from the concessions stands and bring them into Blue Devil Tower.
16. Food and beverages are not permitted to leave Blue Devil Tower. BDPS staff will ask guests to discard these items prior to leaving Blue Devil Tower. If a guest is apprehended with alcohol outside of Blue Devil Tower, the alcohol will be confiscated and he or she faces potential removal from the facility.
17. Blue Devil Tower may not be used for overnight accommodations.
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 or basketball game. Should you have any questions about whether an individual may be a prospect, please contact the Duke Compliance Office at (919) 613-6214.