

# **CALLAWAY CLUB**

## **POLICIES & SERVICES GUIDE**



**2020 - 21**

# 2020 SEASON | COVID-19 PRECAUTIONS

## **FACIAL COVERINGS REQUIRED**

Per University System of Georgia mandate, individuals attending events inside McCamish Pavilion be will required to wear an approved facial covering.

Facial coverings will be required for the entire time while on campus and inside the Callaway Club starting as soon as individuals enter the security screening queuing lines (and/or Ticket Office & Will Call lines). Coverings may only be removed [when actively eating or drinking](#), including while seated.

## **CLUB CAPACITY & LAYOUT**

The Callaway Club capacity has been reduced to ~20% (~110 members) of its normal operating capacity. Inside the lounge area, the dining tables have been further spaced and some drink rail areas will be unavailable for use to better adhere to social distancing guidelines.

In the Club sections, ticketed seats are in clusters of two on odd numbered rows only. Even numbered rows will be closed throughout the season.

## **MOBILE TICKETS & PARKING PASSES**

Mobile contactless ticketing & parking passes coupled with the addition of self-service ticket scanning kiosks at gates will allow for a safer gate entry with contactless scanning capabilities on iPhone and Android devices. The ability to transfer tickets to friends and family through mobile devices will further eliminate the physical exchange of tickets while also significantly reducing frequent issues associated with paper tickets like shipping delays, lost tickets, forgotten tickets and counterfeit tickets.

Additionally, the use of digital tickets will provide the flexibility needed to deliver tickets quickly once the schedule for the season is confirmed and will also allow for real-time changes to event dates and times to be reflected immediately via live updates on the tickets in a customer's digital wallet.

## **PLEXISHEILD BARRIER INSTALLED IN FRONT OF ROW 13**

Some lower arena seating has been removed and player benches will now be spread out along the east baseline, directly below Row 13 of the Callaway Club sections, to better allow proper spacing between team personnel, operations staff and other students in attendance. For these reasons, plexiglass shields have also been installed along the current club railings (similar to a hockey rink or the recent NBA bubble set up - see right photo). These shields are clear and thin, and they should not impede or significantly affect the viewpoint experience of our members.

# 2020 SEASON | COVID-19 PRECAUTIONS

## CLUB MEMBER ENTRY PROCEDURES

All Club guests should enter through the main East entry (the **Louise and Leo Benatar** gate) this season and go directly into the Callaway Club. Tickets will not be scanned a second time at the Club doors, however all guests will now be given a premium access wristband upon arrival. We ask that you put your Club wristband on immediately, even if you do not plan to leave the club area during the game - this practice will better help us to monitor our capacity restrictions and ensure that only those with valid wristbands or credentials are inside the Callaway Club at all times.

**Note:** only the main Club entry point (near Section 108) will be accessible this season; the south Club doors (near Section 110) will not open like usual

## CLUB CATERING SET UP

The main buffet will be separated into three chef-attended and chef-served stations (formally self-served) behind plexiglass shields. A separate table with desserts and coffee service will be set up on the south end of the club near the bar area, and a dedicated beverage attendant will further sanitize the non-alcoholic beverage coolers throughout the game.

## IN-SEAT SERVICE

Once the game begins, catering and hospitality attendants will periodically (likely during media timeouts) walk the seat aisles with various beverages and snack items. If there is a beverage / item you want that isn't being carried at the time (e.g. alcoholic beverage refill), please feel free to ask - we'll be happy to snag it for you!

## ROSTER CARDS AVAILABLE THROUGH THE NEW GAMEDAY APP

In lieu of traditional programs that were available each game, digital programs and roster cards for both teams will be viewable via the [new Georgia Tech Yellow Jackets mobile app](#) each game. To download the new app on your phone, visit <https://ramblinwreck.com/app/> using your mobile web browser or search "Georgia Tech Yellow Jackets" in the App Store.

## GAMEDAY STAFF SAFETY PROCEDURES

All staff will wear the appropriate PPE (e.g. facial coverings) at all times. After ingress, staff presence inside the Callaway Club will be limited - please direct any in-game questions, needs or concerns to the front desk or to staff in the gray polos & green lanyards that will be stationed near the entry.



**2020-21 GTAH  
OFFICE CONTACTS**  
[ctbrown@athletics.gatech.edu](mailto:ctbrown@athletics.gatech.edu)



**Chelsey Brown**  
Hospitality Director  
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## GAMEDAY ASSISTANCE

For immediate assistance within the Callaway Club, contact the GTAH Director (Chelsey Brown) directly via call or text to: **580-247-8620**.

For questions related to game ticket or parking pass downloads, contact Matt Lanier: (O) **404-385-4407** (C) **404-735-0188** | [mlanier@athletics.gatech.edu](mailto:mlanier@athletics.gatech.edu)

## 2020-21 SCHEDULE

11/25 VS GEORGIA STATE

11/27 VS MERCER

12/6 VS KENTUCKY (STATE FARM ARENA)

12/9 AT NEBRASKA

12/15 AT FLORIDA STATE

12/18 VS FLORIDA A&M

12/20 VS DEL STATE

12/23 AT UAB

12/29 OR 30 VS NORTH CAROLINA

1/3 VS WAKE FOREST

1/5 OR 6 AT NOTRE DAME

1/9 AT LOUISVILLE

1/12 OR 13 VS PITTSBURGH

1/16 AT NC STATE

1/19 OR 20 VS CLEMSON

1/23 AT VIRGINIA

1/26 OR 27 AT DUKE

1/30 VS FLORIDA STATE

2/6 VS NOTRE DAME

2/9 OR 10 VIRGINIA

2/13 AT CLEMSON

2/16 OR 17 VS BOSTON COLLEGE

2/20 AT MIAMI

2/23 OR 24 AT VIRGINIA TECH

2/27 VS SYRACUSE

3/2-3 DUKE

3/5 OR 6 AT WAKE FOREST

3/9-13 ACC TOURNAMENT (WASHINGTON, D.C.)

# TICKETS & PARKING

## TICKETING CONTACTS

Please direct all ticketing and parking-related questions to your Georgia Tech Ticket Account Representative, to the Georgia Tech Ticket Office (**404-894-5447**), or to Matt Lanier directly : [mlanier@athletics.gatech.edu](mailto:mlanier@athletics.gatech.edu), **404-385-4407**

## MOBILE TICKET DELIVERY

Game tickets will become viewable on your GT ticket account closer to the event date. Once they are available for download, simply login to your account via [ramblinwreck.com/myaccount](https://ramblinwreck.com/myaccount) and download the tickets to your digital wallet (Apple Wallet or Google Pay).

Once the tickets are downloaded to your phone, connectivity or Wi-Fi will not be required to access your tickets on gameday. If your tickets are not downloaded in advance, you may stop by the main ticket box office on gameday.

Gameday ticket resolution (e.g. re-prints) and Will Call will be available **beginning 90 minutes (1.5 hours) prior to tipoff at the main box office**, located on the corner of 10<sup>th</sup> and Fowler. Ticket windows will be staffed through halftime each game.

**Note: mobile tickets must be presented on a mobile device; ticket QR codes transferred to printed paper will not scan properly and therefore will not be accepted**

## MOBILE TICKET SHARING & TRANSFERS

Via your account manager at [ramblinwreck.com/myaccount](https://ramblinwreck.com/myaccount), select the ticket(s) you wish to transfer and enter the recipient's cell phone number. The recipient will receive a text message instructing them to accept their ticket(s). They will need to log into their existing GT ticketing account (or simply create a new account) in order to accept, and then they will be able to add the tickets to their own Apple Wallet or Google Pay app.

We highly encourage that you transfer a ticket and/or parking pass to each member of your party to allow for the easiest entry and access throughout the venue.

Please do not share tickets via mobile screenshot, as QR codes that show as a duplicate scan will be prohibited from arena entry. Please also note that tickets can only be transferred one time, but you will have the option to cancel a transfer before the transfer is completed.

## MOBILE PARKING PASS DELIVERY

Like your game tickets, any parking passes associated with your account will also become viewable via [ramblinwreck.com/myaccount](https://ramblinwreck.com/myaccount) closer to the start of the season. Once they are available for download, simply login to your account and download the passes to your digital wallet (Apple Wallet or Google Pay).

# CATERING SERVICE

*proof of the pudding*

## CATERER

Atlanta-based Proof of the Pudding is the exclusive caterer for the Georgia Tech Athletic Association.

## CLUB BUFFET SET-UP

For enhanced safety precautions this season, all food stations will be chef-attended and chef-served with disposable plates and Reflections rolled flatware. All catering staff members will further be required to wear the appropriate PPE (e.g. facial coverings, gloves) at all times.

## NON-ALCHOLIC BEVERAGES

Dasani bottled water, Coca-Cola, Coke Zero, Diet Coke, Sprite, Sprite Zero, Gold Peak Sweet Tea & Gold Peak Unsweet Tea will be complimentary throughout the game. A dedicated beverage attendant will monitor and sanitize the beverage coolers on gamedays. Additionally, coffee & hot tea service will be available at the dessert station near the bar towards the south end of the club.

## ALCHOLIC BEVERAGES

The following beer & wine selections will also be complimentary and available at the Callaway Club Bar (south end) until the 12-minute mark of the second half: **Blue Moon, Miller Lite, Scofflaw IPA, Stella Artois, SweetWater 420, White Claw Hard Seltzer; Chardonnay, Rose, Pinot Noir & Cabernet Sauvignon**

## CLUB MENUS

2020 food offerings will include the Tailgate Favorites station (available every game - listed below) and three additional rotating stations. November menus are included on the following page. December-March menus will be communicated once finalized.

## TAILGATE FAVORITES (AVAILABLE EVERY GAME)

GF = Gluten Free | V = Vegetarian Option | VG = Vegan Option

### Grilled Hamburgers & Cheeseburgers

Martin's slider buns, cheddar, Swiss, pepper jack, lettuce, tomato, onion, pickles

### Grilled Hot Dogs

Martin's slider buns, diced onion, shredded cheddar, sauerkraut, ketchup, mustard, relish

### Zapp's Potato Chips & Dips GF

voodoo, original & BBQ flavors, with onion dip + garlic parmesan dip

### Gameday Nacho Bar GF

chili, queso, jalapenos, sour cream, pico de gallo

### Soft Pretzels V

yellow mustard, spicy brown mustard, dijon mustard

### Roasted Peanuts GF, V, VG

& Freshly Popped Popcorn GF, V



# CATERING SERVICES

*proof of the pudding*

## CHEF'S SELECTIONS FOR GAMES 1 & 2 (ROTATING MENUS)

GF = Gluten Free | V = Vegetarian Option | VG = Vegan Option | DF = Dairy Free

**11/25/20**

**BBQ STATION**

**LO COUNTRY EXTRAVAGANZA**

**SWEET SHOTS**

**GAME 1  
vs  
GSU  
9:00 PM**

**Pulled BBQ Short Rib** GF  
molasses reduction

**Grilled Radicchio Salad** GF, V  
roasted red onion, red pepper, charred corn,  
Valentina vinaigrette

**Smokey Potato Wedges** GF, V  
molasses reduction

**Smoked Gouda Mac & Cheese** GF, V, VG  
molasses reduction

**Shrimp & Grits** GF  
scallion, garlic, andouille hash

**Jalapeno Cheddar Crab Cakes**  
lemon aioli

**Crab Shack Slaw** GF, V, VG  
pow-pow dressing

**Crab Fries** V, VG  
Old Bay Ketchup

**Krispy Kreme Donut Bread Pudding** V

**Christie's Cookies & Candy** V  
chocolate chunk, oatmeal raisin & macadamia nut;  
Snickers, M&M's, Reese's, Cracker Jack

**Jeni's Splendid Ice Cream Selections** V  
peanut butter fleck, brown butter almond &  
brambleberry crisp

**Tropical Fruit Cups** GF, V, DF

**11/27/20**

**TERRACE ROAST HOUSE**

**TASTE OF TUSCANY**

**SWEET SHOTS**

**GAME 1  
vs  
MERCER  
8:00 PM**

**Cider Brined Roasted Turkey**  
apricot chutney, herb aioli, button rolls

**Roasted Beet Salad** GF, V  
golden & red beets, chives, roasted walnuts,  
fig & honey goat cheese, basil vinaigrette

**Herb Roasted New Potatoes** GF, V, VG  
garlic pepper rub

**Roasted Heirloom Carrots** GF, V  
dill herb butter

**Portobello & Sundried Tomato Pasta** V  
fresh basil, parmesan

**Lemon Oregano Roasted-Springer  
Mountain Farms Chicken** GF  
garlic cream sauce

**Heirloom Tomato Caprese Salad** GF, V  
heirloom tomato, mozzarella, aged balsamic

**Grilled Eggplant Risotto** GF, V  
lemon truffle oil

**Warm Apple Cobbler** V

**Chocolate Dipped Biscotti** V

**More S'mores!** V  
S'mores pudding cups & S'mores brownies

**Christie's Cookies & Candy** V  
chocolate chunk, oatmeal raisin & macadamia nut;  
Snickers, M&M's, Reese's, Cracker Jack

**Jeni's Splendid Ice Cream Selections** V  
peanut butter fleck, brown butter almond &  
brambleberry crisp

**Tropical Fruit Cups** GF, V, DF

December-March menus will be communicated once finalized closer to game dates

# GAMEDAY PROCEDURES

## OPERATING HOURS

The Callaway Club will open with gates 60 minutes prior to the scheduled tipoff time and must be cleared 30 minutes following the game's completion.

## CLEAR BAG POLICY

Each ticketed attendee, children included, is limited to one large clear bag - either a one-gallon clear plastic storage bag or the approx. 12" x 6" x 12" clear tote - plus one small clutch no larger than 4.5" x 6.5". For the safety and security of our fans, the GTAA requests that all items, including baby supplies, be carried in the approved clear bags. The full policy for permitted & prohibited items is available [here](#).

**Note:** while the ziploc bag policy at Bobby Dodd Stadium will not apply at McCamish Pavilion this season, the bag valet option has been discontinued this season - please plan accordingly

## McCAMISH PAVILION ENTRY

The required gate for Callaway Club access is through **the members-only door** via the **Louise and Leo Benatar Entry (East)**. Upon entering the arena, please proceed directly into the Callaway Club via the main entry point at **Section 110**.

## ADMISSION CONTROL

GTAA FANGINEERS™ will provide one premium access wristband to each Club guest upon arrival. Please put your Club wristband on immediately, and do not remove until after the game. This practice will help us monitor capacity restrictions by ensuring that only those with valid Club wristbands or credentials are inside the Club at all times.

## RE-ENTRY POLICIES

**McCamish Pavilion:** There is no re-entry into the arena.

**Callaway Club:** While leaving the Callaway Club to visit the concourse during the game is discouraged, it will still be permitted. Your premium access wristband provided upon arrival is valid for Callaway Club re-entry.

## COMPLIMENTARY WI-FI ACCESS

Internet access is available to all guests for free through campus. To connect, select the **GTvisitor** network (or **eduroam for .edu** email addresses) and input your personal information when prompted.



# GAMEDAY PROCEDURES

## **MAINTENANCE & CUSTODIAL SERVICES**

In the event of an in-game maintenance discovery (e.g. broken seat) or custodial need, please notify the nearest GTAH FANGINEER™ or contact Chelsey Brown directly via cell phone: **580-247-8620**

Non-urgent requests can also be submitted postgame via email: [ctbrown@athletics.gatech.edu](mailto:ctbrown@athletics.gatech.edu)

## **CALLAWAY CLUB GUIDELINES**

In order to maintain a pleasant environment for all Callaway Club members and guests, please adhere to the following guidelines:

**A valid Callaway Club ticket, wristband or credential is required for all individuals aged two (2) and older.**

**Season ticket members will assume responsibility of facial covering and social distancing enforcement of their guests. Facial coverings must be worn at all times in all areas, including while seated, except when actively eating or drinking.**

**Parents or guardians are expected to be in a position to provide adequate supervision of children at all times.**

**McCamish Pavilion and the Callaway Club areas are non-smoking facilities. This non-smoking policy includes the interior areas and bathrooms, as well as the exterior concourses and seating areas.**

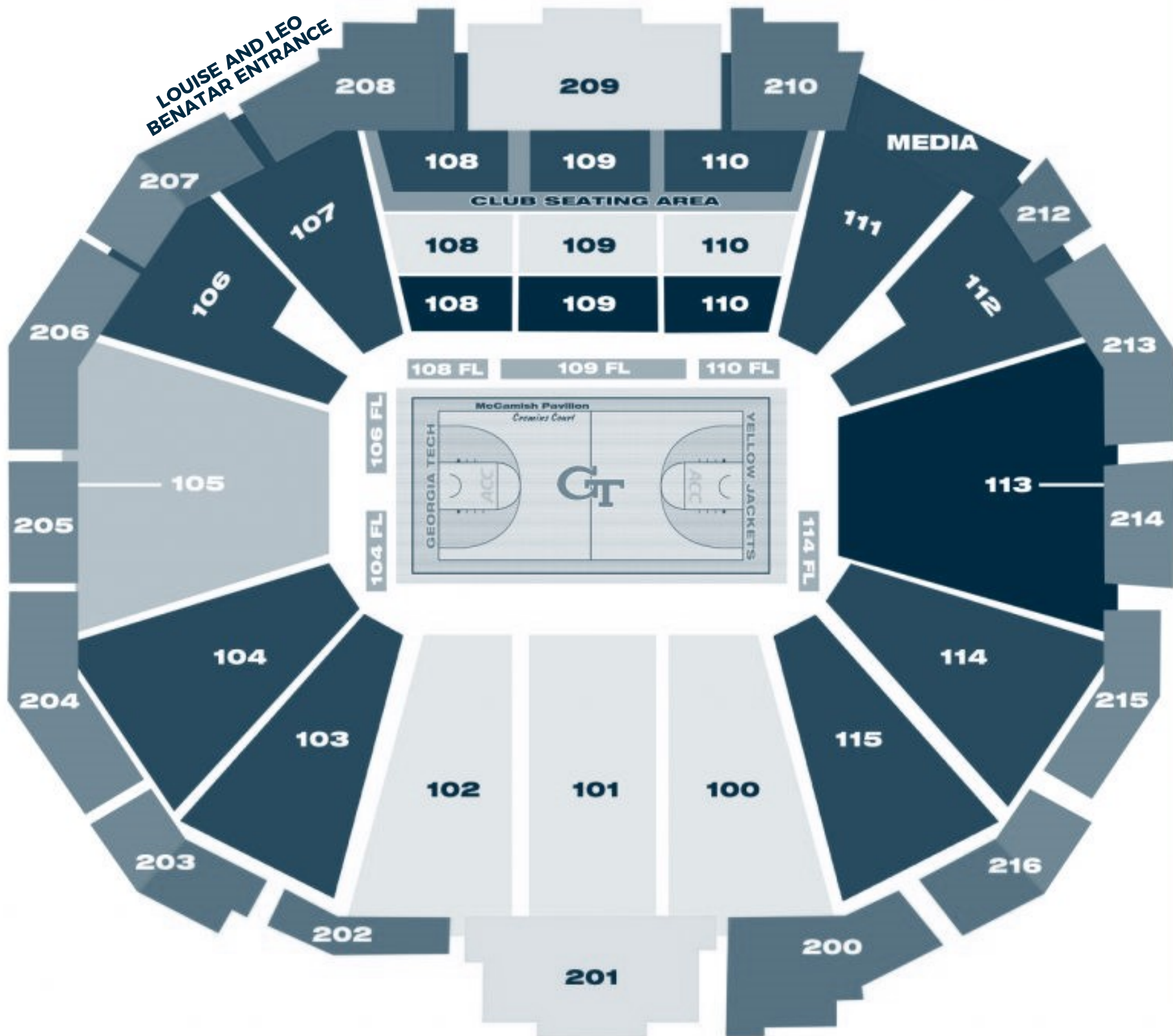
**All Callaway Club members and guests are requested to respect the rights of other members and guests by ensuring that all activities conducted in the Callaway Club areas and seats are done so in a thoughtful and courteous manner. All members and guests are expected to maintain reasonable and appropriate behavior at all times. Inappropriate behavior includes but is not limited to: standing on furniture; using expletive or vulgar language; fighting with other guests; throwing items in the Callaway Club and/or seating areas; being overly intoxicated; violating local, state and/or federal laws (e.g. providing alcohol to minors); and any other actions that are deemed to warrant removal from the space by event security staff.**

**All Callaway members and guests must also comply with the rules for McCamish Pavilion.**

## **POSTGAME EGRESS**

Guests should exit the Callaway Club via the main Club entrance at Section 108. Please strive to maintain social distancing at all times.

# ARENA MAP



# COLONNADE GROUP

## GT ATHLETIC HOSPITALITY OFFICE



**Chelsey Brown**  
Hospitality Director  
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**Da'sha Prescott**  
Hospitality Intern  
(267) 761-8977

## COLONNADE GROUP LEADERSHIP TEAM



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## GEORGIA TECH ATHLETIC HOSPITALITY (GTAH)

GTAH is a Colonnade Group satellite office within the Georgia Tech Athletic Association. Beyond our day-to-day management and operational service planning, we serve a combined 4,400+ donors spread across six suite levels and five club areas during all home football, men's basketball and baseball games. The GTAA and Colonnade Group are committed to providing the best possible service for all members in the premium areas.

## COLONNADE GROUP

Founded in 1991 by Robbie Robertson, Colonnade Group offers event services in the areas of premium seating services management, interactive fan events, temporary structure building, and VIP hospitality experiences. Clients include more than a dozen Division I Universities, the NCAA, the nation's largest collegiate athletic conferences, and the College Football Playoff.

## EQUAL OPPORTUNITY

Colonnade Group is committed to providing equal-opportunity employment to all employees and applicants, without regard to race, creed, color, sex, religion, national origin, citizenship, or age. This policy relates to all employment decisions, including those in connection with recruitment, hiring, training, promotion, compensation, benefits, termination, and all other terms and conditions of employment. All of our policies are in accordance with federal, state, and local equal employment opportunity principles and other related laws.