



## FAQ - GUEST SERVICES

### CASH TO CARD MACHINES

Ford Field is now cashless. No cash is accepted, including at concessions, retail locations, etc. Guests can convert their cash into a pre-paid debit card at the following locations:

- Section 100 Gate A Ticket Office Window #3 – Across from Guest Services
- Section 141 Gate A – Under the stairs
- Section 127 Gate D – Next to the elevator
- Section 112/113 Gate G – Next to Guest Services
- Blitz on Level 2 above Gate A
- Section 225 Gate E – Next to Guest Services
- Section 231 – Next to Elevator
- Section 238
- South Club Level 3

Locations are subject to change.

### LOST & FOUND

Lost & Found Policy: Ford Field Security will be pleased to help with the recovery effort of any item that is you may have lost. If you believe that you have lost an item in the stadium, please visit a Guest Services location to fill out a form. Found items will be returned to Ford Field's Security Command Center, where they will be carefully handled and stored. Every attempt will be made to return property to its rightful owner. If the owner cannot be located, the property will be disposed of according to State Law Act #238.

You may call Lost and Found Hotline, Monday through Friday at (313) 262-2999.

### GUEST SERVICES LOCATIONS

Visit the Guest Services desks for questions during games and events.

#### Lower Concourse Level:

- Gate A Section 100
- Gate B Section 133
- Gate G Section 112

#### Upper Concourse Level:

- Gate C Section 236
- Gate E Section 224

#### South Club and Suites Concierge:

- West Levels 3–6 (at spiral stairwell)

- East Levels 3–6 (above Gate G)
- Comerica Gridiron Club Concierge: Level 3 near Section 231

### **GUEST COMMENT FORMS**

Ford Field values all guests' opinions and feedback. Comment forms can be filled out at any Guest Services location. Concerns can also be e-mailed at [guest.services@lions.nfl.net](mailto:guest.services@lions.nfl.net).

### **CELL PHONE CHARGING STATIONS**

Guests can safely and conveniently charge their phones while enjoying the game in a secure charging station locker. Charging stations are free for guests. Simply enter a phone number or 10-digit pin to open and close a locker and no cost will be incurred. Adapters for Apple, Android, Blackberry & Windows cell phones are in each locker. Guests can visit Guest Services with any questions.

Charging Lockers are located:

- Section 100 - Gate A
- Section 112 - Gate G
- Section 127 - By the elevator
- Section 133 - Gate B
- Section 224 - Gate E
- Section 236 - Gate C
- Miller Lite Taproom (access with proper tickets/credentials only)

Adapters for Apple, Android, Blackberry & Windows cell phones are in each locker.

\*Ford Field is not responsible for unattended items left at the open charging stations.

### **HOW CAN I REPORT AN UNRULY FAN?**

If you have a problem or wish to discreetly report an unruly fan or a problem during the game, you can use your mobile phone to **text 313-513-TEXT (5398) with Issue and Location**

Text Assist is a text messaging service that enables Ford Field guests to communicate directly and interactively with Ford Field Operations staff to report issues related to safety, security and customer satisfaction.

Please note: The Text Assist service is operational on Ford Field game and large event days only. It is a Standard Rate Message service which means that you are only charged by your wireless provider in accordance with the current text messaging contract. Ford Field will not sell, share, rent or otherwise disclose any mobile numbers unless required to do so by law. Service is available on most major wireless carriers. Guests can report to any Guest Services locations for additional assistance.

### **DISABLED GUESTS/ACCESSIBILITY/ADA INFORMATION**

All guests needing assistance should be treated the same as any other guest with courtesy and respect. Guests needing assistance may include, but are not limited

to the following: elderly, persons with obesity, families with small children, guests with wheelchairs, guests with oxygen units, etc.

### **ACCESSIBLE PARKING**

Disabled parking is available on game days in Lot 4 (on Montcalm St. located just north of Ford Field and east of Brush Street) and the Ford Field Parking Deck (on St. Antoine off of Madison). Spots are available on a first-come, first serve basis to our guests with the appropriate disabled permit and a state-issued license plate or placard. Parking facilities are ADA compliant. Guests needing assistance can enter through most Ford Field gates and may utilize any passenger elevator.

### **DROP-OFF/PICK-UP AREA**

The Drop-off and Pick-up areas are located on the corners of Montcalm and Brush near Gate B at Section 133, and Adams and John R outside of Gate A at Section 100. Street closures and shuttle buses may impact those areas. Inform the Parking Directors that you are going to the drop-off & pick-up area.

### **DISABLED/ADA SEATING**

Ford Field provides wheelchair accessible and companion seating for guests needing assistance. The disabled seating areas are located at the top of the sections on the lower and upper concourses listed as "ADA" as the row on the tickets. Contact the Ford Field Ticket Office in advance at 313-262-2167 to purchase ADA seating. Seat relocation may also be available on game and event days.

### **DISABLED/ADA SEAT RELOCATION**

If guests needing assistance do not have disabled or wheelchair seating for the game/event, their tickets may be exchanged for disabled/wheelchair seating depending upon availability. Guests who utilize a wheelchair, walker, cane or crutches may be relocated. Tickets can be exchanged on game and event days inside of Ford Field at the Advance Ticket Windows at Gate A located on the side of the escalators by Section 100 or Gate G located next to the escalators by Section 112. Visit the nearest Guest Services location to fill out a seat relocation form. Only one companion seat is allowed with the exchange depending upon availability. Contact the nearest Guest Services representative for questions.

### **ASSISTED LISTENING DEVICES**

Guests with disabilities can obtain Assisted Listening Devices at Gates A, B, C, E & G Guest Services.

### **CLOSED CAPTIONING ON LIONS APP**

The Lions have teamed up with Home Team Captions to provide closed captioning for guests during Lions home games. Closed captioning of the public address system is available on the Lions' official mobile app by clicking on the Game Day tab. Guests can use their personal smartphones or stop by the Guest Services locations to loan out a tablet on game day starting in the regular season. Follow these steps to access the system:

- On your smartphone, download the official mobile app of the Detroit Lions. Look for the Closed Caption button under Game Day.
- Or visit [www.detroitlions.com/gameday/closedcaption](http://www.detroitlions.com/gameday/closedcaption)

The program will start running automatically. Guests can change the font, font size, color and background, if needed.

### **RESTROOM FACILITIES**

Most restrooms and all family restrooms are accommodated with wheelchair accessible facilities.

### **TELETYPE TELEPHONE FOR HEARING IMPAIRED (TTY)**

A TTY phone is available next to the payphone located at Gate G at Section 112.

### **WHEELCHAIRS**

Wheelchairs are available for transporting guests from the Guest Services locations to their stadium seats but will not be available for use during the event. Guests can be picked up at the conclusion of the event and brought back to the gate. They must contact the nearest Guest Services representative or usher for coordination.

### **MEDICAL ITEMS APPROVED FOR ENTRY**

Guests who need to bring in certain items and food for medical reasons should have a letter on Ford Field letterhead signed by the Guest Services Director or Vice President of Operations. This letter should be obtained two weeks in advance of the event or game. The guest must have their doctor forward a letter (on letterhead) listing the guest name and address, items needed and which event(s) they will be attending to and email [guest.services@lions.nfl.net](mailto:guest.services@lions.nfl.net). If approved, a letter will be emailed which must be presented at the gates for entry. The letter will be valid for the season for season ticket holders. Bags with medically necessary items can be allowed after proper inspection by security at the gates. For questions please contact Guest Services at 313-262-2000.

### **NURSING/ BREASTFEEDING MOTHER'S ROOM**

Ford Field has two Mother's Nursing Rooms. One Nursing Room is located on Level 4 of the Bodman Suites, across from the Beacon/Beaubien elevators. Mothers without Club or Suite tickets should first visit Gate A Guest Services at Section 100 to receive a pass that allows entrance to the Bodman Suites (formerly South Suites). The room is equipped with comfortable chairs, a baby changing table and a flat screen television. The second Nursing Room is located at Gate B by Section 133. This Nursing Room is across from the Gate B Guest Service desk. For entry or assistance on game or event day, guests will check in at Gate B Guest Services.

### **PARKING**

Parking facilities adjacent to Ford Field and Comerica Park are available during games and events on a first come, first serve basis. The Ford Field Parking Deck and Lots 4, 5 & 6 are managed by ABM Parking Services. 61 E. Elizabeth, "D" Garage and the Lions/Tigers Garage are the closest lots managed by Olympia

Development. There are numerous parking lots surrounding Ford Field that operate public parking. We have compiled a listing of preferred lot owners and contact numbers which may be found on the Ford Field Parking Map at [www.fordfield.com](http://www.fordfield.com). Access to parking facilities is generally 4.5 hours prior to kick-off or an event. Grilling and re-entry access is prohibited in parking facilities adjacent to Ford Field unless posted otherwise. For parking questions call 313-262-2871.

### **OTHER PARKING OPTIONS**

Find parking anywhere, for now or for later, and pick the place that's best for you. Book a space in just a few easy clicks and enter easily with your mobile parking pass. Visit [www.fordfield.com/plan-your-visit/buy-parking](http://www.fordfield.com/plan-your-visit/buy-parking) or download the Park Whiz app to pre-purchase parking, subject to availability.

### **TICKET QUESTIONS**

Ticketmaster is the primary ticketing provider for the Detroit Lions and Ford Field. Tickets may be purchased at [detroitlions.com/tickets](http://detroitlions.com/tickets), [ticketmaster.com](http://ticketmaster.com), or by calling 800-745-3000. Tickets may also be purchased in person at the Ford Field Ticket Office, located at Gate G on St. Antoine St., Monday - Friday from 10:00am until 6:00pm The Detroit Lions/ Ford Field main ticket office direct phone number is 313-262-2008 or email: [lionstix@detroitlions.com](mailto:lionstix@detroitlions.com)

For more information regarding digital ticketing and mobile entry please visit <https://www.detroitlions.com/tickets/digital-ticketing>.

### **Contact Us**

[Guest.Services@Lions.nfl.net](mailto:Guest.Services@Lions.nfl.net)