

# RIO GRANDE CREDIT UNION FIELD AT ISOTOPES PARK

## FANS "A TO Z GUIDE" FOR NON-BASEBALL EVENTS

### 2023 SEASON

Revised: March 15, 2023

Following are answers to questions that are frequently asked by fans.

**PLEASE NOTE: Due to COVID-19 restrictions and protocols, changes may have to be made to several things covered in this A-Z Guide. Should modifications need to be made during the season, we will strive to do our best to communicate those to the general public.**

#### **Accessible Seating**

Accessible seating is reserved for guests with accessible requirements and their companions. Guests requiring accessible seating may purchase one (1) accessible seat and up to three (3) companion seats adjacent to the accessible seat. Depending upon availability, seats for additional guests will be located as close as possible to the accessible space.

Isotopes Park is committed to working with guests on a case-by-case basis to adequately accommodate individual needs. All ticket sales are based on availability.

Isotopes Park is fully accessible. Guests may enter Isotopes Park at any of the entry gates. Ramps are provided at all entries, and there are elevators that will take patrons to the Club Level if they choose those seats.

#### **Alcohol Management**

No alcoholic beverages may be brought into or removed from Isotopes Park. New Mexico State Law prohibits the sale of alcoholic beverages to persons under the age of 21.

Please note the following policies:

- Patrons will be required to show proper proof of age when purchasing alcoholic beverages at Isotopes Park.
- New Mexico Law prohibits patrons from purchasing and/or possessing more than two alcoholic beverages at a time.
- Oak View Group (OVG) will not serve alcohol following the 75 minute mark of the second half for soccer games. OVG and the Albuquerque Isotopes reserve the right to modify the cut-off point at their sole discretion.
- The Albuquerque Isotopes and Oak View Group (OVG) Hospitality reserve the right to deny the sale of alcoholic beverages to any guests.
- Do not allow anyone to attempt to drive if intoxicated. Assist guests to the CNM Guest Services Booth to arrange a ride.

#### **Baby Changing Tables**

Baby changing tables are located in all restrooms at Isotopes Park. There are "Family Restrooms" located on the concourse (both 1<sup>st</sup> and 3<sup>rd</sup> base side), Club Level and Press Level.

## **Bags**

The Albuquerque Isotopes encourage fans to leave all bags at home to speed up the entry process into the stadium.

If a fan chooses to bring in a bag, the following rules apply:

- All bags are subject to search
- Each fan may carry one bag of any size that is clear plastic, vinyl, or PVC, or a clear plastic freezer bag (Ziploc bag or similar).
- Bags within bags will not be permitted -- all items must be clearly visible within one acceptable/approved clear bag.
- For guests with medical or childcare needs such as diapers, wipes, formula, bottles, breast pumps, insulin, or medications those items may be brought in a separate non-clear medical or diaper bag, and those bags are subject to search upon entry into the stadium. Only childcare or medical items may be carried inside of these bags, all other personal items must be carried in an approved clear bag.
- Any bags not meeting these requirements will not be allowed inside the ballpark. If a bag is turned away at the gate due to not following the clear bag policy, it will need to be returned to the fan's vehicle. The Isotopes do not provide storage for bags.
- Blankets and jackets must be carried in separately and are subject to search.

Prohibited items will not be allowed inside the ballpark (see "prohibited items" for more information).

## **Banners and Signs**

Commercial banners and signs are not allowed in Isotopes Park without express written consent from the Albuquerque Isotopes.

## **Beverages, Food & Containers**

No bottles, cans, food, beverages or containers may be brought into Isotopes Park, with the exception of sealed bottled water. Oak View Group (OVG) Hospitality will make every effort to accommodate fans with dietary restrictions.

## **Cameras**

Still and hand-held video cameras are permitted at Isotopes Park, but tripods cannot be set up that block the view of other guests. Video reproduction is strictly prohibited without express written consent from the Albuquerque Isotopes.

## **CNM Guest Services Booth**

The CNM Guest Services Booth, located behind Section 102 on the concourse, will be open the same time as the gates and will stay open until approximately 30 minutes following the game to assist with lost items, lost guests, emergencies, accommodations or any other questions or concerns that may arise.

## **Concessions**

Oak View Group (OVG) Hospitality is the exclusive concessionaire at Isotopes Park. To inquire or make comments regarding food service, contact Oak View Group (OVG) Hospitality directly at (505) 222-4033.

### **COVID-Safe Practices**

Due to the global pandemic caused by COVID-19, the ballpark will operate according to the COVID-Safe Practices (CSPs) approved by the State of New Mexico. Additionally, the facility will operate according to Major League Baseball COVID safety mandates and precautions. The Isotopes Park CSPs are located under the “Rio Grande Credit Union Field at Isotopes Park” tab on the Isotopes website at [abqisotopes.com](http://abqisotopes.com). Please note that in cases where there are inconsistencies between COVID-Safe Practices and normal circumstances, the state-approved CSPs will be implemented.

### **Designated Driver Program**

In conjunction with the State of New Mexico’s Department of Transportation, we offer a Designated Driver program to help promote responsible consumption of alcohol among our fans. Fans wishing to be identified as their group’s Designated Driver can receive a free bottle of water by signing up at the CNM Guest Services Booth.

### **el Jimador Fiesta Deck**

The el Jimador Fiesta Deck is an exclusive hospitality area located on the Club Level and accommodates groups of 40 to 50.

### **Elevators**

The stadium’s two public elevators are located at the main entrance (McKernan Hall) and inside the gate near the 3<sup>rd</sup> base stairwell. The elevators provide access for Suite and Club seat holders, disabled guests, front office staff and Press Box personnel. If assistance is needed, fans may also take the 3<sup>rd</sup> base elevator to access Sections 201, 203 and 205.

### **Exit Procedure**

Guests are asked to exit the stadium through the designated exits located on the concourse. There are two main exits located on the 1<sup>st</sup> and 3<sup>rd</sup> base sides. In the event of an emergency, there are two additional emergency exits adjacent to Section 123 on the 3<sup>rd</sup> base side and Section 122 on the 1<sup>st</sup> base side. To help ensure everyone’s safety, Isotopes Park has a no re-entry policy. Guests who wish to exit and re-enter the facility for personal emergencies should be directed to the CNM Guest Services Booth. Re-entry accommodations are up to the discretion of the Albuquerque Isotopes and are strictly limited to emergencies only.

### **Fans Code of Conduct**

The Albuquerque Isotopes are committed to creating a safe, comfortable and enjoyable experience for our guests at Isotopes Park.

Our staff will proactively intervene to support an environment where guests can enjoy the Isotopes Park experience free of unacceptable behavior, including the following:

- Foul/abusive language or obscene gestures.
- Intoxication or other signs of impairment related to alcohol consumption.
- Displays of affection not appropriate in a public, family setting.
- Obscene or indecent clothing.
- Any disruption of the game or event, including throwing of objects or trespassing on the playing field or in restricted areas.

- Sitting in a location other than the guest's ticketed seat.
- Fighting, taunting or making threatening remarks or gestures.

Any guest not adhering to the above code or behaving in an unruly manner will be removed from the ballpark. The Albuquerque Isotopes and Isotopes Park management reserve the right to determine what unruly or unacceptable behavior is.

If anyone is interfering with your enjoyment of our facility, please contact the nearest Isotopes Park Event Staff for assistance.

### **Field Trespassing**

Any guest attempting to enter the field of play before, during or after an event without authorization will be removed from the stadium and subject to criminal prosecution and/or fines.

### **First Aid Station**

The First Aid Station is located on the concourse behind Section 102/104. If you need immediate assistance, please notify a staff member or visit the CNM Guest Services Booth.

### **Forms of Payment**

Rio Grande Credit Union Field at Isotopes Park is a cashless facility. Visa/MasterCard/AMEX are accepted for ticket purchases, all permanent concession stands and portable concession stands. Digital forms of payment are also accepted at select locations.

### **Balls Entering Stands**

Soccer balls and other objects leaving the field of play can be dangerous and we ask that you stay alert at all times. The extended safety netting should not give fans a false sense of safety and attention must still be paid towards protecting yourself and others in your party.

### **Lost and Found**

During games, guests may inquire about lost and found items at the CNM Guest Services Booth. To inquire about lost and found items after a game, guests may call the Albuquerque Isotopes Administrative Office at (505) 924-2255 during business hours from 10:00 am to 5:00 pm Monday through Friday. Items will be held for seven days before being discarded or donated.

### **Lost Children**

If a child becomes lost or separated from their group, they should notify the nearest staff member and security will be informed. A lost child will be taken to the CNM Guest Services Booth. Parents looking for their child should follow the same procedure. The Isotopes encourage guests to instruct their children what to do if they become lost or separated.

### **McKernan Hall**

McKernan Hall is located at the Suite and Club entrance located directly behind home plate on the concourse. McKernan Hall is dedicated to the late Pat McKernan, former Albuquerque Dukes General Manager, who was highly respected in Minor League Baseball and New Mexico. McKernan Hall is a tribute to professional baseball in Albuquerque and includes the Albuquerque Professional Baseball Hall

of Fame. Only patrons holding Suite and Club Level tickets may enter through McKernan Hall during events.

### **Miller Lite Stadium Club**

Located on the Club Level, the Miller Lite Stadium Club is normally available for Club seat and Suite Holders.

### **Paging (In-Stadium)**

Paging is available for emergency situations only (i.e., lost children, etc.). Guests can visit the CNM Guest Services Booth to request a PA announcement. The Isotopes reserve the right to deny any announcement request.

### **Parking**

The University of New Mexico owns and controls most of the parking lots surrounding Isotopes Park and charges fans to park in these UNM lots. Payment for parking must be done by credit cards. Cash and Baseball Bucks are not accepted as forms of payment at these lots. Vehicles with four or more people are allowed to park in the Stadium East Lot for free. Vehicles displaying a disabled permit or placard are allowed to park for free at the UNM East Lot.

Staff and general public may not park in the three lots on Isotopes Park property (Lots A, B and C). Only credentialed media, disabled, and Suite Holder permit parking is allowed in these lots.

There are a limited number of disabled parking spaces available on a first-come, first-served basis in lots A and C. Overflow disabled parking is available adjacent to the Stadium West Lot directly south of Isotopes Park on a first-come, first-served basis.

Availability of parking around the stadium is subject to change.

### **Pepsi Porch**

The Pepsi Porch is an exclusive hospitality area located behind Section 123 designed for groups of 20-28.

### **Pets & Service Animals**

Pets, other than service animals, are not permitted inside Isotopes Park. Service Animals, as defined by the Americans with Disabilities Act, are welcome at Isotopes Park, provided they are accompanied by the handler and leashed at all times.

### **Prohibited Items**

No bottles, cans, food, beverages or containers may be brought into Isotopes Park, with the exception of sealed bottled water. For everyone's safety, the Isotopes do not allow laser pointers, noisemakers, fireworks, weapons, nets or any other item that may be considered dangerous or may interfere with another fan's enjoyment of the game. Major League Baseball rules prohibit all bags, except medical bags and manufactured diaper bags, from entering the venue (see "Bags" policy, above).

### **Radios**

Hand-held radios are welcome at Isotopes Park as long as they do not interfere with other guests' enjoyment of the game. The Isotopes reserve the right to ask any guest to discontinue use of such devices.

### **Re-entry**

To help ensure everyone's safety, Isotopes Park has a no re-entry policy. Guests who wish to exit and re-enter the facility for personal emergencies should be directed to the CNM Guest Services Booth. Re-entry accommodations are up to the discretion of the Albuquerque Isotopes and are limited to emergencies only.

### **Safety**

Fans' safety is our utmost concern. We take pride in Isotopes Park being a safe environment for everyone and we ask all of our guests to abide by the Fans Code of Conduct (see above). For fans' own well-being, please be aware that bats and balls leaving the field of play can be dangerous and we ask you to stay alert at all times. For the safety of everyone in the facility, we ask that if you see something suspicious or if you observe violations of the Fans Code of Conduct, report the situation to a member of the Isotopes staff or directly to Albuquerque Police Officers who are patrolling the park.

### **Seating Policy**

Guests should sit only in the seats for which they hold valid tickets. Guests may be asked to show their ticket stub if there is confusion over a specific seat.

### **Smith's Picnic Pavilion**

The Smith's Picnic Pavilion can accommodate groups up to 500 guests.

### **Smoking Policy**

RGCU Field at Isotopes Park is a non-smoking facility.

### **Stadium Address**

Rio Grande Credit Union Field at Isotopes Park  
1601 Avenida Cesar Chavez SE  
Albuquerque, NM 87106

### **Strollers**

A ticket is not required for a stroller as long as the stroller is going to be on the Berm, in the Suites, in the el Jimador Deck, in the Pepsi Porch, in the Tecate Alta Terrace or if it is an umbrella stroller which can be folded and stored underneath the chairs. Strollers that cannot be folded and stored underneath seats are not allowed in the seating bowl areas.

### **Suites**

The facility has 27 Suites plus the Tecate Alta Terrace (Party Suite) that offer some of the best sightlines and views of the playing field and surrounding area.

**Tailgating Policy**

The Isotopes do not allow tailgating on stadium property. Tailgating in the surrounding parking lots is governed by the UNM Police Department, who can be reached at (505) 277-2241.

**Tecate Alta Terrace (Party Suite)**

It is located on the 4<sup>th</sup> Floor and is an indoor/outdoor area for exclusive parties and corporate events and can accommodate groups of 50-75.

**Umbrellas**

Guests may bring umbrellas into Isotopes Park as long as they do not interfere with guests' enjoyment of the game or block other fans' view.

**Water Fountains**

There are touchless water fountains available on the stadium concourse.