

SoFi Stadium

A

Accessible Seating

Accessible seating is available throughout all seating levels of SoFi Stadium. For accessible seating accommodations, please contact the SoFi Stadium Ticket Office via guestservices@hollywoodparkca.com or sofistadium.com. See [Accessible Services](#).

ADA (Americans with Disabilities Act)

SoFi Stadium has made it a top priority to accommodate the needs of our Guests with Disabilities. We welcome members of our disabled community to SoFi Stadium, which is fully compliant with the Americans with Disabilities Act.

SoFi Stadium is designed with accessible vehicle drop-off areas, power-assisted doors, restrooms, concessions, water fountains, ATMs, seating areas, assistive listening devices.

Please visit our [Accessible Services](#) section for more information or email guestservices@hollywoodparkca.com.

Advertising and Promotions

The SoFi Stadium Marketing team provides a wide variety of advertising and promotional services for all events booked at the stadium. Our staff has extensive experience in event planning, creative services, sponsorship sales, public relations, promotions and publicity. This experience has allowed us to form unique partnering relationships with local companies and organizations. For more information please email marketing@hollywoodparkca.com.

For more Chargers or Rams advertising information, please call 714-540-7100 for the Chargers or 818-338-0011, option 5 for the Rams.

Aisle Policy

SoFi Stadium is committed to creating a safe, comfortable and enjoyable entertainment experience. Please be aware of our “Wait for the Whistle” policy that requires guests to refrain from accessing their seat until the play is over. This policy enables guests to enjoy an unobstructed view of the event.

Alcohol Policy

SoFi Stadium follows the California state law that prohibits the sale of alcoholic beverages to persons under the age of 21. To achieve this goal, the following policies have been established to promote the responsible and safe use of alcohol.

- Any guest who appears to be thirty-five years of age or younger will be required to provide appropriate proof of age with one of the following forms of identification:
 - Valid United States driver’s license
 - Any valid U.S. State or Federal Government issued Identification

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- Any valid U.S. Passport and/or Passport Card
- Valid Military ID issued by the U.S. Department of Defense
- Valid Foreign Passport
- Guests may not possess or purchase more than two (2) alcoholic beverages at a time
- All concession stands and portable units will stop serving alcohol in accordance with the following:
 - NFL Games: End of the Third Quarter
 - Non-football events: Alcohol cut-off times will be determined by SoFi Stadium management
- Alcohol of any kind may not be brought into or removed from the stadium.
- Any guest who is determined to be deliberately concealing alcohol while entering the stadium may not be permitted to enter the stadium.
- SoFi Stadium management reserves the right to confiscate any items, bottles and/or containers used to attempt to bring alcohol into the stadium.
- Any guest who exhibits behavior that distracts, inconveniences or interferes with another guest's enjoyment of the event may be removed from the stadium.
- Alcohol will not be served to any underage person or visibly impaired guest.
- Alcohol beverage sales may be curtailed or prohibited at the discretion of SoFi Stadium management.
- Alcohol management teams are deployed within SoFi Stadium to enforce compliance with law and stadium policies.

Animals

Certified service animals are welcome within SoFi Stadium. All other animals are prohibited apart from specifically approved events. (Note: See [Guests with Disabilities](#).)

App Assistance

The Chargers, Rams and SoFi Stadium mobile apps provide guests with a full range of team and stadium-related information such as mobile ticketing, concession menus/wait times and exclusive NFL team content. For help downloading or using the apps, please find one of the App Ambassadors located throughout the stadium or visit Guest Services on the Main or Upper Concourses.

Art Collection

As part of our commitment to honor the Inglewood and the State of California, the Kroenke Group commissioned artwork from local artists to curate a collection of hundreds of pieces of art to be featured throughout SoFi Stadium. Approximately 40 California artists who were selected from more than 1,100 submissions will contribute 300 original pieces of work, 200 photographs, 2 hand painted murals and 15,000 square feet of wall graphics that will span eight mediums and three themes, including celebrating California, honoring California sports moments, and saluting Rams and Chargers past and present.

Assistive Listening Devices (ALD)

Assistive Listening Devices are available at the Guest Services Centers throughout the stadium. These listening devices amplify the stadium public address announcements but do not provide service to the play-by-play broadcast. For ALD assistance please contact the nearest Guest Experience Representative -See [Accessible Services](#).

Autographs

SoFi Stadium does not have designated autograph locations and does not process autograph requests. Guests seeking autographs may only do so from their ticketed seat location. Autographs are rarely available on NFL gamedays. For more information on NFL autographs, please visit chargers.com. or thereams.com.

Automated Teller Machines (ATMs)

ATMs are located on the Lower Suite, Main Concourse, and Upper Concourse levels of SoFi Stadium. Guests who experience any problem related to an ATM should follow the instructions on the machines or contact their financial institution.

Automobile Assistance

If you encounter car troubles at the end of an event text **"HWPK"** along with a brief description of the issue and location to **69050**. Our transportation team will dispatch a service vehicle to help resolve the situation or contact a local repair service to assist you.

Away Game Information (NFL)

Tickets for Rams or Chargers games played on the road are not sold at SoFi Stadium. Guests may check ticket availability by contacting the host team, the host venue or visiting [NFL Ticket Exchange](http://www.nfl.com/ticketexchange) online at www.nfl.com/ticketexchange. Please note, prices on the NFL Ticket Exchange may exceed face value.

B

Baby Changing Stations

Baby changing stations can be found in all public restrooms located throughout SoFi Stadium. For more information, please ask a Guest Experience Representative or visit the nearest Guest Services Center.

Backstage Passes

Backstage passes or meet and greet passes are not issued by the stadium.

Bag Searches

All guests will be subject to a search of their person and possessions prior to entering the stadium. All permissible bags per the policy of the event will be permitted into the stadium after a thorough inspection by a Security Representative. Guests should be prepared to open their bags for inspection and may be asked by a Security Representative to shift and possibly remove the contents.

Bag Policy

SoFi Stadium is a Clear Bag facility; guests are strongly encouraged not to bring any type of bags or containers to the stadium, but if necessary, please adhere to the following permissible guidelines:

- Bags that are clear plastic, vinyl or PVC and do not exceed 12" x 6" x 12." (Official NFL team logo clear plastic tote bags are available through club merchandise outlets or at nflshop.com), or One-gallon clear plastic freezer bag (Ziploc bag or similar).
- Small clutch bags that are 4" x 6"

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- With or without a handle or strap, may be carried into the stadium along with one of the clear bag options.
- An exception will be made for medically necessary items after proper inspection at an entry designated for this purpose.

Prohibited items include but are not limited to: purses larger than a small clutch bag, coolers, briefcases, backpacks, fanny packs, cinch bags, luggage of any kind, seat cushions, strollers, computer bags, camera bags, diaper bags, or any bag larger than the permissible size. ***For additional information, go to [NFL.com/allclear](https://www.nfl.com/allclear).***

For all Non-NFL related events, backpacks and large bags that exceed 12" x 6" x 12" are not allowed.

SoFi Stadium will offer a bag valet during select events. All bags that exceed the stadium's bag policy must be either taken back to your vehicle, disposed of, or can be checked in.

Banners

Handheld banners and signs are permitted within SoFi Stadium, provided they do not contain advertising and are not offensive in nature. However, banners may not be hung in the stadium and must be small enough to be handheld and not obstruct the view of others or cover stadium signage or scoreboards. SoFi Stadium security reserves the right to remove these items from your possession if deemed appropriate for any and all reasons. See PROHIBITED ITEMS.

Balloons

Balloons are prohibited within SoFi Stadium. See PROHIBITED ITEMS.

Beach Balls and Other Inflatable Items

Beach balls and all other inflatable items are prohibited within SoFi Stadium. See PROHIBITED ITEMS.

Bicycles

SoFi Stadium and Hollywood Park encourages guests to utilize bicycle transportation when visiting the stadium. Bike racks can be found along the exterior of the stadium for you to park and lock your bike while visiting the stadium. Bicycles will not be permitted on the plaza.

Binoculars

Binoculars are permitted to be carried into the stadium. Binocular cases are not permitted into the stadium.

Bottles and Cans

Bottles and cans of any kind are prohibited from being brought into the stadium. Any guests deliberately concealing alcohol which is found during the security screening process may be prohibited from entering the stadium. Any guest found consuming from or in possession of a prohibited container inside of the stadium may be subjected to ejection. See PROHIBITED ITEMS.

Brooms, Poles and Staffs

Brooms, poles and staffs of any kind are not permitted inside SoFi Stadium. See PROHIBITED ITEMS.

Bus Parking

Bus Parking is located on Lot P or southern lot south of Century. Guests who attend an event on a chartered bus should exit from the South side of the stadium.

Bus Services

Please see Transportation under 'Plan Your Visit'.

C

Cameras

Guests are welcome to use still cameras for personal use at SoFi Stadium. Tripods, monopods, "selfie sticks" and cameras with a lens longer than 6" (detachable or non-detachable) will NOT be permitted into the stadium. Video cameras and video recording of events with other devices at SoFi Stadium are prohibited. See PROHIBITED ITEMS.

Cashless Facility

SoFi Stadium and Hollywood Park is a cashless venue.

Charging Stations

To ensure all guests are able to recharge their mobile devices during events at SoFi Stadium, there are charging stations located throughout the stadium. For more information and locations please visit the nearest Guest Services Center or contact a stadium Guest Experience Representative.

Cheerleaders (Rams and Chargers)

The Los Angeles Rams and Los Angeles Chargers Cheerleader Teams are comprised of 28 members squads. More information can be found by visiting therams.com/cheerleaders or <https://www.chargers.com/cheerleaders/>

Child Locator Wristband

Guests may obtain locator wristbands for easy tracking of their children indicating their seat location should they become separated. Please visit any Guest Services Center to obtain a wristband.

Child Ticketing Policy

All guests three (3) years of age and older must have a ticket in order to attend NFL games. During all other SoFi Stadium events, the child ticketing policy will be determined by the event.

Closed Captioning

Can be found adjacent to the video boards within the stadium seating bowl. For additional Closed Captioning service, please contact the nearest Guest Experience Representative.

Community Relations

SoFi Stadium is committed to enhancing the quality of life for citizens in the Los Angeles region. For more information please email engagement@hollywoodparkca.com.

Concessions

Legends is the concessionaire for SoFi Stadium. Please visit the nearest Guest Services Center for more concessions information.

Coolers and Hard-Sided Containers

Coolers and hard-sided containers are prohibited at SoFi Stadium. See PROHIBITED ITEMS.

Corporate Events

SoFi Stadium is a multi-purpose venue built to host a large variety of events including corporate meetings and events, trade shows, consumer shows, conventions, holiday parties, and more! For more information, contact info@hollywoodparkca.com.

Credit Cards

SoFi Stadium's ticket office, concession stands, and retail stores accept MasterCard, Visa, American Express and Discover credit/debit cards. For lost or found credit cards, please see LOST AND FOUND.

Customer Service

For assistance with any service issue, SoFi Stadium guests can email guestservices@hollywoodparkca.com. Guest Experience Representatives are available throughout the event to assist with any service-related questions.

D

Designated Driver Program

SoFi Stadium reminds you that when celebrating with friends at the stadium, make sure you have a safe ride home. During NFL Games, guests who take the TEAM Coalition pledge can receive a Designated Driver voucher for a complimentary non-alcoholic beverage. Please visit the nearest Guest Services Center located throughout the stadium for more information or to sign up.

Directions

SoFi Stadium is located at 1000 S Prairie Ave, Inglewood, CA 91305. Please see Transportation under 'Plan Your Visit' for more information.

Donations

For information or to request an in-kind charitable donation, please email guestservices@hollywoodparkca.com. All requests must be submitted online at least six weeks in advance of the fundraising event and a request does not guarantee fulfillment.

Drones

For the safety of our guests and visitors, the operation of drones, unmanned aircrafts, and remote-controlled aircrafts at SoFi Stadium is strictly prohibited without the advance written consent of management. Violators may be subject to civil and criminal penalties.

E

Entries

There are twelve (12) guest entries to SoFi Stadium. The locations are as follows:

- **Entry 1:** North side of the stadium
- **Entry 2:** North side of the stadium
- **Entry 3:** North side of the stadium
- **Entry 4:** North side of the stadium

- **Entry 5:** North side of the stadium
- **Entry 6:** West Side of the Stadium; VIP and Premium Access
- **Entry 7:** West Side of the Stadium; VIP and Premium Access
- **Entry 8:** South side of the Stadium
- **Entry 9:** South Side of the Stadium
- **Entry 10:** South Side of the Stadium
- **Entry 11:** East side of the stadium; VIP and Premium Access
- **Entry 12:** East Side of the Stadium; VIP and Premium Access

Elevators:

Priority for use of the elevators is given to our guests with disabilities. Public elevators are located throughout SoFi Stadium and may be accessed on all Concourses; please visit the nearest Guest Services Center for more information and location details.

Ejection Process

SoFi Stadium is dedicated to providing a safe, friendly and clean entertainment experience. Guests who violate the Code of Conduct may be ejected. SoFi Stadium has adopted an escalating scale of enforcement for Code of Conduct violations. Ejections are documented and anyone ejected from the stadium may be banned from future SoFi Stadium events. The purpose of this policy is to help ensure that all SoFi Stadium guests enjoy a positive event day experience.

Emergency Evacuation

In the event of an emergency, SoFi Stadium Team Members have been trained and instructed to assist guests in evacuating the stadium. All guests should familiarize themselves with the emergency evacuation video played throughout the stadium, including on the video boards, before each event. It is a good idea to identify two emergency exits closest to your seat location. Families and groups should pre-designate a meeting location outside of the stadium in the event of an evacuation. Guests are asked to remain calm and follow the instructions of SoFi Stadium team members and the public address announcer. If you have any questions about the location of an emergency exit, please refer to the stadium diagrams or ask a SoFi Stadium representative for assistance.

Employee Recognition

SoFi Stadium is committed to providing excellent service for our guests. We would be pleased to hear from you when our Team Members go above and beyond. If you would like to recognize any SoFi Stadium team members, please send an email to guestservices@hollywoodparkca.com.

Employment

For those interested being part of our team as a full-time, part-time or seasonal staff member, you can find a listing of our open positions on Careers page at sofistadium.com.

Escalators

For the convenience of our guests, escalators are located throughout SoFi Stadium. Please visit the nearest Guest Services Center for more information.

F

Facility Management

Hollywood Park Management Co. (HPMC) provides complete facility management and maintenance for SoFi Stadium. The HPMC staff is available to address any facility related issue that arises. Please contact any credentialed stadium employee for assistance or report the issue through the Stadium App.

Family Restrooms

Family restrooms are reserved for the use of guests with small children and guests with disabilities. For restroom locations, please visit the nearest Guest Services Center.

Field Trespassing

Any guest attempting to enter the field or cause objects to enter the field before, during or after a game or event will be subject to criminal prosecution and/or fines. See **GUEST CONDUCT POLICY**.

First Aid Locations

There are seven first aid locations within the stadium. Guests in need of first-aid assistance should immediately contact a member of the Guest Experience staff, nearest Usher or stadium employee. EMTs are available on-site to respond to medical emergencies.

Food and Beverage

For a complete list of food and beverage offerings, please visit our website or a Guest Services Center.

G

Green Initiatives

The team at SoFi Stadium places a strong focus on making operational and facility choices to protect the environment including the use of recycled materials during construction, LED lighting, recycling, energy savings and composting.

Guest Code of Conduct

The SoFi Stadium Guest Code of Conduct was developed for all guests attending events at our stadium to enjoy the experience in a responsible manner. SoFi Stadium, the Los Angeles Rams, the Los Angeles Chargers and our promoters ask the guests to assist us in creating an enjoyable and safe environment by:

- Respecting each other as well as our stadium team members
- Consuming alcoholic beverages in a responsible manner
- Not displaying indecent or obscene messages on clothing
- Refraining from fighting, horseplay, excessive taunting or threatening remarks or gestures
- Not creating a disruption to the progress of the event by behavior that is unruly, disruptive or illegal
- Accessing areas without a proper ticket, pass and/or credential or misusing tickets, passes and/or credentials

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- Following instructions from stadium team members regarding stadium operations and emergency procedures
- Allowing each other to be free to support their team or entertainer while remaining respectful and courteous to their fellow peers, referees or opposing team fans and players

To discreetly report unruly behavior or security issues during an event, fans are encouraged to text “**HWPk**” along with a brief description of the issue and the location to **69050**.

Guest Interference

Guests are prohibited from touching, attempting to touch or generally interfering with a ball in play or a player during a game. Any guest doing so may be ejected from SoFi Stadium. See GUEST CONDUCT POLICY.

Guest Experience Representatives

Guest Experience Representatives are positioned throughout SoFi Stadium to assist guests and enforce SoFi Stadium rules and regulations. If someone is interfering with a guest’s enjoyment of the event, a Guest Experience Representative should be contacted. Guest Experience Team Members are not permitted to solicit tips from guests. Guests are asked to treat SoFi Stadium Guest Experience Team Members with courtesy and respect and by enforcing the rules; they are making SoFi Stadium a safer and more comfortable environment for all guests. Feedback on the Guest Experience can be sent to guestservices@hollywoodparkca.com.

Guest Services

SoFi Stadium is committed to providing an exceptional experience for all guests who visit the stadium. Please visit one of the Guest Services Centers located throughout the stadium. For locations, please see Maps & Directory under ‘Plan Your Visit’.

H

Host Your Event

See **CORPORATE EVENTS**

Hotel Accommodations

Information regarding Inglewood hotel accommodations can be found by visiting a Guest Services Center or emailing guestservices@hollywoodparkca.com.

Housekeeping

Guests may contact the nearest Guest Experience Representative or security team member if there is a spill or housekeeping concern during an event.

I

Injury Disclaimer

The ticket or cardholder assumes all risk, danger and injury incidental to the game of football or related activities and events, whether occurring before, during or after the actual play of the game. Please refer to the back of your admission ticket or card for a more complete disclaimer.

Inline Skates

Guests are encouraged to utilize various modes of transportation to travel to SoFi Stadium. Inline skating to the stadium can be convenient and a healthy alternative, however, guests must remove their inline skates prior to entering SoFi Stadium. Guests will be expected to store their skates safely under their seats. Additionally, skating on “heelies” is prohibited within SoFi Stadium. See PROHIBITED ITEMS.

J

K

L

Laser Pointers

Laser pointers and pens are prohibited within SoFi Stadium. See PROHIBITED ITEMS.

Limousine Drop-Off/Pick-Up

Limousines will be able drop off and pick up their guests only at the designated spot located at Kareem Court north of Pincay. For more information, please see Transportation under ‘Plan Your Visit’.

Lost and Found

Lost and Found items can be turned into any Guest Services Center throughout SoFi Stadium. Guests may contact Guest Services at guestservices@hollywoodparkca.com to inquire about and/or retrieve lost items. Items lost at prior events are held in a locked storage area for thirty (30) days and are then either disposed of or donated to an appropriate charitable organization.

SoFi Stadium cannot be held responsible for lost or damaged items.

Lost Children and Persons

Guests should report missing persons at any Guest Services Center throughout SoFi Stadium. All guests found separated from their party will be escorted to a Guest Services Center. All guests who have been separated from their party should proceed to the nearest Guest Services Center. Guest Services staff will work with all persons, staff and law enforcement to reunite guests with their party.

M

Mascots

Rampage is the official Los Angeles Rams mascot, for appearance information please visit <https://www.therams.com/community/appearances>. For more information regarding the Los Angeles Chargers, please visit chargers.com.

Media Entry

The entrance for the media is located on the Southeast side of the stadium. Only members of the media with proper credentials may use this entrance. Upon entering, bags will be inspected and tagged accordingly.

Merchandise and Apparel

Legends is the merchandise and apparel provider for SoFi Stadium. For more information please visit [Legends.com](https://legends.com).

Metal Detection

For the safety of everyone at SoFi Stadium, all persons entering the stadium will have their bag searched and/or walk through a metal detector or be screened with handheld metal detectors to search for prohibited items.

N

National Anthem Singers

Guests interested in performing at a Los Angeles Rams or Los Angeles Chargers football game are encouraged to complete the Anthem/Entertainment Request Form which can be found at info@rams.nfl.com or <https://www.chargers.com/contact-us/audition-application>.

To inquire about singing the National Anthem at SoFi Stadium events, please email guestservices@hollywoodparkca.com. Your request will be forwarded to the appropriate persons.

Noisemakers

For the comfort of the guests around them and to maintain the integrity of events, guests of SoFi Stadium are not permitted to bring any type of noisemaker or musical instrument into the stadium. This includes air horns, cow bells and any type of whistle. SEE PROHIBITED ITEMS.

Non-Gameday Events

Please email guestservices@hollywoodparkca.com for more information about Private Events.

Nursing Mothers

Nursing Mothers are welcome to breastfeed their child wherever they feel comfortable. Those who prefer a more private location may use the Mamava Lactation Suites, any First Aid room, a Family Restroom or visit Guest Services for additional locations. Each Mamava Lactation Suite is powered with interior dual plug outlets, interior lighting, a USB port, seating and some additional supplies. Mamava Lactation Suites are located on Level Four (4) South, the Level Six (6) the Main Concourse, and Level Eight (8) the Upper Concourse. For specific locations, please visit the nearest Guest Services Center.

O

Outside Food and Beverage

SoFi Stadium will allow one factory sealed 20-ounce bottle of water per person into the stadium. Any other outside food and beverage is not permitted into SoFi Stadium. See **PROHIBITED ITEMS**.

P

Public Address Announcements

Please be attentive of PA announcements in the stadium. In the event of an emergency, instructions for guests will be transmitted over the PA system and on the video boards.

Parking

There are several options for parking around SoFi Stadium. Please see Parking under 'Plan Your Visit' for more information.

Police and Security

For the safety and convenience of all SoFi Stadium guests, police and official security personnel are stationed throughout the stadium. In the event of an emergency, guests should notify the nearest Guest Experience or Event Crowd Management Team Member or visit any Guest Services Center. See GUEST SERVICES.

Private Events

SoFi Stadium is a unique location for all types of events. There are many exclusive guest spaces for hosting private events on non-gamedays. For more information, contact guestservices@hollywoodparkca.com.

Prohibited Items

Guests are welcome to carry-in the following items into SoFi Stadium:

- Still-photography cameras with a lens that is 6" or less in length
- Hand-carried jackets or blankets which will be searched upon entry

The following items are not permitted to be carried into SoFi Stadium:

- Any bag larger than 12" x 6" x 12" (See BAG POLICY)
- Hard sided containers or coolers, briefcases, backpacks, fanny packs, cinch bags, luggage of any kind, computer bags, camera bags and large traditional seat cushions that have pockets*
- Glass, cans, aluminum bottles or thermoses of any kind*
- Laser pens/pointers
- Video cameras or mono/tripods (no spectator cameras with lenses over six inches long will be permitted)
- Laptop computers
- Umbrellas
- Firearms, knives or weapons of any kind
- Illegal drugs or substances
- Alcoholic beverages
- Signs, banners, or flags on poles, staffs or selfie sticks
- Televisions
- Animals (except service animals to aid persons with disabilities)
- Air horns, whistles, cowbells or other distracting noisemakers

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- Any devices that may interfere with and/or distract any sports or event participant, other guests, audio or audio/visual telecast or recording of the game or event, or any technology-related service provided in the stadium
- Projectiles (e.g., Frisbees, beach balls, footballs, etc)
- Aerosol cans (e.g., mace, pepper spray, hairspray, etc.)
- Fireworks, Confetti or glitter
- Obscene or indecent clothing
- Balloons
- Use of wheeled footwear, skateboards and hover boards
- Strollers
- Food not wrapped in clear plastic*

*Exceptions will be made for those with medical requirements and/or special needs.

Q

R

Radios

Hand-held radios for personal use are allowed in the stadium as long as they are not larger than 12" x 6" x 12" and do not distract from the enjoyment of other guests. For the comfort of those seated around you, headphones are encouraged.

Railings

For the safety of everyone at SoFi Stadium, guests are asked to refrain from sitting, standing or leaning on stadium railings.

Ramps

There is one (1) pedestrian ramp at SoFi Stadium which gives access to every level inside the stadium except Level Seven (7). The ramp is located on the Southeast side of the stadium behind the end zone.

Recycling

SoFi Stadium encourages all guests to reduce, reuse and recycle. The recycling program at SoFi Stadium includes recycling containers outside around the stadium, at every security checkpoint, as well as along all stadium concourses and in all premium areas. Please check the signage on the recycling and trash containers for proper disposal.

Reentry Policy

Guests may not exit and reenter SoFi Stadium using the same ticket. However, in the event of an emergency, guests should contact the nearest Guest Experience Representative or Security Supervisor, who may permit a guest to reenter SoFi Stadium at the same gate. Guests who leave SoFi Stadium at any time (without the authorization of a gate supervisor) will not be permitted to reenter.

Resale of Tickets/Scalping

Fans/Guests who purchase tickets from an outlet other than the Los Angeles Rams, Los Angeles Chargers or Ticketmaster do so at their own risk and with the understanding that the tickets could be counterfeit. The Rams, Chargers and SoFi Stadium are not responsible for, and will not provide a replacement or refund of any kind for invalid tickets purchase through a secondary ticket provider. Please report any potential illegal scalping activity to the nearest Security representative or Inglewood Police.

Restrooms

Public restrooms (men, women, and family) can be found throughout SoFi Stadium. Every restroom is accessible to guests with disabilities. For more information or location details, please visit the nearest Guest Services Center.

Roof

SoFi Stadium has a fixed roof, however, 60% of the roof structure is transparent, allowing stadium users to view the sun and sky throughout the year while staying in a climate-controlled environment. The transparent part of the roof is made of a material called ETFE. ETFE is a co-polymer resin that is extruded into a thin film. The plastic-like material is transparent but can be treated to be translucent, is extremely light-weight, very durable and resistant to corrosion.

S

Scalping

See RESALE OF TICKETS/SCALPING.

Season Tickets

The Los Angeles Rams and Los Angeles Chargers sell season tickets at their games. For ticket information, please do the following:

- Visit the SoFi Stadium Ticket Office
- Contact the Los Angeles Rams ticket office at 818-338-0011 or email info@rams.nfl.com.
- Contact the Los Angeles Chargers at 1-877-242-7437 or email guestservices@chargers.nfl.com

Seating Policy

SoFi Stadium is committed to delivering a world-class experience to all guests who enter the facility. In order to ensure that all guests receive the value of their ticket purchase, only those persons with a particular ticket can occupy that seat. SoFi Stadium team members check tickets to safeguard each guest's ticket purchase.

SEE Something, SAY Something

The *If You See Something, Say Something* campaign is a simple and effective program to engage the public and key frontline team members in identifying and reporting indicators of terrorism, crime and other threats to the proper transportation and law enforcement authorities. If you see something, say something! To report suspicious activity, see the nearest Guest Experience Representative or Security Team Member or text keyword "HWPK" to 69050.

Selfie Sticks

See PROHIBITED ITEMS.

Signs

See PROHIBITED ITEMS.

Smoking Policy

SoFi Stadium is a completely non-smoking facility. All guests are prohibited from smoking (including electronic cigarettes, vaporizers or similar products) inside and outside of the stadium at any time.

Social Media

Follow SoFi Stadium on Facebook at facebook.com/sofistadium.com

Follow SoFi Stadium on Twitter at [@SOFISTADIUM](https://twitter.com/SOFISTADIUM) and on Instagram [@sofistadium](https://instagram.com/sofistadium)

Share SoFi Stadium activity with [#SOFISTADIUM](https://twitter.com/hashtag/SOFISTADIUM)

Follow the Rams and Chargers on

- Facebook at facebook.com/Rams and facebook.com/Chargers
- Twitter at [@RamsNFL](https://twitter.com/RamsNFL) and [@ChargersNFL](https://twitter.com/ChargersNFL)
- Instagram [@Rams](https://instagram.com/Rams) and [@Chargers](https://instagram.com/Chargers)

Solicitation/Sampling/Peddling

Guests should be aware that the distribution of banners, business cards, booklets, commercial advertising, flyers, notices, posters, pamphlets, stickers, t-shirts and/or printer materials is prohibited at SoFi Stadium. This includes any exchange of money while on stadium property including the solicitation for donations, charities, teams or clubs and sale or peddling of any products/food/drink. Any guest who persists in solicitation while on SoFi Stadium property will be subject to ejection or, as necessary, arrest.

Stairwells

There are (16) stairwells inside the stadium. SMOKING is strictly PROHIBITED in any stairwell.

Strollers

Strollers are not permitted into the stadium. See PROHIBITED ITEMS.

Suggestions

Guests interested in giving feedback or suggestions to SoFi Stadium can do so by visiting any Guest Services Center or email suggestions to guestservices@hollywoodparkca.com.

Suites

SoFi Stadium has over 252 suites that range from 14-32 guests per room. For information about purchasing a suite, please contact guestservices@hollywoodparkca.com.

T

Taxi Service

The designated taxi pick up is along Manchester Blvd. For more information, please see Transportation under "Plan Your Visit".

Team Fan Mail

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Letters can be addressed to an individual player of the Los Angeles Rams Club at:
Los Angeles Rams
29899 Agoura Rd., Suite 210
Agoura Hills, CA 91301

Letters can be addressed to an individual player of the Los Angeles Chargers Club at:
Player Name
C/O Los Angeles Chargers
Costa Mesa, CA 92626

Text Message Service

During NFL games and other specifically designated events, guests who wish to report issues or concerns, ask for information or call for assistance in a fast, discreet and easy way can do so by texting the keyword **"HWPK"** to **69050**. Stadium personnel will respond quickly and accordingly.

Ticket Office Hours:

The SoFi Stadium Ticket Offices is located on the Southeast corner of the stadium between the Southeast VIP Gate and East Gate.

Below are the hours of operation:

- Monday-Friday: 10:00am-6:00pm
- Saturday: 10:00am-2:00pm
- Sunday: 4 hours before event time
- The Box Office will open 4 hours before kickoff for NFL Games

The Ticket Office will be open two hours prior to doors if an event falls outside of normal business hours.

Tours

Daily tours of SoFi Stadium and Hollywood Park are offered year-round. To purchase tickets or to check the availability of the different tours offered, please visit <https://www.sofistadium.com/stadium-tours/>

Transportation

See **PUBLIC TRANSPORTATION**

U

Rideshare

The Uber and Lyft Drop Off area is curbside on Kareem Court, between Pincay Drive and Manchester Boulevard. Pick up locations will depend on the event and your service provider. Please reference your rideshare app for pick up locations. For more information, please see Transportation under 'Plan Your Visit'.

Umbrellas

For safety and line-of-sight reasons, large umbrellas are not allowed in SoFi Stadium. Please leave large umbrellas in your car prior to entering the stadium. Small umbrellas that can be folded and placed under the seat will be permitted into the stadium. SEE PROHIBITED ITEMS.

V

Video Recording

NFL and promoter policies prohibit the recording of any live event at SoFi Stadium. Any guest found to be recording any part of an event may be subject to ejection or arrest.

Visiting Team Fans

Fans of the visiting teams are guests as well. Verbal or physical harassment of the fans of the visiting team or their guests will be considered unruly behavior and may lead to ejection, loss of season tickets/SBLs or possible arrest.

W

Water Fountains & Hydration Stations

Water fountains and filtered water hydration stations are located throughout SoFi Stadium.

Weapons and Firearms

Weapons and firearms of all kinds are prohibited at SoFi Stadium with the exception of Law Enforcement officials whom are in uniform and are working the event. In accordance with the National Football League Best Practices, law enforcement officials whom are licensed to carry a weapon and are attending a SoFi Stadium event are prohibited from bringing their concealed weapon inside of the stadium. See PROHIBITED ITEMS.

Weather Delays

Weather delays for NFL events are unusual. Lightning, strong winds or other inclement conditions may delay or postpone a game or event. In the event of a weather-related evacuation or relocation, please listen to instructions of the stadium team members. We encourage all guests attending SoFi Stadium to follow us on our social media accounts for announcements concerning weather delays.

All of the events at SoFi Stadium occur rain or shine. Any changes to this procedure will be noted on our website prior to the event.

Website

The stadium website is www.sofistadium.com. The website for the Los Angeles Rams www.therams.com and the Los Angeles Chargers website is www.chargers.com.

Wheelchairs

For designated events, complimentary wheelchair escorts are available at any entry point. Upon arrival guests may request an escort by locating the nearest Guest Experience Representative. The service is available to and from the entry gates and seating areas. Please be aware that our staff and wheelchair will not remain with you during the event. Guests that require additional assistance are encouraged to

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contact our mobility assistance team by email guestservices@hollywoodparkca.com or texting “**HWPK**” to 69050 with your name, location, and the word “wheelchair” on event days.

Wi-Fi

SoFi Stadium will offer free Wi-Fi for guests. Please use the network #SoFiStadium.

Will Call

Will Call purchased through Ticketmaster can be picked up at any box office location. We do not allow drop offs/third party will call. Guests picking up Will Call tickets need to provide a valid photo ID and, if purchased online, the credit card used to purchase the tickets.

X

Y

You

You, our guests are the focus of everything that SoFi Stadium does. SoFi Stadium team members are here to make every guest have a wonderful and positive experience. We welcome your comments and suggestions at any of our Guest Services Centers or by emailing us at guestservices@hollywoodparkca.com.

Z

Zero Tolerance

SoFi Stadium, the Los Angeles Rams and the Los Angeles Chargers reserve the right to revoke the season tickets or stadium builders license of those individuals whose conduct is determined inappropriate as defined by the Guest Code of Conduct or who violate the law. Please be aware that the season ticket member is accountable for the conduct of his or her guest.