



# 2019 SEGRA STADIUM POLICIES



### **ACCESSIBLE SEATING**

Wheelchair accessible seating is located in the following sections: 112, 116, 123, 127; as well as in the Dugout Box, Berm, AEVEX Veterans Club, Suites and Party Deck. Please notify Segra Stadium Ticket Office at 910.339.1989 or upon purchase of tickets if wheelchair accessible seating is desired. More information to follow.

### **ACCESSIBLE PARKING**

We are working on the Accessible Parking with the City and this will be updated accordingly. Stay tuned for more details.

### **ACCESSIBLE DROP---OFF**

We are working on the Accessible Parking with the City and this will be updated accordingly. Stay tuned for more details.

### **ACCESSIBLE ENTRY**

An accessible ramp to the Home Plate Gate is located directly in front of our team store facing the main plaza located off Hay Street. Elevators can be used to access the AEVEX Veterans Club Level, Suites and Party Deck.

### **ACCESSIBLE ASSISTANCE**

Assistance is provided upon request from the greeters located at the Home Plate Gate or by visiting the “Woodpeckers Ask” Booth.

### **ADDRESS**

Segra Stadium, home of the Fayetteville Woodpeckers is located at:  
460 Hay Street, Fayetteville NC, 20301

### **ADVANCE TICKET SALES**

Fans can purchase tickets to upcoming games in several ways:

- A. On the phone by dialing 910.339.1989. Most major credit cards are accepted,
- B. Online at <https://www.milb.com/fayetteville/tickets/>
- C. At the Segra Stadium Box Office located in front of the stadium near the Home Plate Gate. This window will open on game days at 10:00am Monday-Saturday and 1:00pm on Sundays. The window will close at the end of the game. The regular hours on non-game days will be 10:00am to 6:00pm, Monday – Friday.

### **AGE RESTRICTION**

Children two (2) and under who occupy the lap of an adult do not need a game ticket. Children who have reached their third birthday must have a valid game ticket to gain entrance to Segra Stadium and are permitted seating access only in their ticketed location.

### **ALCOHOL**

**Alcoholic Beverages may not be brought into or removed from Segra Stadium.**

The Fayetteville Woodpeckers and Professional Sports Catering promote the responsible sale and consumption of alcoholic beverages. Alcohol may be purchased inside Segra Stadium pursuant to GUEST CONDUCT POLICY (Prohibited Items) and in compliance with city, state and federal law. North Carolina law prohibits the sale of alcoholic beverages to persons under the age of 21. Sale of alcohol at Segra Stadium concession stands is not permitted after first pitch of the 8<sup>th</sup> inning (sales may be cut off earlier at the discretion of the facility). Adult guests are allowed to purchase a maximum of two alcoholic beverages per ID. All guests purchasing alcohol may be subject to ID. No alcohol will be served to intoxicated guests. Guests passing alcohol to minors will be ejected and prosecuted. Guests possessing alcohol who do not have proof of being at least 21 years old may be ejected and prosecuted. Concessionaire reserves the right to refuse the sale of alcohol to any guest.

**ATMS**

ATMs are located in the Birds Nest Team Store, Healy's right field bar and the home plate bar.

**AUTOGRAPHS**

Guests are allowed to seek autographs from players along the railing between Sections 108---113 and 125---128 up to 20 minutes prior to game time.

Please be considerate by not inconveniencing guests seated in these areas. Players and field staff do not sign autographs during the game.

**BABY CHANGING AREAS**

Family Restrooms are located at sections 117, 122 and 127. Changing stations are available throughout Segra Stadium and located in every restroom.

**BAG POLICY**

Regulations allow only one soft sided bag and container per person, 16"x16"x8" or smaller inside Segra Stadium. All permitted bags are subject to search both upon entry and within Segra Stadium. All gates utilize "Bag Check Lanes" for guests carrying permitted bags.

Regulations also prohibit guests from bringing certain items into Segra Stadium See GUEST CONDUCT POLICY (Prohibited Items).

**BANNERS AND SIGNS**

Banners and signs are permitted inside Segra Stadium. Guest may be asked to discontinue use of signs if such interfere with other guests, at the discretion of facility management.

**BASEBALL BATS**

Baseball bats shall not be brought into Segra Stadium. See GUEST CONDUCT POLICY (Prohibited Items).

## **BATTER'S EYE**

The Batter's Eye is the large black wall located in straight-away center field. It enables batters to clearly see pitched balls, free from any visual distractions that may be present in seating areas.

## **BATTING PRACTICE (TIMES MAY VARY)**

The following Batting Practice schedule will be in place for the Home Games.

Home Team BP to start at 4:00 p.m. for 7:00 p.m. game times  
Visiting Team BP to start at 5:00 p.m. for 7:00 p.m. game time  
Home Team BP to start at 3:00 p.m. for 6:00 p.m. game time  
Visiting Team BP to start at 4:00 p.m. for 6:00 p.m. game time  
Home Team BP to start at 2:00 p.m. for 5:00 p.m. game time  
Visiting Team BP to start at 3:00 p.m. for 5:00 p.m. game time

\*For a 2pm game, teams are unlikely to hit BP

\*Batting practice times are subject to change.

## **BICYCLE PARKING**

Bike parking areas are conveniently located in the Main Plaza that can be accessed from Hay Street. This plaza is located directly in front of the Home Plate Gate.

## **BIRTHDAY PARTIES**

To schedule a birthday party, please call 910.339.1989 or [woodpeckers@astros.com](mailto:woodpeckers@astros.com).

## **BOTTLES AND CANS**

No one is permitted to enter Segra Stadium with metal, plastic, or glass containers of any kind (except for clear, factory---sealed or empty plastic water bottles no larger than 20 ounces, juice boxes, insulin containers and baby food). Only one 20---ounce water bottle per person will be permitted. See GUEST CONDUCT POLICY (Prohibited Items).

## **BRIDAL PORTRAITS**

For more information, please call 910.339.1989 or email [woodpeckers@astros.com](mailto:woodpeckers@astros.com).

## **BROOMS, POLLS, AND STAFFS**

Brooms, poles and staffs of any kind are not permitted inside Segra Stadium. See GUEST CONDUCT POLICY (Prohibited Items).

## **CAMERAS**

Guests are permitted to bring cameras and video equipment into Segra Stadium, provided that they are for personal use only. Cameras with a lens longer than eight (8) inches may not be brought into Segra Stadium, except by credentialed media. Filming of any game footage for commercial use is strictly prohibited by the club. While taking photographs, guests are not permitted to stand in the aisles, portals or

walkways, or to obstruct others from viewing the game. Please make sure you are courteous of those around you when taking pictures. Monopods, tripods and selfie sticks are not permitted in Segra Stadium. See GUEST CONDUCT POLICY (Prohibited Items).

### **BERM**

The BERM is located behind the left field wall behind the bullpens. This area is open to anyone with a BERM or General Admission ticket for the game.

### **CELLULAR PHONES**

Use of cellular phones is permitted, providing their use does not interfere with another guest's ability to enjoy the atmosphere of Segra Stadium. Stadium management reserves the right to ask any guest to discontinue use of a cell phone in or adjacent to any seating area.

### **COMMERCIAL ACTIVITIES/SOLICITATION**

Unless authorized in writing by Stadium Management, the following commercial activities are expressly prohibited inside Segra Stadium and all areas under Segra Stadium's control or its agent(s)' control that require a ticket for entry:

- A. Distribution of leaflets or other printed material
- B. Distribution of products or performing of services, whether for a consideration or free;
- C. Taking surveys or otherwise interfering with the free movement of guests.

### **CONCESSIONS**

The concession areas are located within Segra Stadium at the following locations:

- Behind Section 127
- Behind Section 122
- Behind Section 119
- Behind Section 116
- Healy's Right Field Bar (located in Right Field)
- Portable stands are located throughout the concourse. Segra Stadium Bars are located directly behind home plate (Behind Section 120) and in Right Field.

### **CORPORATE SUITES**

Premium suites at Segra Stadium provide an opportunity for guests to enjoy a private space for up to 20 people. Located on the Premium Level, suites provide great views of stadium and practice field areas.

Amenities include: air conditioning, flat panel TVs, private suite level restrooms, refrigerators, and an option for food and beverage service. For more information, please

### **CREDIT CARD POLICY**

VISA, American Express, Discover, and MasterCard are accepted at Segra Stadium Box Offices, The Birds Nest (Team Store), and Concession Stands.

## **DIRECTIONS**

**From I-95 North:** Take exit 46 toward NC-87 North.

**From I-95 South:** Take exit 56 toward US-301 South. Follow signs toward the ASOM/Downtown.

**From Fort Bragg:** Take All American Fwy S. Take Morganton Rd exit and continue onto Hay Street until you arrive Downtown.

## **DRINKING FOUNTAINS**

For your convenience, drinking fountains are located behind home plate beside the concession stand and on the 1<sup>st</sup> base concourse.

## **DRONES AND OTHER UNMANNED AERIAL VEHICLES**

Drones and other unmanned aerial vehicles are prohibited in, above and around Segra Stadium pursuant to state and federal laws. Federal law prohibits the use of drones and other unmanned aerial vehicles within three (3) miles of Segra Stadium. See GUEST CONDUCT POLICY (Prohibited Items).

## **ELEVATORS**

A fan elevator is located at the Premium Entry gate. This elevator can access the Premium Level areas which includes the AEVEX Veterans Club, Party Deck, Suites and the Dugout Box. You must have a premium ticket to access the elevator.

## **EMERGENCY PROCEDURES (COMMAND CENTER NUMBER)**

In the event of an emergency, please follow the directions from any Ballpark representative, Public Address Announcer, Fayetteville Police Department Officer. If an emergency requires evacuation from Segra Stadium, directions will be given over the public-address system and the video board. Guests can call 910.339.1989 to reach the Command Center in the event of an emergency.

## **EMPLOYMENT OPPORTUNITIES**

Fayetteville Woodpeckers are an equal employment opportunity business. We hire enthusiastic and outgoing people who are interested in sharing in the excitement of Carolina League Baseball and outside events at Segra Stadium year-round. To complete an application, please visit [www.fayettevillewoodpeckers.com](http://www.fayettevillewoodpeckers.com) and navigate to the Employment Page under the Community section.

## **ENGAGEMENTS/MARRIAGE PROPOSALS**

For more information please call 910.339.1989 or email [woodpeckers@astros.com](mailto:woodpeckers@astros.com).

## **ENTERING SEGRA STADIUM**

For your safety, the Fayetteville Woodpeckers require that all persons entering Segra Stadium walk through a metal detector and be screened prior to entry. See

**GUEST CONDUCT POLICY (Prohibited Items).** This includes a thorough inspection of any jackets, coats, packages, bags, purses, and other containers brought to the entry gates.

### **EXCHANGES**

Any unused ticket may be exchanged for a General Admission SRO ticket to a future game, based on availability, with upgrades at an additional cost. See **TICKET POLICY** located online at [fayettevillewoodpeckers.com](http://fayettevillewoodpeckers.com).

### **EXITING SEGRA STADIUM**

Following the game, guests are asked to leave Segra Stadium through designated exits. Exits are located behind home plate, behind the right field Landing Deck and behind the 3<sup>rd</sup> base concession stand. There is re-entry to Segra Stadium upon request, but fans must have a valid ticket, walk through a metal detector and be screened, including bags, prior to re-entry.

### **FAMILY RESTROOM**

The family restroom is conveniently located near the main entrance behind section 121 and 125. This single-stall private bathrooms with baby changing tables also offer seclusion for nursing mothers.

### **FAN INTERFERENCE**

Fans are prohibited from touching, attempting to touch or interfering with a ball in play or a player during a game.

### **FIREARMS AND WEAPONS**

Weapons are not allowed on Segra Stadium premises. This includes firearms of any kind and pocket knives without limitation. See **GUEST CONDUCT POLICY (Prohibited Items.)** Prohibited items will not be held for guests at Segra Stadium or security check points.

### **FIRST AID**

First aid is located on the 1<sup>st</sup> Base Concourse behind section 125. If medical attention is needed notify the nearest ballpark representative.

### **FOOD**

Outside food is not permitted in Segra Stadium other than baby food.

### **FOUL BALLS & HOME RUN BALLS**

Fans are permitted to keep foul balls and home runs hit into occupied seating areas as souvenirs; however, fans must not enter the playing field area to retrieve balls or otherwise interfere with balls still in play. All fans, especially those sitting along the foul lines in the Reserved Seats, are cautioned to stay alert for hard-hit foul balls or bats that might leave the field of play. Ticket holders assume all risks and danger incidental to the game of baseball, whether occurring prior to, during or subsequent

to the actual playing of the game. The Fayetteville Woodpeckers cannot be held responsible for the conduct of other guests when attempting to obtain a foul or home run ball.

## **GAME TIMES**

Until June 10<sup>th</sup>

- All weekday games will begin at 7:00 p.m.
- All Saturday games will begin at 5:00 p.m.
- All Sunday games will begin at 2:00 p.m.

After June 10<sup>th</sup>

- All weekday games will begin at 7:00 p.m.
- All Saturday games will begin at 6:00 p.m.
- All Sunday games will begin at 6:00 p.m.

Fans are encouraged to call 910.339.1989 or visit [www.fayettevillewoodpeckers.com](http://www.fayettevillewoodpeckers.com) for the latest information and news.

## **GATES**

There are three designated gates at Segra Stadium. Their locations are as follows:

- Home Plate Gate – South side of facility located next to team store.
- Premium Entry Gate --- South side of facility located to the right before you enter the Home Plate Gate.
- EXIT ONLY Right Field Gate – Southeast side of facility located just past the batting cages and Healy's Bar.

## **GATES OPEN**

Guests are encouraged to come early and watch batting practice, infield workouts, and pregame ceremonies. All gates will open for all games, Monday-Sunday, one (1) hour prior to game time. Season ticket holders and VIP ticket holders will be allowed access one (1) hour prior to game time. These times are subject to change.

## **GENERAL ADMISSION**

General Admission (Standing Room Only) grants you entrance to concourse standing room areas that include Berm, Kids Zone, Healey's Right Field Bar and Home Plate Bar however, is not a reserved seat. No lawn or folding chairs are permitted inside Segra Stadium. You are welcome to bring blankets and/or towels.

## **GROUP TICKETS**

If you have a group of 10 or more and would like to attend a game at Segra Stadium, please call 910.339.1989. Please ask about special group areas and available food & beverage options exclusively available to group buyers.

## **GUEST AWARENESS**

Segra Stadium is committed to providing a safe environment for all of our guests. We ask that if any guest is aware of any potentially unsafe situation to please notify the



nearest Fayetteville Woodpeckers representative or stop by the “Woodpeckers Ask” Booth located at the Home Plate Gate. Your eyes and ears can help to keep Segra Stadium a safe family environment.

## **GUEST CONDUCT**

Please review the Guest Conduct Policy for guidelines for guest behavior.

The Fayetteville Woodpeckers are committed to creating a safe, comfortable, and enjoyable experience for our guests at Segra Stadium.

Our staff will proactively intervene to support an environment where guests can enjoy the Segra Stadium experience free from 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 Fayetteville Woodpeckers and Segra Stadium management reserve the right to determine what is unruly or unacceptable behavior, warranting removal.

If anyone is interfering with your enjoyment of our facility, please contact the nearest Fayetteville Woodpeckers and Segra Stadium event staff for assistance. The Fayetteville Woodpeckers reserve the right to update the Guest Code of Conduct as needed.

## **GUEST SERVICES**

The “Woodpecker Ask” booth is located behind home plate. This service booth operates from the time the gates open until 15 minutes after the conclusion of the game. Guests may obtain information, offer suggestions, voice concerns and request assistance from a Woodpeckers Ask representative.

## **HEALY'S RIGHT FIELD BAR**

Game Days:

- Sunday – Wednesday opens with gates and closes after the first pitch of the 8<sup>th</sup> inning.
- Thursday – Saturday opens with gates and closes at 12:00am

Healy's Grill cart on the landing deck will have a food menu consisting of shared appetizers/grilled food items such as sliders, wings, hot dogs, etc. We will use same policy as the general stadium policy.

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The Fayetteville Woodpeckers will host special events during the year. Notice of hours of operation will be posted on [fayettevillewoodpeckers.com](http://fayettevillewoodpeckers.com) and all social media outlets.

For more information, please call 910.339.1989 or [fayettevillewoodpeckers.com](http://fayettevillewoodpeckers.com).

## **KIDS RUN THE BASES**

Following every Sunday game, kids ages 4-12 have the opportunity to run the bases at no cost. To participate, kids can line up on the first base side between Sections 124 & 125 following the game. Kids will exit the field on third base side in between sections 113 and 114.

## **KIDS ZONE**

The Kids Zone is located behind the Berm in left field. Please allow other patrons to enjoy this park by observing all rules and regulations.

## **LASER POINTERS**

Laser pointers and laser pens are prohibited inside of Segra Stadium. See GUEST CONDUCT POLICY (Prohibited Items).

## **LINEUP BOARD**

The lineup board, is located to the right inside the Home Plate Gate beside the Birds Nest Team Store.

## **LOST AND FOUND**

Segra Stadium cannot be responsible for recovery, storage, safekeeping, preservation or return of any lost or found item. With that understanding, any item that has been lost or found during a game should be reported to the "Woodpeckers Ask" Booth located at the main entrance. Found items are secured in storage after each game. Please call Segra Stadium Main Office at 910.339.1989 to report or inquire about a lost item.

## **LOST CHILD**

Every child should be told to contact a ballpark representative should he or she become lost. Lost adults should follow the same procedure. A lost guest will be taken to the “Woodpeckers Ask” Booth located at the main entrance. Parents are encouraged to place ticket stubs in children’s pockets in case of separation.

## **LOST OR STOLEN TICKET**

For a lost or stolen ticket(s), ticket(s) will only be reissued at Segra Stadium’s discretion to the holder of record, or with the requested written permission and copy of a photo ID from the holder of record at least 24 hours prior to game time. Patrons must present a photo ID and the credit card used for purchase. Please remember that game tickets are valuable and should be secured like cash, such as, cash transactions cannot be reissued. Tickets purchased online, but not through Tickets.com, are not the responsibility of the Fayetteville Woodpeckers.

## **MASCOT**

Our mascot will be making appearances at community and corporate events. If you are interested in having our mascot participate in your event, please contact the Woodpeckers at 910-339-1989.

## **MASKS**

Masks are not allowed inside Segra Stadium. Management reserves the right to refuse entry and refund the ticket price of an individual in a mask.

## **MERCHANDISE**

The Birds Nest Team Store is located next to the main entrance with full merchandise selections of the Fayetteville Woodpeckers, the Houston Astros and Segra Stadium.

## **MOVEMENT DURING PLAY**

Segra Stadium encourages all guests to use courtesy when moving around seating areas. When returning to your seats, please wait for a break in the action (between innings, between batters, pitching changes, etc.) before entering the aisles. We thank you for your cooperation.

## **NATIONAL ANTHEM PERFORMANCES**

Guests interested in performing the National Anthem before a Fayetteville Woodpeckers home game at Segra Stadium should email audio or video to woodpeckers@astros.com.

## **NOISEMAKERS**

Musical instruments and any type of noisemaking devices not provided by Segra Stadium are allowed. Guest may be asked to discontinue use of noisemakers if such interfere with other guests, at the discretion of facility management. See GUEST CONDUCT POLICY (Prohibited Items).

## **ON FIELD ACCESS**

Only authorized personnel will be permitted on the field before, during or after a game. Any unauthorized person going onto the field will be removed from Segra Stadium and subject to arrest.

## **PAGING**

Except in cases that are deemed by Segra Stadium to be life-threatening emergencies paging is not permitted. If you need paging, please contact the “Woodpeckers Ask” Booth located at the Home Plate Gate. If you are not at Segra Stadium and need to contact a guest regarding a life-threatening emergency, please call 910.339.1989.

## **PARKING INFORMATION**

Information on parking can be found at: <https://fayettevillenc.gov/community/getting-around/downtown-parking>

You can also download the city’s parking app: <https://fayettevillenc.gov/government/city-departments/corporate-communications/city-mobile-app>

## **PARTY DECK**

Segra Stadium Party Deck is located on the Premium Level. Guests must have a Party Deck Ticket to enter into these areas. To book a party event for a Carolina League or non-Carolina League event please call 910.339.1989 or go to [www.fayettevillewoodpeckers.com](http://www.fayettevillewoodpeckers.com).

## **PETS**

Animals, except for service animals assisting visitors with disabilities, are not permitted on Segra Stadium property.

## **POLICE AND SECURITY**

For the safety and convenience of Segra Stadium guests, police and official security personnel are stationed throughout the facility. In the event of an emergency, guests should notify the nearest Guests Services representative.

## **PRIVATE PARTIES**

Private parties, meetings, receptions, or special theme events may be booked at Segra Stadium throughout the year. Most areas of Segra Stadium are available for rental including AEVEX Veterans Club, Suites, Birds Nest Team Store, batting tunnels and concourse areas. For information, please call 910.339.1989 or email [Woodpeckers@astros.com](mailto:Woodpeckers@astros.com).

## **PROGRAMS/ROSTERS**

Programs and rosters will be available for purchase on every game day at the program stand located at the entrance gate. Enjoy reading information on Segra Stadium, City of Fayetteville, Houston Astros and Fayetteville Woodpeckers.

## **PROMOTIONAL ITEMS**

Each guest eligible to receive a promotional item must have a valid game day ticket and pass through the gate to receive the item.

Promotional items are distributed one per person, per ticket. Fans will only be allowed one item per ticket at a time. If fan has multiple tickets, they will need to return to back of line for additional item.

## **PROHIBITED ITEMS**

See Guest Conduct Policy for a complete list of restricted items.

## **RADIOS/TELEVISION**

Hand-held radios are welcome at Segra Stadium as long as they do not interfere with other guests' enjoyment of the game. Please be considerate by using a low volume or earphones. Fayetteville Woodpeckers staff reserves the right to ask any guest to discontinue the use of such devices.

## **RAIN CHECK POLICY**

In the event that a Fayetteville Woodpeckers Home Game is postponed and will be made up during the current Carolina League season, ticket holders may attend the rescheduled game by using their originally issued tickets. In the event a ticket holder cannot attend the rescheduled game, they may exchange their tickets only at Segra Stadium Ticket Office, during regular business hours for any other 2019 Fayetteville Woodpeckers Home Game, subject to blackout dates, current pricing, and availability of the game of their choice.

In the event that the final Fayetteville Woodpeckers home game is not played and no make-up date is scheduled, the following policy will apply.

Season Ticket holders with a ticket to the game will receive a credit on their account for the 2020 Carolina League Season and this credit will be applied to the account directly based on the value of tickets the plan holder has for the game.

Individual ticket purchasers that purchased their tickets online or over the phone will automatically receive a refund. Tickets purchased at Segra Stadium Ticket Office and paid with a credit card must be brought to Segra Stadium Ticket Office or mailed to 460 Hay Street, Fayetteville, NC 28305 for processing of your refund. Any ticket purchasers that paid with a check or cash should mail their tickets to the same address to receive a refund. These funds can only be requested by the original ticket purchaser.

## **RAIN DELAYS**

The right to postpone the playing of a game shall be vested in the home club. Once a game has started, the Umpire Crew Chief shall have sole right to determine whether the game shall be terminated because of bad weather or unfit playing conditions.

Under the provisions of the Official Playing Rules, the Umpire Crew Chief shall have the sole and unquestioned authority to determine whether and when play shall be

halted during a game; whether and when play shall be resumed; and whether and when a game shall be terminated because of bad weather or unfit playing conditions. The Official Playing Rules provide that when a game is temporarily suspended for rain, the Umpire Crew Chief must wait 30 minutes before calling the game. The umpire may continue the suspension of the game as long as he believes there is any chance to resume play, attempting at all times to complete the game.

## **RECYCLING**

Segra Stadium thrives to keep the facility clean and green through recycling. Please pitch in! Here's how: To make recycling convenient for baseball fans, blue recycling containers are located throughout Segra Stadium including concourses, concession areas and restrooms as well as the parking lot areas. Recyclable materials, including plastic cans/bottles, are to be placed in the blue recycle containers located throughout Segra Stadium. Remember to look for the recycling symbol on containers to ensure that recyclables are not going into trash cans and ultimately the Community's waste stream.

## **RE-ENTRY POLICY**

Guests are allowed exit and re-enter Segra Stadium. Please see "Woodpeckers Ask" booth located behind home plate for a re-entry stamp. It is also encouraged that fans hold on to their ticket for re-entry.

## **REFUNDS**

We are unable to offer refunds for game tickets.

## **RESTROOMS**

All restrooms at Segra Stadium are available and are accessible to guests with disabilities. Restrooms are located at the following sections:

- Men's & Women's (All include diaper changing stations) – 116/117, 121, 125/126 and above the Berm
- Family restrooms (All include diaper changing stations) – 121, 125

## **SCALPING**

The resale of game tickets is strictly prohibited on Segra Stadium property. Any persons caught doing so shall be brought to the attention of the proper authorities.

## **SEASON TICKETS**

Segra Stadium offers a variety of packages for guests interested in the benefits of being a season ticket holder. For more information, call 910.339.1989 or visit [www.fayettevillewoodpeckers.com](http://www.fayettevillewoodpeckers.com).

## **SEGRA STADIUM DIRECTORY**

Segra Stadium is equipped with a multitude of wayfinding signage options. A stadium map is located behind section 128. For your convenience Segra Stadium also has map wall plaques behind sections 116, 121, 124 and the Berm.

## **SEGRA STADIUM HOURS OF OPERATION**

Segra Stadium will be open to the public during the following hours:

### **Game Days:**

- Monday – Friday 7:00am to 12:00pm
- Saturday 7:00am to 11:00am
- Sunday the stadium will not be open to the public

### **Non-Game Days:**

- Monday – Friday 7:00am to 5:00pm
- Saturday 7:00am to 3:00pm
- Sunday the stadium will not be open to the public

The Fayetteville Woodpeckers reserve the right to close the stadium without notice for any reason. Notice of hours of operation will be posted on [fayettevillewoodpeckers.com](http://fayettevillewoodpeckers.com) and all social media outlets.

For more information, please call 910.339.1989 or [fayettevillewoodpeckers.com](http://fayettevillewoodpeckers.com).

## **SEGRA STADIUM MAIN OFFICE**

Segra Stadium Main Office can be accessed through the main plaza just right of the of the Home Plate Gate. This is located on the south side of the stadium.

## **SEGRA STADIUM SEATS**

The Fayetteville Woodpeckers request, for your safety and the safety of other Ballpark guests, that you do not step, stand or use seats in a manner other than intended at Segra Stadium.

## **SEGRA STADIUM SPECTATOR ORDINANCE**

Spectators of baseball activities are presumed to have knowledge of and to assume the inherent risks of observing baseball activities. These assumed risks include, but are not limited to injuries which result from being struck by a baseball, Baseball bat or fragments thereof, equipment or pieces thereof, or thrown, dropped or launched items projections, and similar hazards; and other hazards or distractions, including spectator conduct, and incidents or accidents associated with groups or crowds of people. Additional details provided in Ordinance number SRO.374.2011.

## **SERVICE ANIMALS**

Animals are not permitted within Segra Stadium with the exception of service animals for guests with disabilities. The Fayetteville Woodpeckers would like to ask, that service animals not relieve themselves in the facility and instead utilize the reentry policy and use pet areas surrounding the stadium.

## **SKATEBOARDS, HOVERBOARDS, WHEELED FOOTWARE, SCOOTERS, BICYCLES**

Skateboards, hover boards, and wheeled footwear are prohibited in Segra Stadium. See GUEST CONDUCT POLICY (Prohibited Items).

## **SMOKING**

Smoking, including the use of electric cigarettes or vapor pens, is prohibited inside Segra Stadium, other than inside the designated smoking area located near the Right Field Exit Gate.

## **SOCIAL MEDIA**

Guests can like The Fayetteville Woodpeckers on Facebook, follow on Twitter and Instagram @WoodpeckersNC, and connect by using the #TakeFlight

## **SOUVENIRS**

The Birds Nest Team Store is located by the Home Plate Gate.

## **STROLLERS**

Strollers are allowed inside Segra Stadium. However, strollers may not be stored in any seating area and may not be used to occupy ADA accessible seating or Berm seating. After entering Segra Stadium, fans should visit “Woodpeckers Ask” to ask for assistance with storing a stroller.

## **TAXI**

A fan needing a taxi, Uber or Lyft should see “Woodpeckers Ask” for assistance.

## **TEAM STORE**

The Birds Nest Team Store is located by the Home Plate Gate. During the season, the hours are 9:00 a.m. until 6:00 p.m. Monday through Friday, and 10:00 a.m. until 3:00 p.m. on Saturdays. It will also remain open through all home baseball games until 30 minutes after the final out. The Birds Nest Team Store will close to outside Ballpark traffic when the gates open, and open to ticketed stadium guests within Segra Stadium gates.

## **TICKET OFFICE HOURS**

Game Days:

- Monday-Saturday 10:00am until 20 minutes after the end of the game.
- Sundays 1:00pm until 20 minutes after the end of the game

Non-Game Days:

- Monday-Friday 10:00am – 6:00pm.

You can also purchase tickets over the phone at 910.339.1989 or online at [fayettevillewoodpeckers.com](http://fayettevillewoodpeckers.com).



## **TOURNAMENT**

Segra Stadium has the ability to host high school, amateur, and men's league baseball tournaments throughout the year. All tournaments have the opportunity to play on the same field used by the Fayetteville Woodpeckers players during The Carolina League Season (based upon availability and time of year). For more information about hosting your tournament at Segra Stadium, please request information by phone at 910.339.1989 or by email at woodpeckers@astros.com.

## **TOURS**

Tours of Segra Stadium are available all year long. To inquire about tours, contact the main office at 910.339.1989.

## **UMBRELLAS**

Small, collapsible umbrellas that fit into a backpack or bag of the maximum allowed size may be brought into Segra Stadium. Any umbrella that blocks sightlines or becomes a nuisance for any reason to other guests is not permitted. "Woodpeckers Ask" representatives reserve the right to ask guests to lower their umbrellas for the enjoyment of all guests in attendance.

## **USHERS**

Ushers are stationed throughout the seating area for the convenience of our guests. Our ushers are equipped and prepared to assist all guests with any questions or concerns before, during and after the games/events.

## **VIDEO BOARD**

Segra Stadium Video Board is located in Left Field. The video board measures approximately 25 feet high by 70 feet wide to bring a larger-than-life experience to Woodpecker fans. It features a 15HD pixel layout to create vibrant imagery with wide angle visibility to appeal to fans in every seat of the ballpark. For any special group and/or birthday announcements, please contact Segra Stadium Main Office 48 hours in advance.

## **VISITING TEAM FANS**

Visiting team fans are our guests. Harassment of the visiting team or their fans will not be tolerated and may result in ejection from Segra Stadium.

## **WHEELCHAIR SERVICE**

Segra Stadium provides courtesy wheelchair service for guests with mobility issues. When a guest arrives at the gate and requests this service, a wheelchair will be dispatched, and an attendant will take the fan to the seating area. Wheelchairs are not left with patrons as courtesy wheelchairs are utilized to take patron to seats and back to pick up area. At the conclusion of the game, the service is available to take guests to the exit. Please speak with a Segra Stadium "Woodpeckers Ask" representative for assistance. With a limited number of units available, wheelchairs

cannot be rented or borrowed for sitting in while watching the game. The service is designed to escort guests on a first-come, first-served basis.

In the event of a medical emergency requiring wheelchair service, please contact the nearest ballpark representative.

**WILL CALL**

The Fan and Player Will Call Window is located at the Segra Stadium Ticket Office next to the Home Plate Gate. Will Call orders may be picked up anytime the Ticket Office is open.

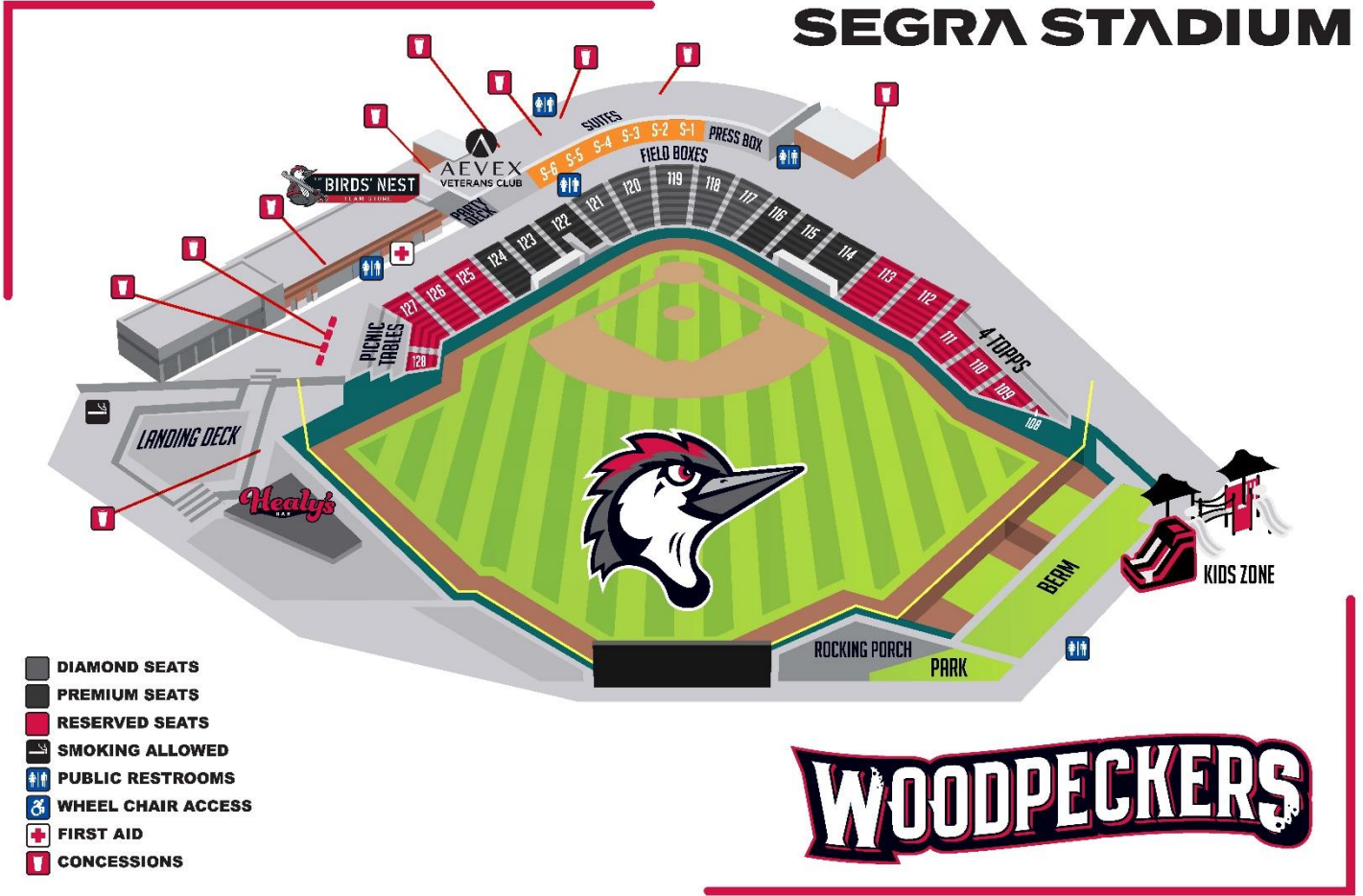


## **PARKING MAP**

We are working on the Parking Map with the City and this will be updated accordingly. Stay tuned for more details.



# SEGRA STADIUM



TM

**FAYETTEVILLE WOODPECKERS EXECUTIVES AND STAFF**

Mark Zarthar  
Team President

David Lane  
General Manager

Austin Schwartz  
VP Sales and Marketing

Christopher Cominse  
Manager – Stadium Operations

Michael Montesino  
Manager, Baseball Operations

Jennifer Carpenter  
Director of Finance

Brittany Tschida  
Manager, Retail

Ben Hughes  
Manager - Marketing/Creative

Gabe Evans  
Manager, Ticket Operations

Ally Brooke Klein  
Account Executive, Sponsorships

Rachel Smith  
Manager, Events

Liz Adams  
Account Executive, Ticketing

Pete Subsara  
Manager, Ballpark Entertainment

Chaz Dawson  
Director of Sales

Victoria Huggins  
Manager, Media/Community

Sarah Suggs  
Manager, Corporate Partnerships

Matt Sabados  
Head Broadcaster

Alpha Jones  
Head Groundskeeper

Ryan LeFevre  
Graphics Coordinator

Travis Gortman  
Account Executive, Ticketing

Maura Sheridan  
Broadcasting Assistant

Professional Sports Catering <sup>TM</sup>

Austin Punzel  
Director, Operations

Nick Bray  
Concessions Manager

