



# EVENT INFORMATION PACKET

We are getting ready for event day here at Heinz Field with U2's "The Joshua Tree Tour 2017" scheduled for Wednesday June 7<sup>th</sup>. Below we have put together some items we hope answer your questions for the event. If you do not see the answer to your question below, please contact Heinz Field at: [guestservices-pit@steelers.nfl.com](mailto:guestservices-pit@steelers.nfl.com) or 412-697-7150 ext. 4. Thank you and enjoy the concert!



## Field / General Admission Tickets:

If you have field / general admission tickets, you must enter through Gate 6 along Reedsdale Street. For those with field / general admission tickets please have your ENTIRE PARTY present before attempting to enter Heinz Field. Following the scanning of your credit card please be sure to get a wristband inside before proceeding down to the field.

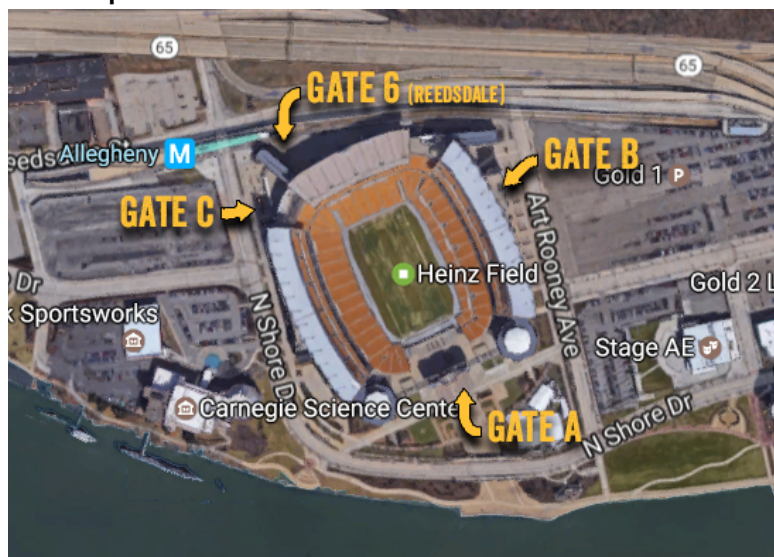
Guests with tickets Field/General Admission Tickets may begin to line up at 12:00pm outside of Gate 6.

## Parking Lots:

Parking lots will open at 3:00 pm. Tailgating is permitted, but all guests are expected to follow Alco Parking's tailgating rules and restrictions. Additional information can be found here: <http://www.alcoparking.com/heinz-field-pnc-park/concerts>.

## Gates:

Gates will open at 5:00 pm.





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## Box Office:

To purchase or pick up tickets, visit the Main Box Office and Ticket Will-Call **located near Gate B**. The **box office and will-call will open at 3:00 pm**. Please buy tickets from authorized sources. Tickets from unauthorized resources may be counterfeit or previously used and will not be honored.

## Paper-less Tickets:

If you have purchased paper-less tickets, you **must have the credit card used to purchase the tickets AND a valid ID with your name as it appears on the credit card**. There are no exceptions to this rule.

### CREDIT CARD ENTRY



**1**  
Buy your tickets using a credit card online or by phone.



**2**  
Bring the credit card used to purchase your tickets and a valid government issued photo ID to the venue.



**3**  
Go directly to the door with your whole group, present your ID and swipe your credit card for entry.

## Re-entry Policy:

There is **NO** re-entry. Once you enter the stadium, you may not exit and re-enter.

## Security Screenings:

For the safety of all fans, **security screenings will take place before entering Heinz Field**:

- In preparation for security screenings, **please remove your hats and all items from your pockets**.
- In order to make this process go as smoothly as possible, guests should only bring those things they will absolutely need while attending the event.
- Please **have your tickets and/or credit card out and ready to be scanned**. Remember to **keep your ticket on you at all times**, throughout the event.



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## NFL Bag Policy:

Please be aware of the **NFL Clear Bag Policy**, now in effect for all Heinz Field events. **All bags are subject to inspection** and must adhere to the NFL Bag Policy. We encourage fans not to bring a bag into events. If necessary, **please follow the guidelines on [HeinzField.com/bagpolicy](http://HeinzField.com/bagpolicy)**.



## Heinz Field Carry-In Policy

Guests are WELCOME to carry-in the following items:

- Clear plastic, vinyl or PVC bags smaller than 12" x 6" x 12"
- Non-clear, small purses/handbags (clutch-type bags) that are 4.5" x 6.5" or less in size
- Food of any kind that is contained in clear plastic bag
- Factory-sealed, plastic bottles of water or soft drinks 24 oz. or less in size
- Still photography cameras with a lens that is 6" or less in length not contained in a case
- Hand carried jackets, blankets, or other items, which will be searched

Guests are NOT permitted to bring the following items into Heinz Field:

- Any type of non-clear bag exceeding 4.5" x 6.5" in size, including purses, handbags, camera or binocular cases, backpacks, fanny packs, diaper bags, briefcases, luggage and computer bags.
- Apparel or signage displaying profane or abusive language
- Alcoholic beverages
- Balls or inflatables of any kind
- Banners/signs on poles
- Cans, coolers of any type, glass bottles or thermoses
- iPads, tablets, Go Pro cameras
- Laser pointers



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- Noisemakers
- Selfie Sticks
- Single purpose video cameras or still-photography cameras with a lens longer than 6"
- Stollers or seat cushions
- Weapons/any item that may deemed to be a projective
- Any other item deemed dangerous or inappropriate

Additional Heinz Field policies and procedures can be found here:

<http://heinzfield.com/guest-services/a-z-guide/>

## Signs

Handheld signs, banners and flags are welcomed in for this event but may not be larger than 22"x26." However, signs, banners or flags may not be mounted to a pole or a stick, include offensive language, be commercial in nature or deemed unsafe by Heinz Field.

## Smoking:

Smoking is **prohibited** in all seating areas, suites and club lounges. Please be courteous to those around you and don't smoke.

## P.R.I.D.E. (Code of Conduct):

The Heinz Field fan courtesy program called P.R.I.D.E. addresses behavior that detracts from the event. Acting in a dangerous or profane manner can result in ejection, arrest, prosecution, and loss of ticket privileges.

You can report intolerable behavior at any Guest Services room, by calling 412-697-7766, or texting PITT33 to the number 69050. Keep Heinz Field a fan-friendly environment by conducting yourself with P.R.I.D.E. at all times.

## Gifts/Items for Performers

Gifts or other items for the performers are not being accepted. Do not bring these items to the stadium.

## General Concert Tips

- Check the weather and dress appropriately. Please be aware of the type of shoes that you wear as some do not offer as much protection or comfort when moving in a crowd.
- Plan to arrive early. Try to arrive to Heinz Field at least one hour before the start of the event. This will help your entry into the stadium.



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- Bring essentials. Please carry emergency phone numbers and list of any medical information, if applicable.
- Use the buddy system. Stay with your friends when moving throughout Heinz Field
- Report problems immediately. If you need assistance, please contact a uniformed Heinz Field team member or use the Guest Text Messaging system. Please do not allow someone or something to impact your experience in a negative manner.

## Upcoming Events:

For more information on upcoming events, visit [HeinzField.com](http://HeinzField.com) and follow @HeinzField on [Facebook](#), [Instagram](#) and [Twitter](#).



*@HeinzField*