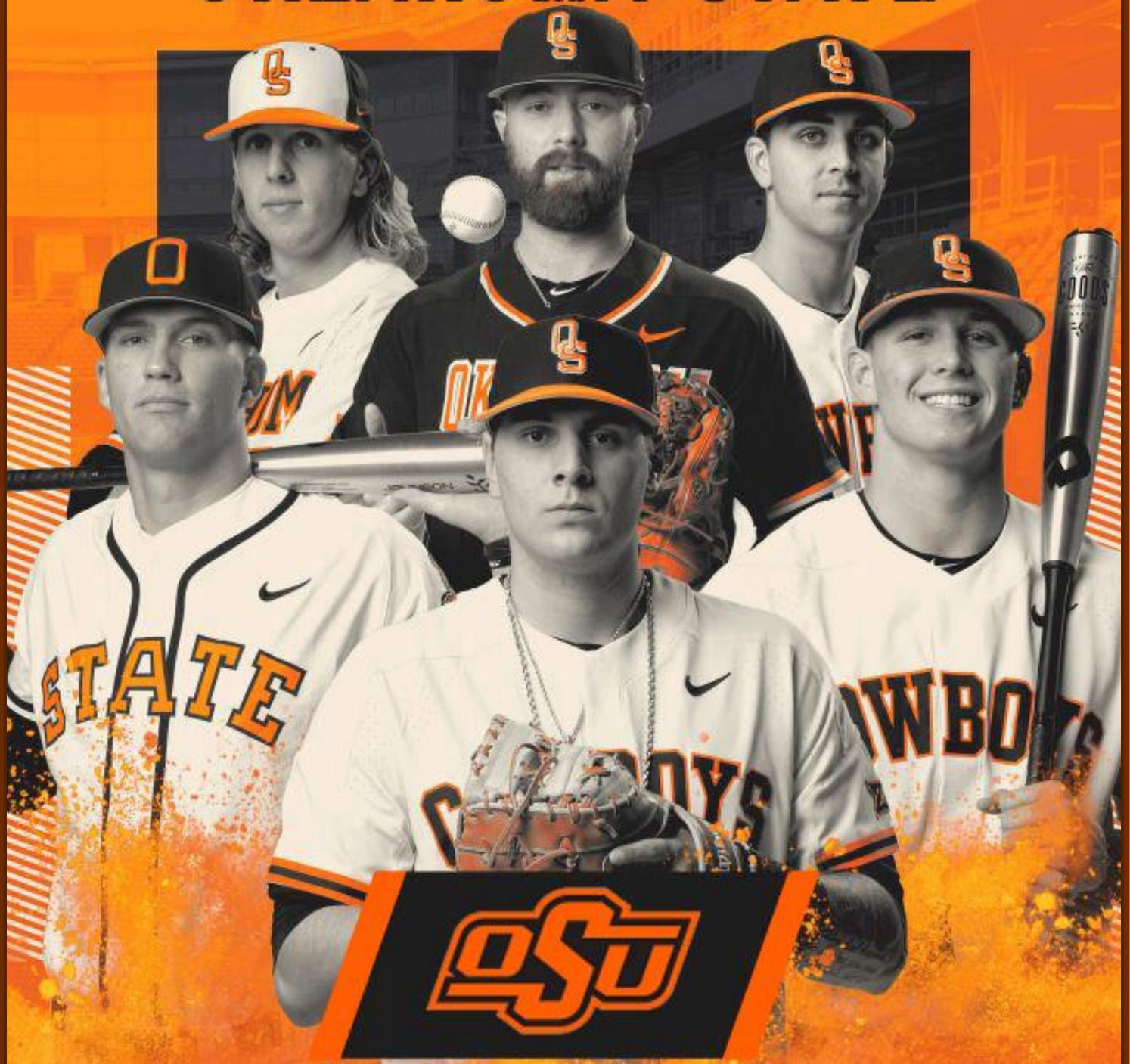


# OKLAHOMA STATE



## O'BRATE STADIUM SUITE MANUAL



# **CONTACT INFORMATION**

## **IMPORTANT TELEPHONE NUMBERS**

OSU Cowboy Dining	405-744-1072
Ben Crawford	405-744-2090
Trevor Harris	405-744-6975
Andrea Vogt	405-744-6960
Allison Escott	405-744-5249
POSSE Office <i>(8 am – 5 pm, Monday-Friday)</i>	405-744-7301 877-2B-POSSE
Athletic Development Office <i>(8 am – 5 pm, Monday-Friday)</i>	405-744-3002
OSU Ticket Office <i>(8:30 am – 5:30 pm, Monday-Friday)</i>	877-ALL-4-OSU
OSU Police (Non-Emergency)	405-744-4187

# **TICKETS**

## ***Game Tickets***

It is the responsibility of the suite holder to distribute tickets to their guests. Instead of mailing tickets to your guests, you may forward them from your Ticketmaster account for free. Once forwarded, the original hard ticket is no longer valid. Also, only the most recently re-printed ticket is valid.

## ***Lost or Stolen Tickets***

- a. *Prior to Gameday*: If your suite tickets are lost or stolen, please immediately contact the OSU Athletics Ticket Office at 877-255-4678 between the hours of 8:30am and 5:30 pm Monday through Friday. Replacement tickets will be issued to the suite holder of record only, unless other arrangements have been made through the Athletics Ticket Office by the suite holder. The original suite ticket barcode will be voided and will be unable to be used for admission. A new ticket will be issued with a new barcode.
- b. *Gameday*: Individuals who have misplaced their tickets on gameday will need to go to any ticket window at O'Brate Stadium. These situations will be dealt with on a case-by-case basis.

## ***Will Call***

Will Call tickets may be dropped off or picked up either during the week or on gameday. The person picking up the tickets must present a photo ID that matches the name on the Will Call tickets.

- *During the week* – at the Athletics Ticket Office, on the corner of Hall of Fame and Duck Avenue. Office hours are 8:30 am – 5:30 pm, Monday – Friday.
- *On gameday* – at the Centerfield Will Call windows, beginning an hour and a half prior to the game. This Ticket Office will remain open until the end of the fifth inning.

# ENTRY/EXIT PROCEDURES

## ***Entry to Suites***

On gameday, the suites will open one and a half (1 1/2) hours prior to the game starting and will close one (1) hour after the end of the game.

Suite holders and guests may enter the stadium through any gate at O'Brate Stadium. Once suite holders and guests have entered the stadium, they can proceed up to the premium areas using the staircases or the elevator.



To preserve the exclusivity of the suite, guests entering the premium level will have their ticket hole punched and a wristband affixed to their wrist. Lanyards will be available for guests to wear their tickets. Both the hole-punched ticket and affixed wristband are required for re-entry to the premium areas. If your wristband is too tight, please see a Cowboy Dining staff member at an entry point for another wristband. Please do not attempt to remove the wristband yourself.

## ***Exiting the Suites***

The suites will close (1) hour after the end of the game. Suite holders may not leave the stadium with items such as food and beverage. If you need to remove any items from the suites, you can schedule a time outside of gameday to pick these items up. You may contact Andrea Vogt with OSU Cowboy Dining at 405-744-6960 or [avogt@osucowboydining.com](mailto:avogt@osucowboydining.com) to schedule a time.

## **SUITE POLICIES**

1. Each suite administrator is responsible for compliance with the terms of the lease and these policies for all members of his/her party.
2. A current suite ticket is required for everyone in your suite. Children two and under do not need a ticket to enter either the game or the suite/club level.
3. NCAA Rules prohibit current student-athletes, as well as recruits, from OSU suites. Current OSU student-athletes, as well as recruits, are also prohibited from receiving “extra benefits” from OSU faculty, staff or boosters. Student-athletes and recruits cannot be present in or receive any food or drinks from suites in O’Brate Stadium. If a suite holder or guest will be bringing a high-school age student (who is NOT a family member) to the game or match with them, please contact the OSU POSSE office or the Athletic Compliance office to determine if this is permissible. In addition, please remember the above rules as they apply to other athletic social functions.
4. Suite holders agree to maintain the suite in good condition and to reimburse the OSU Athletics Department for any damages to the suite by the suite holder or guests. Each suite will be assigned a suite attendant. Please report any housekeeping or maintenance concerns to your suite attendant.
5. All suite holders are requested to respect the rights of other suite holders and ensure that all activities within the suite do not interfere with others’ use and enjoyment.
6. Children must always be escorted while in the premium areas. Running, playing sports and jumping on furniture is not permitted at any time. Unescorted children in the premium areas will be returned to their suite.
7. Please do not place objects of any kind on ledges, railings or any other area to avoid the possibility that an object may fall out of the suite. The suite holder will be held liable for any damages resulting from noncompliance with this regulation.
8. Effective July 1, 2008, OSU has been designated as a tobacco-free environment. Smoking and the use of all tobacco products are prohibited, this including vaping. This policy applies to all buildings and grounds owned or under the control of OSU on the Stillwater campus.
9. Pets and animals are not allowed in O’Brate Stadium except for service animals.
10. Please refrain from entering any area on the premium level that is not considered common, except the private suite for which you have a ticket.

# GAMEDAY INFORMATION

## ***Food and Beverage***

OSU Cowboy Dining LLC is the exclusive food and beverage provider in the premium areas of O'Brate Stadium on game day. Each suite will be allowed access to the food buffets located in the Club. The club buffet menu can be found at [osucowboydining.com](http://osucowboydining.com) or at the suite and club landing page on [okstateposse.com](http://okstateposse.com). The buffet will open one (1) hour prior to first pitch and will close two (2) hours after first pitch. Suite holders will also have access to the club bar. The club bar will close during the 7<sup>th</sup> inning stretch. During a game, OSU Cowboy Dining LLC reserves the right to close the bar at any time deemed necessary.

## ***Fourth Inning Lock***

If no one is in your suite by the start of the fourth inning, the door will be locked for security reasons. Please find a member of the OSU Cowboy Dining staff or one of our suite staff to open your door should you arrive after that time.

## ***In-Suite Problems***

All suites are checked during the week to ensure that everything is in working order. Any problems found on gameday are reported to maintenance personnel and, if it is a problem that can be fixed prior to gates opening, it will be addressed. To preserve the privacy of your suite, once the doors have been opened maintenance personnel will only enter your suite for a problem that poses an immediate safety hazard. All other problems will be addressed during the following days. If a non-emergency problem occurs in your suite during the game, please alert your suite attendant.

## ***Lost & found Items***

Any items left in the suite after the suites have closed will be locked in the suite. Items found outside the suites will be turned in to the club bar. Items not picked up by the end of the game will be turned over to OSU Athletic Game Management. Individuals who have lost items should contact the Athletic Game Management Office at 405-744-5505 during working hours (8:00 a.m. – 5:00 p.m. Monday through Friday) or via email or email [athletics.lostfound@okstate.edu](mailto:athletics.lostfound@okstate.edu).

## ***Medical Situations***

In the event of a medical situation, please immediately notify your suite attendant. They will contact gameday management. First Aid personnel are on site in the stadium throughout the entire game. Should you or a guest require emergency treatment, you will be transported to Stillwater Hospital.

### ***Special Needs Guests***

Should you or any of your guests have mobility issues or special medical needs, we ask that you let us know during the week prior to gameday or upon arrival in your suite. In the case of an emergency that requires evacuation of the suite area, we will provide special assistance for these guests.

### ***Suite Attendants***

Suite attendants are available to each suite to help ensure that you have the best experience possible. Staff is always stationed at points of entry to the suites and throughout the premium area. If you need assistance or have any questions, please ask one of these staff members.

### ***Suite Orders***

Additional food and beverage orders for suites can be ordered for each game through OSU Cowboy Dining. Suite orders must be placed at least seven (7) business days prior to a game. Suite orders can be placed online at <https://cowboydining.order.bypassmobile.com/> or by calling Andrea Vogt at 405-744-6960 or emailing her at [avogt@osucowboydining.com](mailto:avogt@osucowboydining.com). Food orders will be delivered within one hour of first pitch to ensure food is fresh. Please review your suite order in advance of the game to confirm items.

### ***Weather Emergencies***

The most common type of emergency will be weather-related. The type of weather emergency will determine the course of action to be taken. Please listen for PA announcements and follow the direction of suite attendants to ensure your safety in the event of a weather emergency.

# **ALCOHOL POLICIES**

## ***Suite Stocking***

During the season if you need to stock your suite with alcohol, you can contact Andrea Vogt with OSU Cowboy Dining at 405-744-6960 or [avogt@osucowboydining.com](mailto:avogt@osucowboydining.com) to schedule a time. Stocking alcohol will not be allowed on gamedays. No one under 21 may stock alcohol in the suite area at any time.

You may purchase beer and wine through Cowboy Dining. This includes on gameday, if you find that you are running low. Given enough notice, we can obtain almost any beer or wine that you would like. Please note, however, that with our license, we are restricted to providing beer up to 9% ABV and wine up to 15% ABV. This may prohibit certain beers or wines from being available. Beer and wine can be ordered on Bypass or you can fill out our form. For special requests of beer and wine, please submit your form 10-days prior to gameday to ensure proper timing to source it.

Please note that unfortunately OSU Cowboy Dining is still unable to sell liquor by the bottle, and therefore that must continue to be provided by the suite owners.

At the end of the season, you can schedule a time to unstock your suite if needed. All non-alcoholic beverages will be removed from the fridges following the final game of the season. All items in the refrigerator must be removed, as the fridges are turned off in the off season. All other non-perishable items may remain in the suite.

## ***Alcohol Inventory***

An inventory of beer, wine and spirits in your suite will be conducted by gameday staff by request. To request a updated inventory, please contact Andrea Vogt with OSU Cowboy Dining at 405-744-6960 or [avogt@osucowboydining.com](mailto:avogt@osucowboydining.com).

## ***Gameday Beverage Policies***

No one under 21 years old may consume alcohol in the suite area at any time. Alcohol may not be brought into the stadium on gameday. No beverages may be taken on the elevator, staircases or removed from the stadium on gameday.

## **EMERGENCY PROCEDURES**

In case of emergency inform your suite attendant or gameday staff. University police and emergency medical technicians are on duty at all events and respond to any location within minutes.

### ***Fire***

When a fire alarm is activated, everyone is required to evacuate the facility as quickly as possible. Gameday staff will instruct premium guests on how to exit the stadium.

### ***Weather (Tornado)***

If there is a threat of tornado all suite holders and guests will be asked to evacuate using the staircases, located at each end of the suite level. Your suite attendant will give you further instructions.

## **INSIDE YOUR SUITE**

### ***Liquor Cabinets***

OSU Cowboy Dining will unlock the liquor cabinet prior to doors opening and will re-lock the cabinet after the game. The only other times these cabinets will be unlocked is for liquor inventory and suite stocking.

### ***Decorating the Suite***

All wall decorations must be hung by OSU facilities staff. Decorative items can be brought in during suite stocking. Tape will be available during suite stocking to indicate the exact location you would like the items hung. Please allow 1-2 weeks for hanging of all items.

### ***TV and Cable***

Each suite is equipped with a flat screen TV. Suite holders who wish to install any additional TVs will have to purchase the TV, and OSU facilities will hang it. Cable service is provided by Suddenlink and is included for all suite holders.

If you are watching an OSU game, you will notice a 2-3 second delay between the live action on the field and what you see on the screen. This delay was instituted by the FCC several years ago. There is a lesser delay on the in-house feed, as the signal is transported from the production truck. Unfortunately, we are unable to eliminate these delays.

## **SUITE CHANNEL GUIDE**

2	NASA	46	Tennis Channel HD	86	The Game Show Network
3	TV-31 Stillwater, OK	47	FOX Business Network	87	TV One
4	KFOR-NBC 4 HD	48	FOX News Channel HD	88	AXS HD
5	KOCO-ABC 5 HD	49	Blaze	89	Velocity
6	KTUZ	50	CNN HD	90	Great American Country
7	KSBI-IND	51	Headline News HD	91	Outdoor Channel HD
8	KTUL-ABC	52	CNBS	130	News 9 Now
9	KWTV-CBS 9 HD	53	MSNBC	133	Antenna TV
10	KTBO-TBN	54	BBC America	136	MeTV
11	KOCB-CW 34 HD	55	USA HD	400	NFL Network ND
12	KOKH-FOX 25 HD	56	FX HD	401	NFL Red Zone
13	KETA-PBS 13 HD	57	FXX HD	405	ESPN Classic
15	KOCM-IND 46	58	A&E HD	406	ESPN News HD
18	KAUT-MNT 43	59	History Channel HD	407	ESPNU
20	Ion Television	60	Discovery Channel HD	408	ESPN Goal Line
21	Jewelry TV	61	The Learning Channel	410	FOX Sports 2 HD
22	EVINE Shopping Channel	63	Freeform	412	CBS Sports Network
23	Eternal World TV Channel	64	Disney HD	413	Cox Sports Television
24	Galavision	65	Sprout HD	414	Big Ten Network HD
25	The Weather Channel	66	Cartoon Network	415	SEC Network
26	C-SPAN	68	Animal Planet HD	417	Longhorn Network
27	C-SPAN 2	69	Home & Garden TV HD	418	FOX College Sports Atlantic
28	QVC HD	70	Food Network	419	FOX College Sports Central
29	Home Shopping Network	71	Hallmark Channel HD	420	FOX College Sports Pacific
30	Lifetime TV	72	Hallmark Movies & Mysteries	421	Pac-12 Network
31	Lifetime Movie Network	73	Investigation Discovery HD	433	The Sportsman Channel
32	truTV	74	AMC HD	434	TVG
33	TBS	76	Bravo	440	Discovery Life Channel
34	TNT	77	E! Entertainment HD	442	BBC World News
35	ESPN	78	OWN HD	443	Bloomberg
36	ESPN 2 HD	79	Oxygen HD	451	Fantasy Sports Network
37	FOX Sports 1 HD	80	WE HD	452	The Fight Network HD
38	FOX Sports Oklahoma	81	The Travel Channel HD	453	Maverick TV HD
39	FOX Sports Plus	82	Syfy	455	One World Sports Network
43	NBC Sports Network	84	Up HD	456	World Fishing Network
44	The Golf Channel	85	WGN America	457	Outside Television

