

JACKSONVILLE

JAGUARS



2011

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MESSAGE FROM WAYNE WEAVER

Dear Jaguars fans,

I want to express how deeply I appreciate the support that you and all of our season ticket owners have shown the Jaguars this offseason. You have helped us carry our momentum forward into 2011 as we build on the successes of last season, when we achieved ZERO blacked out games and enjoyed a series of unforgettable and thrilling home victories.



We now have two additional reasons for the excitement to build for Jaguars football: our schedule and our draft class. As you know, we will host two Monday Night Football games at EverBank Field this season, against the Baltimore Ravens and the San Diego Chargers. We will also open and close the regular season at home against division rivals, with the Tennessee Titans here on opening day and the Indianapolis Colts here on New Year's Day. This is the best home schedule we've had in a long time, and our fans are in for a treat.

I am also excited about the five players we acquired in the draft, led by Missouri quarterback Blaine Gabbert. Our drafts the last three years under Gene Smith have given us a nucleus of promising and productive players, who will represent Jacksonville very well on the field and, just as importantly, represent you well off the field in the community.

One of our goals this offseason was to match your commitment to the Jaguars, and we have been working hard to bring you increased value as a season ticket owner. I hope you have had the opportunity to sign up for our new Jaguars Advantage program, in which you can start earning credit toward your 2012 season tickets with in-stadium and online purchases.



The popular Teal Deals gift certificates booklet returns – even bigger and better than last year – and the Jaguars Rewards card is back with discounts and offers from over 100 area merchants. If you would like more information on any of these season ticket owner loyalty programs, details can be found in the Season Ticket Owner Benefits section of this guide.

Another one of our ongoing goals is to provide you with an exceptional game day experience, and that happens because of what takes place on the field as well as what takes place throughout EverBank Field on game day. As always, we welcome any feedback you may have on your game day experience, and please do not hesitate to contact us to let us know how we are doing.

On behalf of our players and coaches and the entire Jaguars family, thank you for helping us Keep the Pride Alive. It is truly a team effort and we look forward to a great season on the field.

Sincerely,

Wayne Weaver
Chairman/CEO



Stay connected with the Jacksonville Jaguars across the web.
jaguars.com/connect



JAGUARS FOUNDATION

Dear Jaguars fans,


Believing that youth represent our community's future, the Jaguars Foundation is committed to supporting programs benefiting economically and socially disadvantaged youth and families in greater Jacksonville. I'm proud to say that since 1995, the Foundation has awarded more than \$14 million in grants to some of North Florida's most worthy causes.



Since the Foundation is supported almost solely by the Jaguars Partners, you, our loyal fans, make our work possible through your support of the team. Did you know that in addition to game ticket purchases, you are supporting our grants program each time you purchase or renew a Jaguars license plate? Yes, to date we have received over \$485,000 from license plates alone. And, to all of you that participate in the Jaguars Booster Club, I extend special thanks for your continued support.

On behalf of our Foundation staff and the children we serve, I extend heartfelt thanks to each of you, our special fans. You are lighting the pathway for those less fortunate!

Best,

Delores 

Delores Barr Weaver
 Chair/CEO
 Jaguars Foundation
 Building Success for Youth on the Field of Life





In addition to grant making, the Foundation's programs include:



Don't forget to wave to children in the yellow Honor Rows shirts in the north end zone at daytime home games. 4,000 low-income youth annually earn a seat by setting and achieving personal, academic, and physical activity goals, and providing volunteer service. Youth also pledge not to use illegal drugs, alcohol and tobacco.



In a unique partnership with local media, Blue Cross Blue Shield of Florida, non-profits and the Weaver Family Foundation, the Jaguars Foundation is helping to reduce the incidence of teen pregnancy and sexually transmitted infections through grants and public education. The annual prime-time TV program for teens and parents was broadcast in June 2011.



In partnership with the NFL, the American Heart Association and Baptist Health/Wolfson Children's Hospital, the Jaguars and Jaguars Foundation are working to combat youth obesity by promoting physical activity, healthy lifestyles and good nutrition in middle schools and through grants to nonprofits.



In partnership with Pepsi and the Gate Foundation, the Jaguars Foundation is providing books for 1,600 children entering emergency and domestic violence shelters. These books, and the cool "READING ROCKS" back-packs and bags the books come in, will be a special gift for these children, who often count few possessions as their own while in the shelters. To-date, the Jaguars Foundation has distributed more than 430,000 new children's books to low-income families.



In partnership with the Greater Jacksonville USO, "Honoring our Troops" provides tickets for families with children whose parents are on deployment from local US Navy bases, other military branches and guard/reserve units. Each child and accompanying adult receives a game-day ticket, t-shirt and complimentary bus transportation to and from the game. Each child also receives Jag Dollars valued at \$10 for food or souvenirs.

For more information, call [904] 633-KIDS or visit jaguars.com/foundation.

CONTACT INFORMATION

Jacksonville Jaguars
One EverBank Field Drive
Jacksonville, FL 32202

Jaguars Executive Office: (904) 633-6000

Jaguars Ticket Office: (904) 633-2000, 1-877-4-JAGS-TIX

www.jaguars.com

Automotive Assistance Number: (904) 633-6100

Contemporary Services Company (Stadium Security): (904) 630-4012

Home Field Events: (904) 633-4674

Levy Restaurants (Premium Food Service): (904) 633-4669

Ovations (Stadium Concessions): (904) 633-6169

S.A.F.E. Management: (904) 633-6182

SMG: (904) 633-6100

Merchandise: (904) 633-6147

EVERBANK FIELD

Opening Date: August 18, 1995

Stadium capacity: 67,246

ACCESSIBLE SEATING REQUESTS

Should a guest need access to a wheelchair space or accessible seating, accommodations can be made through the Jaguars Ticket Office. Please call (904) 633-2000 to check the availability of desired seating. Fans not in wheelchairs but needing special assistance should also contact the Jaguars Ticket Office.

ALCOHOLIC BEVERAGES

Florida state law prohibits the sale of alcoholic beverages to persons under the age of 21. Therefore, in accordance with the NFL's Best Practices for Fan Conduct, patrons will be required to show proper identification and proof of age when buying alcoholic beverages. Please remember that it is illegal to drive under the influence of an intoxicant or to consume alcoholic beverages while driving. See the DESIGNATED DRIVER section for additional information. Alcohol sales will stop at the beginning of the third quarter for games starting after 7:00 p.m. and will stop at the end of the third quarter for all other games, unless otherwise announced. Limit two drinks per customer.



APPEARANCES

Jaguars players make over 500 visits each year to local schools, hospitals, non-profit organizations, and businesses throughout the region. To be considered, all requests for Jaguars appearances must be made by submitting a standard request form at least four weeks prior to the event or program date. Schedules for Jaguars personalities vary greatly.

For Appearance Requests:

JAGUARS PLAYERS: (904) 633-6575 or jaguars.com/community

The ROAR: (904) 633-6203 or jaguars.com

Jaxson de Ville: (904) 633-6544 or jaxson@jaguars.com

D-Line: (904) 633-6000 or dline@jaguars.com

ATMS

ATMs can be found at the following stadium locations. All normal transaction fees may apply.

- Ground-level Game Day Ticket Office between Gates 2 and 3
- Main concourse JAGWEAR stores near section 219 and 227
- South End Zone main concourse near Gates 1 and 4
- East and West corners inside of the Bud Zone
- West upper deck section 409 and East upper deck section 435
- Lower-level Touchdown Club for Club, Terrace Suite and Luxury Suite patrons
- Inside Teal Town

BANNERS

Banners will be allowed in the stadium as long as they are not in poor taste, offensive or pose a safety hazard. They may not obstruct the view of any patrons, cover any stadium signage or other necessary markings, and they may not promote any organization or company. Banners or flags attached to a pole are prohibited. Banners should not be taped to the facility or wall pads.

BOAT DOCKING

For more information, please visit www.coj.net. Select "Parks and Recreation" under the "Offices" heading and then click on "Waterways and Boating." From there, select "Metropolitan Park Marina." For additional information, the city of Jacksonville Dockmaster may be contacted by phone at (904) 630-0839.

BROADCASTING SCHEDULE

 = Jaguars Network

BROADCASTING SCHEDULE

| | | | | |
|------------------|---|-----------------------|---|--------------------------|
| MONDAY | Jaguars Report | AM Drive |  | WOKV 690 AM and 106.5 FM |
| | Jaguars Monday with Gene Smith Presented by Suddath | 6:00 PM | | WOKV 690 AM and 106.5 FM |
| | Jaguars All Access | 7:00 PM | | WTEV-TV47 |
| TUESDAY | Jaguars Report | AM Drive |  | WOKV 690 AM and 106.5 FM |
| | The Jack Del Rio Show | 6:00 PM |  | WOKV 690 AM and 106.5 FM |
| WEDNESDAY | Jaguars Report | AM Drive |  | WOKV 690 AM and 106.5 FM |
| | Jaguars This Week Brought to you by Aetna | 6:00 PM | | WOKV 690 AM and 106.5 FM |
| THURSDAY | Jaguars Report | AM Drive |  | WOKV 690 AM and 106.5 FM |
| FRIDAY | Jaguars Report | AM Drive |  | WOKV 690 AM and 106.5 FM |
| SUNDAY | The Jack Del Rio Show | 11:00 AM |  | WTEV-TV47 |
| | Coggin Pregame Show | 11:30 AM | | WTEV-TV47 |
| GAME DAY | The Sonny's Tailgate Show | 3 hours before | | WOKV 690 AM and 106.5 FM |
| | Jaguars Pregame Show | 1 hour before | | WOKV 690 AM and 106.5 FM |
| | Game Broadcast | Kick-off |  | WOKV 690 AM and 106.5 FM |
| | Winn-Dixie Postgame Show | Immediately following |  | WOKV 690 AM and 106.5 FM |
| | The Southern Ford Scoreboard Show | Follows postgame show |  | WOKV 690 AM and 106.5 FM |

BUD ZONE

The Bud Zone is located in the South End Zone of the stadium and opens four hours prior to kickoff for any fan holding a ticket to the game. Check out the Gameday Newsletter sent via email four days prior to game day for game by game specials!



CABANAS

Experience the best tailgating in the NFL! Located between the Pepsi Plaza and Teal Town, the Cabanas offer a relaxed atmosphere for your group to enjoy the build-up to the big game. Cabana tickets include your game ticket, food, beverages and parking. Fans may also upgrade individual game tickets for Cabana access for just \$60 per person. Call the Ticket Office at (904) 633-6337.



CHAMPIONS CLUB

The Jaguars Champions Club was formed in 2005 with the aim of ensuring the long-term success of Jacksonville as an NFL community. Made up of volunteer season ticket holders, the Champions Club provides

the Jaguars with great support in the areas of season ticket renewals, new sales and promotion of the Jaguars in the community. In return for their time and efforts, Champions Club members receive unique benefits and access to the Jaguars organization. If you are interested in becoming a member of the Champions Club please visit www.jaguars.com/champions and fill out the online application form.

COMMENTS/SUGGESTIONS

Fans wishing to make a comment or suggestion about the stadium, an employee, or the event are encouraged to stop by a Guest Services Booth to complete a guest comment card. Alternatively, fans may call the Jaguars Ticket Office at (904) 633.2000 or 877.4.JAGS.TIX, send an email to ticketing@jaguars.com or visit jaguars.com/myexperience.

CONCESSION STANDS

Stadium concessions from area restaurants, including Sonny's BBQ, have multiple locations throughout the stadium. Please refer to the concourse maps on pages 32-33 for general bowl concession locations. Below you will find a comprehensive list of concession items available to you on game day. Please visit jaguars.com prior to the start of the season for the most up-to-date offerings.

| MENU ITEMS | MAIN CONCOURSE | UPPER DECKS | TOUCHDOWN CLUBS |
|----------------------------|---|--------------------------------------|---|
| BBQ Pulled Pork Sandwich | 119, 131 | 405, 431 | |
| BBQ Rib Platter | 131 | | |
| BBQ Smoked Chicken Skewer | Cart 117, 150 | 409, 436 | |
| BBQ Smoked Turkey Sandwich | | 405, 431 | |
| Beer - Bottled | Concourse Portables, In-seat vendors, Bud Zone, Concession 100* | Concourse Portables, In-seat vendors | Center Bar & Elevator Bar |
| Beer - Draft | Bottoms Up Beer Portables 103, 121, 124, 150; Concourse Portables 115, 116; All permanent stands; Bud Zone, Concession 100* | All permanent stands | Bubba Burger, Sea Best, Center Bar, Elevator Bar, Upper Club Kiosks |
| Big Bomber Beers | Good Libations Bar, 106, 113; Big Bomber Carts 117, 119, 126, 128, 133, 140 | Big Bomber Carts 408, 411, 434, 437 | |

CONCESSION STANDS

| MENU ITEMS | MAIN CONCOURSE | UPPER DECKS | TOUCHDOWN CLUBS |
|---|---|---|---|
| Boiled Peanuts | Concourse Portables, In-seat vendors | Concourse Portables, In-seat vendors | |
| Bottled Water | All Permanent & Most Portable Locations | All Permanent & Most Portable Locations | All Permanent Locations & Bars |
| Burritos | 125 | | |
| Carved Prime Rib Sandwich | 142 | | |
| Chicken Tenders | 105, 114, 128, 132, Bud Zone, Concession 100* | 409, 410, 435, 436 | Bubba Burger |
| Chicken Wings | 114, 128 | | |
| Coffee/Hot Chocolate | 104, 115, 119, 131, 142 | 405, 431 | Bubba Burger, Sea Best, Sweet Victory |
| Cotton Candy | Concourse Portables 103, 115, 130, 142; In-seat vendors; BudZone Concourse; Concession 100* | Concourse Portables 405, 416, 431, 442; In-seat vendors | Sweet Victory |
| Fish-Blackend Mahi Sandwich | 128 | | |
| Fish & Chips Basket | 128 | 410, 435 | Sea Best |
| Flatbread Pizza | 114 | | |
| Fountain Soft Drinks (Includes Refillable Souvenir Cup) | All Permanent Locations | All Permanent Locations | Big Dawg's, Bubba Burger, Grritos, Sea Best, Sweet Victory (AYCD) |
| French Fries | 105, 114, 128, 132, Bud Zone, Concession 100* | 409, 410, 435, 436 | Bubba Burger, Sea Best |
| Frozen Drinks | 102, 118, 128, 143 | Frozen Drinks Portable 404, 412, 434, 443 | |
| Gatorade | All Permanent Locations | All Permanent Locations | Bubba Burger, Sea Best |
| Gluten-Free Items | | | Lower Club, Sea Best |
| Hamburger | 105, 128, 132, Bud Zone, Concession 100* | 409, 410, 435, 436 | Bubba Burger |
| Healthy Food Options (includes salads & wraps) | 142 | | Chef's Table |
| Hot Dog - Belly Buster 1/2 Pound Dog | Gridiron Grill Cart 101, 150 | Gridiron Grill Cart 408, 412, 433, 440 | |
| Hot Dog - Build Your Own | Hot Dog Nation Cart 101 | Hot Dog Nation Cart 408, 412, 433, 440 | Big Dawgs |
| Hot Dog - Regular | 104, 105, 114, 115, 119, 128, 131, 132, 142, Bud Zone, Concession 100* | 405, 409, 410, 414, 431, 435, 436, 442 | Big Dawgs, Sea Best |



| MENU ITEMS | MAIN CONCOURSE | UPPER DECKS | TOUCHDOWN CLUBS |
|---|--|--|------------------------------------|
| Ice Cream | Bud Zone Concourse | | Sweet Victory |
| Kids Meal | | | Sweet Victory |
| Liquor Drinks | Good Libations Bar 106, 113; Jacks Daniels Party Plaza 117; Portable Bar 102, 103, 115, 116, 127, 130, 143 | 1800 Cantina 416, 431; Portable Bar 407, 443 | Elevator Bar, Main Bar, Side Bars |
| Muffaletta Sandwich | 142 | | |
| Nacho Grande | | | Big Dawgs, Grrritos |
| Nachos | 104, 115, 119, 125, 131, 142 | 405, 414, 431, 442 | Big Dawgs, Grrritos, Sweet Victory |
| Pizza | 114 | 409, 436 | |
| Popcorn | 104, 115, 119, 131, 142, Bud Zone Concourse | 405, 414, 431, 442 | Lower & Upper Club levels [AYCE] |
| Pretzels | 104, 115, 119, 131, 142 | 405, 414, 431, 442 | |
| Quesadilla | 125 | | |
| Roasted Peanuts | 104, 115, 131, 142 | 405, 414, 431, 442 | All Bars and Portable Kiosks |
| Salad | 142 | | Chef's Table |
| Sausage - Giant Brat-wurst/Cajun/Italian/Polish | Gridiron Grill Cart 101, 150 | Gridiron Grill Cart 408, 412, 433, 440 | |
| Sausage - Polish | 104, 115, 131, 142 | 414, 442 | |
| Seafood - Seafood Trio Basket | 128 | | Sea Best |
| Shaved Ice | Snowie Shaved Ice Cart 127.; Concession 100* | Snowie Shaved Ice Cart 407, 433 | |
| Shrimp - Popcorn Shrimp Basket | 128 | | |
| Shrimp Taco | | | Sea Best |
| Taco | 125 | | Grrritos |
| Teriyaki Chicken Skewer | Chicken Stix Cart 117, 150 | 409, 436 | |
| Veggie Burger | | | Bubba Burger |
| Wine | Good Libations Bar 106, 113; Jack Daniels Party Plaza 117.; Portable Bar 102, 103, 115, 116, 127, 130, 143, Bud Zone | 1800 Cantina 416, 431; Portable Bar 407, 443 | All Bars |

* Concession 100 is located on the plaza level of the South End Zone, directly underneath the Bud Zone

** Access to the Touchdown Club requires a Touchdown Club, Terrace Suite or Luxury Suite Ticket

CREDIT CARDS

VISA, MasterCard, American Express and Discover are accepted throughout the stadium at all concession and merchandise locations.

DESIGNATED DRIVER PROGRAM: BUDWEISER GOOD SPORT

Fans 21 years of age or older with a valid driver's license can sign a pledge to be a designated driver at any Guest Services Booth. In appreciation of their commitment to getting their friends home safely, all designated drivers who sign up will be entered into a drawing to win a Budweiser prize package. Registration must be completed by the start of the third quarter. The drawing will occur and be announced in the fourth quarter. Each designated driver will receive a voucher for a free non-alcoholic O'Doul's beverage, redeemable at all permanent concession stands.

DIRECTIONS TO EVERBANK FIELD

Subscribe to the weekly Gameday Newsletter by supplying your email address to the Jaguars to receive the latest information regarding any changes to traffic patterns.

Coming north on I-95:

Take the MAIN STREET EXIT and cross the Main Street Bridge; then exit at OCEAN STREET. Turn right on UNION STREET and follow the signs for EverBank Field/Sports Complex. **Alternative Route:** Take I-95 Northbound to FORSYTH STREET (EverBank Field/Sports Complex) exit. Stay on FORSYTH STREET until you reach LIBERTY STREET. Turn right on LIBERTY STREET and go to BAY STREET. Turn left on BAY STREET and follow the signs to the EverBank Field/Sports Complex exit.

Coming south on I-95: Stay in the left-hand lane and get off at the UNION STREET Sports Complex exit, which will be on your left. Stay on UNION STREET until you get to the COLISEUM / A. PHILIP RANDOLPH exit. Turn right at the first light on A. PHILIP RANDOLPH BLVD. Go one block to the next light, then left on DUVAL STREET. EverBank Field will be on your right.

Coming from the Beaches on the Arlington Expressway / Matthews

Bridge: Take the EverBank Field/Sports Complex exit or the COLISEUM / FLORIDA AVENUE exit. Follow the signs to EverBank Field.

Coming from the Beaches on Beach Blvd. / Hart Bridge [without stadium parking]: Exit at either ADAMS STREET or DUVAL STREET. Turn left on LIBERTY STREET to BAY STREET and follow the signs to EverBank Field.



Coming from the Beaches on Beach Blvd. / Hart Bridge (with stadium parking): Take the EverBank Field/Sports Complex exit, and EverBank Field is on your left.

Coming east on I-10: Take I-95 Northbound. Go to the UNION STREET (Sports Complex) EXIT. Stay on UNION STREET until you reach the EverBank Field/Sports Complex or COLISEUM / A. PHILIP RANDOLPH BLVD exit and turn right. Go one block to the next light, and then left on DUVAL STREET, and EverBank Field will be on your right.

DONATION REQUESTS

Due to the large volume of requests we receive, the Jaguars have established a regional policy to provide fund-raising assistance to non-profit organizations located within the state of Florida and those from South Georgia. Requests must be made in writing on organizational letterhead, at least four to six weeks in advance of the event, and forwarded to the Community Relations Department in order to be considered. The Jaguars assist over 1,300 organizations annually in this manner. Please forward requests to:

Jacksonville Jaguars
Attn: Community Relations Dept.
One EverBank Field Drive
Jacksonville, FL 32202
(904) 633-6575 · (904) 633-6032 Fax

DUPLICATE TICKETS

If duplicate tickets (two customers holding tickets to the same seat for the same game) are presented, immediately contact an usher, Jaguars Fan Services representative, or proceed to the nearest Guest Services Booth for assistance.

ELEVATORS

There are elevators located inside the perimeter gates in the southwest and southeast corners of the stadium, and outside the perimeter gates between Gates 2 and 3 in the North End Zone. Guests in need of assistance in sections 148-150, 101-106, 201-206, and 403-416 should use the elevator located in the southwest corner of the stadium, near Gate 1. Guests in sections 140-147, 240-245 and 430-443, should use the elevator in the southeast corner of the stadium, near Gate 4. Guests in sections 113-133 and 217-229 should use the elevator between Gates 2 and 3 in the North End Zone.

(Please note that those customers in sections 113-133 and 217-229 who have entered the inside perimeter gates of the stadium will need to use the elevators in the southwest or southeast corners of the stadium to access their seats.)

EMERGENCY PHONE CALLS

Fans expecting emergency phone calls should leave their name and seat locations at the Guest Services Booths or at the Touchdown Club Concierge. If an emergency call is received, a Jaguars Fan Services representative or usher will be dispatched to your seat location with the message. Public address or scoreboard paging is not permitted.

Emergency phone call numbers for individuals trying to reach a guest at EverBank Field: (904) 633-6114 or (904) 633-6100.

ESCALATORS

Escalators are located at the north end (Gates 2 and 3) and south end (between Gates 1 and 4) of the stadium. Please refer to your ticket to use the closest escalator to your seat location.

EXIT STAIRS

When departing the stadium, fans may use the exit stairs that are located in the following areas:

- Below section 201 on the main concourse
- Below section 222 on the main concourse
- Below section 224 on the main concourse
- Below section 245 on the main concourse

FAMILY FUN ZONE

The Family Fun Zone rules prohibit drinking alcohol and using profanity in the section. The Family Fun Zone is located in section 227. Abuse of this policy within these sections will result in loss of ticket privileges.

FAMILY RESTROOMS

Fans with children or disabled fans with companions may wish to use the Family Restrooms (see concourse map, pages 32-33). Smoking is not permitted in any restroom in the stadium.

JACKSONVILLE JAGUARS FAN CODE OF CONDUCT

The Jaguars want all fans attending our games to enjoy the experience in a responsible fashion. Everbank Field, home of the Jaguars, is committed to creating a safe, comfortable, and enjoyable experience for all fans, both in the stadium and in the parking lot. Please treat all fans with respect and courtesy. When attending a game you are required to refrain from the following behaviors:



- Behavior that is dangerous, unruly, disruptive, or illegal in nature
- Standing in aisles, smoking in non-smoking areas, or fighting
- Intoxication or other signs of alcohol impairment that results in irresponsible behavior
- Foul or abusive language or obscene gestures, signage or clothing
- Interference with the progress of the game (including throwing objects onto or entering the playing field)
- Failing to follow instructions of stadium personnel
- Verbal or physical harassment of opposing team fans

Event patrons and season ticketholders are responsible for their conduct as well as the conduct of their guest(s) and/or persons occupying their seats. Stadium staff will promptly intervene to support an environment where event patrons, their guests, and other fans can enjoy the event free from the above behavior. Event patrons and guests who violate these provisions will be subject to ejection without refund and potential loss of season ticket privileges or other privileges for future games. The Jaguars and EverBank Field thank you for adhering to the Fan Code of Conduct. Let's all enjoy the game!

FAN MAIL

Letters should be addressed to:

[Name of Player]

Jacksonville Jaguars

One EverBank Field Drive

Jacksonville, FL 32202

FAN CODE OF CONDUCT AWARENESS TICKET

The Guest Services Team works diligently to ensure that all guests attending a Jaguars game enjoy the experience in a responsible fashion. For a guest who does not comply with the Jaguars Fan Code of Conduct on game days, a new game ticket will be issued in exchange for his/her existing ticket and it will serve as his/her ticket for the remainder of the game. If the guest is approached a second time regarding prohibited behavior or actions during a game, he/she will be ejected from EverBank Field and at risk of forfeiting season ticket privileges and privileges for other games. Please see the JACKSONVILLE JAGUARS FAN CODE OF CONDUCT on page 16 for further information.

FIRST AID

The main First Aid Booth is located on the Main Concourse, near Sections 123/223. Two smaller First Aid Booths are located on the Upper Deck Concourses at Section 410 and Section 436. Paramedic units and an emergency medical technician are on duty during each game. Feminine products and Band-aids are also available at all Guest Services Booths. If you are in need of medical attention,

please contact the nearest usher, security or Fan Services representative to contact medical assistance or **text ASSIST followed by your location and a brief description of the issue to 58154**. Additional Medical Team Members are located in the East and West Touchdown Clubs and the Bud Zone as well as on Bike Patrols and in a Mobile Emergency Response Vehicle.

GAME DAY NEWSLETTER

Supply the Jaguars with your email address and receive game day highlights prior to each home game as well as all of the information you need to create a memorable game day experience including food, beverage, and merchandise specials. Visit www.jaguars.com/gamedaynewsletter for all of the latest and game day information.

GAME DAY TEXT MESSAGING

The Jacksonville Jaguars and EverBank Field want to help create a safe and fun environment for you to enjoy your Jaguars football games. If you notice any behavior that is rowdy, disruptive, illegal in nature or breaks the Jaguars Fan Code of Conduct, **please text ASSIST followed by the location and a brief description of the issue to 58154**. Our Guest Services Team will do their best to assist any fan in need. Text messages can also be sent from the parking lots beginning 2 hours prior to kick-off and continuing one hour post-game.

Fans who do not have the ability to send text messages via their cell phone may call the Gameday telephone line at (904) 633-6100.

GAME DAY TICKET OFFICE

Our staff in the Game Day Ticket Office will assist you with tickets ordered over the phone, via the Jaguars website, or dropped off by a friend. They can also help with any questions you may have about the activities surrounding the game. Proper photo identification is required when picking up tickets, and only the person listed on the tickets will be allowed to pick up the tickets. The Game Day Ticket Office opens three hours prior to kick-off and is located between Gates 2 and 3 in the North End Zone of the stadium. The Game Day Ticket Office is open until the end of the first quarter.

GATE OPENING TIMES

The South End Zone (Gates 1 and 4) will open three hours prior to game time for access to the Bud Zone and Pepsi Plaza. The Touchdown Clubs, Luxury Suites and Terrace Suite doors open two hours prior to kick-off. Your ticket indicates the gate most convenient to your seat. Ramp Gates 1-4 and the Honor Rows Gate open 90 minutes prior to kick-off. Disabled guests in sections 140-150 and 432-441 should use the elevator in the southeast corner of the stadium, near Gate 4. Disabled guests in sections 113-133 and 217-229 should use the elevator between Gates 2 and 3 in the North End Zone. Disabled guests in 101-106, 201-206, and 405-414 should use the elevator in the southwest corner of the stadium near Gate 1.

GIFT CERTIFICATES

The Jacksonville Jaguars do not issue gift certificates for tickets, merchandise, or concessions, but do offer the ability to purchase JAG DOLLARS, which can be used throughout the stadium for concessions and merchandise purchases. See the JAG DOLLARS section on page 19 for more information.

GUEST SERVICES BOOTHS

Guest Services Booths open 90 minutes prior to kick-off and close following the game. Fans may visit the booths to ask questions, seek assistance with any problems that develop while at the stadium, and register for promotions. Guest Services Booths are in the following locations:

- Main Concourse: North End Zone at Section 223
- Main Concourse: SE Corner at Section 244
- Main Concourse: SW Corner at Section 202
- Upper Concourse: West Upper Deck at Section 410
- Upper Concourse: East Upper Deck at Section 436

Touchdown Club East: On the ground level and immediately outside the elevator on the upper and lower levels

Touchdown Club West: On the ground level and immediately outside the elevator on the upper and lower levels Please see the concourse map on page 32 and 33 for locations.

GUEST SERVICES TEAM



The Guest Services Team is made up of several groups focused on helping make your game day experience safe and enjoyable. If you have a general question, comment or concern, or see a person violating the Fan Code of Conduct, please visit the nearest Guest Services Booth or locate one of the following representatives for assistance.

C.S.C. (Contemporary Services Company)

Security Guards, provided by CSC, are on the sidelines on the field, at the loading dock meeting the opposing team, at the gates, roaming the bowl, ramps and concourses as well as assigned to the Sky Patio, Bud Zone and Touchdown Clubs. Frontline guards are outfitted in yellow shirts with their supervisors in light blue.

JFRD (Jacksonville Fire and Rescue Department)

Medical care is provided by uniformed Jacksonville Fire Department Paramedics and EMT's. Care is provided from three First Aid Rooms, and Medical Team Members can be seen on Bike Patrols and in a Mobile Emergency Response Vehicle [see FIRST AID on page 14].

JSO (Jacksonville Sheriff's Office) Law Enforcement

Law Enforcement is provided by the Jacksonville Sheriff's Office. Officers are located at the entry gates, throughout the bowl seating, in the Touchdown Clubs, on the concourses and Sky Patio. JSO can be found at the exit gates after the game and are also in the parking lots directing traffic.

Jaguars Fan Services

Fan Services is the Jaguars service team committed to assisting you with any seating and/or ticket-related challenges as well as acting as a resource for any of your game day questions or concerns. Fan Services representatives have direct contact with CSC [stadium security], SMG [stadium management], JSO [police], first aid and all other game day operations. Fan Service representatives are stationed at each of the five Guest Services Booths and six Touchdown Club Concierge desks. They also monitor various Stadium sections and can be found wearing maroon shirts.

If you cannot locate a representative in your immediate area, please visit a Guest Services Booth or Touchdown Club concierge desk for assistance.

Levy Restaurants (Premium Food Service)

Levy Restaurants is the premium food and beverage provider for many sports and entertainment venues throughout the country, including Everbank Field. Levy offers world class food and heartfelt hospitality to thousands of guests each game day. From signature Chef's Tables in the Terrace Suite to hand-carved sandwiches in the Bud Zone — Levy Restaurants has a passion for food! A variety of mini restaurants are offered in the Touchdown Clubs along with a Luxury Suite menu to satisfy any palate! Levy enhances the game day experience for all of the sponsorship tents, media, Pepsi Cabanas and the Sky Lounge! If you're hungry for more, visit www.levyrestaurants.com.

Ovations (General Concessions)

Food & Beverage concessions for the main and upper concourse levels are provided by Ovations Food Services. Most locations are staffed with not-for-profit volunteer groups wearing a teal and black shirt. Area supervisors can be found wearing a red and white polo shirt and the name of the group serving you can be found on a plaque located just outside of the stand.



S.A.F.E. (Security, Athletic Facilities and Events)

Ticket Takers, Ushers, Information Specialists, Wheelchair Escorts, Elevator and Escalator Operators are all provided by S.A.F.E. Management. Frontline S.A.F.E. employees can be found wearing red shirts with their supervisors in royal blue.

SMG (Facility Manager)

SMG's role as the Facility Manager is to present a safe, clean and fully-functional facility for our guests. SMG team members include the skilled tradesmen and technicians that operate the facilities major systems as well as the Audio and Visual components. The Housekeeping and Parking Departments as well as the Grounds Crew are all SMG Team Members. The housekeeping department is outfitted in green shirts, and parking attendants can be found wearing orange.

Jaguars Retail

Jaguars Retail is the official merchandiser of EverBank Field. Jaguars Retail services all of the JAGWEAR stores as well as portable kiosks throughout the stadium and is committed to providing all of your Jaguars merchandise needs.

HOME FIELD EVENTS

Take your special event to new heights! The sales team at Home Field Events are the experts in creating extraordinary events that will amaze and dazzle your guests. Imagine an atmosphere with sophistication and the amazing energy that only the Home of the Jacksonville Jaguars can provide. From weddings to trade shows, retirement gatherings to Corporate team building and more, every celebration is an unforgettable experience. Dream big — there are no limits to what we can achieve! Let Home Field Events roll out the green carpet for your next event, visit homefieldevents.com for more information.

JAG DOLLARS

JAG DOLLARS are available for sale and can be used during the 2011 season for purchase of merchandise and concessions in the stadium during Jaguars home games. Please contact the Jaguars Ticket Office at (904) 633-2000, or 877-4-JAGS-TIX to order yours today. The JAG DOLLARS issued during the 2011 season are valid for the 2011 season only.

JAGWEAR STORES

JAGWEAR stores are located on the lower level of Touchdown Clubs', in the northeast corner of the stadium near section 230 (Gate 3), in the northwest corner near section 216 (Gate 2), and in the southeast corner of the stadium near section 245 (Gate 4). You may also visit the Xperience store located on the West main concourse (sections 109/110). JAGWEAR stores carry the newest merchandise and apparel for all Jaguars fans.

JAGUARS FOUNDATION & HONOR ROWS

Believing that youth represent the community's future, the Jaguars Foundation is committed to serving the greater Jacksonville area through strategic financial, networking, and volunteer support benefiting economically and socially disadvantaged youth and families. By building upon our city's strengths, we seek to realize the positive potential of our young people in need. In doing so, we aim to serve as a model to other sports franchises. Honor Rows is the largest of several Jaguars Foundation programs using Jaguars game seats for charitable purposes. Other programs include Honoring Our Troops (for youth whose parents are on deployment with one of the branches of the US Military), youth football, HabiJax and others. For more information on the Jaguars Foundation, please call (904) 633-KIDS.

JTA STADIUM SHUTTLE SERVICE



The Jacksonville Transportation Authority (JTA) offers its convenient Stadium Shuttle Service with free parking on game day. The buses run to and from the stadium from several downtown and suburban locations. Shuttle service begins two hours prior to kick-off and ends one hour after the game. Extended post-game shuttle services are available from the Kings Avenue location. Fans who ride from the Kings Avenue and Prime Osborn locations receive a coupon for a free concession at the stadium. For more information, call JTA at (904) 630-3100 or visit their web site at www.jtafla.com.

LOST & FOUND ITEMS

Lost and found items should be taken to a Guest Services Booth. After each game, all items collected will be taken to the Main Security Office. To locate a lost item, please call (904) 633-6114.

LOST PARENTS OR FOUND CHILDREN

Please visit one of the Guest Services Booths or Concierge desks to register your child(ren) or elderly guest and receive a wristband that states your section, row, and seat. Children who have lost their parents should be escorted to the closest Police Officer, Jaguars Fan Services representative or the nearest Guest Services Booth. Paging is not allowed at the stadium.

LOST OR STOLEN TICKETS

Lost tickets will be replaced with proper I.D. There will also be a \$10 per ticket non-refundable replacement fee. Stolen Tickets will be replaced to the ticket holder on record with an Official General Incident Report detailing the theft. On game day, fans with lost or stolen tickets should come to the Game Day Ticket Office at least two hours prior to kick-off. Game day transactions will be subject to the fees mentioned above. Tickets will only be replaced for the ticket holder of



record. This policy is for the protection of the ticket holder of record and will be strictly enforced. Persons in possession of tickets which have been reported lost or stolen will be denied entry at the gates, are subject to being questioned and may be escorted from the stadium and/or subject to arrest. The Jacksonville Jaguars reserve the right not to replace lost or stolen tickets.

MEDIA/PRESS ENTRANCE

The media/press entrance is located outside of Gate 1, and opens three hours prior to kick-off. Requests for game credentials are honored only for working media on specific assignment for a recognized news organization or sports publication. Credentials are not issued to freelance writers or photographers or independent websites. All credential requests should be directed to Jacksonville Jaguars, Public Relations, One EverBank Field Drive, or by calling (904) 633-6000 and asking for the Public Relations Department.

PAGING

There will be no paging on the scoreboards, the message boards or the public address system. See the EMERGENCY PHONE CALLS and LOST PARENTS/FOUND CHILDREN sections.

PARKING

Season parking for cars and recreational vehicles is available on a limited basis. Parking passes are required to enter the parking lots. Lots open four hours prior to kick-off. Please see the parking map for lot locations, on page 35. Vehicles not displaying a current parking pass will be towed at the owner's expense. For more information, call the Jaguars Ticket Office at (904) 633-2000 or 877-4-JAGS-TIX or e-mail to ticketing@jaguars.com.

PEPSI PLAZA

Located on the south side of the stadium, the Pepsi Plaza is the Jaguars 70,000 square-foot pre-game party area. Fans can experience food, fun, and football three hours prior to each home game. Show off your football skills at the Extra Point Kick, Run to Daylight, and other interactive features. This is truly THE place to be prior to each Jaguars home game.

POST-GAME GOLF CART SHUTTLE PROGRAM

If you need assistance to your vehicle, a post-game golf cart shuttle program begins in the fourth quarter and is based outside Gate 1 between Lots M & J. Guests will be assisted on a first-come, first-served basis. Golf cart shuttles are limited in seating, so only the guests in need of assistance and one companion should seek this service. Please ask the rest of your party to meet you at your vehicle. The shuttle service is limited to the immediate Sports Complex Parking lots and will not cross Bay Street/Gator Bowl Blvd.

PRE-GAME DROP-OFF/POST-GAME PICK-UP PROCEDURE

DROP-OFF: Because all Sports Complex Parking lots are designated parking for patrons with parking passes only, a designated Drop-Off location has been created at Gate 1 and in Lot C in front of the East Touchdown Club, to allow a patron with a disability to be dropped off as close as possible to the facility. The driver of the vehicle dropping off the patron with a disability on the West side should enter Lot M [use Georgia & Adams St. entrance], telling the parking attendant and the police officer that they are dropping off a disabled guest. Once the guest has been dropped off, the driver must exit Lot M if they do not have a parking pass for that lot. For guests on the East side, please enter Lot C and inform the parking attendant that you are dropping off a guest. [Please note that cars found in designated lots without the proper pass will be towed at the owner's expense.]

PICK-UP: For pick-up post-event, traffic flows away from the stadium at minimum 30-45 minutes post-game. Either direct your guest needing assistance to use the Post-Game Golf Cart Shuttle Service [Gate 1], or ask them to wait at their closest Gate location until the traffic pattern is no longer one-way and you can access the lots to pick them up. For accommodations immediately following the game, please refer to the JTA/STADIUM SHUTTLE SERVICE information available on page 22. The Prime Osborn Park-n-Ride location offers convenient drop-off and pick-up service in the North End Zone near Gate 2.

PROHIBITED ITEMS / SECURITY MEASURES

Include, without limitation:

- Cameras with lenses longer than six inches
- Coolers or containers, including cans, cups and bottles
- Food or beverage from outside the stadium
- Knives, guns and any type of weapon or explosive
- Laser pointers
- Noise makers, whistles, and air horns
- Pets [except special services animals]
- Purses or bags larger than 12" x 12" x 12"
- Seat cushions
- Smoking [except in designated areas]
- Sticks or poles
- Infant carriers/strollers
- Umbrellas
- Video equipment and tape recorders

All ticket holders and their belongings may be searched upon entry into the stadium. By tendering a ticket and entering the stadium, ticket holders consent to such searches and waive any related claims that they may have against the NFL,



its member clubs, their affiliates and the stadium landlord, or their agents. If ticket holders elect not to consent to the searches they will be denied entry into the stadium without refund.

There are no provisions to check items at the gates or in the stadium. Fans will be asked to either take prohibited items back to their car, if they have not entered the stadium, or dispose of prohibited items at the entrance of the stadium. The Jacksonville Jaguars and the stadium are NOT responsible for items left behind, lost, stolen, or damaged. Possession of prohibited items is grounds for ejection from the stadium. Game tickets will be forfeited.

RADIO AFFILIATES

To listen to the Jaguars games, please tune to the following stations:

Florida

| | | | | | |
|-------------------|---------|-------|-------------------|---------|------|
| Altamonte Springs | WYGM-AM | 740 | Lakeland | WYGM-AM | 740 |
| Amelia Island | WOKV-AM | 690 | Leesburg | WYGM-AM | 740 |
| Brooksville | WRUF-AM | 850 | Live Oak | WNFB-FM | 94.3 |
| Chiefland | WRUF-AM | 850 | Longwood | WYGM-AM | 740 |
| Cocoa Beach | WYGM-AM | 740 | Macclenny | WOKV-AM | 690 |
| Crescent Beach | WAOC-AM | 1420 | Melbourne | WMMB-AM | |
| Crystal River | WRUF-AM | 850 | 1240&1350 | | |
| Dade City | WRUF-AM | 850 | Ocala | WRUF-AM | 850 |
| Daytona Beach | WELE-AM | 1380 | Orange Park | WOKV-AM | 690 |
| Deltona | WYGM-AM | 740 | Orlando | WYGM-AM | 740 |
| Fernandina Beach | WOKV-AM | 690 | Ormond Beach | WELE-AM | 1380 |
| Flagler Beach | WAOC-AM | 1420 | Palm Coast | WAOC-AM | 1420 |
| Fort Pierce | WPSL-AM | 1590 | Ponte Vedra Beach | WOKV-AM | 690 |
| Gainesville | WRUF-AM | 850 | Port St. Lucie | WPSL-AM | 1590 |
| Haines City | WYGM-AM | 740 | St. Augustine | WAOC-AM | 1420 |
| Jacksonville | WOKV-AM | 690 | Stuart | WPSL-AM | 1590 |
| Jacksonville | WOKV-FM | 106.5 | Titusville | WYGM-AM | 740 |
| Lake Buena Vista | WYGM-AM | 740 | Winter Garden | WYGM-AM | 740 |
| Lake City | WNFB-FM | 94.3 | | | |

Georgia

| | | | | | |
|------------|---------|-------|----------|---------|-------|
| Brunswick | WHFX-FM | 107.7 | Jesup | WIFO-FM | 105.5 |
| Hinesville | WIFO-FM | 105.5 | Waycross | WHFX-FM | 107.7 |
| Homerville | WHFX-FM | 107.7 | | | |

RADIO & TELEVISIONS

Single-speaker radios and hand-held televisions are permitted in the stadium as long as they do not interfere with other fans' enjoyment of the game. The Jaguars reserve the right to ask any fan to discontinue use of such devices.

RE-ENTRY POLICY

Persons leaving the perimeter gates before or during games will not be allowed back into the perimeter gates under any circumstances.

RESTROOMS

The stadium has 52 spacious restrooms, with 26 for men and 26 for women, located throughout the stadium concourses. Diaper changing tables and facilities for the disabled are available in all restrooms. Smoking is not permitted in any restroom in the stadium.

SCOREBOARD MESSAGES

For information about scoreboard messages [i.e. birthdays, anniversaries] and fees, call (904) 633-6000 and ask for Special Events, or visit jaguars.com/fanzone.

SEASON TICKET OWNER INFORMATION

Please visit www.jaguars.com/myaccount for all of the latest season ticket owner information and calendar of events.

SMOKING POLICY

Smoking is banned in the seating areas, concourses, stairwells and landings, Touchdown Clubs, Bud Zone, Sky Patio and restrooms.

Smoking is permitted in the following designated areas:

- Plaza-level (ground) of the Stadium
- Designated areas on ramps*
- Upper Deck walkways that connect to the South End Zone escalators and elevators at Gates 1 & 4

**Signs are posted throughout the stadium indicating the designated smoking areas in addition to being marked by yellow lines.*

Fans who fail to comply with this policy, after the appropriate warning, are subject to ejection from the stadium. We appreciate your cooperation in adhering to this policy.

SKY LOUNGE

The Jaguars and Levy Restaurants invite you to join us in the fabulous Sky Lounge. A cool and hip scene, with an amazing view and climate-controlled lounge area to satisfy every taste.





The Sky Lounge hosts a private VIP pregame party and will open to the public during the first quarter. Enjoy a game of pool or foosball, and drink specials while you mingle with your friends. Due to overwhelming popularity, exclusive access to the Sky Lounge will require the purchase of two commemorative beverage tokens at \$16, which may be used for your choice of beverages during your time in the Sky Lounge. Sky Lounge – The view from the top!

SPECIAL SERVICE ANIMALS

Only Special Service Animals will be permitted inside EverBank Field.

TAILGATING

Tailgating is permitted in the parking lots surrounding the stadium. Grilling must be contained to a barbecuing structure and open fires will not be allowed. Please extinguish all fires prior to leaving the parking lot and be considerate of others who are enjoying tailgating. Loitering, open fires, tailgating or any related activity is NOT permitted in any parking garage.

TEAL TOWN Presented by PRI Productions



Visit Teal Town located in the south lawn behind the cabanas. Come in early to enjoy all of the fun activities, including a live band, interactive games, inflatables, trivia contests, face painting, ROAR autographs and more! During the regular season, fans will have the opportunity to watch the pre-game shows on JagVision – a large LED screen. Meet up with your friends and take advantage of food and drink specials. Fans are not required to have a game ticket to enter and may come and go as they please! Teal Town opens three hours prior to kick-off and be accessed from Lot D or Lot J.

TELEPHONES

Pay phones are located throughout the stadium. (See concourse maps on pages 32 and 33 for locations.)

TTY PHONE NUMBER

The Jaguars Ticket Office is equipped with a TTY line at (904) 633-2202.

TICKET EXCHANGE

Season ticket owners who cannot attend a game now have the option of selling their season tickets anonymously to other fans by visiting www.jaguars.com/myaccount and signing into *My Jaguars Account*. There is no fee for posting tickets and the process is secure – simply highlight the tickets you wish to sell, choose the selling price and expiration date, and submit the listing. Editing your posting at any time is quick and easy.



Once the posted tickets are purchased, the amount of the sale price is credited to your Jaguars season ticket account, less a ten percent seller fee. The barcodes on your tickets are cancelled and new barcodes are issued. The new tickets are then electronically delivered to the buyer via TicketFast for at-home printing, using any standard printer.

Season ticket owners will be notified via email if the tickets do not sell before the indicated expiration date. The listing will be automatically removed and the original tickets will still be valid for entry. If you cannot attend the game, you also have the option of emailing your tickets to a friend via Ticket Forwarding.

TICKET FORWARDING

This service allows season ticket owners the opportunity to email tickets to friends, family or clients when they cannot attend a game. Simply visit www.jaguars.com/myaccount and sign in to *My Jaguars Account*. Under "Manage My Tickets", select the ticket or group of tickets, enter the recipient's information and select "forward". You will not need the tickets in hand in order to do this. During the forwarding process, the barcode on the original season ticket is cancelled and a new one is issued electronically. The recipient is sent a new ticket via TicketFast with a unique barcode that can be printed right away with any standard printer.

TICKET OFFICE INFORMATION

The Jaguars Ticket Office is open Monday through Friday from 9:00 am to 5:00 pm, for telephone or walk-up service. The Ticket Office is located on the West side of the stadium, facing the Baseball Grounds of Jacksonville. Contact the Jaguars Ticket Office for information regarding Season Tickets, Touchdown Club seats, Luxury Suites, Terrace Suite, group and tailgate packages and single game tickets.

Ticket Office

Phone: (904) 633-2000 / 877-4-JAGS-TIX

Fax: (904) 633-6338

Email: ticketing@jaguars.com

Web Site: www.jaguars.com

TICKETS/ENTRY POLICY

Please keep your tickets with you at all times and safeguard them from being lost or stolen. Please note that every person, regardless of age, is required to have a ticket to enter the stadium. The reselling of tickets or selling of any items is prohibited in the stadium and parking lot.



Entry to the Touchdown Club or Luxury Suites requires the ticket holder have their ticket hole-punched. Departure from the Touchdown Club or Luxury Suites, with the intent to re-enter, requires the ticket holder have their hand stamped. Both the hole-punched ticket and the hand stamp are required for re-entry to the Touchdown Club or Luxury Suites.

Entry to the Terrace Suite requires the ticket holder have their ticket hole-punched. Departure from the Terrace Suite, with the intent to re-enter, requires the ticket holder receive a wristband. Both the hole-punched ticket and the wristband are required for re-entry to Terrace Suite. Terrace Suite Ticket holders with a hole-punched ticket and a wristband can also access the Touchdown Clubs.

TV AFFILIATE

All Official Jaguars Television Programming appears on WTEV – CBS 47.

UNUSED TICKETS

If you are unable to use your Jaguars tickets, the USO will gratefully accept donated tickets and award them to deserving service personnel. You may contact the USO at (904) 778-2821 or email jendsley@usojax.com or bross@usojax.com for more information. The cut-off time for donations is 5:00 pm on Thursday prior to any home game.

Tickets may also be donated by calling the Jaguars Ticket Office at (904) 633-2000 (option '1'), or you may log-in to My Jaguars Account, click on "Manage Your Tickets" and then proceed through the "Donate Tickets" link.

See TICKET EXCHANGE and TICKET FORWARDING on page 26 for other unused ticket options.

USO SECTION (SECTIONS 318-322)

The Jaguars offer tickets at reduced prices to military personnel through the USO. Tickets are available through the USO. For details, contact the USO at (904) 778-2821.

VIDEO EQUIPMENT

Videotaping equipment, including camcorders and audio tape recorders, is prohibited.

WATER

Water fountains are located throughout the stadium, many of them near restrooms. Cups are available at all Guest Services Booths.

WHEELCHAIR ESCORT SERVICE

Wheelchair Escort Service is available at all perimeter gates of the stadium. This service will bring you from the perimeter gate to your seat. Wheelchair Escort Service will return, post-game, to pick you up at your seat and return you to your original perimeter entry gate. Please note that if you are in need of a wheelchair for all movements throughout the stadium, it is advised that you bring a wheelchair for your personal use throughout the entire day and you will need to contact the Jaguars Tickets Office for accessible seating. The Wheelchair Escort Service is intended to relieve patrons in need of the initial long entry and exit walks.

WHEELCHAIR RECHARGING STATIONS

Electronic wheelchair recharging is available on the main concourse by the elevators for wheelchairs with duplex outlet plugs. Wheelchair access and companion seats are available on a first-come, first-served basis with all Jaguars ticket sales. The Jacksonville Jaguars are not responsible for damaged, lost or stolen wheelchairs/scooters left unattended at the stadium.





EverBank Field™ LOWER CONCOURSE

LOWER CONCOURSE



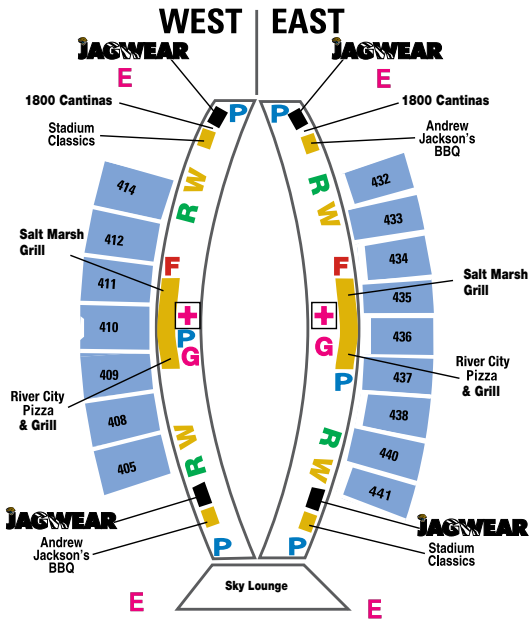
| | | | |
|-----|-------------------------|--------------------------|--------------------------|
| KEY | G Guest Services | R Restrooms | A ATM |
| | + First Aid | W Water Fountains | F Family Restroom |
| | E Escalators | P Pay Phones | |



EverBank Field™

UPPER CONCOURSE

UPPER CONCOURSE

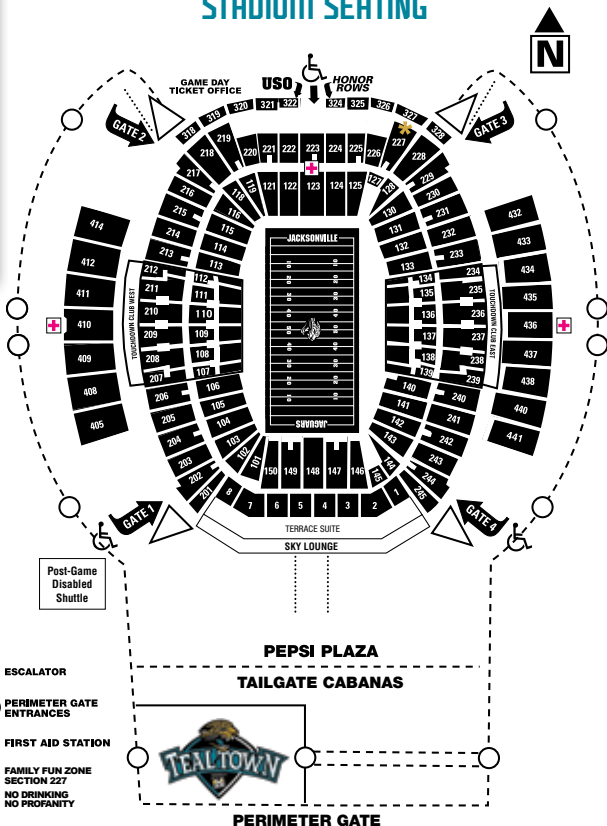


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|-----|-------------------------|--------------------------|--------------------------|
| KEY | G Guest Services | R Restrooms | A ATM |
| | + First Aid | W Water Fountains | F Family Restroom |
| | E Escalators | P Pay Phones | |



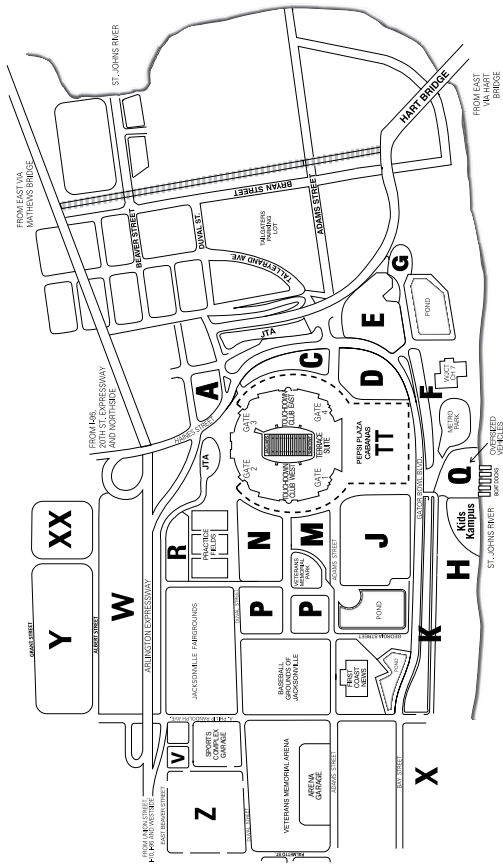
EverBank Field STADIUM SEATING

STADIUM SEATING



GAME DAY PARKING

Must have pass to park in designated parking lots.



GAME DAY PARKING

TOUCHDOWN CLUB

ALCOHOLIC BEVERAGES

Florida state law prohibits the sale of alcoholic beverages to persons under the age of 21. Therefore, patrons will be required to show proper identification and proof of age when buying alcoholic beverages. Please remember that it is illegal to drive under the influence of an intoxicant or to consume alcoholic beverages while driving. Alcohol sales will stop at the beginning of the third quarter for games starting after 7:00 p.m. and will stop at the end of the third quarter for all other games for fans seated in the outdoor club areas, unless otherwise announced. Alcohol is served throughout the game inside the Touchdown Club. Limit two drinks per customer. A double cocktail is considered two drinks. Please drink responsibly.

ATMs

There are two ATMs located on the lower level (2nd Floor) of the Touchdown Clubs. All normal transaction fees may apply.

BARS

Each club features four bars, offering a full range of beer, wine and cocktails. Enjoy your favorite or try one of the specialty drinks that change as the season progresses. In-seat vending for beer and soft drinks will be available.

CONCIERGE DESKS

To seek assistance with questions or any problems that may develop while at the game, please visit any one of the three (3) guest services concierge desks located within the Touchdown Club. The concierge desks can be found on the ground floor (lobby entrance) and immediately outside the elevators on both the lower and the upper levels of the clubs. Our Jaguars Fan Services representatives are available to assist you beginning two hours prior to kick-off, through to the end of the game.

IN-SEAT SERVICE

In-seat services is available exclusively for Touchdown Club seat owners. To order food and beverage to your seats, you must own an iPhone or Android smartphone and download the free Mobio app from the Apple app store or the Android Marketplace.

Once you have downloaded the app and created an account, simply scan the barcode found in the Gameday Newsletter to display our in-seat service menu. Once the order is received, it is prepared in the kitchen and delivered directly to your seat in approximately 15 minutes.



DINING AREAS

All seating in the Touchdown Club lounge and dining areas is on a first-come first-served basis. Please be courteous to others by leaving chairs with tables.

DINING FEATURES

The Touchdown Club offers an immense variety of culinary options. Fans can enjoy new stadium classics like slow smoked barbecue, carved sandwiches, or burritos made to order. Traditional favorites like hot dogs, grilled cheeseburgers, popcorn, and pizza are also available, and stop by the Sweet Victory for dessert. For a great culinary experience, the Chef's Table is available on the upper level with a new menu for each game, featuring hand carved meats, Italian favorites, stadium fare, and desserts. **Bottomless popcorn and sodas are also available for \$7.00 each.**

MERCHANDISE

JAGWEAR stores carry the newest merchandise and apparel for all Jaguars fans. The JAGWEAR store is located on the lower level in each of the Touchdown Clubs. You may also visit the stores located on the main concourse in the north end zone near sections 219 and 227 as well as the southeast corner of the stadium near section 245. The Xperience store is located on the West main concourse.

TICKET ACCESS

Your Touchdown Club ticket will give you access to both the lower and upper levels in the East and West Touchdown Clubs as well as the Bud Zone and general concourse areas. Be sure to have your ticket with you and have your hand stamped by security before you leave the Touchdown Club.

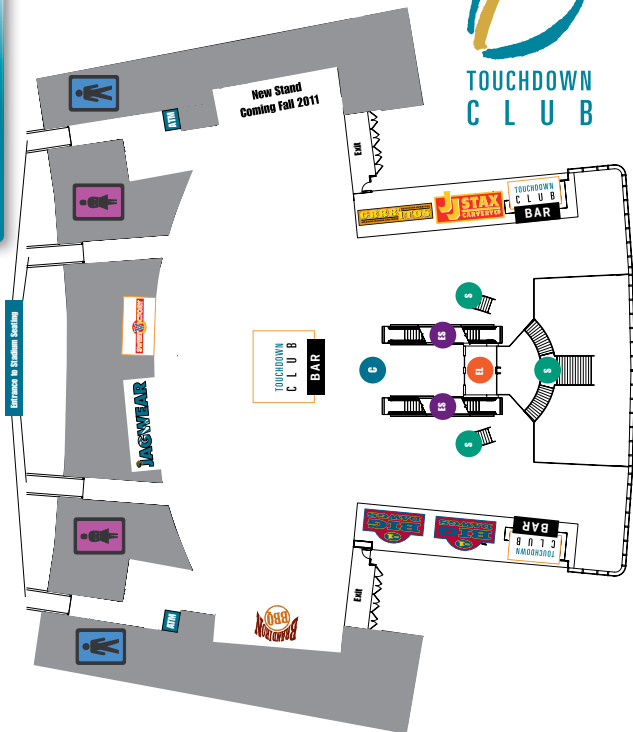


LOWER CLUB

TOUCHDOWN CLUB



TOUCHDOWN
CLUB

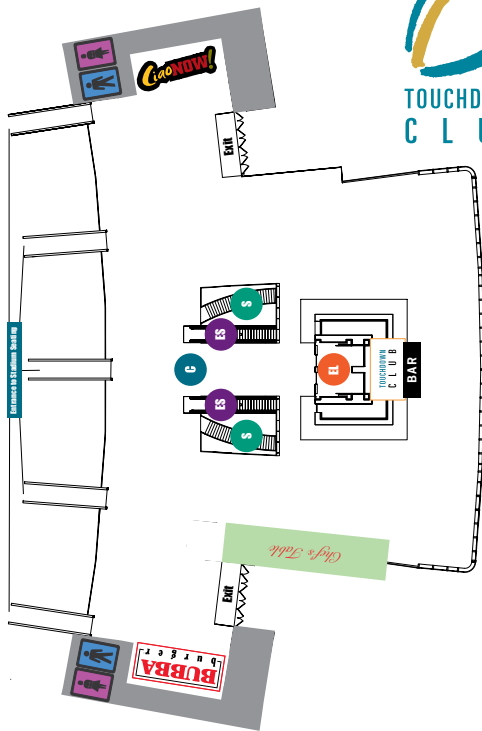


*Please visit jaguars.com prior to the start of the season for the most up-to-date offerings.

UPPER CLUB



TOUCHDOWN CLUB



| | | | | | |
|--|------------------|--|------------|--|-----------------|
| | WOMEN'S RESTROOM | | ESCALATORS | | BAR |
| | MEN'S RESTROOM | | ELEVATORS | | CONCIERGE DESKS |
| | ATM | | STAIRS | | |

TERRACE SUITE

ATMs

The two closest ATMs for guests in the Terrace Suite are located on the main concourse near the Guest Services Booths at Gates 1 and 4 (sections 202 and 244). There is also an ATM located inside the Bud Zone. All normal transaction fees may apply.

DINING FEATURES

Four (4) days prior to each home game, guests may visit www.jaguars.com/gamedaynewsletter to review the exclusive Chef's Table offerings for that week. All Chef's Table offerings, house wine and draft beer selections are included in the price of your Terrace Suite ticket. Premium wines, beers and liquors are not included in your ticket cost, but they are available for purchase on game day.

ELEVATORS

Express access to the Terrace Suite is available on the ground-level elevators at both Gates 1 and 4.

HOSTESS DESK

If you have any questions or need to report an issue on game day, please visit the Hostess Desk located on the top of the stairs inside the Terrace Suite or notify a security guard.

NON-JAGUARS EVENTS AT EVERBANK FIELD

Terrace Suite holders will have the option to purchase tickets to non-Jaguar events such as the Florida-Georgia game and Gator Bowl. A Jaguars representative will contact you with purchase information.

TICKET ACCESS

Guests holding an Terrace Suite ticket have access to the East and West Touchdown Club lounge areas, Bud Zone, and general concourse areas. Be sure to have your ticket with you and have your hand stamped by security prior to leaving the Terrace Suite.



TERRACE SUITE



LUXURY SUITES

All the excitement of NFL football combines with all the comforts of home in the truly distinctive Jaguars Luxury Suites. Whether it's for business or for pleasure, you'll enjoy a whole new dimension to the Jaguars game-day experience.

ATMs

The two closest ATM locations for guests located on the Suite level are on the East and West Upper Deck concourses next to the Guest Services Booths [sections 410 and 436]. You can also find ATMs on the lower level floor of the Touchdown Clubs. All normal transaction fees may apply.

CONCIERGE/GUEST SERVICES

If you have any questions or need to report an issue on game day, simply press the Concierge Button on the house phone in your Suite and/or notify your Suite/Guest Services Attendant. Your suite will be served by an attendant from Levy Restaurants who will check with you periodically throughout the event regarding your food and beverage needs. There will also be a Guest Services representative from the Jaguars making sure your game day experience is going well throughout the event.

ENTRY/ELEVATORS

An express elevator to the Suite level is located on the ground floor of the Touchdown Clubs. Please look for the signs posted above the elevators to determine which elevator is designated as Suite Express. If the elevator is crowded, you may also take the escalator located on the ground floor of the Touchdown Clubs to the first Club level and then again to the 2nd Club level. From here, exit out the doors located on either the North or South end of the Touchdown Clubs and take one ramp up to the lower-level Suites [East and West side] and two ramps up the upper-level Suites [West side only].

NON-JAGUARS EVENTS AT EVERBANK FIELD

Luxury Suite owners will have the option to purchase tickets for non-Jaguars events. A Jaguars Representative will contact you with purchase information.

JAGWEAR SUITE SHOPPE

Suite owners now have access to their own suite level team store located in Suite E-1N on the East side and Suite W-1 on the West side. JAGWEAR stores carry the newest merchandise and apparel for all Jaguars fans.

LUXURY SUITE OWNER EVENT

Luxury Suite owners will receive invitations to exclusive VIP events such as the Jaguars Draft Party, Training Camp Party, Levy Suite Tasting, themed networking



events and more. Further details on the events, with information on times, location, and event RSVP will be communicated via email and mail.

SUITE PICK'EM CHALLENGE

The Suite Pick'em Challenge is a weekly NFL game that allows you to pick the winner of each regular season NFL game. This challenge is exclusively for Jaguars Suite owners. Each week the suite owner that accumulates the most points will win a prize. At the end of the season there will be a grand prize winner, as well as 2nd and 3rd place prize winners.

LUXURY SUITE RENTALS

Luxury suites are available for purchase for Jaguars and non-Jaguars games. Two suite sizes are available: Twenty [20] person or Twelve [12] person suites. Single and two [2] game packages are also available. For more information on suite rentals please call our Premium Seating Department, Monday through Friday, from 8:30 a.m. to 5:30 p.m. at 904.633.2000, option 2.

SUITE HOURS

At all Jaguars games you may occupy your suite two [2] hours prior to the start of the game.

SUITE PASSES

A suite pass, accompanies by a regular admission ticket, enables a guest to enter the suite. Each suite is given passes per game, based upon the size of the suite.

SUITE DINING

Luxury Suite owners will have the opportunity to order food from Levy Restaurant's Full Service Menu up to three [3] days before the game. A Game Day Menu will also be made available in each suite. A game day food and beverage order can be placed with your Suite Attendant, or you may call the order in on your house phone by pressing the Pantry button. Please note, our liquor license does not allow any guests to take alcoholic beverages home with them. The Suite owner is responsible for the guests in your suite. It is unlawful to allow anyone under the age of 21 to consume alcoholic beverages in your suite.

TICKET ACCESS

With Luxury Suite tickets, guests may also access the East and West Touchdown Club lounge areas, Bud Zone, and general concourse areas. Be sure to have your ticket with you and have your hand stamped by security before you leave the Luxury Suite level.



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YOUR TICKET TO FOOTBALL AND MORE.

Being a Jaguars season ticket owner has its privileges thanks to Jaguars Rewards.

The Jaguars Rewards program is your ticket to discounts and savings from a variety of Jaguars Rewards merchants and partners in the greater Jacksonville area. The discounts range from savings on Jaguars gear to money saving offers at your favorite restaurants and much more.

And for businesses, Jaguars Rewards presents an opportunity for you to market your product to Jaguars Season ticket owners through jaguars.com, the official website of the Jacksonville Jaguars. It's a win-win! Jaguars season ticket owners get the opportunity to take advantage of some great, exclusive offers provided by local merchants, who in turn receive support and patronage from Jaguars season ticket owners.

As a season ticket owner, all you have to do to receive your exclusive discount is to present your Jaguars Rewards Season Ticket Owner Identification Card, which is attached to your season tickets sheet, at any of the participating merchants.

If you are a business owner who would like to participate as a merchant in the Jaguars Rewards program, at no cost, and create a valuable marketing opportunity that can help create a positive return for your business, visit rewards.jaguars.com for more information.



Introducing the new Jaguars Advantage



Miss the 10% in-stadium discount season ticket owners received in the past?



Want your Jaguars season tickets to start paying for themselves?



Looking for another great benefit to being a Jaguars season ticket owner?

If you answered **"YES"** to any of these questions, sign-up for the new loyalty program, Jaguars Advantage, today! Visit jaguarsadvantage.com.

CHOOSE EITHER:

- Credit towards your Jaguars season tickets, or
- Cash back [in the form of a pre-paid Visa card or PayPal credit]

You can earn up to 15% cash back at hundreds of your favorite online retailers. Even better, you can **DOUBLE** your credit earned through your online purchases **AND** earn 10% back when you shop at EverBank Field on game day by opting to apply your earnings toward your Jaguars season tickets. Now that's a **HOMEFIELD ADVANTAGE!** Jaguars Advantage, in addition to these great benefits below, is just another way we want to thank you for being the heart and soul of our team!



TEAM TEAL

SHOW YOUR **TRUE** COLOR.

JOINING TEAM TEAL IS A WAY FOR YOU TO WIN EXCITING, VALUABLE REWARDS WHILE SUPPORTING THE JAGUARS. As a Team Captain or member you earn points that make you eligible to win special Team Teal Rewards like autographed footballs, helmets, free seat upgrades—even tickets to the Super Bowl! Show your true color. **Visit MyTeamTeal.com today.**

[➔ MYTEAMTEAL.COM](http://MYTEAMTEAL.COM)



ARE YOU TAKING ADVANTAGE OF YOUR TEAL DEALS?

Season Ticket owners who purchased by July 1st will receive one Teal Deals book per ticket with \$3,000 in gift certificate savings to the areas best and most exciting establishments. Food, apparel, free golf...its all covered!! Gift certificates expire in February so enjoy them now!! Visit jaguars.com/tealdeals for the most up-to-date offers.



JAGUARS 2011 SCHEDULE

HOME GAMES IN CAPS

PRESEASON

Presented by Winn-Dixie

| | | | |
|-------------|----------------|------------------------|------------------|
| Thu. | Aug. 11 | @ New England Patriots | 7:30 p.m. |
| FRI. | AUG. 19 | ATLANTA FALCONS | 8:00 P.M. |
| Sat. | Aug. 27 | @ Buffalo Bills | 7:00 p.m. |
| THU. | SEPT. 1 | ST. LOUIS RAMS | 7:30 P.M. |

REGULAR SEASON

| | | | |
|-------------|-----------------|-----------------------------|------------------|
| SUN. | SEPT. 11 | TENNESSEE TITANS | 1:00 P.M. |
| Sun. | Sept. 18 | @ New York Jets | 1:00 p.m. |
| Sun. | Sept. 25 | @ Carolina Panthers | 1:00 p.m. |
| SUN. | OCT. 2 | NEW ORLEANS SAINTS | 1:00 P.M. |
| SUN. | OCT. 9 | CINCINNATI BENGALS | 1:00 P.M. |
| Sun. | Oct. 16 | @ Pittsburgh Steelers | 1:00 p.m. |
| MON. | OCT. 24 | BALTIMORE RAVENS | 8:30 P.M. |
| Sun. | Oct. 30 | @ Houston Texans | 1:00 p.m. |
| SUN. | NOV. 6 | BYE WEEK | |
| Sun. | Nov. 13 | @ Indianapolis Colts | 1:00 p.m. |
| Sun. | Nov. 20 | @ Cleveland Browns | 1:00 p.m. |
| SUN. | NOV. 27 | HOUSTON TEXANS | 1:00 P.M. |
| MON. | DEC. 5 | SAN DIEGO CHARGERS | 8:30 P.M. |
| SUN. | DEC. 11 | TAMPA BAY BUCCANEERS | 1:00 P.M. |
| Thu. | Dec. 15 | @ Atlanta Falcons | 8:20 p.m. |
| Sat. | Dec. 24 | @ Tennessee Titans | 1:00 p.m. |
| SUN. | JAN. 1 | INDIANAPOLIS COLTS | 1:00 P.M. |

All dates and times are subject to change by the NFL.

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