



# GUEST EVENT INFORMATION SHEET

Socio MX Tour 2019: Cruz Azul FC vs. Morelia | Saturday, July 6, 2019

Event Start Time: 5:00 PM

We are getting ready for event day here at Ford Center as the 2019 Socio MX soccer tour brings international soccer to The Star for the very first time. Below is information for event day which is Saturday, July 6<sup>th</sup>. If you do not see the answer to your question below, please call our Guest Services Hotline at 972.497.4800. Thank you! Enjoy the event!

### WEATHER FORECAST

High.....: 95°  
Low.....: 76°  
Chance of Rain.....: 10%



### TICKETING INFORMATION

Ticket Prices .....: SeatGeek.com  
Tickets On-Sale at.....: Ford Center Ticket Office and online at SeatGeek.com.  
Child Ticket Policy.....: Ages 3 and up need a ticket

### PARKING INFORMATION

Ford Center Parking Lots.....All Parking Lots will be open  
RV/Overnight Parking Info.....No RV Parking Available  
Ford Center Parking Cost.....Parking is free  
Parking Directions.....<http://thestarinfrisco.com/>

### EVENT TIMELINE *Subject to Change*

Ticket Office open .....: 10:00am  
Ford Center Parking Lots open.....: 12:00pm  
Pre-Game Plaza Activations.....: 1:00pm  
Ford Center open to guests.....: 3:30pm  
Team introductions.....: 4:45pm  
Game begins .....: 5:00pm  
Event ends.....: 7:00pm

### ADDITIONAL EVENT INFORMATION

Web Site.....: <http://thestarinfrisco.com/>  
Guest Services Hotline.....: 972.497.4800

### SOCIO MX TOUR 2019: CRUZ AZUL FC VS. MORELIA

The 2019 SocioMX Tour makes a stop at The Star in Frisco as two teams from LigaMX, Mexico's premier senior professional soccer league play each other in a pre-season contest. Cruz Azul (Mexico City) will face off against Club Atlético Monarcas (from Michoacán, more commonly known as Morelia) in a 5:00pm contest inside Ford Center.

### LOST & FOUND

If you have lost an item at any point during the event, or find an item you would like to turn in, report to our Guest Services Center which is located behind section 127.

### ATMs

There are Bank of America ATMs located in The Star District by the Dallas Cowboys Ring of Honor Walk presented by Dr Pepper.

### WI-FI

Ford Center provides free wi-fi services for all of its guests. Connect to TheStarWifi in your list of available wi-fi networks. When prompted with the web page, click the checkbox that you agree to the Terms and Conditions of Service and then click connect.

## ADA/ACCESSIBILITY

Ford Center is committed to serving guests with disabilities. Our facilities are fully accessible and we provide a wide range of services and amenities for guests with special needs. Guests can receive more information by visiting one of our Guest Services Center located on the concourse behind Section 127. Animals are not permitted in Ford Center with the exception of service animals and service animals in training. For more information, please contact the Guest Services Hotline at (972) 497-4800.

## PROHIBITED ITEMS

Bags, purses, outside alcohol, food items\*, bottles, cans and beverage containers of any kind\*, coolers\*, weapons of any kind, laser pointers, footballs, signs or flags on sticks, noisemakers, tripods, monopods and cameras with lens larger than 3" (detachable or non-detachable), video cameras, chairs, stools or other seating devices. \*Exceptions will be made for Guests with special medical needs.

## SECURITY SCREENING

All guests entering Ford Center are subject to a physical security screening of their person and accompanying items. The physical screening consists of a hand-held metal detector sweep across the entire body. Guests who wish not to be screened by metal detector may elect a physical pat-down screening as an alternative. All other articles will be visually inspected. Items in sealed/wrapped boxes must be opened for inspection.

## CODE OF CONDUCT

Ford Center Management is committed to creating a safe, comfortable and enjoyable experience for our guests. Our staff will proactively support an environment free from the following behaviors: Abusive, foul or disruptive language and obscene gestures, intoxication or other signs of impairment related to alcohol consumption, fighting, taunting or threatening remarks or gestures, sitting in a location other than the guest's ticketed seat, displays of affection not appropriate in a public setting, obscene or indecent clothing, any disruption to the progress of the event by the guest's actions.

## FORD CENTER BAG POLICY IN EFFECT

The Ford Center Bag Policy is in effect for this game. Ford Center instituted the National Football League's policy that limits the size and types of bags entering Ford Center on event days. The policy is a league-wide initiative intended to enhance public safety for events at NFL stadiums across the country. The NFL strongly encourages fans to not bring any type of bags to the venue. However, should bags be needed, approved items include:

- Clear plastic, vinyl or PVC totes that do not exceed 12" x 6" x 12"
- Clear one-gallon re-sealable storage bags
- Small clutch purses/bags approximately the size of a hand – not to exceed 5.5" x 8.5" in size – with or without a handle or strap

Prohibited bags include, but are not limited to: purses larger than a clutch bag, coolers, briefcases, backpacks, fanny packs, cinch bags, seat cushions, luggage of any kind, computer bags and camera bags or any bag larger than the permissible size. For a detailed list of all prohibited and allowed items, visit [TheStarInFrisco.com](http://TheStarInFrisco.com). Due to security reasons, bags that are abandoned will be discarded of immediately.



## NO PURSES. NO BAGS. FORD CENTER PURSE/BAG POLICY



In an effort to enhance public safety, the Ford Center is limiting the size and style of bags allowed in the stadium.

### PROHIBITED BAGS

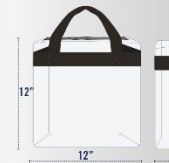
PROHIBITED ITEMS INCLUDE, BUT ARE NOT LIMITED TO:

- All purses, bags or containers larger than a small clutch bag
- Backpacks
- Binocular case  
Binoculars may be worn around the neck
- Briefcases
- Camera bags
- Cinch bags
- Computer bags
- Coolers
- Fanny packs
- Luggage of any kind
- Seat Cushions



### APPROVED BAGS

**CLEAR TOTE**  
Plastic, vinyl or PVC and do not exceed 12" x 6" x 12"



**PLASTIC STORAGE BAG**  
Clear, one (1) gallon, re-sealable



### SMALL CLUTCH PURSE

Approximately the size of a hand with or without a handle or strap. No larger than 5.5" x 8.5" (the size of this sheet) with or without a handle or strap. Can be carried separately or within an approved plastic bag.



An exception will be made for medically necessary items after proper inspection at a gate designated for this purpose. Please limit the number of items you bring to the Ford Center.  
[TheStarInFrisco.com](http://TheStarInFrisco.com)