

# LaVell Edwards Stadium

# GUEST GUIDE

## Marriott Center Ticket Office

Local: 801-422-BYU1 (2981)

Toll Free: 800-322-BYU1 (2981)

**BYU**tickets.com

## LaVell Edwards Stadium

1700 North Canyon Road  
Provo, UT 84602

### Advertisements and Handouts

All advertisements and handouts must be approved prior to an event. For information regarding advertising with BYU Athletics, contact BYU Athletic Marketing at 801-422-9196.

### Alcohol and Smoking

Smoking is prohibited inside the gates of Edwards Stadium. Alcohol is strictly prohibited on BYU Campus.

### Animals

Pets are not allowed inside Edwards Stadium. For rules regarding dogs used for disability services, see "Service Dogs."

### Assisted Listening Devices

Assisted listening devices are available at Edwards Stadium at the Stadium Management Office, just inside Gate 3. Guests will be asked to leave a valid driver's license as collateral in exchange for the device.

### ATM Locations

For BYU Football games, ATMs are located under the North and South Stands, on the east and west sides of those stands.

### Bicycle and Motorcycle Parking

See "Parking."

### Bus Services

Visit [RideUTA.com](http://RideUTA.com) for information on bus transportation to and from Edwards Stadium.

### Cameras

(For questions about video cameras, see "Video/Audio Recording Devices") Fans are welcome to bring personal cameras into Edwards Stadium. Tripods are not permitted in the seating bowl. Professional photography/professional cameras and any video camera/equipment are not allowed in the stadium without a media credential. For information on receiving a media credential, please contact BYU Athletic Media Relations at 801-422-8948.

### Cellular Phones

The use of cellular phones is permitted inside Edwards Stadium provided their use does not interfere with another guest's ability to enjoy the event.

### Children

- **Children two and older require a ticket to all ticketed events.** Younger infants not requiring a ticket must be seated on a lap and must not interfere with the sightlines or enjoyment of other fans.
- **Strollers and infant car seats** must be checked at a stroller check just inside Gates 3 or 10.
- **A Mother's Room** is located in the women's restroom beneath the East Stands.
- **Diaper changing stations** are located inside each restroom.
- **Lost children** are taken to the First Aid Station.

### Concessions Sales

For information regarding food items sold at Edwards Stadium during events, please contact BYU Concessions at 801-422-1738. A map of all football vendor locations is available to view at [BYUtickets.com](http://BYUtickets.com) under "Venue Information" for Edwards Stadium.



## Cosmo Kids Club

For more information on the Cosmo Kids Club, visit their Web site at [CosmoCougar.com](http://CosmoCougar.com).

## Cougar Club

For information on joining Cougar Club, visit [CougarClub.com](http://CougarClub.com).

## Cougar Marching Band

The Cougar Marching Band, known as “The Power of the Wasatch,” performs at each BYU football game. During the game, its members are seated in section 25 in the North Stands.

## Deaf and Hard of Hearing Seating

**Requests for sign language interpretation** must be placed at least one week prior to the event. **BYU students** who need interpreters should contact the University Accessibility Center at 801-422-2767. All other patrons should direct requests to the Marriott Center Special Events Office at 801-422-6022.

## Disability Tickets and Seating

Seating accommodations for guests in wheelchairs or with other physical disabilities are available at Edwards Stadium. At Edwards Stadium, wheelchair seating is located on the upper and lower concourses of the West Stands and on the lower concourse of the East Stands.

- For ticketed events, **wheelchair section seat tickets** are required. With each wheelchair-accessible ticket, if available up to three companion tickets are also available for purchase. If you have already purchased your tickets and are concerned they will not meet your accommodation needs, please contact the Marriott Center Ticket Office as early as possible before the event.
- For patrons who are not confined to wheelchairs but who have difficulty navigating extreme numbers of stairs, **limited mobility seats** are available for purchase at all ticketed events, if still available. The same purchasing policy as for wheelchair seat tickets applies to limited mobility seats.
- **For free, general admission events**, seats in the wheelchair section are first-come, first-served. Each guest is allowed up to three companions to accompany him or her in these areas or in designated rows surrounding each wheelchair section. We recommend coming at least one hour early to these events.
- **For away games and bowl games**, disability-accessible tickets are available upon request. Please inform ticket office personnel of any necessary accommodations at time of purchase.

## Disability Ticket Exchanges

The Marriott Center Ticket Office will exchange tickets in order to accommodate guests with disabilities. Non-disabled guests who hold tickets to wheelchair sections may be relocated if necessary in order to accommodate guests with disabilities. The Marriott Center Ticket Office will make an effort to place the guest in the closest or comparable wheelchair section to the ticket that is exchanged.

## Driving Directions

LaVell Edwards Stadium is located in Provo, Utah on the campus of Brigham Young University. We recommend the following routes when traveling to our facility:

- **From Salt Lake City (north of Provo):**  
Heading south on Interstate 15, take Exit 269-University Parkway in Orem. Merge left to go east on University Parkway. Continue eastbound until you reach Edwards Stadium, located on the corner of University Parkway and Canyon Road.
- **From St. George (south of Provo):**  
Heading north on Interstate 15, take Exit 263-University Avenue in Provo. Drive north on University Avenue until you reach University Parkway (1650 North). Turn right. Edwards Stadium is located on the corner of University Parkway and Canyon Road.

## Earplugs

For BYU Football games, complimentary earplugs are available at the Stadium Management Office, just inside Gate 3, on the west side of the stadium.

## Elevators

For your convenience, three elevators are located in the West Stands, just inside Gates 2 and 4. These elevators travel to the loges and press box levels and are accessible only by those with passes to these areas.

- **Patrons with seats at the top of sections 101 to 109** may request use of these elevators to reach their seats, but they must be accompanied by an elevator escort. Even with elevator service, patrons must be able to descend a few stairs in order to reach these seats.
- **There are no elevators in the East, North, or South Stands** and the upper wheelchair sections in the West Stands are accessible by ramp only.

## Emergencies

If you must contact a guest during an event due to an emergency, please call the Stadium Management Office at 801-422-6022. Ushers and University Police officers will do their best to locate them quickly inside the venue.

## Emergency Evacuation

In the event of an emergency, please direct your attention to the video walls and listen for announcements on the PA system. BYU Event Staff members and University Police will also provide direction. Guests with disabilities should contact the nearest usher for assistance.

## Field Access

Only authorized and properly credentialed personnel will be permitted on the playing field before, during or after a football game. Any unauthorized person who enters the playing field will face a fine and ejection from the stadium. During a football game, passes will only be honored for individuals older than 16 years of age.

## First Aid Locations

For large events, medical assistance is available at the First Aid Station, which is located in the tunnel below the West Stands, near the entrance to portal E.

## Flags

See “Restricted Items.”

## Game Programs

Football game programs can be purchased at Gates 1, 3, 5, 6, and 11 until just before halftime. After that time they are available at the Stadium Management Office just inside Gate 3.

## Gate Entry

For BYU Football games and for Stadium of Fire, all gates will open two hours prior to the published start time. For information regarding other events, contact the Marriott Center Special Events at 801-422-6022.

## Loge (Luxury Box) Seating

The loges are located on top of the West Stands. Guests with loge tickets can access them through the elevators by Gates 2 or 4. Loge guests who wish to have friends or family visit them for a short time before or after the game or during halftime must leave a loge pass for them at the Stadium Management Office near Gate 3.

## Lost and Found

Lost and Found articles should be reported or turned in to the Stadium Management Office or to an usher. Any articles not claimed after the event will be sent from the Stadium Management Office to University Central Lost and Found in Room 118 WSC. This office can be reached at 801-422-3024.

## Media Credentials

For information on obtaining media credentials for BYU Football games, please contact BYU Athletic Media Relations at 801-422-8948. A media credential is required for stadium, sideline, and press loge access.

## Merchandise Sales

BYU Cougar merchandise is for sale at various BYU Bookstore locations near Gates 1, 5, 6, and 11, as well as at the largest location, the Cougar Den just inside Gate 3. Unauthorized merchandise sales on BYU Campus are strictly prohibited.

## PA Announcements

All public address announcements are carefully scripted for each event. It is not possible for guests to facilitate any personal announcements during an event unless there is an emergency.

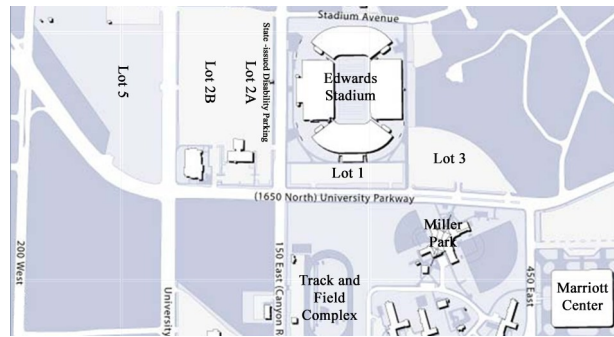
## Parking, General Event

For other events (excluding Stadium of Fire), **public parking** is available in all lots surrounding Edwards Stadium. Overflow parking is available at the Marriott Center.

- **Disability parking** is available in the west stadium parking lot, closest to the stadium.
- For parking information for *Stadium of Fire*, visit [BYUtickets.com](http://BYUtickets.com).

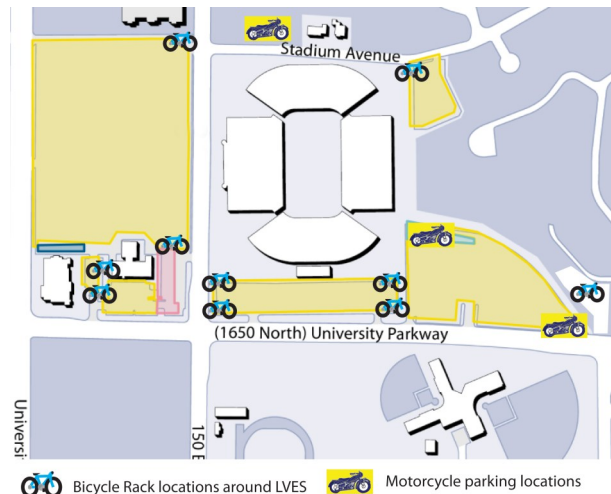
## Parking, Disability

For BYU football games and other large events, the east side of the west stadium parking lot is reserved for guests with state-issued disability placards. There are also limited disability stalls in the other surrounding stadium lots for guests with passes to those lots. (See "Parking, Football.")



## Parking, Football

- **Cougar Club Parking** (for Bronze level and above)
  - Lot 1:** Legacy Parking
  - Lot 2B:** Golden and Silver Parking
  - Lot 3:** Eastside Club Seat Parking
  - Lot 5:** Bronze Parking
- All reserved parking lots will be held for pass holders until 15 minutes before the game begins or until the lot is full. Passes are permits for the specified lot only. Replacements are available through the Cougar Club office for a \$25 fee.
- **Disability parking** is located in Lot 2A.
- **RV parking** is located northwest of the Smith Fieldhouse.
- **Public parking** in non-reserved parking lots is available at such places as the Marriott Center, the Bean Life Science Museum, the northwest corner of Lot 5, and the BYU administration building.
- To view a **map of BYU Campus**, go to <http://map.byu.edu>.



## Police

While their staff is headquartered at the First Aid Station, University Police officers are also strategically positioned throughout Edwards Stadium during an event. University Police can also be contacted 24 hours a day at 801-422-2222.

## Radio Broadcast

KSL Radio broadcasts a play-by-play of each home game. It can be accessed on personal radios on 102.7 FM or 1160 AM. All personal radios must be used with headsets.

## Restricted Items

Edwards Stadium reserves the right to inspect all items brought into the facility. By using a ticket to enter the stadium, each guest consents to such a search and waives any related claims against BYU. Guests who refuse to consent to these searches will be denied entry into the stadium. Additional security measures may be implemented to ensure the safety of all guests and personnel within the facility.

### For most stadium events, the following items are not allowed inside Edwards Stadium:

|   |  |
|---|--|
| Weapons of any type                     | Artificial noisemakers                         |
| Bags larger than 12"x12"x12"            | Signs larger than 22"x28"                      |
| Other large items                       | Sticks or poles                                |
| Food or drink (including bottled water) | Laser pointers                                 |
| Umbrellas (ponchos recommended)         | Video cameras                                  |
| Fireworks                               | Whiteboards                                    |
| Glass bottles, cans, or coolers         | Any other items deemed dangerous by management |
| Battery operated megaphones             |  |

### The following items are permitted after inspection:

|   |                  |
|---|------------------|
| Bags 12"x12"x12" or smaller               | Ponchos          |
| Personal radios (with earpiece)           | Medical supplies |
| Poster board signs (see "Personal Signs") | Blankets         |
| Still cameras (no large camera bags)      | Binoculars       |
| Empty water bottles or cups               | Baby supplies    |

## Restrooms

Public restrooms are available on all levels of all stands, except in the upper North and South Stands. Disability restrooms are available in the lower East, North, and South Stands.

## Service Dogs

Service dogs necessary to meet physical, sensory, psychiatric, or other mental disability needs are welcome inside Edwards Stadium but must remain on a leash or in a harness at all times. If you intend to bring a service dog to the venue, please notify the Marriott Center Ticket Office representative at the time of ticket purchase so that accommodations can be made for you before your arrival to the event. Service dogs-in-training are also welcome at Edwards Stadium events.

## Signs and Banners

Guests are welcome to display signs inside the stadium during events, provided they are not in poor taste, political, offensive to teams, groups, or individuals, profane, or an advertisement. The sign should not be larger than 22"x28" (the size of one piece of poster board), impede another guest's view of the playing field, cause a disturbance among other fans, be affixed to any railings or walls, cover any stadium signage, or be made of any material deemed hazardous by Event Management. Edwards Stadium reserves the right to confiscate any signs. Shirts are also required at Edwards Stadium.

## Stadium Chairs, Rentals

For football games and Stadium of Fire, stadium chairs are available for rental at Gates 1, 3, 5, 6, and 11.

## Stadium Chairs, Personal

Personal stadium chairs are permitted inside Edwards Stadium, but the stadium chairs must not exceed 18 inches in width or depth. Chairs larger than 18 inches will encroach on the seating area of others and guests may be asked to discontinue their use.

## Stadium Management Office

The Stadium Management Office is the guest services headquarters of Edwards Stadium. It is located just inside Gate 3 and opens as soon as guests are permitted into the Stadium and closes approximately thirty minutes after the event ends. Please visit this location with any questions, concerns, or comments you may have during an event. Prior to or after the event, you can do the same by calling the Marriott Center Special Events office at 801-422-6022.

## Strollers

See information regarding strollers under "Children."

## Tailgate Party (CougarTown)

For all BYU Football games, the CougarTown Tailgate Party is located in the west stadium parking lot. All booths in this area must be approved and coordinated through BYU Athletic Marketing. For more information call 801-422-9196.

## Tailgating, Personal Vehicles

Individuals are permitted to tailgate as long as it does not take additional stalls or block the travel lanes of the parking lots. Tailgating activities should occur directly behind or in front of one's vehicle. Large group spaces for RVs, etc., are located in the lot north of the Indoor Practice Facility near the Smith Fieldhouse. The use of propane grills is permitted, but charcoal or open flame (wood) grills are not allowed due to safety reasons.

## Text Messaging Service

During football games and Stadium of Fire, guests may report security or guest services concerns by texting the keyword BYU, followed by their location and issue to **69050**. Stadium management will follow up immediately on any valid requests (e.g. BYU spilled soda section 6 row 3 seat 11).

**Questions or need further HELP in regards to this text program? Send your email to [CustomerCare@ISS247.com](mailto:CustomerCare@ISS247.com) or call toll-free 1-877-722-6458. Participation in our service is free of charge but standard carrier text messaging & data charges will apply. Text STOP, END, QUIT, CANCEL, UNSUBSCRIBE, STOPALL to 69050 to be removed from any list and end subscription to the service.**

## Tickets, Policies

- Reselling tickets:** Season ticket holders who wish to resell their tickets may do so securely on BYU Ticket Marketplace through the Marriott Center Ticket Office. Visit [BYUtickets.com](http://BYUtickets.com) for more details. BYU cannot be responsible for any ticket purchased through any third party organization, Web site or person other than BYUtickets.com. Scalping tickets is not permitted on BYU property (*Provo City Code*, sec. 6.27.010).

## Edwards Stadium Quick Facts

Capacity: 64,045

Groundbreaking: 1963, Expansion in 1982

Named for: former BYU Football coach LaVell

Edwards (1972–2000). The name changed from Cougar Stadium to LaVell Edwards Stadium in 2000.

- **Re-entry:** Guests who leave the stadium and wish to return must get their hand stamped by a ticket taker before they exit. An already-scanned ticket by itself will not be accepted for re-entry.
- **All tickets are non-transferrable.** Once a ticket is scanned, it may not be used by another guest to enter the venue, even if the original guest is leaving.
- **All guests two and older require a ticket.** (See “Children.”)
- For any ticketing questions or concerns, contact the Marriott Center Ticket Office.

## Tickets, Purchasing

The Marriott Center Ticket Office facilitates all ticket sales for events at LaVell Edwards Stadium, the Marriott Center, and at all BYU athletic venues. It is located inside the north entrance of the Marriott Center on the Brigham Young University campus. This office is open Monday through Friday, 9:00 AM to 5:00 PM, to answer all ticketing questions. Office hours vary on event days and on holidays.

Tickets can be purchased:

- **Online at [BYUtickets.com](http://BYUtickets.com).**
- **On the phone:**  
Local Calls: 801-422-BYU1 (2981)  
Toll Free: 800-322-BYU1 (2981)
- **In person at the Marriott Center Ticket Office windows (during office hours).**
- **On event days,** ticket sales and Public Will Call are located at the West Stadium Ticket Booth, in the parking lot directly west of Edwards Stadium. (For football see “Will Call Locations”) Student upgrade tickets are sold at this location and also on the east side of the stadium outside gate 11.

## Video Screens

Both end zones of Edwards Stadium are equipped with video screens. Every guest seated in the stadium is able to see live game footage, replay action, as well as informational footage.

## Video/Audio Recording Devices

Video/audio recording is generally prohibited for all concerts and athletic events. For information regarding specific event policies, please contact the Marriott Center Special Events office at 801-422-6022.

## Visually Impaired Seating

- **Season Tickets:** Visually impaired guest requests are accommodated as seats become available in the preferred areas.

- **Individual Events:** Seating arrangements for visually impaired guests can be made for most special events by contacting the Marriott Center Ticket Office prior to the opening of ticket sales.

## Wheelchair Checks

If you are able to sit in a regular seat, but require a wheelchair for transportation, please leave your wheelchair at one of the stroller checks by Gates 3 or 10 or at the wheelchair checks under the North and South Stands. Please ask an usher for assistance if necessary.

## Wheelchairs For Transport

Although there are no wheelchairs available to rent at Edwards Stadium, a limited number are **available to borrow** to transport guests to their seats. These wheelchairs are available in the Stadium Management Office, just inside Gate 3 on the west side of the stadium. To ensure the wheelchairs are returned, please bring a driver’s license to leave as collateral.

## Will Call Locations

The following Will Call locations are in place on football game day. Prior to game day, the Public Will Call is located at the Marriott Center Ticket Office. Guests must show a valid ID in order to claim their tickets at each location.

- **Public Will Call** is located at the West Stadium Ticket Booth, in the parking lot west of Edwards Stadium.
- **Home Team Player Guest Tickets** are located at Gate 12 on the southeast corner of Edwards Stadium.  
**Visiting Team Player Guest Tickets** are located at Gate 4 on the northwest corner of Edwards Stadium.

Please direct any disability comments or questions to the Marriott Center representatives listed below.

Regarding ticketing or seating concerns:

**Elaine Jarvie**  
**Assistant Ticket Office Manager**  
Brigham Young University  
2132 Marriott Center  
Provo, UT 84602  
801-422-2981 (ask to speak to Elaine)  
Fax: 801-422-0881  
Email: [byutickets@byu.edu](mailto:byutickets@byu.edu)

Regarding other requests and concerns:

**Special Events Office Secretary**  
Brigham Young University  
2103 Marriott Center  
Provo, UT 84602  
801-422-6022  
Fax: 801-422-0806  
Email: [marriottcenter@byu.edu](mailto:marriottcenter@byu.edu)