



FAQ

- **Can I bring my pet?**
 - Animals are not permitted at Infinity Park, with the exception of service animals.
- **What can I bring into the stadium at Infinity Park?**
 - Soft-sided bags or containers no larger than 12" x 12" x 12" are welcome at Infinity Park. We strongly recommend clear, plastic bags to facilitate security screening at gates. For the safety of all our guests glass bottles, cans, thermoses or hard-sided containers of any size or style, including hard-sided coolers are prohibited at Infinity Park. Guests in possession of glass bottles or cans may be ejected and may face possible arrest. Non-alcoholic beverages brought into the stadium must be in approved factory sealed plastic containers only. Water bottles, sport bottles or other approved types of beverage containers that are not factory sealed must be emptied prior to entering the stadium. They may be refilled at any water fountain inside the stadium. Strollers are allowed into Infinity Park. Stadium management reserves the right to restrict strollers at specific events and may provide stroller parking for these events. Umbrellas are allowed into the stadium for use during inclement weather. In consideration of the safety and sight of others, only small, compact umbrellas will be permitted. Large golf umbrellas longer than 34" in length, or umbrellas with metal tips, are prohibited and will be not allowed in the stadium.
 - For the safety and security of our guests, the following items are not permitted into the stadium:
 - Alcohol
 - All food and non-water beverages
 - Animals – with the exception of service animals for the disabled
 - Beach balls, balloons or other inflatable items
 - Bota bags, wine skins or camelbacks
 - Designated artificial noise makers such as whistles or air horns
 - Fireworks

- Glass bottles or cans
 - Hard-sided containers of any size or style including hard-sided coolers or thermoses
 - Large golf umbrellas or umbrellas with metal tips
 - Laser pointers of any type
 - Prohibited Weapons
 - Signs or flags on sticks, regardless of the length
 - Skateboards, roller blades, shoes with wheels, bicycles and/or scooters
 - Squirt guns, regardless of size
 - Sticks or clubs
 - Unsealed water bottles
 - Any other items(s) deemed dangerous or unacceptable by security and/or venue management
- **Do you offer ADA accommodations?**
 - Yes, Infinity Park offers complimentary ADA parking in the lot at 950 S. Birch St., which is immediately adjacent to the stadium. Additionally, we offer ADA compliant seating areas throughout the stadium, along with ADA compliant restroom facilities.
- **Are children allowed?**
 - Guests of all ages are welcome at Infinity Park. For most events, children 12 years and younger are free of charge but do still require a ticket. Policies may vary for concerts and special events so please check the schedule for information pertaining to specific events.
- **Can I bring my own alcohol?**
 - Infinity Park has implemented a strict alcohol policy that is designed to protect the guests and the public from alcohol related incidents. Infinity Park and our partners strongly encourage responsible consumption of alcoholic beverages. A summary of our alcohol policies is listed below:
 - No outside alcoholic beverages are permitted at Infinity Park. Any attempt to bring alcohol into the stadium may result in ejection.
 - Colorado law prohibits the sale of alcoholic beverages to persons under the age of 21. Guests will be required to show proper identification and proof of age when purchasing alcoholic beverages at Infinity Park. Identification cards which appear to be fraudulent when presented by purchasers may be confiscated and turned over to a law enforcement officer.
 - Alcohol sales conclude at the end of any event. Sales may be discontinued earlier at the discretion of Infinity Park management.
 - There will be a two-beer limit per transaction at all concession stands.
 - Guests passing alcohol to minors will be ejected and subject to arrest.

- Guests possessing alcohol, who do not have proof of being 21, may be ejected.
 - We reserve the right to refuse the sale of alcohol to any person.
 - Fans who consume alcohol are encouraged to drink responsibly and not drive after drinking.
- **Is there an ATM at Infinity Park?**
 - Yes, an ATM machine is located in the main corridor of the Glendale Municipal Building at 950 S. Birch Street.
- **Can I bring a camera into the stadium?**
 - Audio/Video Recording Devices are permitted unless otherwise noted. Any photography intended for commercial use must be pre-approved by Infinity Park management.
- **How do I get to Infinity Park?**
 - From I-70 and Colorado Boulevard
 - Take Colorado Boulevard/CO-2 south to Leetsdale Drive. Turn left onto Leetsdale Drive and go to South Cherry Street. Turn right onto South Cherry Street and go to East Kentucky Avenue. Turn left onto East Kentucky Avenue, the entrance of the P1 Lot will be on your left. From P1, walk south on South Cherry Street to the Park entrance (2 blocks) and follow the walkway to the stadium Entrance and Ticketing.
 - From I-25 and Colorado Boulevard
 - Take Colorado Boulevard/CO-2 north to East Mississippi Avenue. Turn right onto East Mississippi Avenue and go to South Cherry Street. Turn left onto South Cherry Street and go to East Kentucky Avenue. Take a right onto East Kentucky Ave, the entrance to the to the P1 Lot will be to your left.
 - Additionally, guests can take RTD's Light Rail to the Colorado Station. From there they will ride the Route 46 bus to the park. For an updated RTD bus route schedule call 303.299.6000 or visit online at rtd-denver.com.
- **Who should I contact with comments, complaints or other concerns?**
 - At Infinity Park, it is our goal to provide the highest level of service to our guests. We value your feedback and welcome any compliments, concerns or complaints. Please direct any comments or concerns to any member of the stadium staff.
 - If you are in need of further assistance, please contact: Kieran Nelson, Director of Stadium Operations, at 303.639.4609
- **Are food and beverages available for purchase at Infinity Park?**
 - Yes! We have several options for food and beverages inside the stadium.
- **Is free parking available?**
 - Yes, there is free parking in our P1* lot on a first come, first served basis at the corner of E. Kentucky Ave. and S. Cherry St.

- *P1 is a small lot (max capacity 299 cars). When full, overflow parking can be found in the P4 lot located at South Birch Street and East Ohio Avenue. From P1, turn right onto east Kentucky Avenue. Drive 1-1/2 blocks to South Birch Street. Turn right on South Birch Street and enter the lot at the corner of South Birch Street and East Ohio Avenue. From this lot, walk south on South Birch Street to East Tennessee Avenue (two blocks), turning left to walk to the stadium Entrance and Ticketing (NOTE: There are no signs identifying this lot as “P4.” On most days, Security Personnel will be posted at this lot and are easily identified by their bright yellow shirts or jackets.
- **Do you have a lost and found?**
 - Lost and found articles should be taken to the ticketing tent at the main entrance. To claim a lost item during an event, guests may go to the ticketing tent to see whether the item has been turned in. If it has not, guests are advised to follow the procedures noted below.
 - After an event, guests wishing to inquire about the possibility of retrieving a lost item should contact the stadium operations office at 303.639.4609. If the item was not turned into stadium operations, guests should contact the City of Glendale Police Department at 303.759.1511. Items that ARE turned in will be kept for 14 days following an event, after which they will become the property of the city of Glendale.
 - To retrieve a lost item, guests will need to positively identify the item, have a photo ID and sign for the item upon pick-up.
- **What do I do in the event I cannot locate my child?**
 - Please check with the nearest stadium or security staff member. Lost children will be escorted to the ticketing tent and an announcement will be made in the stadium. Parents should report a lost child to either the ticketing tent or to one of the Glendale Police Officers in the stadium.
- **Can I smoke inside the stadium?**
 - Cigarette smoking is permitted at Infinity Park in the stands and on the concourses and plazas. Out of respect for non-smokers, we request that you move to the plazas to smoke.
 - Cigarette smoking is NOT permitted on the field (grass) at any time.
 - Marijuana is not allowed in any form at Infinity Park. Under state law, the consumption of marijuana is not allowed openly and publicly.
- **Where do I buy or pick up will call tickets?**
 - The Ticketing/Will Call Booth is open only on event/game days and is located at the main entrance to the Stadium (on East Tennessee Avenue between South Birch and South Cherry streets). Tickets may be purchased/picked up 30-60 minutes prior to event/game time.