

2021

YOUNTS SOUTH CLUB

POLICY MANUAL

#ALLIN



September 2021

Greetings, Tiger Fans!

I appreciate your support of IPTAY and the Clemson Tigers. As a premium seat holder, you have made a significant commitment to our athletic program, and for that, we are truly grateful. Coming off a most challenging year, we look forward to the upcoming fall activities with great anticipation. Coach Swinney and his Tigers have been hard at work in preparation for defending their ACC title, and we look forward to watching the season unfold. Again, this would not be possible without your support of IPTAY and Clemson Athletics.

This year, IPTAY Hospitality is once again ready and willing to provide an excellent game day experience. Savannah Dooley, Matt Hodgin, and the IPTAY Hospitality staff are here to provide you and your guests with exceptional service and to assist with any game day needs throughout the season. They are looking forward to greeting you on September 11 for the beginning of an exciting year.

On the pages that follow, you will find your 2021 Policy Manual. Use it as a reference, but please feel free to contact Savannah on the IPTAY Hospitality team at any time.

On behalf of our coaches, staff, and student-athletes, I appreciate your continued investment in Clemson. We look forward to seeing you this fall in the best seats Memorial Stadium has to offer! **Go Tigers!**

A handwritten signature in black ink that reads "Davis Babb". The signature is written in a cursive, flowing style.

Davis Babb
Chief Executive Officer, IPTAY

TABLE OF CONTENTS

2 IPTAY Hospitality Information

6 Know Before You Go

15 Game Day Information

24 Rules & Regulations



IPTAY HOSPITALITY INFORMATION



IPTAY HOSPITALITY TEAM

IPTAY HOSPITALITY MANAGEMENT

Office Location

IPTAY

1 Avenue of Champions

Clemson, S.C. 29634

Website

IPTAYhospitality.com



SAVANNAH DOOLEY
MANAGER

FOOTBALL
GAME DAY LOCATION:
ALL AREAS

CONTACT:
O: 864-656-9315
C: 907-854-4234
E: iptayhospitality@clemson.edu



MATT HODGIN
ASSISTANT MANAGER

FOOTBALL
GAME DAY LOCATION:
NORTH SUITES

CONTACT:
C: 919-475-0956
E: mchodgi@clemson.edu



IPTAY HOSPITALITY TEAM

2021-22 IPTAY HOSPITALITY INTERNS



ASHLEY COOK
INTERN

GAME DAY LOCATION:
SOUTH CLUB,
SOUTH SUITES

CONTACT:
C: 404-989-5638
E: iptayintern@clemson.edu



KATIE DAY
INTERN

GAME DAY LOCATION:
WESTZONE CLUB

CONTACT:
C: 803-627-9706
E: iptayintern@clemson.edu



IPTAY OFFICE INFORMATION

IPTAY OFFICE HOURS

Monday – Friday
8 a.m. – 4:30 p.m.

IPTAY CONTACTS

Davis Babb, CEO of IPTAY
Kyle Shields, Director of Premium Seating
Patrick Marsden, Assistant Director of Premium Seating

IPTAY OFFICE CONTACT

Phone: 864-656-2115
Email: iptay@clermson.edu

CLEMSON TICKET OFFICE CONTACT

Phone: 1-800-CLEMSON (253-6766)
Email: cutixonline@clermson.edu

IPTAY MAILING ADDRESS

IPTAY
P.O. Box 1529
Clemson, S.C. 29633

IPTAY SHIPPING ADDRESS

IPTAY
1 Avenue of Champions
Clemson, S.C. 29634



**KNOW BEFORE
YOU GO**



HEALTH & SAFETY

COVID-19 STATEMENT

We have taken enhanced health and safety measures – for you, other guests, and staff members. You must follow all posted instructions while visiting Memorial Stadium.

An inherent risk of exposure for COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and Prevention, senior citizens and guests with underlying medical conditions are especially vulnerable.

By visiting Memorial Stadium, you voluntarily assume ALL risks related the exposure of COVID-19.

We understand that these times are challenging, and we appreciate everyone's patience and understanding as we navigate as responsibly as we can.

HEALTH ACKNOWLEDGEMENT

Please make sure that you have reviewed any advisories or restrictions that may be in place for travel to South Carolina. By entering Memorial Stadium, you are confirming that you and all persons in your party are not experiencing any of the following symptoms of COVID-19 identified by the Centers for Disease Control and Prevention including:

- 🐾 Fever or chills
- 🐾 Cough
- 🐾 Shortness of breath or difficulty breathing
- 🐾 Fatigue
- 🐾 Muscle or body aches
- 🐾 Headache
- 🐾 New loss of taste or smell
- 🐾 Sore throat
- 🐾 Congestion or runny nose
- 🐾 Nausea or vomiting
- 🐾 Diarrhea
- 🐾 Have not been in contact with someone who has confirmed or suspected of COVID-19 without completing a 14-day quarantine
- 🐾 Are not under any self-quarantine orders

Guests who cannot confirm all the above criteria must not enter Memorial Stadium.



ABOUT THE YOUNTS SOUTH CLUB

SOUTH CLUB OPERATING HOURS

On game day, the Younts South Club will follow the operating hours listed below:

Younts South Club Opens: Two (2) hours prior to kickoff

Younts South Club Closes: One (1) hour after the game is completed



YOUNTS SOUTH CLUB AMENITIES

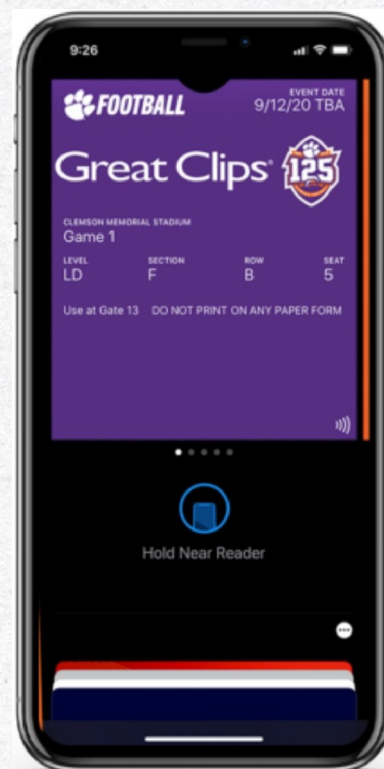
- 🐾 Open-air seating
- 🐾 Climate-controlled club lounge
- 🐾 Televisions throughout the club lounge
- 🐾 Complimentary game-day programs
- 🐾 Personal locker with an iced cooler
- 🐾 Chairback seating with cup holder
- 🐾 Private, climate-controlled restrooms
- 🐾 Cups, mixers, and ice provided in locker rooms
- 🐾 All inclusive pre-game buffet and appetizers at halftime



TICKETS AND PARKING

TICKETS

- ❧ The Clemson Athletic Ticket Office will continue to employ mobile tickets for the 2021 football season.
- ❧ Fans will no longer receive a printed ticket booklet or have the option to print at home.
- ❧ All fans will receive their tickets via mobile delivery two weeks before each game.
- ❧ We encourage all fans to download their tickets and add them to their smartphone wallet prior to game day.
- ❧ Please transfer tickets to anyone who will not be arriving through the stadium gate with you.
- ❧ More information on mobile tickets can be found at <https://clemsontigers.com/mobiletickets/>



PARKING

- ❧ Football parking is assigned each season based on IPTAY giving level and priority point ranking and will be mailed in early August.
- ❧ The Clemson University Athletic Department wishes to discourage any type of ticket brokering with tickets in Memorial Stadium including club tickets.
- ❧ More information on parking can be found at <https://iptaycuad.com/football-parking-information/>

For questions regarding your Clemson Football tickets or parking passes, please contact Kyle Shields at 864-656-3945



YOUNTS SOUTH CLUB LOCKERS

ABOUT THE SOUTH CLUB LOCKERS

- 🐾 Seat holders purchasing up to four (4) Younts South Club tickets will be assigned one locker.
- 🐾 For every additional four (4) Younts South Club tickets, seat holders may request an additional locker.
- 🐾 One (1) soft-sided cooler is provided for each patron's locker. The cooler must remain in the locker and should not be removed. Please notify IPTAY Hospitality if it needs to be replaced.
- 🐾 Locker entry codes and assignments for the 2021 season will be distributed prior to early stocking. Returning seat holders will have the same locker.
- 🐾 All lockers have a code entry lock. Should you need to change the code, please contact the IPTAY Hospitality office to reprogram your locker. Please have your IPTAY number available to confirm your identity to reprogram the locker.
- 🐾 On game day, staff members will be available to unlock the doors. Only Younts South Club seat holders and authorized individuals will be allowed to request that their locker be unlocked.
- 🐾 Please notify the IPTAY Hospitality office if you would NOT like your cooler iced down prior to gates opening. When stocking your locker, please place any items you would like iced down in your cooler.
- 🐾 To prevent leaking, ice may not be stored in the soft coolers overnight.
- 🐾 Each locker is approximately 18" H x 15" W x 18" D.



SOUTH CLUB LOCKER SERVICING

**NO FOOD OR BEVERAGE ITEMS MAY BE BROUGHT INTO
MEMORIAL STADIUM ON GAME DAY.**

Food and non-alcoholic beverages will be provided in the club for your enjoyment.

- 🐾 Friday, August 20th – Early Stocking – 12 PM – 4 PM
- 🐾 Saturday, August 21st – Early Stocking – 11 AM – 4 PM
- 🐾 Sunday, August 22nd – Early Stocking – 12PM – 4 PM
- 🐾 Tuesday, September 7th – Early Stocking – 1:30 PM – 5 PM
- 🐾 Wednesday, September 8th – Early Stocking – 1:30 PM – 5 PM
- 🐾 Thursday, September 9th – Early Stocking – 1:30 PM – 5 PM
- 🐾 Friday, September 10th – Stocking for SC State – 10 AM – 2 PM
- 🐾 Friday, September 17th – Stocking for Georgia Tech– 10 AM – 2 PM
- 🐾 Friday, October 1st – Stocking for Boston College – 10 AM – 2 PM
- 🐾 Friday, October 29th – Stocking for FSU – 10 AM – 2 PM
- 🐾 Friday, November 12th – Stocking for UConn – 10 AM – 2 PM
- 🐾 Friday, November 20th – Stocking for Wake Forest – 10 AM – 2 PM
- 🐾 Monday, November 22nd – Locker Cleanout – 1:30 PM – 5 PM
- 🐾 Tuesday, November 23rd – Locker Cleanout – 1:30 PM – 5 PM
- 🐾 Monday, November 29th – Locker Cleanout – 1:30 PM – 5 PM
- 🐾 Tuesday, November 30th – Locker Cleanout – 1:30 PM – 5 PM
- 🐾 Wednesday, December 1st – Locker Cleanout – 1:30 PM – 5 PM
- 🐾 Thursday, December 2nd – Locker Cleanout – 1:30 PM – 5 PM

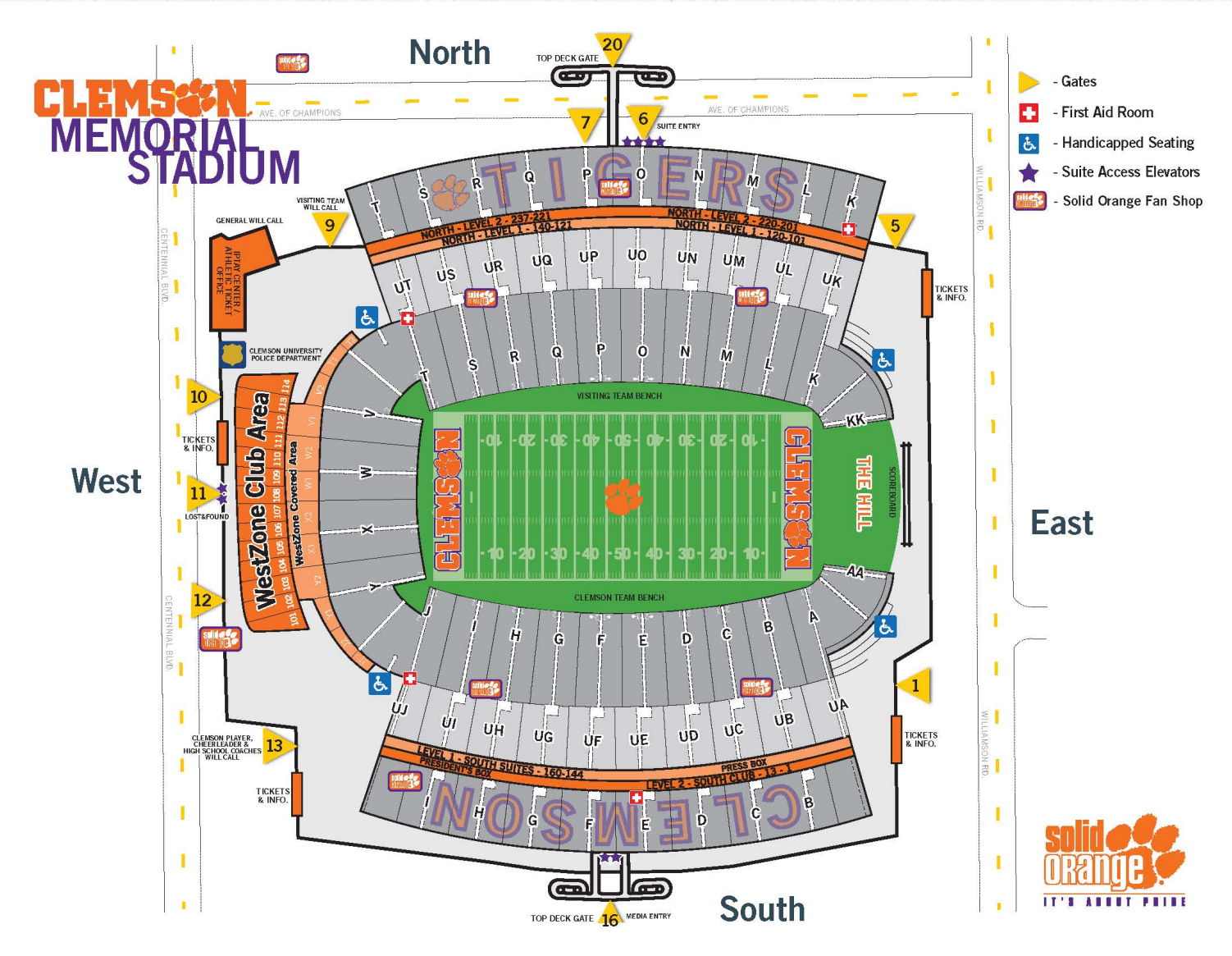
Deadline to clean your locker is Thursday, December 2nd

- 🐾 We will allow any sealed containers to leave at the end of the last game.
- 🐾 All items remaining in lockers after the last clean-out day will be discarded. IPTAY, REVEL^{XP}, and the Clemson University Athletic Department cannot be held responsible for personal items left in the lockers.

**If you are unable to stocking during the normal time, please contact Savannah at
864-656-9315 to request a time outside of the normal schedule.**



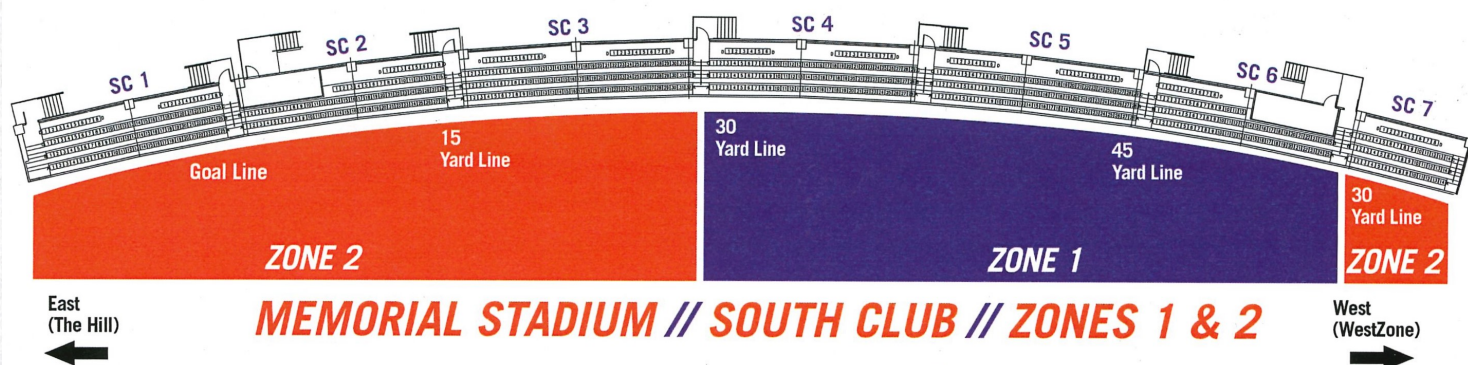
MEMORIAL STADIUM MAP



YOUNTS SOUTH CLUB MAP

CLEMSON
PREMIUM SEATS

MEMORIAL STADIUM
SOUTH CLUB



IPTAY



GAME DAY **INFORMATION**



ENTERING MEMORIAL STADIUM

ADMISSION CONTROL

- 🐾 Mobile tickets will be scanned at the stadium gate and will indicate the seat location.
- 🐾 Entry and exit gate for Younts South Club is **Gate 16**.
- 🐾 Phone charging stations are located on each floor for your convenience.
- 🐾 Younts South Club guests are not authorized to enter the club without a valid Younts South Club ticket. Greeters and security will be positioned at all entries to check for proper credentials.
- 🐾 Younts South Club tickets do not provide entry into the suite levels or the WestZone Club.

Stadium re-entry will take place in the 2021 season. Please remember in order to re-enter the stadium, you must have a voucher and a ticket.

METAL DETECTORS

In the interest of continued safety for fans, student-athletes, coaches and game day personnel, Clemson University will implement walk-through metal detectors at all gates of Memorial Stadium on game days. These enhanced security measures, in addition to the university's clear bag policy, will be used to enforce existing rules for prohibited items, which include weapons, umbrellas, artificial noisemakers, flags/banners, strollers, computers and more. Prior to the screening, guests will be asked to remove all large metal objects from their pockets and person and place the items in a container for inspection.

Please have all bags open for security staff and be prepared to remove any item from inside the bag if requested for closer inspection. Because the enhanced screening will result in a longer entry process, it is recommended that fans arrive early and allow extra time when entering the stadium



ENTERING MEMORIAL STADIUM

CLEAR BAG POLICY

In an effort to provide a safer environment for the public and significantly expedite fan entry into Memorial Stadium, Clemson University implemented a clear bag policy at the beginning of the 2016 season. This policy limits the size and type of bags that may be brought into Memorial Stadium.

Clemson University encourages fans not to bring any type of bags, but outlined below is what will be permissible to carry into the stadium should a bag be necessary. An exception will be made for medically-necessary items after the proper inspection.

Patrons will still be able to carry other items into the stadium such as binoculars, cameras, and smartphones, but their cases will not be allowed. For more information visit <https://clemsontigers.com/metal-detector-and-clear-bag-policies/>.

CLEMSON ATHLETICS

CLEAR BAG POLICY

APPROVED FOR ENTRY



CLEAR TOTE
12" x 6" x 12"
One bag per person



PLASTIC STORAGE BAG
One gallon, re-sealable, clear
One bag per person



SEAT CUSHION
Includes seat cushion w/ back
No arms or pockets allowed
No larger than 16" wide



CLUTCH



SMALL PURSE



WALLET

Approximately the size of a hand' no larger than 6.5" x 4.5." May include a handle or strap

NOT APPROVED

CAMERA CASE
BINOCULARS CASE
BACKPACK
MESH BAG

TINTED PLASTIC BAG
DIAPER BAG
OVERSIZED TOTE
PRINTED PATTERN PLASTIC BAG



GAME DAY SERVICES

GAME PROGRAMS

Complimentary programs are available on the racks outside of each locker room.

SEAT CUSHIONS

- ❁ Younts South Club seat cushions will be available at your outdoor seat.
- ❁ Seat cushions will be cleaned and disinfected before and after each game.

LOST & FOUND

- ❁ IPTAY Hospitality staff will collect any lost and found items at the end of each game.
- ❁ Please contact Savannah with IPTAY Hospitality at 864-656-9315 or by e-mail at iptayhospitality@clemson.edu regarding lost and found items.
- ❁ Anything left at the end of the season will be turned into the Clemson University Police Department.

WI-FI ACCESS

Password protected Wi-Fi is accessible for the Younts South Club.



GAME DAY STAFFING

IPTAY HOSPITALITY FANGINEERS™

IPTAY Hospitality **FANGINEERS™** serve as liaisons between IPTAY Hospitality management, IPTAY, Athletic Department personnel, ticket holders, and catering and maintenance staffs.

FANGINEERS™ can be identified as staff members wearing a gray striped polo and lime green lanyard.

IPTAY Hospitality **FANGINEERS™** assist in the fulfillment of guests' request and ensure proper servicing in all areas of premium seating in Memorial Stadium.

Their responsibilities include:

- 🐾 Greeting and directing guest entry into the Younts South Club
- 🐾 Readily available to meet the needs of the Younts South Club seat holders and their guests
- 🐾 To assist in emergency procedures



CATERING

ABOUT CATERING

- 🐾 Aramark catering is the exclusive caterer for the Younts South Club.
- 🐾 A full pre-game buffet is served from the time gates open until the start of the first quarter.
- 🐾 A limited buffet of appetizers will be served during halftime.
- 🐾 A buffet with desserts and snacks will be available throughout the entire game.
- 🐾 Catering staff is available throughout the game to provide proper servicing.



MAINTENANCE/CUSTODIAL

MAINTENANCE

- 🐾 Facility Services will be on site on game day for assistance. Seat holders should contact IPTAY Hospitality management and/or an IPTAY Hospitality **F**ENGINEER™ in the Younts South Club for custodial or maintenance needs.
- 🐾 If an item cannot be fixed during the game, IPTAY Hospitality will note the issue and address prior to the next game.

CUSTODIAL

IPTAY Hospitality partners with American Servco Inc. (ASI) to clean and sanitize the premium areas in Memorial Stadium. Below is a list of the EPA-certified cleaning chemicals that ASI will utilize in our premium levels.

- 🐾 70627 – Quaternary ammonium (Virex)
- 🐾 70385-6 – Quaternary ammonium (QSC)
- 🐾 5813-1 – Sodium hypochlorite (Clorox Bleach)
- 🐾 5813-105 – Sodium hypochlorite (Clorox Multi-Surface Cleaner + Bleach)
- 🐾 71847-6 – Sodium dichloroisocyanurate (Klorsept)
- 🐾 3573-54 – Citric acid (Comet Disinfecting Bathroom Cleaner)
- 🐾 4822-530 – Quaternary ammonium (Fantastik All-Purpose Cleaner)

For more information regarding chemicals and COVID-19, please visit <https://cfpub.epa.gov/wizards/disinfectants/>. Special attention will be given to what we consider to be high-touch points, including, but not limited to:

- 🐾 Elevator buttons
- 🐾 Door handles
- 🐾 Charging stations
- 🐾 Club locker rooms



FIRST AID

- ## NEAREST FIRST AID STATIONS



EMERGENCY PROCEDURES

FIRE

- 🐾 For stadium evacuation, uniformed personnel will direct guests to the closest stairwell or exit.
- 🐾 The Younts South Club is equipped with automatic fire detection, an alarm system, and sprinklers.

SEVERE WEATHER

- 🐾 In the event of a severe weather event, all premium guests are permitted to shelter inside the Younts South Club. Please follow instructions given over the public address system and/or by IPTAY Hospitality.
- 🐾 You **MUST** shelter inside. No guests will be permitted to remain in the outdoor seats. It is recommended that you move away from glass and the outside doors during a weather event.
- 🐾 Premium guests are also permitted to exit Memorial Stadium during a severe weather event. You will be allowed re-entry to the stadium once the event is over and staff have received the all-clear.
- 🐾 All weather evaluations are subject to the procedures of Clemson Athletics, the ACC, and the NCAA.



RULES & REGULATIONS



RULES AND REGULATIONS

YOUNTS SOUTH CLUB POLICIES

In order to maintain a pleasant environment for all seat holders and guests, please remember to follow the guidelines outlined below. In addition, seat holders and guests must comply with the applicable rules for Memorial Stadium that appear on ClemsonTigers.com and in the Memorial Stadium Fan Guide. Seat holders not adhering to rules and regulations may be addressed by management or staff security.

- ❁ The Younts South Club will only be used for Clemson home football games and specified events when approved by CUAD.
- ❁ The Younts South Club must not be used for overnight accommodations.
- ❁ The Younts South Club may not be used for any unlawful purpose.
- ❁ All seat holders are requested to respect the rights of other seat holders and guests and ensure that all activities conducted in the Younts South Club are done so in a thoughtful and courteous manner. Disruptive or disorderly conduct will result in removal from Memorial Stadium.
- ❁ Younts South Club ticket holders may not throw objects or pour food/beverage contents from the seating area. Any person found in violation of this regulation is subject to expulsion from Memorial Stadium.
- ❁ Younts South Club ticket holders are responsible for the actions of their guests.
- ❁ Guests must be 21 years of age to consume alcoholic beverages. Providing alcoholic beverages to guests under 21 is strictly prohibited.
- ❁ All beverages must be placed in cups provided by IPTAY Hospitality. Event staff will be stationed outside of locker areas to ensure that guests pour beverages in Clemson cups.
- ❁ Younts South Club seat holders are responsible for securing personal items in their lockers.
- ❁ In order to preserve an environment that is enjoyable for all guests, parents or guardians are expected to always provide adequate supervision of their children. Children are not allowed to roam the Younts South Club unaccompanied. Unacceptable behaviors include running, jumping, and climbing on furniture.



RULES AND REGULATIONS

YOUNTS SOUTH CLUB POLICIES

- Effective January 1, 2016, Clemson is a tobacco-free campus. The policy will be strictly enforced, and smoking will not be permitted anywhere on campus including the Younts South Club, stairwells, and the restrooms.
- Storage of flammable materials is forbidden.
- The above rules and regulations are subject to alterations based on requirements and policies established by Clemson University, the ACC, and the NCAA.



RULES AND REGULATIONS

ALCOHOL POLICIES

- 🐾 Alcohol must remain in the club at all times.
- 🐾 Underage drinking is strictly prohibited. Guests must be 21 years old to consume alcoholic beverages.
- 🐾 Upon conclusion of the game, no alcohol may leave Memorial Stadium. Alcohol is strictly prohibited in elevators and stairwells.
- 🐾 All lockers must be stocked prior to game day.
- 🐾 All alcohol will be stored in a locked cabinet.
- 🐾 Intoxication and disorderly conduct will not be tolerated. IPTAY and IPTAY Hospitality reserve the right to eject any Younts South Club patron exhibiting rude and/or inappropriate behavior including, but not limited to:
 - 🐾 Aggressive speech or actions toward any other patrons or staff.
 - 🐾 Any physical altercation with another patron or staff member.
 - 🐾 Any level of intoxication that infringes with the club level experience for other patrons.
- 🐾 For extreme instances of inappropriate behavior, IPTAY and IPTAY Hospitality reserve the right to contact the police.
- 🐾 Individuals ejected from the stadium are subject to prosecution if they pass off alcohol to a minor, attempt to use a fake ID, or if they are intoxicated.

DRINK RESPONSIBLY: Clemson University encourages guests to drink responsibly, respect others, and make a safe ride home part of their game plans.



