
YOUNTS SOUTH CLUB

2023
Policy Manual

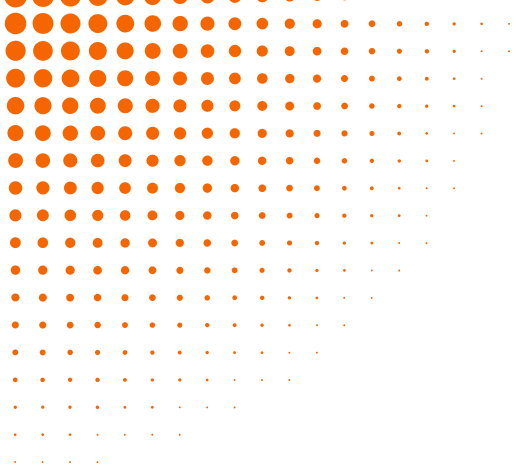


CLEMSON
PREMIUM SEATS
Younts South Club

GAMEDAY HUB

MENUS | UPDATES | STOCKING | POLICIES | AND MORE!

FROM IPTAY HOSPITALITY



Fellow Tigers,

We are excited to welcome you back to Memorial Stadium for the 2023 Clemson Football season! The spring and summer months have been full of hard work and preparation by our coaches and student-athletes for what is sure to be an incredible year for the Tigers. With home games against Florida State, Notre Dame, Georgia Tech and UNC, we can't wait for the energetic atmosphere at the one and only Death Valley this fall.

During the upcoming season, we look forward to further building upon all of the incredible elements for fans and donors that Memorial Stadium has to offer. With renovations set to be complete for the Rogers Family Lot, Tiger Walk, and Perimeter Road, the game day experience will continue to be enhanced for all who visit our stadium.

On the pages that follow, you will find your 2023 Younts South Club policy manual. Savannah King (Dooley) and her team with IPTAY Premium Hospitality are looking forward to welcoming you and your guests, and are committed to providing you with the best possible experience on each game day.

If you have any questions or needs you would like to discuss further ahead of the season, please contact Savannah or a member of the IPTAY Premium Hospitality team and they will be happy to assist you. On behalf of all of us here at IPTAY and Clemson Athletics, thank you for your continued generosity and the impact you make each year on the student-athlete experience. Your support drives the IPTAY mission forward and continues providing incredible developmental opportunities for the Tigers both on and off the field of play.

We appreciate your investment in the success of Clemson student-athletes and are looking forward to seeing you at the Younts South Club this season.

Davis Babb
IPTAY CEO



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Meet The Team



Office Location:
1 Avenue of Champions
Clemson, SC 29634

Email: iptayhospitality@clemson.edu

2023-2024 Full-Time Staff

Savannah King (Dooley)

Director of Premium Hospitality and Donor Stewardship

Contact Information:

O: 864-656-9315

C: 907-854-4234

E: iptayhospitality@clemson.edu

Football Gameday Location:

All Areas

Meredith Priest

Associate Director of Premium Hospitality and Donor Stewardship

Contact Information:

C: 336-301-3093

E: mapries@clemson.edu

Football Gameday Location:

North Suites

Haven Flesch

Assistant Director of Premium Hospitality and Events

Contact Information:

C: 843-877-2579

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Football Gameday Location:

Younts South Club &
South Suites

Meet The Team



Office Location:
1 Avenue of Champions
Clemson, SC 29634

2023-2024 Premium Assistants



Heidi Thurber

Premium Assistant

Football Gameday Location:
North Suites



Savannah Weebe

Premium Assistant

Football Gameday Location:
Miller Family WestZone & Masters Club



**KNOW BEFORE
YOU GO**



Know Before You Go

YSC Information

OPERATING HOURS

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

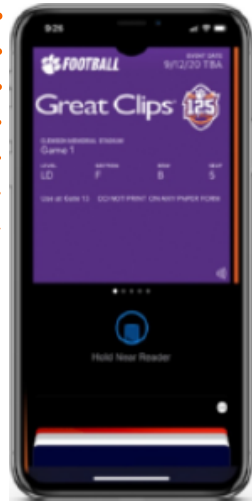
Younts South Club will open: Two (2) hours prior to kickoff.

Younts South Club will close: One (1) hour after the game is completed.

AMENITIES

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





Know Before You Go

Tickets & Parking

TICKETS

The Clemson Athletic Ticket Office will continue to employ mobile tickets for the 2023 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 on Wednesday, July 27, 2023.
- 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.
- The Clemson University Athletic Department wishes to discourage any type of ticket brokering with tickets in Memorial Stadium including club tickets.
- 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 Patrick Marsden at 864-656-9421.



Know Before You Go

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.
- 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.
- Locker entry codes and assignments for the 2023 season will be distributed prior to early stocking. Returning seat holders will have the same 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.



Know Before You Go

Locker Servicing

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

Early Stocking

- Early Stocking: Wednesday, September 6th: 2:30 PM – 5:00 PM
- Early Stocking: Thursday, September 7th: 2:30 PM – 5:00 PM

Season Stocking

- Charleston Southern Stocking: Friday, September 8th: 10 AM – 2 PM
- FAU Stocking: Friday, September 15th: 10 AM – 2 PM
- Florida State Stocking: Friday, September 22nd: 10 AM – 2 PM
- Wake Forest Stocking: Friday, October 6th: 10 AM – 2 PM
- Notre Dame Stocking: Friday, November 3rd: 10 AM – 2 PM
- Georgia Tech Stocking: Friday, November 10th: 10 AM – 2 PM
- North Carolina Stocking: Friday, November 17th: 10 AM – 2 PM

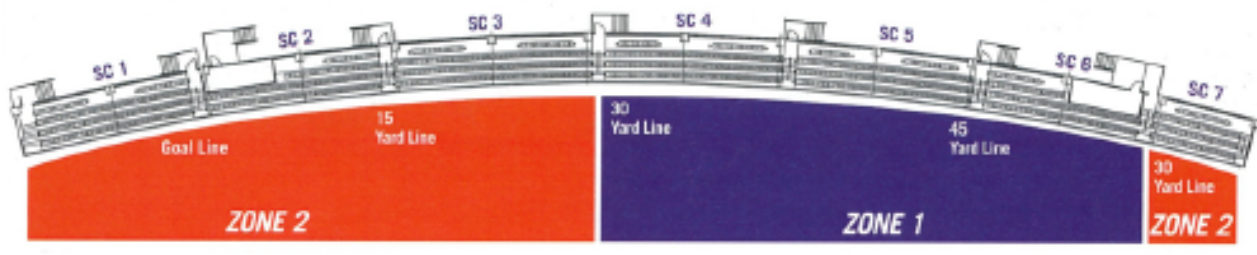
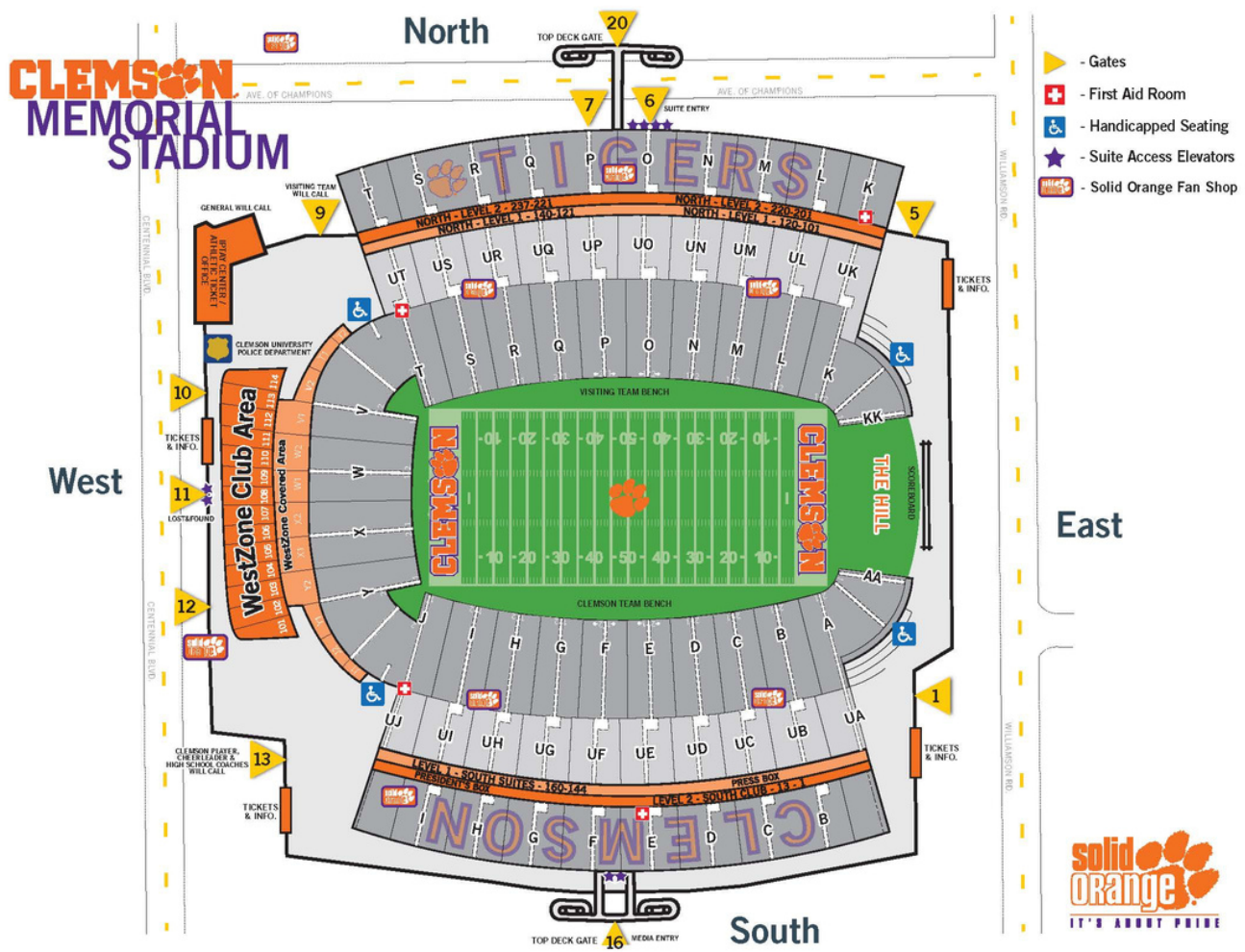
***Deadline to clean your locker is Wednesday, December 6th*. After December 6th all items in suite will be discarded.**

- We will permit any sealed containers to leave at the end of the last game.
- All items remaining in the suite after the last clean-out day will be discarded. IPTAY and the Clemson University Athletic Department cannot be held responsible for personal items left in the suite.

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

Know Before You Go

Maps



GAME DAY INFORMATION



Game Day Information

Memorial Stadium - Ingress

- Mobile tickets will be scanned at the stadium gate and will indicate the seat location
 - The entry and exit gate for Younts South Club is Gate 16 or Gate 1/13.
- Phone charging stations are located on each floor for your convenience.
- Younts South Club tickets do not provide entry into the suites, the Miller Family WestZone Club, or the Master's Club.

Stadium re-entry will take place in the 2023 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.

Game Day Information

Memorial Stadium - Ingress

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/>.

The infographic is titled "CLEMSON ATHLETICS CLEAR BAG POLICY APPROVED FOR ENTRY". It features six categories of approved items with their dimensions and rules:

- CLEAR TOTE**: 12" x 12" (12" x 6" x 12"). One bag per person.
- PLASTIC STORAGE BAG**: One gallon, re-sealable, clear. One bag per person.
- SEAT CUSHION**: 16" wide. Includes seat cushions w/ back. No zippers or pockets allowed. No longer than 16" wide.
- CLUTCH**: 4.5" x 6.5".
- SMALL PURSE**: 4.5" x 6.5".
- WALLET**: Approximately the size of a hand, no larger than 6.5" x 4.5". May include a handle or strap.

Below the approved items is a section titled "NOT APPROVED" which lists the following items:

- CAMERA CASE
- BINOCULARS CASE
- BACKPACK
- MESH BAG
- TINTED PLASTIC BAG
- DIAPER BAG
- OVERSIZED TOTE
- PRINTED PATTERN PLASTIC BAG



Game Day Information

Services

PROGRAMS

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

LOST AND FOUND

- IPTAY Hospitality staff will collect any lost and found items at the end of each game.
- Please contact Savannah King (Dooley) 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.

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.

WI-FI ACCESS

Password protected Wi-Fi is accessible for the suites. The 2023 season password is included in the pre-game newsletter as well as on your fridge.

Game Day Information

Staffing

IPTAY Hospitality Tiger Team members serve as liaisons between IPTAY Hospitality management, IPTAY, Athletic Department personnel, ticket holders, and catering and maintenance staffs.

Tiger Team Members can be identified as staff members wearing a charcoal grey polo.

IPTAY Hospitality Tiger Team members 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 holder and their guests.
- To assist in emergency procedures.





Game Day Information

Catering - Aramark

- Aramark catering is the exclusive caterer for 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.
- The 2023 club menu can be found on the premium seat page.
- <https://iptaycuad.com/yscgameday/>
- If you have any questions or concerns regarding allergies, please reach out to Savannah (iptayhospitality@clemson.edu)



Game Day Information

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 Tiger Team members in the suites 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

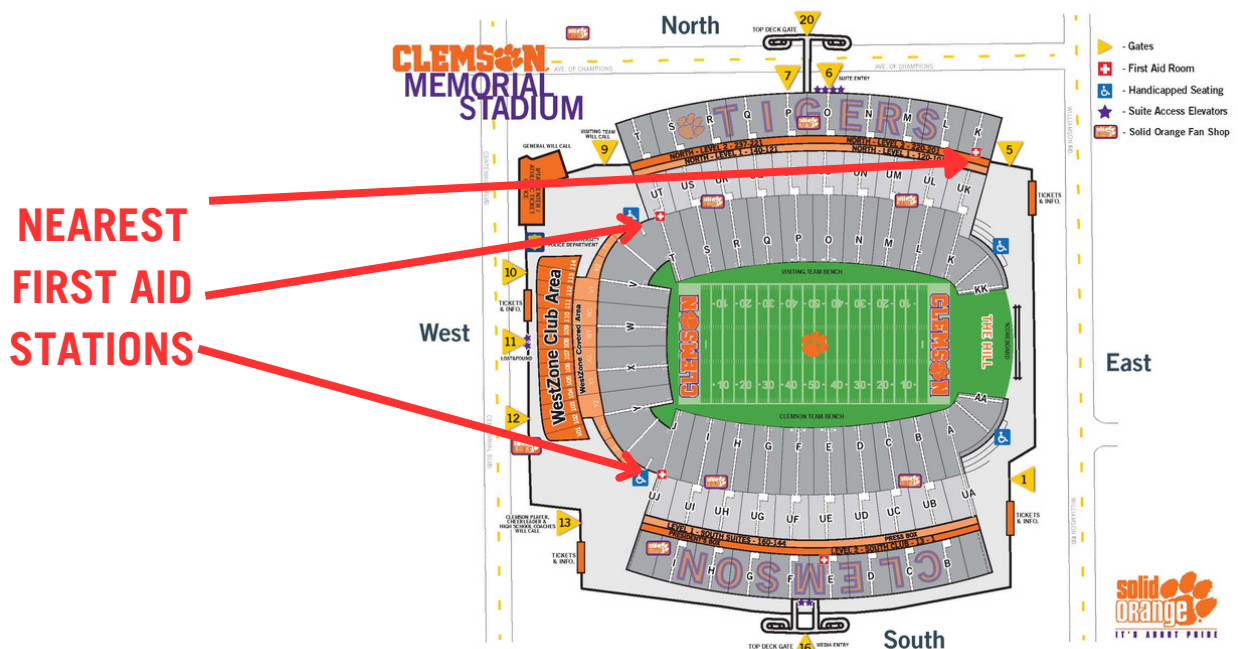
IPTAY Hospitality partners with US&S to clean and sanitize the premium areas in Memorial Stadium. US&S will be on site to maintain the cleanliness of the suites. They can be contacted through the text service.

Game Day Information

Emergency Procedures

FIRST AID

- In situations involving police assistance, active fire, or a medical emergency, please dial 9- 1-1. State the emergency, your name, location, and where the assistance is needed, and remain on the line. Please report all other emergencies to the nearest IPTAY Hospitality team member.
- First aid stations are located on the south side of Memorial Stadium under section J and on the north side of the stadium under section T and below section TDK. For first aid assistance, please notify an IPTAY Hospitality manager or Tiger Team member stationed in the suites.
- IPTAY Hospitality, IPTAY, and Clemson Athletics make no guarantees, warranties, or other assurances with respect to response times or the availability of personnel. IPTAY Hospitality shall not be responsible for any personal injuries, loss, or damage of any kind resulting from or arising out of the availability of first aid volunteers or the care they provide.





Game Day Information

Emergency Procedures

FIRE

- For stadium evacuation, uniformed personnel will direct guests to the closest stairwell or exit.
- The suites are 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 their suites. 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 & Regulations

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 management or staff security.

- The club will only be used for Clemson home football games and specified events when approved by CUAD.
- Younts South Club must not be used for overnight accommodations.
- The 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 suites are done so in a thoughtful and courteous manner. Disruptive or disorderly conduct will result in removal from Memorial Stadium.
- Club seat holders and guests 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.
- Club 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 in the suite hallways ensuring that guests pour beverages in Clemson cups.
- A YSC club ticket is required for all individuals ages three and older.
- 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 suite hallways unaccompanied. Unacceptable behaviors include running, jumping, and climbing on furniture.
- 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 suites, 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 & Regulations

Alcohol Policies

- Alcohol must always remain on the suite levels.
- 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 suites 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 suites 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 suite 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.

