



FAQ - GUEST SERVICES

ATM LOCATIONS

Gate A – Section 141

Gate D – Section 127

Gate G – Section 112 and 113

The Blitz (formerly The Breadstick) – Level 2 above Gate A Atrium, under South Club escalators

LOST AND FOUND

Lost & Found Policy: Ford Field Security will be pleased to help with the recovery effort of any item that is you may have lost. If you believe that you have lost an item in the stadium, please visit a Guest Services location to fill out an incident form. Found items will be returned to Ford Field's Security Command Center, where they will be carefully handled and stored. Every attempt will be made to return property to its rightful owner. If the owner cannot be located, the property will be disposed of according to State Law Act #238.

You may always call us during business hours or call the Lost and Found Hotline, Monday through Friday at (313) 262-2999.

GUEST SERVICES LOCATIONS

Lower Concourse Level: Gate A Section 100 // Gate B Section 133 // Gate G Section 112

Upper Concourse Level: Gate C Section 236 // Gate E Section 224

South Club and Suites Concierge: West Levels 3 – 6 (at spiral stairwell) // East Levels 3 – 6 (above Gate G)

Comerica Gridiron Club Concierge: Level 3 near Section 231

GUEST COMMENT FORMS

Ford Field values all guests' opinions and feedback. Comment forms can be filled out at any Guest Services location. Concerns can also be e-mailed at guest.services@lions.nfl.net.

CELL PHONE CHARGING STATIONS

Guests can safely and conveniently charge their phones while enjoying the game in a secure charging station locker. Guests can visit Guest Services with any questions.

Main Concourse:

- Section 100
- Section 112
- Section 127
- Section 236

A swipe of a credit card is required to open and close the locker at a rate of \$0.20 per minute with a maximum of \$5.99. Adapters for Apple, Android, Blackberry & Windows cell phones are in each locker.

HOW CAN I REPORT AN UNRULY FAN?

If you have a problem or wish to discreetly report an unruly fan to Ford Field Stadium Operations, you can use your mobile phone to text "LIONS" with issue and location to 69050. Stadium Operations personnel will respond to your request via text message. The Text Assist service is free* and only operational on Ford Field game and event days.

*Text Assist is a standard rate message service meaning you are only charged by your wireless provider in accordance with your text messaging contract.

The Detroit Lions will not sell, share or otherwise disclose any mobile numbers unless required to do so by law.

DISABLED GUESTS/ACCESSIBILITY/ADA INFORMATION

All guests needing assistance should be treated the same as any other guest with courtesy and respect. Guests needing assistance may include, but are not limited to the following: elderly, persons with obesity, families with small children, guests with wheelchairs, guests with oxygen units, etc.

ACCESSIBLE PARKING

Disabled parking is available on game days in Lot 4 (on Montcalm St. located just north of Ford Field and east of Brush Street) and the Ford Field Parking Deck (on St. Antoine off of Madison). Spots are available on a first-come, first serve basis to our guests with the appropriate disabled permit and a state-issued license plate or placard. Parking facilities are ADA compliant. Guests needing assistance can enter through most Ford Field gates and may utilize any passenger elevator.

DISABLED/ADA SEATING

Ford Field provides wheelchair accessible and companion seating for guests needing assistance. The disabled seating areas are located at the top of the Sections on the lower and upper concourses. Please do not use the word “handicap” but “disabled” when referring to this Section. DO NOT allow guests without appropriate tickets to sit in the disabled seats. On the tickets “COM” refers to the companion seat and “HAN” stands for the disabled space that requires a wheelchair or a folding chair. Please contact the usher if a folding chair is needed. Guest should contact the Ford Field Ticket Office in advance at (313) 262-2167 for more information and availability. Seat relocation may also be available on game and event days.

ASSISTED LISTENING DEVICES

Guests with disabilities can obtain Assisted Listening Devices at Gates A, B, C, E & G Guest Services.

CONCESSIONS & MERCHANDISE

Most concession and merchandise stands at Ford Field are accessible to guests needing assistance.

QUESTIONS

Please direct all questions regarding guests needing assistance to your nearest Guest Services location or call the Gate A Guest Services Desk at Section 100 on game / event day at 313-262-2101.

RESTROOM FACILITIES

Most restrooms and all family restrooms are accommodated with wheelchair accessible facilities.

TELETYPE TELEPHONE FOR HEARING IMPAIRED (TTY)

A TTY phone is available next to the payphone located at Gate G at Section 112.

WHEELCHAIRS

Wheelchairs are available for transporting guests from the Guest Services locations to their stadium seats but will not be available for use during the event. Guests can be picked up at the conclusion of the event and brought back to the gate. They must contact the nearest Guest Services representative or usher for coordination. You may also contact the Operations Center at 313-262-2901 for wheelchair requests. Guests may also request wheelchair assistance by texting “Request” with location to 69050 on game days. Standard message and data rates may apply.

MEDICAL ITEMS APPROVED FOR ENTRY

Guests who need to bring in certain items and food for medical reasons should have a letter on Ford Field letterhead signed by the Guest Services Director or Vice President of Operations. This letter should be obtained two weeks in advance of the event or game. The guest must have their doctor forward a letter (on letterhead) listing the guest name and address, items needed and which event(s) they will be attending to and email guest.services@lions.nfl.net. If approved, a letter will be mailed which must be presented at the gates for entry. The letter will be valid for the season for season ticket holders. Bags with medically necessary items can be allowed after proper inspection by security at the gates. For questions please contact Guest Services at 313-262-2000.

NURSING/BREASTFEEDING MOTHER’S ROOM

Ford Field has two Mother’s Nursing/Breastfeeding Rooms. One Nursing Room is located on Level 4 of the Bodman Suites (formerly South Suites), across from the Beacon/Beaubien elevators. Mothers without Club or Suite tickets should first visit Gate A Guest Services at Section 100 to receive a pass that allows entrance to the Bodman Suites (formerly South Suites). The room is equipped with comfortable chairs, a baby changing table and a flat screen television. The second Nursing Room is located at Gate B by Section 133. This Nursing Room is across from the Gate B

Guest Service desk. For entry or assistance on game or event day, guests will check in at Gate B Guest Services.

PARKING

Parking facilities adjacent to Ford Field and Comerica Park are available during games and events on a first come, first serve basis. The Ford Field Parking Deck and Lots 4, 5 & 6 are managed by ABM Parking Services. 61 E. Elizabeth, "D" Garage and the Lions/Tigers Garage are the closest lots managed by Olympia Development. There are numerous parking lots surrounding Ford Field that operate public parking. We have compiled a listing of preferred lot owners and contact numbers which may be found on the Ford Field Parking Map at www.fordfield.com. Access to parking facilities is generally 4.5 hours prior to kick-off or an event. Grilling and re-entry access is prohibited in parking facilities adjacent to Ford Field unless posted otherwise. For parking questions call 313-262-2871.

OTHER PARKING OPTIONS

Find parking anywhere, for now or for later, and pick the place that's best for you. Book a space in just a few easy clicks and enter easily with your mobile parking pass. Visit www.fordfield.com/plan-your-visit/buy-parking or download the Park Whiz app to pre-purchase parking, subject to availability.

TICKET QUESTIONS

Ticketmaster is the primary ticketing provider for the Detroit Lions and Ford Field. Tickets may be purchased at detroitlions.com/tickets, ticketmaster.com, or by calling 800-745-3000. Tickets may also be purchased in person at the Ford Field Ticket Office, located at Gate G on St. Antoine St., Monday - Friday from 10:00am until 6:00pm The Detroit Lions/ Ford Field main ticket office direct phone number is 313-262-2008 or email: lionstix@detroitlions.com For more information regarding digital ticketing and mobile entry please visit <https://www.detroitlions.com/tickets/digital-ticketing>.

CONTACT US

GuestServices@Lions.nfl.net