

SAN JOSE GIANTS



SAN JOSE GIANTS STADIUM A TO Z

588 EAST ALMA AVENUE, SAN JOSE, CA 95112

PHONE: (408) 297-1435 FAX: (408) 297-1453 WWW.SJGIANTS.COM

Advance Tickets: Tickets to upcoming San Jose Giants games at Municipal Stadium can be purchased a number of ways:

Internet: Visit www.sjgiants.com

In Person: Tickets can be purchased at our Stadium Box Office located at 588 East Alma Ave, San Jose, CA 95112. Regular business hours are as follows:

Non-Event Days:

Monday – Friday: 10:00 AM – 6:00 PM

Saturday: 10:00 AM – 2:00 PM

Event Days:

Monday – Friday: 10:00 AM – 8:30 PM

Saturdays: 11:00 AM – 7:30 PM

Sundays: 10:00 AM – 3:30 PM

*Times subject to change without notice.

By Phone: Tickets can be purchased by calling (408) 297-1435.

Please contact our Box Office at (408) 297-1435 ext. 15 or email: KellenMinteer@sjgiants.com for more information.

Alcohol Sales: Guests are prohibited from bringing alcoholic beverages into the stadium. Guests who appear to be under the age of 30 will be required to show valid identification. No guest will be served more than two alcoholic beverages at any given time. Alcohol sales end at the conclusion of the 7th inning during a baseball game and at designated times during concerts and other events.

Animals: Only certified service dogs or service dogs in training will be allowed into Municipal Stadium. All other animals are prohibited. The only exception to this rule is on pet promotional days.

ATM Locations: For your convenience two ATM Machines are available at Municipal Stadium. One is located on the Concourse at the Main Entrance and the other is in the Clubhouse Merchandise Store.

Automobile Assistance: Guests who need automobile assistance should contact the nearest Guest Services Representative or go to the Guest Services Booth located at the Main Gate.

Autographs: Players and coaches are prohibited from signing autographs during the games, beginning when the umpire enters the field. Fans may acquire autographs prior to or following the game. Please be courteous and respectful to the players and coaches as well as guests possessing tickets in autograph areas. If you are seeking autographs in a seating section other than your own, you may be asked to proceed to your designated seating section.

Bag Search: All bags are subject to search upon entry and within the ballpark. Prohibited items should be disposed of in trash containers or returned to one's vehicle. See "Prohibited Items" on Page 4.

Banners and Signs: Banners or signs may be displayed at Municipal Stadium as long as they do not interfere with the game in progress and they do not obstruct the view of other guests in the area. Banners may not contain political or commercial messages or display inappropriate words or phrases. The San Jose Giants and Municipal Stadium reserve the right to remove any banners or signs at their discretion.

BBQ Bullpen: The BBQ Bullpen is available on a first come first serve basis. Please contact Ainslie Walter, Vice President of Sales at (408) 297-1435 ext. 17 or email AinslieWalter@sjgiants.com.

Batting Practice: Gates open one and a half hours before game time allowing guests to view infield practice for the San Jose Giants and their opponent. Be sure to arrive as soon as the gates open and catch all the pre-game action. Unfortunately, San Jose Giants batting practice occurs over three hours before the game, well before our gates open.

Beverages, Bottles and Cans: The San Jose Giants restrictions prohibit the entrance of outside food, beverages, bottles, and cans into its facilities. Exceptions include unopened, soft-sided container drinks (such as bottled water, juice boxes or juice pouches), baby formula, baby food, and medication or other special needs.

Birthday and Anniversary Messages: The San Jose Giants can help celebrate a birthday or anniversary by displaying the occasion on our scoreboard during the game. The service is \$50 per announcement on the video board, for more information about birthday, anniversary and other celebratory messages please contact Ainslie Walter at (408) 297-1435 ext. 17 or email AinslieWalter@sjgiants.com.

Camera and Video Equipment: Guests are welcome to bring still and hand-held video cameras into Municipal Stadium as long as the equipment does not interfere with another guest's enjoyment of the game. Guests wishing to use equipment that requires the use of a tri-pod at a fixed position in the stadium must contact the San Jose Giants staff for permission. Any rebroadcast or reproduction of the game or the event without the express written consent of the San Jose Giants is prohibited.

Cellular Phones and Pagers: Cellular phones and pagers are allowed into Municipal Stadium provided they do not interfere with another guest's enjoyment of the game.

Children Age Restrictions: Children four years of age and under do not need a ticket for entry into Municipal Stadium. However, they must sit on the lap of an accompanying adult or in General Admission. Children five years of age and older must have a ticket to the game or event.

SAN JOSE GIANTS



Code of Conduct: The San Jose Giants are committed to providing our guests with an enjoyable, safe atmosphere. Our staff will proactively intervene to support a family oriented environment where all guests can enjoy the baseball experience free from the following behaviors:

- Foul or abusive language or gestures.
- Intoxication or other signs of impairment.
- Displays of affection not appropriate in a public, family setting.
- Any disruption to the game by guest actions or an unauthorized person on the playing field.
- Guests seated in a location other than their ticketed seat.
- Smoking or tobacco use in non-designated areas.

If someone interferes with your enjoyment of a game, please contact a Guest Services Representative for assistance.

Community Relations: The San Jose Giants are proactive, accessible and benevolent members of our community. The team will participate in over 200 community events annually and will donate items in support of a variety of fundraising efforts. For more information on our Community Relations Department go to www.sjgiants.com and click on community or contact Mandy Stone, Director of Marketing, at (408) 297-1435 ext. 16.

Concessions: The San Jose Giants host several fixed and portable concession stands throughout the stadium. These stands feature traditional ballpark favorites such as hot dogs, peanuts, soda and popcorn. In addition to these favorites, there are specialty items such as pizza, barbecued tri-tip, and chicken and rib dinners. The stadium also features a selection of alcoholic beverages, which may be purchased until the end of the 7th inning.

Credentials: Any member of the media wishing to obtain credentials to a game must submit a written request on company letter head to Juliana Paoli, Chief Marketing Officer via email Juliana@sjgiants.com or call (408) 297-1435 ext. 21 for more information.

Disabled Guest Service: The following services are available to accommodate the needs of our disabled guests:

Parking: A limited number of on-site disabled parking spots are available on a first-come, first serve basis. If you have questions about our disabled parking, please call the Guest Services Department at (408) 297-1435.

Seating: Wheelchair and companion seating is located down the Third Base Line and is available by purchasing a General Admission Ticket.

Donations and Charitable Events: All donation requests for charitable fundraisers should be made in writing on organizational letterhead with the date and purpose of your event to:

San Jose Giants
ATTN: Community Relations
PO Box 21727
San Jose, CA 95151

All requests should be made at least six weeks prior to the date of the event. For questions, please visit our website at www.sjgiants.com or call our Community Relations Department at (408) 297-1435.

Drop-Off: There is a drop-off zone located at the main gate to Municipal Stadium on East Alma Avenue.

Employment Opportunities: Part-time, event-driven positions are often available at Municipal Stadium and most shifts occur during evenings and weekends. A list of available positions is available online at www.sjgiants.com or by calling (408) 297-1435.

Exit and Re-entry: Guests may exit the ballpark at any time; children under 18 must be accompanied by an adult. Guests may only re-enter the stadium after obtaining a re-entry stamp from an attendant located near the exit gates.

Fan Mail: Cards and letters to players and personnel can be sent to:

San Jose Giants
Attn: Player's Name
PO Box 21727
San Jose, CA 95151

Please be advised that items sent through the mail to be signed are done so at your own risk. Though reasonable precautions will be taken, the players, management and staff are not responsible if an item is not returned.

Field Access: In accordance with California League rules, only authorized personnel with proper credentials will be permitted on the field before, during, or after a game or event. Any unauthorized person who travels onto the field will be removed from Municipal Stadium and subject to arrest and prosecution.

First Aid: The First Aid Station is located behind Home Plate in Section D. If first aid assistance is needed, please go to the First Aid Station or contact the nearest Guest Service Representative.

Foul Balls and Home Runs: Guests may keep any balls hit into the stands. Batted balls can be dangerous, so we ask guests to stay alert at all times. When attempting to catch a foul or home run ball please do not interfere with the game in progress and be respectful of other guests. At no time should a foul or home run ball be thrown back on the field. Guests who fail to adhere to these rules face immediate ejection from the ballpark and will be subject to arrest and prosecution.

Gate Times: Gates will open one and a half (1 ½) hours for the BBQ Area and one (1) hour for the concourse prior to the start of a baseball game and at designated times for all other events. Gates will open for most games Monday through Friday at 5:30 PM, Saturday at 4:30 PM and Sundays at 12:30 PM, until July 11th and then 3:30 PM.

Group Outings: Share the excitement of San Jose Giants with a group of friends, family or co-workers at the ballpark. When ordering through the Group Sales Department, groups of 15 or more will receive seating together (subject to availability), a special welcome on our video board and other event elements dependent on the size of your group. Meal vouchers including a hot dog and soft drink may also be purchased. Please contact Ainslie Walter, Vice President of Sales at (408) 297-1435 ext. 17 or email AinslieWalter@sjgiants.com.

Guest Service: The stadium guest service booth is located next to the Main Gate. Guest service inquiries, such as stadium announcements and contestant registrations, should be directed to the Guest Service counter for coordination.

SAN JOSE GIANTS



Kids Club: Gigante's Kids Club is presented by Cal Neva Slush Company. Membership includes: Fun Zone Season Pass, Kids Club Gift, Autographed Session with the Mascot and a Membership Certificate. Membership price for Season Ticket and Mini Plan Holders is \$20 and for a Regular Membership the price is \$30. To purchase your Kids Club Membership please visit www.sjgiants.com or call Kellen Minter, at (408) 297-1435 ext. 15. *Children under 12.

Kid Zone: The Family Fun Zone offers fun and games. Located in the Main Entrance of the stadium, the Family Fun Zone features inflatable activities such as a speed pitch, bounce house, skee ball, slide, t-ball, and batting cage. Admittance to the area is free; however, there is a nominal fee for the games. *Play at your own risk.

Lost and Found: Items found in or around the ballpark during events should be turned into the Guest Service booth located at the Main Gate. All lost and found items will be tagged and stored for 30 days. Every effort will be made to return the item to its owner. If an item has been stored for 30 days and has not been claimed, it may then be given to charity or otherwise disposed of.

Lost and found items can be picked up at the Administrative Office during the hours of 9 AM - 5 PM, Monday – Friday. All calls and questions regarding lost and found should be forwarded to the Guest Services Department at (408) 297-1435.

Lost Children: Every child should be told to contact a San Jose Giants Representative if he or she becomes lost. A lost child should be taken to Guest Services. If you become separated from your child, please contact the nearest Guest Services Representative or go to the Press Box.

Mascot: The San Jose Giants Mascot, Gigante, is available for appearances at community and charitable events. Please call Mandy Stone, Director of Marketing at (408) 297-1435 ext. 16 for more information or visit www.sjgiants.com.

Merchandise: Official San Jose Giants merchandise can be purchased at The Clubhouse Store, located on the third base line at the entrance to the BBQ Area. San Jose Giants Merchandise is also available on-line at www.sjgiants.com.

National Anthem Performances: Those interested in singing the National Anthem should send a CD or DVD to:

San Jose Giants
Attn: National Anthem Auditions
PO Box 21727
San Jose, CA 95151

For more information, please call (408) 297-1435 ext. 29.

Outside Food or Beverage: The San Jose Giants restrictions prohibit the entrance of outside food, beverages, bottles, and cans into its facilities. Exceptions include unopened, soft-sided container drinks (such as bottled water, juice boxes or juice pouches), baby formula, baby food, and medication or other special needs. See *"Beverages, Bottles and Cans"* on page 1.

Parking and Transportation: Municipal Stadium is located at 588 East Alma Avenue, San Jose, CA 95112.

Directions to Municipal Stadium:

Heading South on I-280:

- Take the 10th/11th Street Exit.
- Turn Right on 10th Street (One-Way).
- Turn Left on Alma Street (Second Light).
- Stadium is second building on the Right.

Heading North on I-280:

- Take the 10th/11th Street Exit.
- Turn Left on 10th Street (Second Light).
- Turn Left on Alma Street (Second Light).
- Stadium is second building on the Right.

Heading South on US-101:

- Take the Story Road Exit.
- West towards Municipal Stadium
- Turn Left on Senter Road (Fourth Light).
- Turn Right on Alma Street (First Light).
- Stadium is on the Left.

Heading North on US-101:

- Take the Tully Road Exit.
- West towards Municipal Stadium.
- Turn Right on Senter Road (Third Light).
- Turn Left on Alma Street (Sixth Light).
- Stadium is on the Left.

Parking: Stadium parking is available in lots adjacent to the facility. Parking is \$9 per space. The parking lot opens two (2) hours prior to game time. A limited number of on-site Handicapped Parking spaces are available on a first-come, first serve basis, in the main parking lot Municipal Stadium.

PA Announcements: Announcements must be submitted and approved by the San Jose Giants at least 48 hours before the requested date. Submit any requests to Ainslie Walter at (408) 297-1435 or via email AinslieWalter@sjgiants.com.

Permitted Items:

1. Baby formula, bottles and baby food
2. Medication or other special needs
3. Cloth bags, soft packs, backpacks and baby bags (subject to search, must fit under seat)
4. Still and video cameras (see *"camera & video equipment"*)
5. Binoculars
6. Seat cushions
7. Umbrellas (subject to size restrictions)
8. Baseball bats for the purpose of autographs (should be stored underneath the seats once the game begins)

Picnic Area: Soak up the sights and sounds of the ballpark with your group. The picnic area is located on the third base side. Please contact Ainslie Walter, Vice President of Sales at (408) 297-1435 or email AinslieWalter@sjgiants.com for more information.

Police and Security: For the safety of our guests, police are on site during all stadium events. If you have an emergency, please contact the nearest Stadium Representative.

SAN JOSE GIANTS



Programs / Scorecards: Guests may purchase a Program and/or a Scorecard from the merchandise store or the program booth at the main entrance to Municipal Stadium. Scorecards are \$2 and contain an Insert Sheet with the daily game notes and stats, Chukchansi Bingo Card and a Lucky Number for your chance to win great prizes throughout the game. The 2010 Souvenir Program is \$5 and features the latest San Jose Giants information.

Prohibited Items: In the interest of guest safety and enjoyment at Municipal Stadium, management reserves the right to prevent certain items from being brought into Municipal Stadium. The following includes, but is not limited to, items that are not allowed into Municipal Stadium:

1. Alcoholic beverages or illegal drugs
2. Food items
3. Beverages (See "Beverages, Bottles and Cans" on page 1)
4. Glass bottles or cans
5. Ice chests or hard-sided coolers
6. Chairs
7. Camera tri-pods (See "Camera and Video Equipment" on page 1)
8. Sticks or clubs (including signs attached to sticks)
9. Fireworks
10. Bullhorns or other noisemakers
11. Confetti
12. Animals (except certified services dogs)
13. Beach balls or other inflatables
14. Bicycles
15. Skateboards or roller blades
16. Squirt guns or super soakers
17. Laser pointers
18. Weapons of any kind

Promotional Items: The San Jose Giants have scheduled a number of promotional days this season. For a list of upcoming promotions, please refer to www.sjgiants.com.

The number of promotional items distributed is restricted based on the event (e.g., first 1,000 fans or to fans 14 years and under). Please remember that a ticket does not ensure or entitle the holder to a promotional item on that date and that only one item will be given to each eligible person. Giveaway dates are subject to change without notice.

Public Transportation:

From Santa Clara Light Rail Station:

Take the 73 Bus Southbound towards Branham/Snell.

From Tamien Light Rail Station:

25 Bus Eastbound towards Alum Rock Light Rail Station, Exit at Story/Senter Road, Stadium is three blocks South along Senter Road.

*Please verify the latest times and easiest travel route with Valley Transportation Authority, visit www.vta.org.

Rain Checks: In the event that 4 ½ innings (5 innings if the visitors are ahead) of a game are not played, your ticket stub may be exchanged for a ticket of equal or lesser value, based on availability, to any remaining regular season home game. Exchanges may take place at the stadium ticket office or via mail. Certain sponsor tickets or special offers may be excluded and will be redeemable only for the designated rain date.

Rain Delays: According to California League Rules, the home team is the sole judge of the conditions of the playing field, prior to the exchange of lineup cards. The umpire-in-chief shall be the sole judge as to whether and when play shall be suspended during a game because of unsuitable weather conditions or the unfit condition of the playing field; as to whether and when the play shall be resumed after such suspension; and as to whether and when a game shall be terminated after such suspension. The umpire-in-chief shall at all times try to complete a game. His authority to resume play following one or more suspensions shall be absolute and he shall terminate a game only when there appears to be no possibility of completing the ballgame.

Resale of Tickets: The resale of tickets is prohibited.

Restrooms: Stadium restrooms are located in the main concourse.

Schedules: Pocket schedules are available at the Box Office and at the Guest Services Booth. If you would like to receive a pocket schedule via mail please send a self addressed stamped envelope to the following:

San Jose Giants
Attn: Pocket Schedule Request
PO Box 21727
San Jose, CA 95151

Smoking Policy: This ballpark is a smoke-free facility. Smoking and tobacco use is restricted to the designated smoking area only, located on the Right Field Line.

Strollers: Fold-up strollers may be stored under your seat during a San Jose Giants event. If your stroller does not fit under your seat, you may check it in prior to the game at the Guest Services Booth.

Tailgating: Tailgating is permitted in the Main Parking lot located on Alma Avenue, the parking lot opens two hours prior to game time. All tailgating must be finished 45 minutes prior to game time.

Taxi: To arrange for taxi service, please stop by the Guest Service Counter located at the main entrance or call Yellow Cab at 777-7777.

Tickets: Guests can purchase tickets to home games a number of different ways. Additional information is available at the Guest Service Counter and www.sjgiants.com or by calling (408) 297-1435. See "Advance Tickets" Tickets cannot be replaced if lost or destroyed. All event times are subject to change. No exchange or cash refund.

VIP Deck: The Martinelli's VIP Deck with catering is available on a first come first serve basis. Please contact Ainslie Walter, Vice President of Sales at (408) 297-1435 ext. 17 or email AinslieWalter@sjgiants.com.

Website: Team information is available on the web at www.sjgiants.com. For the latest information sign up online for our electronic newsletter.

Wheelchair Accessibility: Municipal Stadium is wheelchair accessible. The AMR Wheelchair Accessible Seating is located down the Third Base Line next to the Martinelli's VIP Deck. Please call (408) 297-1435 with questions.

Will Call: Guests may pick up "Will Call" tickets at the Stadium Box Office. A photo ID is required of anyone picking up tickets at Will Call, and tickets will only be released to the individual named on the envelope. Please see "Advance Tickets" for Stadium Box Office hours.