We are committed to creating a safe, comfortabe and enjoyable experience for all fans, both inside the stadium and inside the parking area. If you need assistance or wish to report inappropriate behavior, please contact a Heinz Field staff member, police officer, or any guest services room located inside the stadium.

Our Fan Hotline and Text Line are available for assistance on game day, please contact a Heinz Field staff member, police officer, or any guest services room located inside the stadium.

We are committed to creating a safe, comfortable and enjoyable experience for all fans, both inside the stadium and outside in the parking lots.

SECURITY GUIDELINES

- Guests Services Rooms are located in the following areas:
  - Behind Section 104, Field’s Great Hall
  - Behind Section 123, Lower Level North
  - Behind Section 504, Upper Level East
  - Behind Section 524, Upper Level West
- The Main Guest Services Room (behind Section 104) is open one a half (1 1/2) hours after the end of the game.
- Guests may acquire assistance of the (4) Guest Services Kiosks located at the three (3) main gates:
  - Gate A (2 kiosks)
  - Gate B
  - Gate C
- Guests Services Rooms are located in the following areas:
  - Behind Section 508, Upper Level East
  - Behind Section 522, Upper Level North
  - Behind Section 529, Upper Level West
  - Behind Section 530, Upper Level West
- Guests at Heinz Field are asked to cooperate with security personnel to ensure the safety of all guests. In addition, fans who wear or bring hoax clothing, jackets, or blankets will be asked to open such items for inspection and hand metal detection searches.

- The following items are not permitted:
  - Bags
  - Backpacks
  - Professional Cameras
  - Cameras
  - Laser Pointers
  - Banners or Signs on Poles
  - Banners or Signs of any kind deemed dangerous and/or inappropriate
- Small purses, small camera cases, binocular cases and diaper bags will be permitted, however, all items that do not pass security must be returned to vehicles.
- Guests are asked to arrive early to eliminate lines at security checkpoints.
- Heinz Field is NOT responsible for items left at gates.

SMOKING

- Smoking is prohibited at Heinz Field.

SUITES

- Heinz Field has 129 Luxury Suites that can be accessed from both the 300 and 400 levels.
- Guests must have a valid Suite Ticket to access the suites and the Luxury Suite.

TAXI SERVICE

- The phone number for Yellow Cab is (412) 321-8100.
- The phone number for Classy Cab is (412) 322-5080.

TICKET INFORMATION

- The Steelers Ticket Office is located at Gate B, in the Northeast corner of Heinz Field.
- The phone number for Classy Cab is (412) 322-5080.

WHEELCHAIR ASSISTANCE

- If guests need assistance to get to their seats, please contact the nearest Guest Services Attendant or go to the closest Guest Services Room. Assistance can be provided before, during, and after the event.
- Wheelchair Assistance is available at all three (3) main gates and Guest Services Rooms.
- Wheelchair Assistance is available anywhere inside Heinz Field.
- Handicapped platforms can be accessed from anywhere in Heinz Field.
- Luxury Suites and Club Lounges can accommodate wheelchair accessible seating.
- If a Guest needs handicap accessible seating the day of the event, please direct them to the nearest Guest Services Room.

If a Guest has questions regarding accessible seating, please contact the Steelers Ticket Office at (412) 323-1200, The University of Pittsburgh Ticket Office at (412) 668-7135 or Heinz Field Guest Services at (412) 697-7135, press 4.

Stadium Personnel to ensure the safety of all guests.

Our Fan Hotline and Text Line are available for assistance on game day, please contact a Heinz Field staff member, police officer, or any guest services room located inside the stadium.