

# EVENT STAFF HANDBOOK

## **ADA TRANSPORTATION**

### ADA PARKING

Designated ADA parking is available. An ADA license plate or permit with identification of the individual in the vehicle along with certain state issued paperwork or identification card is required. ADA parking sites are located in Lots 3, 4, and 7. Parking is available on a first-come-first served basis. Lots may fill early and guests may be directed to an alternate unpaved lot. Ticket holders with an additional parking pass, along with their proper ADA permits will be allowed to park in the designated ADA lot.

### ADA TRANSPORTATION AROUND PROPERTY

Golf Carts/Trams are also available to help individuals needing assistance that are NOT in wheelchairs.

ADA/Wheelchair Accessible Vans for Mobility Assistance are available to help with transportation around property.

Assisted Transportation Vans will make their way through the ADA parking lot to pick up guests that need assistance who are in wheelchairs.

Guests should go to a red and white tent and the Guest Service Ambassador will call for an assisted Van pick-up.

### PRE-RACE

Golf carts will pick up guests at any Red and White Tent, and ADA Parking Lots. The guest that needs the ride and only ONE companion may ride.

Pick-Up Locations:

Intersection of Talladega and California

Intersection of Darlington and California

ADA asphalt and gravel parking lots

ADA overflow, west half of parking lot 7

Infield at the Guest Services Booth outside of fan walk (assisted vans only)

Drop-Off Locations:

Gate A – close to ticket gate      Gate B – on Daytona Dr.

Gate C – close to ticket gate      Gate D – close to ticket gate

Infield at the Guest Services Booth outside of fan walk (assisted vans only)

POST-RACE

Golf carts will pick up guests on Daytona Drive. The locations will be designated by red and white tents. Please note that only one additional individual may ride with the handicapped guest.

Pick-Up Locations:

Gate A – on Daytona Dr.      Gate B – on Daytona Dr.

Gate C – on Daytona Dr.      Gate D – on Daytona Dr. ADA lots

Drop-Off Locations:

Intersection of Talladega and California

Intersection of Darlington and California

ADA asphalt and gravel parking lots

ADA overflow lot, west half of parking lot 7

ADA WHEELCHAIR ACCESS FOR SUNDAY PRE-RACE/TRACK PASS

TO INFIELD:

Pick up Locations: Please stop at the red and white tent or Guest Services stations located at the elevator lobbies located in towers 1 and 3 and the Guest Services Ambassador will call for a van pick up. The van will drop the guest off at the scoring pylon behind Sprint Fan Walk in the infield.

TO GRANDSTANDS:

Please stop at the Guest Information Booth outside Sprint Fan Walk at the scoring pylon and ask a Guest Services Ambassador for a van pick up to the grandstands.

NOTE: Due to an overwhelming need of assisted transportation there may be a long wait at many of the locations. We will have Guest Services Ambassadors at each location to handle the flow of guests and to answer questions.

## **BAG CHECKERS**

You are an important member of the KSC team! Regardless of your role, whether you are the first, last or in between contact...Always Remember: You are the person, the Key who is empowered, who can and does make an impact during each guest encounter you have. A positive guest experience is the key in their decision to return again!

Bag and cooler checks must be performed to the pre-designated format to maximize the safety for both employees and patrons alike. Fans/Guests may enter the gates with a 14"x14"x14" soft sided cooler! Fans MAY NOT enter KSC with: Firearms, Sheath knives, Fireworks and items restricted by Local, State and Federal Laws, Glass, Thermoses, Hard Sided Coolers or Non-Clear Insulated Cups. For a complete list of items allowed and not allowed, please go to the Gate Policies section.

Physical contact of any kind should never happen between the persons performing the bag check and the patron's belongings. If items in the bag are not visible due to obstructions, politely ask the individual to move the necessary items so that you have a clear view of all contents in the bag. This will include asking the patron to open zippers and fasteners to give full view of the contents. Please use your flashlight and inspection wand as necessary.

### HELPFUL INFORMATION FOR GUESTS AND NEED TO KNOW

ATM locations: Sections 105, 141, 142, ticket booth B and infield fan-walk ticket booth

Family restroom locations: Sections 115 and 167

First Aid stations: Sections 121 and 122

Security offices: Sections 122, 157 and 158

Guest Services stations on the concourse in the elevator lobbies of towers 1 and 3: Sections 124 and 155

No Smoking in the Grandstands! Smoking is permitted anywhere on the concourse.

## **CODES OF CONDUCT**

You are an important member of the KSC team! Regardless of your role, whether you are the first, last or in between contact...Always Remember: You are the person, the key individual who is empowered, who can and does make an impact during each guest encounter you have. A positive guest experience is the key in their decision to return again.

### KSC Event staff

Be kind, courteous and helpful

Engage and approach our fans as often as possible

Be prepared. Have helpful information available (Daily Briefing Sheet, Event Staff Handbook, Maps)

Follow your supervisor's instructions

Stay in position while on duty

Report disturbances or suspicious activity to your supervisor

Be neat, clean and professional

Familiarize yourself with your area and the facility

No alcohol, smoking or drugs while on duty

No iPods and keep personal phone calls to a minimum (If you must make a call while speaking with a guest, please excuse yourself and step away)

Please remember that guests do NOT want to hear "I don't know." If you are unable to assist the guest – please respond with "Please let me find out for you" AND then make every attempt to assist the guest

Your supervisor is here to help you perform your job duties well. Please request assistance from him/her when needed.

### Guests/Fans

Kansas Speedway is committed to creating a safe and enjoyable experience for their fans, both inside the venue and in the parking areas. When attending a Kansas Speedway event, all attendees should understand and cooperate with the Fan Code of Conduct. When necessary, event staff will get involved to secure a friendly environment for all attendees to enjoy. Event attendees are responsible for their actions. Ticket holders may be held responsible for the actions of guests using their tickets. Please respect the rights of others. We thank you for adhering to the Kansas Speedway Fan Code of Conduct. For Fan Assistance, please text KSFAN to 69050 or call 913-328-5087.

Unacceptable behavior may include, but is not limited to:

Unruly or illegal behavior

Alcohol intoxication or substance abuse

Foul or abusive language or gestures

Interference with the event

Failure to follow instructions of event staff

Verbal or physical harassment of others

Smoking except in designated areas

Obscene or indecent clothing or signs

Disruptive behavior

Attempting to sit in a seat location other than your own

Selling anything, including grandstand tickets, at Kansas Speedway without the permission of Kansas Speedway.

## **CREDENTIALS**

### Contact Information:

Kansas Speedway Credentials..... 913-328-5014

For late requests, call or contact via email..... [credentials@kansasspeedway.com](mailto:credentials@kansasspeedway.com)

Please allow 24 hours for fulfillment of the credentials request.

Pre-arranged media, sponsor and corporate credentials are issued at the Kansas Speedway Credential Office located outside the vehicle tunnel at the intersection of France Family Drive and Daytona Drive. The NASCAR credentials trailers are located behind the Kansas Speedway credentials building. The sanctioning bodies' credentials office may or may not be open the same hours as the track credentials office. Individuals under the age of 18 requesting a credential through Kansas Speedway will be issued a MINOR credential that does not provide garage access. Only NASCAR may issue garage passes to MINORS – please see the credentials access description sheet or credentials boards located at entry gates for more information.

## **IMPORTANT PHONE NUMBERS**

AAA for vehicle jumpstarts, flat tires, etc.: 913-328-5255

DISPATCH CENTER: 913-328-5087

EMERGENCY: 913-328-5111

GUEST SERVICES: 913-328-5100

MAINTENANCE: 913-328-5081

SECURITY: 913-328-5012

SECURITY 24/7: 913-526-5608

TICKET BOOTH B: 913-328-5114

## **FIRST AID**

Guests with minor medical problems or requests for first aid may be escorted or directed to the First Aid Stations. The University of Kansas Hospital staff is on site. First Aid facilities are located:

Infield Care Center:

Immediately inside the infield tunnel and to the right

First Aid Stations:

North Grandstand Concourse: beneath section #s 122/222

South Grandstand Concourse: beneath section #s 121/221

If you encounter a medical emergency:

Option 1: Request medical assistance via your dispatcher

Option 2: Call 913-328-5111

Option 3: Request medical assistance on speedway radio, Channel 13

- Remain calm, speak clearly and concisely, be as accurate as possible regarding your location and identifying gate letter, number, seat section, reserved/infield/ campsite #, parking lot pole marker #, landmarks, etc., in the area.
- Provide information as to the nature of the problem.
- Begin securing the area of the incident to make access easier for those responding.
- Avoid placing yourself in danger of injury. If you are injured or exposed to blood or bodily fluids, **REPORT TO FIRST AID STATION AS SOON AS POSSIBLE!**

After the medical team has arrived please notify your supervisor immediately of the incident.

# GATE POLICIES

## Ticket gates

### Service Animals (Dogs)

Kansas Speedway recognizes the importance of Service Animals in assisting guests with disabilities. These dogs are welcome throughout the property, but must remain leashed at all times.

### Fans may enter KSC with:

- Soft-sided 14"x14"x14" cooler with snacks and beverages (no glass)
- 1 school-sized backpack
- Earplugs
- Binoculars
- Blanket
- Cash
- Camera
- Seat cushion (no metal tubing and/or metal hooks)
- Stroller (if it is accompanied by a child). Can be parked near the 4' tall chain link fence adjacent to the grandstand entries
- Clear insulated cups
- Umbrellas (for rain only)

### Fans MAY NOT enter KSC with:

- Firearms, fixed blade knives, fireworks and items restricted by Local, State and Federal Laws
- Glass
- Stadium seats with metal hooks and/or tubing
- Pets (only exception is a service dog)
- Folding chairs
- No thermoses, hard sided coolers or non-clear insulated cups
- Bicycles or skateboards

- Large flag poles

Alcohol, golf carts and scooters are not allowed in the garages or pit road.

All guests, regardless of age, must have a valid admission for entry to Kansas Speedway. All items brought through the grandstand gates are subject to inspection by security officials.

These gate policies are subject to change without notice.

#### NEED TO KNOW INFO:

ATM locations: Sections 105, 141, 142, ticket booth B and infield fan-walk ticket booth

Family restroom locations: Sections 115 and 167

First Aid stations: Sections 121 and 122

Security offices: Sections 122, 157 and 158

Guest Services stations on the concourse in the elevator lobbies of towers 1 and 3: Sections 124 and 155

No Smoking in the Grandstands! Smoking is permitted anywhere on the concourse.

### Credentialed Gates

Make sure you verify each and every credential and look at both sides of the credential when possible. All paper credentials must be accompanied by a photo ID. We have seen a number of one sided, counterfeit credentials being used. Upon arrival to your gate post, please be aware of the nearest restroom, exit, concession stand, first aid, and ATM.

A credential board and or sheet will be posted at your gate. Please familiarize yourself with the allowed credentials through your gate. If you have questions please reach out to your supervisor.

## **GUEST SERVICES**

Kansas Speedway Mission Statement **“The Best Guest Experience in Motorsports”**

Guest Services stations will be located throughout the facility. Locations can be found in the infield near the scoring pylon, on the concourse in the elevator lobbies of towers 1 and 3, information booths on the midway and display areas, and the red and white tents on California Drive at Talladega and Darlington and off of Daytona Drive.



Guest Services greeters are also located on the concourse just inside each ticket gate.

WHERE do we interact with guests? EVERYWHERE, from the parking lots to the gates to their seats!

WHO interacts? EVERYONE is a Guest Services Ambassador regardless of department!

HOW do we interact? WE ENGAGE OUR FANS! Treat each individual as a “Personal Guest”

You are an important member of the KSC team! Regardless of your role, whether you are the first, last or in between.....Always Remember: You are the person, the key individual who is empowered, who can and does make an impact during each guest encounter you have. A positive guest experience is the key in their decision to return again.

#### NEED TO KNOW INFO:

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## **LOST AND FOUND**

Lost children or parents in the grandstands may be reunited at the Central Security Office located outside of elevator tower B across from section 124. Lost children or parents on the infield may be reunited at the Information Booth located adjacent to the scoring pylon in the center of the infield. For additional information, call 913-328-5012.

Lost personal items such as keys, wallets, glasses, etc. may be given to any Kansas Speedway Usher, Security, or Guest Services staff member. Kansas Speedway has an on line lost and found program which may be accessed through our website at [www.kansasspeedway.com](http://www.kansasspeedway.com) or the Kansas Speedway Mobile App. Lost and found storage stations are located at Ticket Booth A, Central Security Office on the concourse across from Section 124, Infield Information Booth next to the scoring pylon and at the Security Office located outside of the track tunnel on the corner of France Family Drive and Daytona Drive.

## **MOBIL APP/TEXTING INFO**

To keep Kansas Speedway information with you on race day, download our FREE mobile app! On your mobile device, go to the App Store and download the FREE Kansas Speedway Mobile App. The app includes the race day schedule, maps, and so much more!

For race day info and updates: text KSINFO to 69050

For race day assistance and issues: text KSFAN to 69050

## **PARKING**

You are an important member of the KSC team! Regardless of your role, whether you are the first, last or in between.....Always Remember: You are the person, the key individual who is empowered, who can and does make an impact during each guest encounter you have. A positive guest experience is the key in their decision to return again.

General Parking is FREE!

Guests with a parking pass should visibly display the pass on their lower left windshield or rear view mirror, whichever is applicable.

### ADA PARKING

Designated ADA parking is available. An ADA license plate or permit with identification of the individual in the vehicle along with certain state issued paperwork or identification card is required.

ADA reserved parking is given to all guests who have purchased an ADA accessible seat(s). An ADA license plate or permit with ID is required. ADA parking areas are located in Lots 3, 4, and 7. Parking is available on a first-come-first served basis. Lots may fill early and guests may be directed to alternate unpaved areas. Ticket holders who have an additional parking pass along with an ADA permit will be directed the closest area available by the parking attendants.

### Motorcycle Parking

Motorcycle parking is located just off of California Drive and Talladega Drive.

### General Parking

Police officers and parking attendants are there to bring in guests off the highways and to park them as quickly as possible. It is important to follow their directions, stay in your lane, and remain alert and aware of cars around you. We recommend race fans arrive early and pay attention to traffic signs, law enforcement and parking attendants.

Please note that as parking lots fill, entrance gates will be closed. Please continue to proceed to the next open entrance gate for parking.

All parking is on a first-come, first-served basis. Internal roadways will be utilized to route guests to the closest available parking lots.

Overnight parking or camping except in designated RV permit areas is strictly prohibited.

Golf Carts: For guest safety, areas have been designated as “NO DRIVE ZONES” one hour prior to race times and one hour post-race times. No motorized vehicles will be allowed to operate inside the designated areas during those times.

## RADIO CHANNELS/ETIQUETTE

### KSC RADIO CHANNELS

<u>CH.#</u>	<u>CHANNEL LINE UP</u>	<u>COMMAND/DISPATCH CENTER</u>
1	COMMAND	KSC STAFF
2	SECURITY	KSC STAFF
3	EMS/FIRE (RACE CONTROL)	KSC FIRE STAFF
4	EMS/FIRE (BACK UP)	KSC FIRE STAFF
5	GUEST SERVICES	GO TO CHANNEL 1
6	GATES (INFIELD)	GO TO CHANNEL 1
7	USHERS	GO TO CHANNEL 1
8	GATES, TICKETING, ACCOUNTING	GO TO CHANNEL 1
9	PRE-RACE/P.R.	GO TO CHANNEL 1
10	MARKETING/PIT TOUR	GO TO CHANNEL 1
11	PARKING	KSC STAFF
12	AMERICROWN	GO TO CHANNEL 1
13	KS FIRE (GRANDSTANDS)	KSC FIRE STAFF
14	MAINTENANCE	KSC STAFF
15	SECURITY (LAW ENFORCEMENT OFFICERS)	KSC STAFF
16	SECURITY (INFIELD)	GO TO CHANNEL 1

**YELLOW CHANNELS, GO TO CHANNEL 1 TO REPORT EMERGENCIES!**

Before pressing the transmit button, make sure no one else is talking.

Hold transmit button 3 seconds before talking into microphone.

Speak slowly and clearly on radio. If reporting an emergency, remain calm.

Make sure your calling party responds "Go Ahead" before beginning conversation.

When walking and /or holding radio, make sure you are not pressing against the transmit button (keying up the microphone).

If radio is "chirping", the battery needs to be recharged and/or replaced.

Do not wrap cables around headset. This could damage the wiring.

The radio is monitored! Please keep your discussions professional, concise and necessary!

## **RV POLICIES**

### **REMINDER**

- Infield camping wristbands are not valid for grandstand admission.
- Pets are allowed in the exterior Blue Ox campgrounds (Richmond, Daytona, Phoenix and Terrace), but NO pets are allowed in the Infield. Owners must: keep dogs on a 6 ft. or shorter leash or keep in RV; use designated areas for walking and playing with dog in campground; pick up after dog and properly dispose of waste; be responsible for any personal injury or property damage caused by their pets; and ensure pets do not interfere with other guests (i.e. aggression, noise, waste, etc.). Otherwise, pets must be removed from campground and property.
- Motorcycles are allowed in all campgrounds. Motorcycles in Terrace and Infield RV must have an add-on vehicle pass.
- Infield and Terrace campground wristbands will allow "pass-thru" access to the grandstands to go to/from the display and vendor areas but do not allow access to grandstand seating.

### **TYPE OF RV ADMITTED**

- Infield, Richmond, Phoenix and Daytona - only self-contained, registered recreational vehicles and campers are allowed.
- Self-contained vehicles are defined as vehicles that have built-in, permanently installed plumbing or running water and a holding tank for wastewater and sewage.
- Terrace - Self driven RV's only. (ADMISSION AND VEHICLE POLICIES)

- Terrace/Infield – Limit of ten (10) admissions per reserved space. Wristbands can be purchased during camper check-in or at the tunnel and terrace entrances. Admission wristbands are required for Infield and Terrace access. NASCAR issued garage passes do not permit Infield or Terrace access.
- Terrace/Infield – Site holders will be allowed to purchase one add-on vehicle pass per space at the gate only (includes motorcycles). The Add-on Vehicle Pass MUST be adhered to the outside of the windshield with the paper backing fully removed from the sticker. Failure to adhere the sticker to the outside of the windshield will result in vehicle being refused access to the campgrounds.
- Blue Ox lots Daytona, Richmond and Phoenix receive one add-on vehicle pass per space issued at no additional cost.
- Only vehicles with an add-on vehicle pass are permitted access to the campgrounds.
- All vehicles must fit within the 20' x 45' space.
- Motorhomes, RV's, campers or any other self-contained vehicle admitted with a reserved site admission will not be eligible for pass-out or re-entry.
- The Lot 25 pass is ONLY valid for vehicle access and parking in the overflow Lot 25 parking lot – it does NOT allow access to any of the campgrounds at any time.
- A Lot 25 pass may be used for any additional guests you have at your camping spot during race weekend. One Lot 25 pass per spot will be distributed and this pass must be clearly visible in the guest vehicle at all times.

#### AMENITIES PROVIDED

- NO spaces on Kansas Speedway property currently offer water or electrical hookups. Fresh water fill ups (up to 100 gal) and pump outs are available for an additional charge by calling 913-328-5083 for all RV Services.
- Please note that an adult (18 or older) must be present at the time RV services are received and no services are available the day following the last race.
- Free, portable shower houses are located in the Richmond campground entrance, infield across from the scoring pylon and the Daytona Blue lot.

#### RESTRICTED ITEMS

- Glass (broken glass could cause injury).
- Sleeping tents are not allowed on Kansas Speedway property.
- No temporary scaffolding will be allowed in the Infield or Terrace. Ladders and platforms must be permanently attached to vehicles.

- No platforms more than 12 inches above the roofline are allowed.
- No weapons of any type (firearms, sheath knives, swords, etc.) Fireworks, super soakers, water balloon launchers, spotlights, laser pointers, drones, sky lanterns or other items deemed dangerous by Kansas Speedway to guests, staff or competitors, are strictly prohibited and will be confiscated.
- Flags or banners rising above the roofline must be taken down prior to the race.
- No signage or advertising is permitted on any vehicles without written approval.
- Kansas Speedway policy prohibits scooters, ATV's, dune buggies, private golf carts, riding bar stools, riding coolers, and Segway's. (Private golf carts can be used for ADA guests. Proper documentation and paperwork must be filed with KSC and approved by KSC)
- Fire lanes must be open at all times. (Vehicles blocking lanes established by Kansas Speedway will be towed at owner's expense).
- All vehicles must be parked in spaces: Circling RVs is not allowed.
- Bicycles are allowed but may not exit the Terrace/Infield/Daytona/Blue Ox campgrounds.
- Quiet time at Kansas Speedway will be enforced from midnight until 6:00 a.m.
- All internal and external sound systems must be maintained at a reasonable level and turned off during quiet time.
- No open fires are allowed on Kansas Speedway property. Only contained barbecue, camping stoves and fire pits are permitted, and must be placed a minimum of 10' from any vehicle or structure, and must be attended at all times.
- Because Kansas Speedway is a family-oriented facility, offensive signs, public intoxication or profanity will not be tolerated.
- State and county health department rules must be obeyed. No dumping waste or wastewater onto the ground or into holes on Kansas Speedway property.
- Illegal activities or actions that violate the rules and policies of Kansas Speedway are considered grounds for immediate removal from the premises. Tickets, passes and admissions may be confiscated and are non-refundable.
- Road Course Rules: Access lanes must remain open throughout the Infield. Fires and grills are prohibited on the road course surface.
- Kansas Speedway is committed to providing a safe and enjoyable family environment for all guests in attendance. We ask for your cooperation by adhering to all Kansas Speedway rules and policies while always respecting the rights of other guests.

Kansas Speedway reserves the right to change these rules at any time.

## SECURITY

You are an important member of the KSC team! Regardless of your role, whether you are the first, last or in between.....Always Remember: You are the person, the key individual who is empowered, who can and does make an impact during each guest encounter you have. A positive guest experience is the key in their decision to return again.

The Security staff plays an important role in our Guest Services program. Even though you are here in a Security position, your main responsibilities are to assist our guests whenever possible, keep our guests safe and to be the eyes and ears of our facility. KSC security staff **is not** the police! We have uniformed officers on site that will assist when called upon. Your safety is very important to us, so please call dispatch if an officer is needed. We are here to provide a safe environment for all guests and superior guest experience.

### Security Staff Guidelines:

Bring government issued photo identification and keep it with you at all times.

Khaki pants, white shirt, dress in layers, be prepared for all weather conditions, rain jacket, etc...

Sign-In will be at the Security Office (SO). You must sign IN and OUT to get paid.

Staff parking is in Lot 25 (up the hill from the Security Office).

Please arrive 30 minutes prior to your shift for processing. Traffic at Kansas Speedway may delay your trip. Please plan accordingly.

No Autographs! You are here to work, not as a fan. Please do not bother the race teams or celebrities.

No pictures or comments may be posted on social media sites about Kansas Speedway and/or related situations. Such as an incident, weather related issues, facility items, etc.

### Security staff at post:

After you check-in at the Security building, you will receive a Daily Briefing Sheet and Event staff Handbook. This will be the information you need to perform your job that day.

Have information for guests. Please familiarize yourself with your area. During your training, and if time is available, you will be given a tour of the area that you are working. Please know the following:

Credential board at your gate (if applicable)

Location of nearest Exit

Location of nearest First Aid Station

Location of nearest ATM

Location of nearest Restroom and Family restrooms

Location of nearest grandstand section number (if applicable)

Location of nearest Concession Stand

Please refer to Event Staff Handbook when necessary

#### DRONE POLICY

Kansas Speedway strictly prohibits the use of any unmanned aerial vehicles (“UAV”), also known as a drone, for any purpose whatsoever on track property. An UAV for purposes of this policy is any aircraft without a human pilot on board. Track personnel may remove anyone using an UAV on track property and/or confiscate the UAV until the event is over.

#### HELPFUL INFORMATION/NEED TO KNOW INFO:

ATM locations: Sections 105, 141, 142, ticket booth B and infield fan-walk ticket booth

Family restroom locations: Sections 115 and 167

First Aid stations: Sections 121 and 122

Security offices: Sections 122, 157 and 158

Guest Services stations on the concourse in the elevator lobbies of towers 1 and 3: Sections 124 and 155

No Smoking in the Grandstands! Smoking is permitted anywhere on the concourse.

#### EMERGENCY EMPLOYEE PROCEDURES

- Assembly Area: Before beginning your shift, make sure that your supervisor has communicated to you the designated location to which you should report after your shift and in an emergency situation. Know the area that you are working in. Know your surroundings. Know where the gates, restrooms, and exits are located.
- Command/Dispatch Center: Located at the Kansas Speedway Conference Center. The Command/Dispatch Center is available by radio on channel 1 or calling 913-328-5087(20-5087 from a speedway phone). In Emergency situations please call 913-328-5111.



- Reporting an Emergency: If you encounter any situation that jeopardizes our property or public safety, please contact the Dispatch Center immediately. Using your phone for this type of report is strongly encouraged. Emergency needs, call 913-328-5111.

Please use the following guidelines when reporting an emergency to the Dispatch Center:

1. State your name and location, using landmarks (i.e. gate #'s, parking lot #) readily visible to others.
2. Communicate the nature of the emergency.
3. Report the number of victims.
4. Ask for assistance that you feel will be needed to handle the emergency (fire crew, ambulance or police).

**DO NOT ACT BEYOND YOUR CAPABILITIES, TRAINING OR LEVEL OF LICENSURE!**

#### HELPFUL INFORMATION FOR GUESTS

ATM locations: Sections 105, 141,142, ticket booth B and infield fan-walk ticket booth

Family restroom locations: Sections 115 and 167

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## **SEVERE WEATHER AWARENESS**

KSC will try to communicate with guests and staff members about postponed events on race weekend. For the latest information follow our social media pages (Facebook and Twitter) and subscribe to our texting service (to opt in and receive info text KSINFO to 69050).

If inclement weather is forecasted, the pre-race concert may move to Garage C-D on the south side of the fan-walk area. This decision may be made at the last minute. Please follow staff instructions if we get any rain during pre-race activities.

What happens if it rains on race day? We will run the postponed race as soon as possible. If we cannot race on the same day, the race will be run on the next race-able day.

Can I get a refund on my tickets? Tickets for our races are not refundable. Tickets for these events are valid during the rescheduled event only (no future Kansas Speedway events).

#### Messaging to fans and staff – What you should know – Be prepared to take action

- This facility may not provide adequate protection from extremely high winds, tornadoes and lightning.
- Personal protection is your responsibility.
- Be proactive. Plan in advance what you will do if severe weather approaches the track.
- Guests are encouraged to monitor the weather very closely and take the necessary precautions to ensure their safety.
- There is no basement or approved tornado shelter on property.
- KSC recommends you take shelter where you feel safe based on your circumstances.
- The American Red Cross recommends if you are caught outdoors and cannot quickly access a shelter, it is best to stay in your vehicle, keep your seat belt on and engine running. Avoid touching metal or other surfaces that conduct electricity in and outside the vehicle. If strong winds and flying debris occurs put your head down below the windows, covering your head with your hands and a blanket (if available). If you can safely get noticeably lower than the level of the roadway, exit your car and lie in that area covering your head with your hands. Your choice should be driven by your specific circumstances.

#### Communication Methods

Messaging to our guests will be delivered through PA announcements, Twitter, Facebook, Kansas Speedway mobile app, ISS texting system and the Sprint Vision video screens.

## **SUITES**

### Parking and Parking Passes

Each suite receives a limited number of parking passes for each event. Suite holders with parking passes will be directed to park in Lots 1-6. Due to the limited space, preferred parking is not guaranteed and will be allocated on a first-come, first-served basis. In the event of lost or stolen parking passes, guests will be directed to general admission parking lots.

### ADMISSIONS

Suite admission tickets will be accepted at any ticket gate along with the front stretch grandstand. After entering the gates, proceed to the Wyandotte Tower (tower 3) near Gate B, where an ambassador will validate admissions. In exchange for an admission, guests will be fitted with a wristband that must be

worn at all times. A suite admission and the color-coded wristband must be presented to the suite ambassador for entry and re-entry onto the Suite Level. For the Security of the Suite Level patrons, guests who have lost their suite admission or color-coded wristbands cannot be admitted onto the Suite Level. Kansas Speedway Security will strongly enforce these guidelines. Minors should be accompanied by an adult at all times while on the Suite Level. All children must have a ticket to enter.

Location: The Suite Level may be accessed through the following elevators towers:

Tower A: Suites 317-330 and Suites 417-430

Wyandotte Tower: Suites 331-350 and Suites 431-450

Worker Credentials: Each Suite is allotted two (2) credentials per day for workers to serve as host or hostesses during the event. Worker Credentials will be included in the suite hospitality package sent to each client prior to the season. Individuals will not be required to redeem anything at the Credential Office. Preparation and set up at any time prior to an event weekend is acceptable and encouraged.

\*\*\*\*GARAGE WALKTHROUGH TOURS\*\*\*\*

- Guided garage walkthrough tours are available: Check the daily briefing sheet for tour times.
- A wristband and admission ticket are necessary to access Pit Road area during tours.
- Garage walkthrough tours must be arranged in advance and are subject to the availability as well as the rules and regulations determined by the sanctioning body. To arrange for a Suite Ambassador guide down to the Pit Road area, guests should contact the Main Suite Lobby Desk at extension 29-5510 on the day of the event.

CATERING

- Americrown Service Corporation is the official caterer for Kansas Speedway. No other food or beverage may be served in the suites.
- Americrown will provide one chalet attendant. At least one bartender must also be staffed when alcohol is being served in the suites.
- Additional staffing is available and will be charged accordingly.

Suite Emergency Contacts: In case of a fire, medical or safety (crisis) emergency on race day, suite guests may call the Dispatch Center at 913-328-5111 or 29-5111 from the suite phone for assistance.

**TICKETS**

### HOW TO READ A TICKET:

When assisting a guest with their seating location, please request to see their ticket and identify for them the direction based on:

Section: Odd numbers are south of the Start/Finish Line toward Turn 1. Even numbers are north of the Start/Finish Line toward Turn 4.

Row: Stands are consecutively numbered from the bottom up.

1-30 are lower (between the trackside and concourse levels).

31-65 are upper (between the concourse and suite levels) Wheelchair and companion seating: LWC behind row 30; UWC behind row 65.

Seat: Seats are numbered from left to right when facing the seats with the south on your left and the north on your right.

Stub: Tickets will be scanned in and out of gates.

### TICKET POLICIES:

Lost tickets: Please send Guests with lost, stolen, misplaced, destroyed or forgotten tickets to Ticket Booth B.

Postponement: If an event is postponed, the ticket for that postponed event will, as determined by Kansas Speedway, be honored on the date the event is held.

The date and time of the event(s) is subject to change by Kansas Speedway and/ or the sanctioning body of the particular event.

Will Call Tickets purchased within 10 days of the event will be held at Will Call which is located at Ticket Booth B.

Re-Entry Policy: Guests are free to exit and re-enter Kansas Speedway by getting their tickets scanned out when exiting and re-scanned when re-entering the ticket gates. Guests should keep their tickets with them at all times for re-entry.

## **USHERS**

You are an important member of the KSC team! Regardless of your role, whether you are the first, last or in between.....Always Remember: You are the person, the key individual who is empowered, who can and does make an impact during each guest encounter you have. A positive guest experience is the key in their decision to return again.

When you serve in the role of usher, you are engaged first and foremost in a Guest Services role, “How may I help you?”, and secondly in a Security role, “How can I keep you and others safe?”, though there is definitely overlap between the two roles.

Please keep the following list of items in mind in your role as an Usher.

Be eager to serve and engage the guests in your area

Always be courteous and yet firm when necessary

Know your area, the seating layout, and ADA seating areas

Respond quickly to medical emergencies and security issues and assist first responders as needed

Identify hazardous and unsafe conditions within your area (Please notify your supervisor of these situations)

Identify unattended or suspicious items and notify your supervisor

HELPFUL INFORMATION AND NEED TO KNOW INFO:

ATM locations: Sections 105, 141, 142, ticket booth B and infield fan-walk ticket booth

Family restroom locations: Sections 115 and 167

First Aid stations: Sections 121 and 122

Security offices: Sections 122, 157 and 158

Guest Services stations on the concourse in the elevator lobbies of towers 1 and 3: Sections 124 and 155

No Smoking in the Grandstands! Smoking is permitted anywhere on the concourse.