

## FANS "A TO Z GUIDE"



Revised January 30, 2020

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Following are answers to questions that are frequently asked by fans. Please read and understand these topics and ask your supervisor if you have any questions.

**Accessible Seating**

Accessible seating is reserved for guests with accessible requirements and their companions. Guests requiring accessible seating may purchase one (1) accessible seat and up to three (3) companion seats adjacent to the accessible seat. Depending upon availability, seats for additional guests will be located as close as possible to the accessible space.

Isotopes Park is committed to working with guests on a case-by-case basis to adequately accommodate individual needs. All ticket sales are based on availability.

Isotopes Park is fully accessible. Guests may enter Isotopes Park at any of the entry gates. Ramps are provided at all entries, and there are elevators that will take patrons to the Club Level if they choose those seats.

**Alcohol Management**

No alcoholic beverages may be brought into or removed from Isotopes Park. New Mexico State Law prohibits the sale of alcoholic beverages to persons under the age of 21.

Please note the following policies:

- Patrons will be required to show proper proof of age when purchasing alcoholic beverages at Isotopes Park.
- New Mexico Law prohibits patrons from purchasing and/or possessing more than two alcoholic beverages at a time.

- Alcohol will not be served after the bottom of the 7th inning. This policy varies for 7-inning games.
- The Albuquerque Isotopes and Spectra reserve the right to deny the sale of alcoholic beverages to any guests.
- Do not allow anyone to attempt to drive if intoxicated. Assist guests to the Guest Services Booth to arrange a ride.

#### **ATMs**

There are three Enterprise Bank & Trust ATMs located inside Isotopes Park. Locations are on the Club Level and on the concourse behind Sections 102 and 105.

#### **Autograph Requests**

Guests may make autograph requests from the Isotopes and visiting teams up to 15 minutes prior to game time. The best access to the players would be along the retaining walls near the dugouts. Guests are asked not to climb or lean on top of the dugouts and will be asked to move 15 minutes prior to game time per Pacific Coast League rules.

#### **Baby Changing Tables**

Baby changing tables are located in all restrooms at Isotopes Park. There are "Family Restrooms" located on the concourse (both 1<sup>st</sup> and 3<sup>rd</sup> base side), Club Level and Press Level.

#### **Backpacks and Other Bags**

All bags are subject to search upon entry. Prohibited items will not be allowed inside the ballpark (see "prohibited items" for more information).

**Banners and Signs**

Commercial banners and signs are not allowed in Isotopes Park without express written consent from the Albuquerque Isotopes.

**Beverages, Food & Containers**

No bottles, cans, food, beverages or containers may be brought into Isotopes Park, with the exception of sealed bottled water. Spectra Food Services & Hospitality will make every effort to accommodate fans with dietary restrictions.

**Birthday/Anniversary Announcements**

See "Message Board."

**Blake's Lotaburger Kids Fun Run**

Kids 12 and under have the opportunity to run the bases after every Isotopes home game (they must be able to do so without a parent accompanying them), weather permitting. Listen to announcements for further details. Parents must remain in the seating area. Kids enter the field on the 1<sup>st</sup> base side (Section 118/120) and exit the field via the gate at Section 115. Parents are instructed to be at Section 115's exit along the concourse to meet their child as they exit the field at the Kiddie Korral pickup area. After every Monday game, the Isotopes allow adults to run the bases as well. For the safety of the children, Albuquerque Police Officers are present on the field.

**Box Office**

The Box Office hours are:

**Non-Game Days:**

Monday - Friday: 10:00 am – 5:00 pm

Saturday: 10:00 am – 4:00 pm

Sunday: Closed

**Game Days:**

Monday - Saturday: 10:00 am – Conclusion of the game

Sunday day games: 10:00 am – Conclusion of the game

Sunday night games: 12:00 pm – Conclusion of the game

In addition to purchasing tickets at the Isotopes Park Box Office, you may also purchase tickets online by visiting [www.abqisotopes.com](http://www.abqisotopes.com) or [www.ticketmaster.com](http://www.ticketmaster.com).

There are no refunds or exchanges for individual game tickets. All sales are final.

**Cameras**

Still and hand-held video cameras are permitted at Isotopes Park, but tripods cannot be set up that block the view of other guests. Video reproduction is strictly prohibited without express written consent from the Albuquerque Isotopes.

**Children Tickets**

Children two years of age and older require a ticket to enter Isotopes Park. Children under the age of two years are not required to have a ticket unless they will occupy their own seat. Children ages two through 12 are eligible for a \$1 discount (excluding July 4) in the Reserved Level only.



### **Comments/Suggestions**

Fans may register comments and/or suggestions during games at the Guest Services Booth. Fans may also email comments/suggestions to [info@abqisotopes.com](mailto:info@abqisotopes.com) or mail comments/suggestions to our Administrative Office.

### **Concessions**

Spectra Food Services & Hospitality is the exclusive concessionaire at Isotopes Park. To inquire or make comments regarding food service, contact Spectra directly at (505) 222-4033.

### **Donation Requests**

To request a donation for a community event, please visit [www.abqisotopes.com](http://www.abqisotopes.com) for additional information or contact the Community Relations Department at (505) 222-4004.

### **el Jimador Fiesta Deck**

The el Jimador Fiesta Deck is an exclusive hospitality area located on the Club Level and accommodates groups of 40 to 50. Those interested in booking an event on the Fiesta Deck can contact the Isotopes Group Sales Department at (505) 924-2255.

### **Elevators**

The stadium's two public elevators are located at the main entrance (McKernan Hall) and inside the gate near the 3<sup>rd</sup> base stairwell. The elevators provide access for Suite and Club seat holders, disabled guests, Isotopes front office staff and Press Box personnel. If assistance is needed, fans may also take the 3<sup>rd</sup> base elevator to access Sections 201, 203 and 205.

### **Exchangeable Tickets**

Make your individual game ticket as flexible as your ever-changing schedule by selecting the “Exchangeable Ticket” option when purchasing your tickets. For an additional \$5 charge per ticket, you are purchasing a fully-transferable ticket that can be exchanged for a ticket of equal or lesser value, based on availability, for any 2020 regular season, non-restricted home game (excludes July 4 and any USL soccer games and non-Isotopes events). This is a great option if you think your plans may change and you may not be able to attend the game for which the tickets were originally purchased. Your “Exchangeable Ticket” is fully transferable at any time prior to or after the game date, provided the ticket has not yet been used. Transfers must take place exclusively at the Isotopes Park Box Office. There are no refunds/credits given for tickets exchanged for a lesser value. Seating is based on availability at the time of exchange at the Isotopes Park Box Office. Tickets must be transferred within the same season and cannot be transferred to another season.

### **Exit Procedure**

Guests are asked to exit the stadium through the designated exits located on the concourse. There are two main exits located on the 1<sup>st</sup> and 3<sup>rd</sup> base sides. In the event of an emergency, there are two additional emergency exits adjacent to Section 123 on the 3<sup>rd</sup> base side and Section 122 on the 1<sup>st</sup> base side. To help ensure everyone’s safety, Isotopes Park has a no re-entry policy. Guests who wish to exit and re-enter the facility for personal emergencies should be directed to the Guest Services Booth. Re-entry accommodations are up to the

discretion of the Albuquerque Isotopes and are strictly limited to emergencies only.

**Fans Code of Conduct**

The Albuquerque Isotopes are committed to creating a safe, comfortable and enjoyable experience for our guests at Isotopes Park.

Our staff will proactively intervene to support an environment where guests can enjoy the Isotopes Park experience free of unacceptable behavior, including the following:

- Foul/abusive language or obscene gestures.
- Intoxication or other signs of impairment related to alcohol consumption.
- Displays of affection not appropriate in a public, family setting.
- Obscene or indecent clothing.
- Any disruption of the game or event, including throwing of objects or trespassing on the playing field or in restricted areas.
- Sitting in a location other than the guest's ticketed seat.
- Fighting, taunting or making threatening remarks or gestures.

Any guest not adhering to the above code or behaving in an unruly manner will be removed from the ballpark. The Albuquerque Isotopes and Isotopes Park management reserve the right to determine what unruly or unacceptable behavior is.

If anyone is interfering with your enjoyment of our facility, please contact the nearest Isotopes Park event staff for assistance.

**Field Dimensions**

LF-340'	RCF Point- 428'
LF Power Alley- 383'	RF Power Alley- 404'
LCF Point- 428'	RF- 340'
CF- 400'	

**Field Surface**

Our field consistently ranks as one of the top venues in all of minor league baseball, recently selected by STMA as the 2014 and 2016 PCL Field of the Year and the 2013 Professional Baseball Field of the Year. Our state of the art playing surface is a four variety Kentucky bluegrass blend, growing in a root zone mixture of 92% sand and 8% peat. The turf and infield skin are maintained using John Deere equipment. The field is equipped with underground drainage and the irrigation system is composed of a Hunter ICC controller, and Hunter I-20, I-25 and I-40 heads.

**Field Trespassing**

Any guest attempting to enter the field of play before, during or after an event without authorization will be removed from the stadium and subject to criminal prosecution and/or fines.

**First Aid Station**

The First Aid Station is located on the concourse behind Section 102/104. If you need immediate assistance, please notify a staff member or visit the Guest Services Booth.

**First Game**

The first game in Isotopes history was April 3, 2003 at the Memphis Redbirds. The first Isotopes home game was April 11, 2003 vs. the Oklahoma RedHawks.

### **Forms of Payment**

Cash, Baseball Bucks, Visa, MasterCard, Discover and American Express are accepted for ticket purchases at the Isotopes Park Box Office, Isotopes Pro Shop, Fun Zone Ticket Booth, all permanent concession stands and select portable concession stands. Baseball Bucks are also accepted throughout the ballpark, however certain restrictions may exist for use of Baseball Bucks.

### **Foul Balls and Home Runs**

Batted balls and other objects leaving the field of play can be dangerous and we ask that you stay alert at all times. The extended safety netting should not give fans a false sense of safety and attention must still be paid towards protecting yourself and others in your party. Guests are permitted to keep any baseballs that are hit into the stands. However, guests may not enter the field to retrieve balls or otherwise interfere with balls in play. At no time should a foul or home run ball be thrown back onto the field of play (violators will be subject to ejection).

### **Fun Zone**

The Isotopes Park Fun Zone is located above the berm in the right field area of the stadium. The area contains various attractions for kids, including a playground for small children, carousel, multiple inflatable bounce houses and a gravity-drop ride called "Topes Tower." Tickets for these attractions may be purchased at the Fun Zone Ticket Booth during games.

### **Gate Times**

Stadium gates will open one hour and five minutes before the start of each game and all stadium amenities will be available.

On occasion, stadium gates will open earlier than the stated time. All gate opening times are listed at [www.abqisotopes.com](http://www.abqisotopes.com) and are subject to change.

**Gift Shop**

See “Merchandise.”

**Giveaways**

Promotional items, or “giveaways,” are available on selected game dates to fans that possess a valid ticket on a first-come, first-served basis. One item per guest, age restrictions may apply. Guests must be in attendance at the game to receive a promotional item.

**Guest Services**

The Guest Services Booth, located behind Section 102 on the concourse, will be open the same time as the gates and will stay open until approximately 30 minutes following the game to assist with lost items, lost guests, emergencies, accommodations or any other questions or concerns that may arise.

**Handicapped Seating**

See “Accessible Seating.”

**Jack Daniel’s Old No. 7 Club**

The Jack Daniel’s Old No. 7 Club is an exclusive hospitality area located behind Section 123 designed for groups of 20 to 28. Those interested in booking an event in this area can contact the Isotopes Group Sales Department at (505) 924-2255.

### **Lost and Found**

During games, guests may inquire about lost and found items at the Guest Services Booth. To inquire about lost and found items after a game, guests may call the Albuquerque Isotopes Administrative Office at (505) 924-2255 during business hours from 10:00 am to 5:00 pm Monday through Friday. Items will be held for seven days before being discarded or donated.

### **Lost Children**

If a child becomes lost or separated from their group, they should notify the nearest staff member and security will be informed. A lost child will be taken to the Guest Services Booth. Parents looking for their child should follow the same procedure. The Isotopes encourage guests to instruct their children what to do if they become lost or separated.

### **Mascot**

Orbit is a large goofy alien that arrived at Isotopes Park for the team's inaugural season back in 2003. This bright orange, yellow and red alien landed late one night in center field and has made Isotopes Park his home ever since. Thanks to the Topes amazing fans, Orbit was even crowned the MiLB Mascot Mania's Best Mascot in Minor League Baseball in 2012.

Orbit can be booked for special occasions by filling out a request form found online at [www.abqisotopes.com](http://www.abqisotopes.com) or by calling the Community Relations Department at (505) 222-4004 during business hours from 10:00am to 5:00pm Monday through Friday.

### **McKernan Hall**

McKernan Hall is located at the Suite and Club entrance located directly behind home plate on the concourse. McKernan Hall is dedicated to the late Pat McKernan, former Albuquerque Dukes General Manager, who was highly respected in Minor League Baseball and New Mexico. McKernan Hall is a tribute to professional baseball in Albuquerque and includes the Albuquerque Professional Baseball Hall of Fame. Only patrons holding Suite and Club Level tickets may enter through McKernan Hall during events.

### **Merchandise**

The Isotopes Park Pro Shop is open during all home games starting when gates open. The Pro Shop is also open Monday through Friday year-round from 10:00 am to 5:00 pm and on game-day Saturdays from 12:00 pm to 4:00 pm. Fans can always shop online 24/7 at [www.abqisotopes.com](http://www.abqisotopes.com) or place a phone order by calling (505) 222-4059.

### **Message Board**

The video board can be used to display birthday and anniversary announcements during select innings of the game. There will be a charitable donation required for all birthday and anniversary announcements along with wedding proposals and other special requests. These fees will be donated to a selected charity at the end of the season. All requests must occur 24 hours in advance of the day of the game and can be submitted by visiting the "Fan Zone" tab on team's website at [www.abqisotopes.com](http://www.abqisotopes.com).

### **Miller Lite Stadium Club**



Located on the Club Level, the Miller Lite Stadium Club is available for Club seat and Suite holders. The Miller Lite Stadium Club is also available for rent on non-game days for corporate parties, weddings, etc. Interested parties can contact the Administrative Offices at (505) 924-2255.

**National Anthem Performance**

Those wishing to perform the National Anthem at an Isotopes game may submit a demo to the Isotopes Promotions Manager. Additional information regarding this process can be found at [www.abqisotopes.com](http://www.abqisotopes.com).

**Orbit's O-Zone**

Orbit's O-Zone is located behind the center field batter's eye and is designated for Team of the Game and Birthday Parties. Call the Group Sales Department at (505) 924-2255 for more details.

**Paging (In-Stadium)**

Paging is available for emergency situations only (i.e. lost children, phone emergencies, etc.). Guests can visit the Guest Services Booth to request a PA announcement. The Isotopes reserve the right to deny any announcement request.

**Parking**

The University of New Mexico owns and controls most of the parking lots surrounding Isotopes Park. Fans are charged \$5.00 to park in the surrounding UNM lots. Vehicles with four or more people are allowed to park in the Stadium East Lot for free. Vehicles displaying a disabled permit or placard are allowed to park for free at the UNM East Lot.

Staff and general public may not park in the three lots on Isotopes Park property (Lots A, B and C). Only credentialed media, disabled and Suite Holder permit parking is allowed in these lots.

Season Ticket Holders who have purchased a discounted permit may park in the Stadium West Lot directly south of Isotopes Park. The permit must be displayed in their vehicles to gain access to the lots.

There are a limited number of disabled parking spaces available on a first-come, first-served basis in lots A and C. Overflow disabled parking is available adjacent to the Stadium West Lot directly south of Isotopes Park on a first-come, first-served basis.

Availability of parking lots surrounding the stadium is subject to change.

**Pets & Service Animals**

Pets, other than service animals, are not permitted inside Isotopes Park. Service Animals, as defined by the Americans with Disabilities Act, are welcome at Isotopes Park, provided they are accompanied by the handler and leashed at all times.

**Phone Number**

The main number to the Isotopes Park Administrative Office is (505) 924-2255.

**Programs**

Programs may be purchased for \$5 at the two program stands located on the concourse level, behind Sections 110 and 111, and in the Pro Shop.

**Prohibited Items**

No bottles, cans, food, beverages or containers may be brought into Isotopes Park, with the exception of sealed bottled water. For everyone's safety, the Isotopes do not allow laser pointers, noisemakers, fireworks, weapons, nets or any other item that may be considered dangerous or may interfere with another fan's enjoyment of the game. Please be aware this is a partial list of prohibited items and any questions should be directed to the Administrative Offices at (505) 924-2255.

**Promotional Items**

See "Giveaways."

**Radio Broadcasts**

Most of the 140 Isotopes games can be heard on KNML 610 AM & 95.5 FM "The Sports Animal." Weekday afternoon games are broadcast on KTBL 1050 AM. Additionally, all games can be heard at [www.abqisotopes.com](http://www.abqisotopes.com).

**Radios**

Hand-held radios are welcome at Isotopes Park as long as they do not interfere with other guests' enjoyment of the game. The Isotopes reserve the right to ask any guest to discontinue use of such devices.

**Rain Check Policy**

If an official game is not played, that being 4½ innings if home team is leading or 5 innings if game is tied or if visiting team is

leading, the ticket may be used as a rain check. In this case, the ticket may be exchanged for a ticket of equal or lesser value, based on seating availability, for any future 2020 regular season, non-restricted home game (excludes July 4). Exchanges are accepted exclusively at the Isotopes Park Box Office. Tickets for official games which are suspended after becoming official contests do not qualify as rain checks.

**Re-entry Policy**

To help ensure everyone's safety, Isotopes Park has a no re-entry policy. Guests who wish to exit and re-enter the facility for personal emergencies should be directed to the Guest Services Booth. Re-entry accommodations are up to the discretion of the Albuquerque Isotopes and are limited to emergencies only.

**Resale & Distribution of Tickets**

Isotopes tickets are the property of the Albuquerque Isotopes and may not be sold or distributed. Attempted or actual resale or distribution of tickets at any price is prohibited. Isotopes management reserves the right to confiscate any tickets being sold or distributed.

**Safety**

Fans' safety is our utmost concern. We take pride in Isotopes Park being a safe environment for everyone and we ask all of our guests to abide by the Fans Code of Conduct (see above). For your own well-being, please be aware that bats and balls leaving the field of play can be dangerous and we ask you to stay alert at all times. For the safety of everyone in the facility, we ask that if you see something suspicious or if you observe violations of the Fans Code of Conduct, report the situation to a

member of the Isotopes staff or directly to Albuquerque Police Officers who are patrolling the park.

### **Schedules**

Pocket Schedules are available at the Isotopes Park Box Office, Pro Shop and Guest Services Booth. You can also find the schedule through the Isotopes mobile application and online at [www.abqisotopes.com](http://www.abqisotopes.com).

### **Seating Policy**

Guests should sit only in the seats for which they hold valid tickets. Guests may be asked to show their ticket stub if there is confusion over a specific seat.

### **Smith's Picnic Pavilion**

The Smith's Picnic Pavilion has two seatings (pre-game and in-game picnics) and can accommodate groups up to 500 guests. Interested parties can contact the Isotopes Group Sales Department at (505) 924-2255.

### **Smoking Policy**

Isotopes Park is a non-smoking facility.

### **Special Events**

For details and information about special events and promotional giveaways, see the promotional schedule at [www.abqisotopes.com](http://www.abqisotopes.com) or visit the Guest Services Booth.

### **Stadium Address**

Albuquerque Isotopes

1601 Avenida Cesar Chavez SE  
Albuquerque, NM 87106

### **Stadium Tours**

Information about stadium tours is available under the “Isotopes Park” tab on the Isotopes website.

### **Strollers**

A ticket is not required for a stroller as long as the stroller is going to be on the Berm, in the Suites, in the el Jimador Deck, in the Jack Daniel’s Old No. 7 Club or if it is an umbrella stroller which can be folded and stored underneath the chairs. Strollers that cannot be folded and stored underneath seats are not allowed in the seating bowl areas.

### **Suites**

The facility has 27 Suites plus the Tecate Light Terrace (Party Suite) that offer some of the best sightlines and views of the playing field and surrounding area. Suites are leased out to various companies and individuals that have the opportunity to decorate their respective Suite how they please. Fans inquiring about renting a Suite can call (505) 924-2255.

### **Tailgating Policy**

The Albuquerque Isotopes do not allow tailgating on Isotopes Park property. Tailgating in the surrounding parking lots is governed by the UNM Police Department, who can be reached at (505) 277-2241.

### **Tecate Light Terrace (Party Suite)**

The Tecate Light Terrace Party Suite is located on the 4<sup>th</sup> Floor and is an exclusive, indoor/outdoor area for exclusive parties and corporate events. For additional information, contact the Isotopes Group Sales Department at (505) 924-2255.

**Ticket Options**

Guests may inquire about season tickets, mini-plans, flex plans and combo plans by visiting the Guest Services Booth or by calling the Season Ticket & Group Sales Dept. at (505) 924-2255.

**Ticket Prices**

<b>2020 Single Game Tickets</b>	<b>Advanced Purchase Price (Mon-Thu)</b>	<b>Game Day Price (Mon-Thu)</b>	<b>Advanced Purchase Price (Fri-Sun)</b>	<b>Game Day Price (Fri-Sun)</b>
<b>Club Level</b>	\$26.00	\$30.00	\$27.00 (\$32.00*)	\$31.00 (\$36.00*)
<b>Box Level</b>	\$16.00	\$20.00	\$17.00 (\$22.00*)	\$21.00 (\$26.00)
<b>Reserved Level</b>	\$14.00	\$18.00	\$15.00 (\$20.00)	\$19.00 (\$24.00*)
<b>Berm Seating</b>	*Not Available	\$9.00	*Not Available	\$9.00 (\$12.00*)

\* Indicates July 4th Premium Pricing

Children ages 2-12, seniors age 65 and older and military with a valid ID qualify for a \$1.00 discount off the Reserved Level seating price, excluding July 4. Berm Seating is generally only available on the day of the game and can only be purchased at

the Isotopes Park Box Office. On occasion, Berm Seating will be available in advance of the game, but only if all other seating levels have been sold to capacity.

Make your individual game ticket as flexible as your ever-changing schedule by selecting the “Exchangeable Ticket” option when purchasing your tickets. For an additional \$5 charge per ticket, you are purchasing a fully-transferable ticket that can be exchanged for a ticket of equal or lesser value, based on availability, for any 2020 regular season, non-restricted home game (excludes July 4 and any USL soccer games and non-Isotopes events). This is a great option if you think your plans may change and you may not be able to attend the game for which the tickets were originally purchased. Your “Exchangeable Ticket” is fully transferable at any time prior to or after the game date, provided the ticket has not yet been used. Transfers must take place exclusively at the Isotopes Park Box Office. There are no refunds/credits given for tickets exchanged for a lesser value. Seating is based on availability at the time of exchange at the Isotopes Park Box Office. Tickets must be transferred within the same season and cannot be transferred to another season.

### **Umbrellas**

Guests may bring umbrellas into Isotopes Park as long as they do not interfere with other guests' enjoyment of the game or block other fans' view of the action on the field. For the comfort and consideration of all guests, it is requested that those using umbrellas be considerate of those around them.

### **Video Streaming**



Live video streaming of Isotopes home games and select road games is available at [www.milb.tv](http://www.milb.tv) for a fee controlled by Major League Baseball Advanced Media.

**Water Fountains**

Isotopes Park is equipped with water fountains throughout the concourse and on the Club Level.

**Website**

The Isotopes official website is [www.abqisotopes.com](http://www.abqisotopes.com).