



## A–Z Guide Estadio Banorte

### A

#### • **Accessibility**

- We provide services available for individuals with mobility impairments.

#### • **Access**

- Stadium entrances are assigned according to the information indicated on your ticket, which specifies your designated gate.

#### • **Prohibited Items**

- Food and beverages (unless purchased from stadium-approved vendors).
- Animals.
- Firearms, knives, blades, electronic stun devices, or weapons of any kind, including replica firearms and bladed weapons.
- Soccer balls or inflated balls of any kind (only deflated soccer balls purchased on game day at stadium stores will be permitted).
- Canes, sticks, selfie sticks, or missile-like objects (only support canes will be allowed).
- Outside beverages and/or alcoholic drinks.
- Bicycles, tricycles, and unicycles of any kind.
- Air horns or aerosol cans and spray paint.
- Camera bags or binocular cases that do not comply with the stadium's approved policy.
- Smoke canisters.
- Metal chains longer than 50 cm (used for securing wallets/bags).
- Cameras and binoculars with lenses longer than 15 cm.
- Battery chargers.

- Strollers, walking support devices, and wheelchairs (unless medically necessary and tagged at designated gates).
- Motorcycle helmets.
- Laptops and laptop cases.
- Seat cushions with pockets, zippers, compartments, covers, or raised seats.
- Any dangerous, hazardous, or inappropriate item.
- Darts.
- Broadcasting devices.
- Drones or unmanned aircraft systems.
- Inflatable items such as beach balls or balloons.
- Beverage containers, cans, thermoses, glass containers, and cups not purchased inside the stadium.
- Containers of any kind (cans, coolers, ice chests, baskets, etc.).
- Luggage or suitcases.
- Ladders or stools.
- Fireworks, explosives, ammunition, flares, or pyrotechnics of any kind.
- Frisbees or flying discs and similar items.
- Video recording equipment (video cameras, except accredited media).
- Musical instruments not used in performances.
- Liquids of any kind.
- Laser lights and pointers.
- Rattles, horns, whistles, and megaphones.
- Masks of any kind.
- Motorized skates, skateboards, roller skates, hoverboards, or other self-propelled devices.
- Banners or signs (any object that obstructs the view of others).
- Pom-poms or shakers with stick handles.
- Tobacco or nicotine products, including cigarettes, cigars, pipes, and vaping devices.
- Large industrial permanent markers.
- Battery-powered clothing (socks, jackets, etc.).
- Large hats.
- Pepper spray or any other chemical irritant.
- Illegal substances, drugs, and drug paraphernalia.
- Tripods.
- Unauthorized flyers or handouts.

## C

### • **Club América Store**

- The official Club América Store is located within the stadium perimeter.

## F

### • **Fan ID**

- A unique personal code used as registration for Mexican soccer fans.

### • **Fan Assistance**

- Staff members are available to answer questions, provide information, and assist you during your visit.

### • **Food & Beverages**

- We offer various concession stands throughout the venue, providing a wide selection of food and beverages.

## G

### • **Gates**

- 11 strategically distributed gates to facilitate entry and exit.

### • **Guided Tours**

- Temporarily suspended due to renovations. Tours will resume once construction is completed.

## H

### • **Hospitality**

- Estadio Banorte features 14 hospitality areas designed to provide a premium and personalized experience for our guests. Each space includes exclusive services, specialized attention, and differentiated amenities.

### • **How to Get There**

- Accessible by bus, light rail, or car, with routes and entry points available to facilitate arrival at the stadium.

## I

### • **Information Totems**

- Located on both stadium esplanades to facilitate orientation and visitor movement during events.

## L

### • **Location**

- Calz. de Tlalpan 3465, Sta. Úrsula Coapa, Coyoacán, 04650 Mexico City.

### • **Lost & Found**

- Items lost inside the stadium are temporarily safeguarded in a designated area.

## **M**

- **Medical Services**

- Medical/paramedic staff, first aid kits, and ambulances are available during events.

- **Payment Methods**

- We accept cash and card payments at stadium concession stands.

## **P**

- **Parking**

- General parking offers approximately 3,200 spaces.

## **R**

- **Restrooms**

- Restrooms for men, women, and families are available in different areas of the stadium.

## **S**

- **Schedule**

- Event schedules and programming.

- **Security**

- Operational staff working at events are properly trained to ensure order and the smooth execution of the event.

- **Signage**

- Comprehensive signage throughout all areas, including general directions, layout distribution, evacuation routes, civil protection signage, and emergency assembly points.

### • **Smoking / Vaping**

- The stadium is a 100% smoke-free and vape-free environment. The use of cigarettes or any tobacco-derived product is strictly prohibited inside the venue and in areas immediately surrounding the entrances.

### • **Suggestions**

- A channel available for guests to share comments or suggestions to improve their experience.

### • **Sustainability**

- We have obtained LEED Certification, focused on energy efficiency, water conservation, waste management, and other environmental criteria.
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## **T**

### • **Ticket**

- To enter the stadium, you must present your digital or physical ticket in good condition.

### • **Ticket Offices**

- Available to serve the public. Operating hours may vary depending on the event or game day.

# W

- **Wheelchairs**

- Assistance service available for guests requesting wheelchair support inside the stadium.

- **Wi-Fi**

- The venue offers Wi-Fi 6 and 6E for visitors during their stay.