

2011 FAN'S GUIDE TO M&T BANK STADIUM



RELENTLESS

T W E N T Y  E L E V E N

Dear Ravens Fan,

Welcome to M&T Bank Stadium!

Winning road playoff games in each of the past three seasons is an accomplishment we can all take pride in, but our challenge remains to find a way to achieve our ultimate goal...another Super Bowl!!

Like you, we have high expectations for ourselves and believe that we are ready to take those next steps. General Manager Ozzie Newsome and Head Coach John Harbaugh continue to work tirelessly to put the best team possible on the field – one that will make Baltimore proud and continue our quest to be an elite team in the NFL.

Our preparation continues and so should yours. We have created this fan guide with the intention to make your experience a great one!

IN THIS GUIDE YOU WILL FIND:

- Our Fan Code of Conduct – enjoying yourself while being considerate of others
- How to use the Guest Assist text messaging service to alert stadium staff of important issues
- An A to Z list of everything fans need to know
- Ways to keep your unused tickets from going unused
 - Ravens Ticket Exchange
 - Forwarding your tickets to a friend electronically
 - Donating your tickets to charity through the Ravens ACT Foundation
- What to do if your tickets are lost or stolen
- The latest Ravens merchandise offerings and where to get your gear
- Hospitality tent information and options
- Alternate routes for getting to M&T Bank Stadium
- Everything you need to know about tailgating on stadium parking lots
- Information on buying or selling PSLs safely via the Ravens PSL Marketplace
- How to get your own Ravens License Plates
- Stadium seating and parking diagrams

We hope you will find this *Fan Guide* useful and informative. If you have any questions, please contact us at 410-261-RAVE (7283). We are here to help!

Enjoy the season!

Sincerely,



Baker R. Koppelman
Vice President, Ticket Sales & Operations

FAN CODE OF CONDUCT

FAN BEHAVIOR

Ravens fans are the best in the NFL due to their enthusiasm, team support and sportsmanship. Fans help shape the Ravens' image. We encourage our fans to create a high-energy environment in lending support to the team while maintaining a friendly and family-oriented atmosphere. Abusive/foul language or fighting will not be tolerated and will result in immediate ejection without refund. All game day employees work hand in hand at each of our games to ensure your game day experience is a positive one. Have fun, root hard, show respect for the fans around you, but don't be a jerk! The Ravens reserve the right to eject any person whose behavior is unruly or illegal in nature: First-time offenders will be ejected from the stadium immediately. Second-time offenders will lose their PSL's and season tickets.

FAN CREDO EXPECTATIONS

When you attend a game at M&T Bank Stadium, you should expect a great deal from this event. Our goals are:

- Excellent competition: The Ravens goal is to go to and win Super Bowls.
- Excellent effort: Ravens players are expected to give their best on every play.
- Excellent customer satisfaction: Ravens and stadium associates will do everything possible to make your day at the stadium the best it can be.
- The best video display boards and sound system in any stadium in the country.
- A clean stadium, especially in the restrooms and concession areas.
- Concessionaires who serve the best and most varied food in any stadium.
- The friendliest, most courteous, knowledgeable and efficient game day staff anywhere.
- Fellow fans who celebrate the Ravens and the NFL experience, but who do not interfere with other fans' enjoyment of the game.

MISSION

Our mission is winning – winning football games on the field and winning off the field by serving our fans and being a positive force in the community.

GUEST ASSIST TEXT MESSAGING

Guest Assist is a text messaging service available to guests at M&T Bank Stadium. Any guest may call for assistance during stadium events by sending a text message from their cell phone. To use Guest Assist, open a blank text message and address the message to 78247. Type the word RAVENS followed by a space and the issue and location. Text messages can be up to 160 characters in length. See page 13 for more information on Guest Assist.



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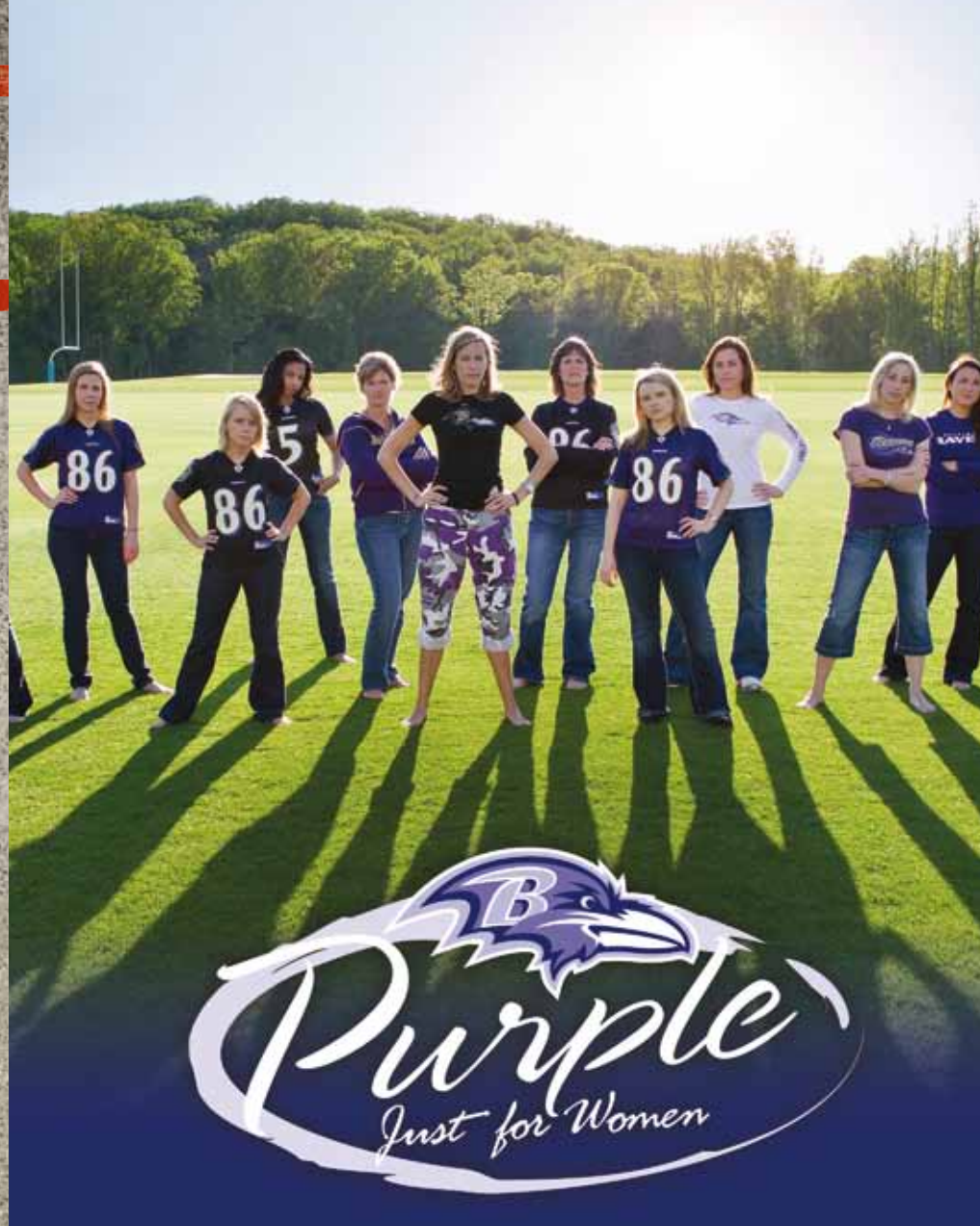


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Real Women. Love Football.

Purple is the official club for our female Ravens fans. Membership is free and the many benefits include team updates, special offers, discounts, football facts, and your own events.

Sign up today at BaltimoreRavens.com/purple!



BRING IT



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m.baltimoreravens.com

THE FLOCK

ACCESSIBLE (ADA) SEATING AND PARKING

Accessible (ADA) seating is available throughout the stadium on all three levels. Guests who require ADA seating, including PSL Owners, should contact the Ticket Office at 410-261-RAVE (7283) to purchase those seats in advance. Seats are offered on a first-come, first-serve basis and ADA seating may not be available on game day. ADA parking is located in Lots B/C and Lot R (located off of the Russell Street service drive). ADA parking cannot be purchased in advance and is first-come, first-serve. Access to disabled parking spaces is limited to vehicles with disabled license plates or valid disabled hangtags. In addition, the person to whom the disabled tag was issued must be in the vehicle and will be asked to provide a state MVA disabled registration card, state-issued identification and a valid game ticket.

ADDRESS CHANGE

To change the address on a PSL account, the request must be submitted in writing and signed by the primary account holder of record. The PSL Owner should include the account number on the fax or letter. An address change form is preferred and can be downloaded on our website. Please remember to change your phone numbers and e-mail address. Send requests to:

Baltimore Ravens Ticket Office
Attn: Address Change
M&T Bank Stadium
1101 Russell Street
Baltimore, MD 21230
Fax: 410-468-1340

ADMISSION POLICY

Due to heightened security measures at the gates, we strongly urge all guests to arrive at the stadium as early as possible to avoid entrance delays particularly in colder weather. Re-entry into M&T Bank Stadium is not permitted. If medication is required, be sure to have it with you upon entry. All guests entering the stadium are subject to search. Refusal to comply may be grounds to prohibit admission. Guest will not be permitted to enter the stadium if they are visibly intoxicated.

PROHIBITED ITEMS

- Air horns or horns of any kind
- Artificial noise makers
- Backpacks
- Beverages
- Bottles (plastic or glass)
- Cans
- Containers/Flasks
- Coolers/ Thermoses
- Cowbells
- Flag/banner poles
- Footballs or balls of any kind
- Grocery-type bags
- Hard foam fingers
- Large purses
- Laser pointers/pens
- Plastic bags
- Tote bags
- Umbrellas
- Video cameras
- Weapons or dangerous objects
- Whistles

PERMITTED ITEMS (SUBJECT TO SEARCH)

- Nothing larger than a freezer-sized zip-lock clear bag
- Diaper bags (with a child of appropriate age); fanny packs
- Blankets, tarps, coats/jackets, binoculars and camera cases
- Small purses, however any purse and its contents must fit into a space no bigger than 1 cubic foot (12 x 12 x 12) in size. No exceptions.

Thank you for your understanding and cooperation in helping to make our stadium safe.

ALCOHOL

Fans must be 21 or older to purchase or consume alcoholic beverages at the stadium and in parking lots. Proper identification is required to purchase any alcoholic beverage. The Ravens and our concessionaire reserve the right to check proof of legal drinking age. Guests will not be permitted to enter the stadium if they are visibly intoxicated. Drunk and disorderly behavior will result in ejection from the stadium without refund. A maximum of two (2) alcoholic beverages per purchase is permitted, which may be reduced without prior notice. All alcohol sales end at the conclusion of the third (3rd) quarter, but may be discontinued at any time at the discretion of stadium management.

BACARDI ZONE

The Bacardi Zone is located on the lower level concourse near Section 128. This bar features Bacardi products and multiple televisions to watch pre-game NFL programming for groups of approximately 60 people. Each guest receives a premium game ticket, Ravens hat, an all-you-can-eat catered menu and all-you-can-drink Coca-Cola, domestic beer and Bacardi products beginning 2 1/2 hours prior to kickoff. For more information on the Bacardi Zone, please call 410-261-RAVE (7283). The Bacardi Zone is open to all fans beginning 30 minutes prior to kickoff.

ATM MACHINES

Seven (7) M&T Bank ATM machines are located throughout the stadium. Two ATM machines are located on the lower level concourse (Sections 117 and 144), three are located on the Club Level concourse (Sections 204, 226 and 249) and two are located on the upper level concourse (Sections 502 and 529).

BANNERS

Banners are permitted provided they are not commercial, political, offensive, or in poor taste. Banners may not obstruct the view of any fans; cover existing stadium signage including fascia walls/field walls or markings; or present any safety hazard. Banners or flags may not be attached to a pole.

CAMERAS/VIDEO EQUIPMENT

Small still photography cameras are permitted in the stadium during Ravens games. Camera lenses must be 6 inches or less. Please refrain from using flash photography. Video cameras are strictly prohibited. NFL policy prohibits the video taping of any Ravens game unless written authorization has been obtained from the Baltimore Ravens.

CHILDREN - AGE 2 AND UNDER

Children age 2 and under may be held in an adult's lap and are not required to have a ticket to the game.



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CLOSED CAPTIONING

The Ravens have teamed up with Caption Colorado to provide closed captioning for the hearing impaired at Ravens' home games via personal text-enabled cell phones and smart phones, or a courtesy handset acquired on game day. Hearing impaired guests can take advantage of a free software download to enable their personal device; however it must be done prior to the game.

To download the software, please follow these steps:

- Go to www.mobilecap.net.
- Click on install.
- Check either "BlackBerry" or "Window Mobile."
- Download program.
- Return to home screen and click on the new icon.
- When prompted, enter your name and event code 1016.
- The program will start running automatically.
- Remember to log out after the event!

The courtesy handsets can be acquired on game day at any Guest Services Location (Section 100, 127, 500 or 527), or at the Club Level Concierge Desks (Sections 202, 223, 229, or 250) inside M&T Bank Stadium.

CLUB LEVEL RE-ENTRY POLICY

The Club Level is exclusive to club and suite level ticket holders. When leaving the Club Level, a Club Level re-entry pass must be obtained. This pass will be required along with the Club Level game ticket to re-enter the Club Level.

CLUB LOUNGE AVAILABILITY

Club lounges are available for non-game day events and offer great views of the city. This exclusive facility is available for weddings, social events, business meetings and other functions. Contact Aramark at 410-230-8004 to book your event.

CONCESSIONS

Ravens fans can expect outstanding quality and value when seeking refreshments. Aramark, a nationally recognized leader in stadium concessions, provides an

extensive assortment of dining options, ranging from standard stadium fare to local favorites. There are 44 concession stands located on the lower and upper levels and 11 stands on the Club Level. Aramark accepts Visa, MasterCard, American Express and Discover.

CREDIT CARDS



The Ravens accept Visa, Mastercard and American Express. Visa is the preferred card of the Baltimore Ravens and is welcomed wherever credit cards are accepted. Whether you're purchasing game tickets, breezing through the concession line or buying that special piece of merchandise, for game day, Visa is the way to go!

DESIGNATED DRIVERS

Fans of legal drinking age who hold a valid driver's license are eligible to become designated drivers. For pledging not to drink alcoholic beverages during the game and for accepting responsibility for driving other members of their group home, designated drivers receive a redeemable coupon for use at the concession stands for one free O'Doul's non-alcoholic beer or Coca-Cola fountain soda product during the game. Sign up at any Guest Services Center or on the Club Level at any one of the four concierge desks.

EJECTION

Fans who jump onto the field during the game will be arrested for trespassing. The Ravens reserve the right to eject any person whose behavior is unacceptable or illegal in nature. PSL Owners are held accountable for the actions of their guests. Game tickets will be collected from those fans without refund and the guest will be escorted from M&T Bank Stadium. A guest ejection may result in the loss of Permanent Seat License (PSL) and season ticket rights. See Guest Assist for more information on in stadium assistance.

ELEVATORS

There are two banks of elevators located on both the North and South sides of the stadium for use by suite patrons, holding either suite tickets or passes, and disabled persons.





FIRST AID

Five (5) first aid stations are located throughout the stadium. Union Memorial Hospital provides medical services two (2) hours prior to the game, during the game and up to 30 minutes after the game ends. In the event of a medical emergency, please notify the nearest Ravens personnel. First aid locations are: Lower Level Concourse: Sections 100 & 127; Club Level: Section 203; Upper Level and Upper Suite Level: Sections 518 & 545.



MedStar SportsHealth

FLEXIBLE SCHEDULING

As part of NBC's Agreement to televise Sunday Night Football, flexible scheduling will be utilized for Sunday start times for the final seven weeks of the season. This allows the NFL to bring more attractive match-ups to a national audience late in the season and allows teams having breakout years to play their way onto the Sunday night schedule. For the 2011 season, flexible scheduling will occur in weeks 10-17 (no games will be moved in week 16). For weeks 10-15, the NFL will announce the Sunday night match-up as well as games moving to 4:15 p.m. ET, no later than 12 days prior to the scheduled games. For week 17, the required notice goes to 6 days prior to the scheduled games. We suggest that you monitor www.BaltimoreRavens.com and other media sources to confirm game times throughout the season.

GATE ENTRY TO M&T BANK STADIUM

Entry gates are Gate A (North), Gate B (East), Gate C (Southeast) or Gate D (Southwest). Suite entrances are exclusively for use by fans holding suite level tickets. Gates open to the public 90 minutes prior to kickoff. Tickets will be scanned using bar code readers upon entry to ensure authenticity.

GETTING TO M&T BANK STADIUM

Think about public transportation or Ravens Ride - great options! For bus options visit www.ravensride.com for a list of the nearest locations to you and to sign up for a season long pass. For light rail service call the MTA at 410-539-5000 or 1-866-RIDE-MTA or visit www.mtamaryland.com. See pages 27 & 29 for directions and MTA light rail stops to M&T Bank Stadium. See page 16 for more information on Ravens Ride.

GROUP HOSPITALITY TENTS

For groups of 30 or more, private pre-game hospitality tents are available. Located just outside the stadium gates, each guest receives a premium game ticket, Ravens hat, an all-you-can-eat catered menu and all-you-can-drink beer & Coca-Cola products, beginning 2 1/2 hours prior to kickoff. Call 410-261-RAVE (7283) to book your hospitality tent today! For larger groups of 60, 90 or more, inquire about hosting your next pre-game party inside the Bacardi Zone or Talon Pub.

GUEST ASSIST TEXT MESSAGING

Guest Assist is a text messaging service available to guests at M&T Bank Stadium. Any guest may call for assistance during stadium events by sending a text message from their cell phone. By using the Guest Assist system, you will be able to report issues and concerns, and call for assistance in a fast, easy and convenient way. Here's how it works:

1. Open a blank text message and address the message to 78247.
2. Type the word RAVENS followed by a space and the issue and location.
3. Text messages can be up to 160 characters in length
4. A subject for the text message is not required.
5. When your text message is received, you receive an immediate response message stating, "Your message has been received by stadium personnel."
6. If more information is needed, the Guest Assist operator will respond with additional questions.

GUEST SERVICES CENTERS

Guest Services Centers are located throughout the stadium. Guest Services representatives assist fans during games with stadium information, lost children, driving directions, car trouble, wheelchairs and hearing impaired devices. Guest Services Centers are located on the lower level concourse (Sections 100 & 127), upper level concourse (Sections 525 & 553) and at the Club Level concierge desks (Sections 202, 224, 229 and 251).

LOST AND FOUND

Any items found should be turned in immediately to a Guest Services attendant, Club Level concierge desk or to an usher. To inquire about lost items, contact Lost & Found at 410-230-8505. Due to the volume of calls, the lost and found at M&T Bank Stadium is voicemail operated. Please leave a message indicating a description of your missing item, your name and contact information. Stadium security will return your call only if your item has been recovered.

LOST CHILDREN WRISTBANDS

All guests are encouraged to visit a Guest Services Center with their children to obtain an ID wristband. The child's name, wristband number, and seat location is registered in a confidential log book. Any child who is lost would then be escorted to a Guest Services Center and quickly returned to his/her respective seat location. NOTE: Depending on the needs of the guest, this service is available to all, regardless of age.

LOST OR STOLEN TICKETS / RE-PRINTS

Tickets should be secured in a safe place at all times. If tickets are lost or stolen, tickets can be re-printed under the following guidelines: **Tickets lost, left at home or incorrect game ticket** – a non-refundable, \$20.00 per ticket fee will apply to all ticket re-prints. **Damaged tickets** – Re-prints will be provided at no charge if the original ticket is provided and verified by the ticket office. **Stolen Tickets** – Re-prints will be provided at no charge only after an official police report is provided to the ticket office. Re-prints can be obtained by calling the Ticket Office at 410-261-RAVE (7283) or at specified ticket windows on gameday.

MASCOT APPEARANCES

Poe is available to make appearances at special events! If you'd like to book Poe for your next party or event please visit www.baltimoreravens.com/gameday or call 410-701-4000.



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 Baltimore - Pier 5 | 410.230.0033
 Baltimore - Water Street | 410.783.0033
 Pikesville - Reisterstown Road | 410.837.0033
 SeriousSteaks.com | Valet Parking Available

MERCHANDISE

Stadium merchandise stands and retail stores are operated by Facility Merchandising, Incorporated (FMI). There are 16 merchandise locations at M&T Bank Stadium. Store locations are as follows: lower level concourse (Sections 100, 105, 113, 121, 126, 132, 140 and 146), on the Club Level (Sections 203, 226, and 248) and on the upper level concourse (Sections 508, 517, 534 and 546)* and a merchandise tent on Ravens walk. For all of your Ravens merchandise log on to baltimoreravensstore.com or call 410-230-8224. Visit the Ravens Team Store at the Sports Legends Museum open 7 days a week, 10 a.m. – 5 p.m. (7:30 p.m. if the Orioles have a home game). The museum is located in historic Camden Station at the gateway to Oriole Park at Camden Yards – 301 W. Camden Street, Baltimore, MD 21201.

**Subject to change*

NAME CHANGE

To change the attention name on an account, requests must be submitted in writing to the Ravens Ticket Office by the primary account holder of record. If the account is in a company's name, the request must be made on company letterhead. The PSL Owner must include their account number and signature on the fax or letter. Depending on the nature of the change, a transfer form may be required.

PARKING OPERATIONS

The parking operator for the Camden Yards Sports Complex is Central Parking Systems. To contact Central Parking Systems, call 410-347-9330. Parking lots open 5 hours prior to kickoff. All lots at M&T Bank Stadium are sold by permit only. Please call in advance if you have a bus or oversized vehicle.

PERMANENT SEAT LICENSES & SEASON TICKETS

Permanent Seat Licenses and season tickets are currently sold out, and a waiting list ("The List") has been created for interested parties. Contact the ticket office at 410-261-RAVE (7283) for more information. Fans looking to buy or sell PSLs can also visit the Ravens PSL Marketplace at baltimoreravens.com/tickets

RAVENS PSL, WAIT LIST MARKETPLACE

Looking to buy or sell PSLs or wait list positions? Visit the Ravens PSL Marketplace, the official site to buy or sell Ravens PSLs and Wait List Positions. All postings are verified by the Ravens. For more information on the easiest way to buy or sell PSLs visit www.baltimoreravens.com/tickets.

RAVENS TICKET OFFICE

Mailing Address:

Baltimore Ravens
 M&T Bank Stadium
 1101 Russell Street
 Baltimore, MD 21230
 Phone: 410-261-RAVE (7283)
 Fax: 410-468-1340

M&T Bank Stadium Box Office

Open: July 25th* - End of season.
 Hours of operation:
 Mon-Fri 9:00 a.m.-5:00 p.m.
 (also open Saturday prior
 to home games)

**subject to change*



RAVENS RIDE

Ravens Ride is your best ride to all Ravens home games. Offering a safe, comfortable and convenient transportation solution with departures from Carney, Jessup, South West & White Marsh Park and Rides as well as Manchester, Westminster and Owings Mills. Season bus passes are available at discounted rates. Pre-season game transportation for August 19th & 25th is available also! Take the early bus so you can enjoy Ravens Walk before the game! Ravens Walk bus will depart 3.5 hours before kickoff. Reservations are strongly suggested for the Ravens Walk bus. For more information, pricing and to find the location nearest you, please visit www.ravensride.com.

AAA RAVENS WALK



Tired of doing all the work to put on the perfect tailgate? If so, leave the food at home and head to AAA Ravens Walk for the ultimate tailgate experience for all Ravens Fans. Located on the walkway connecting Oriole Park to M&T Bank Stadium, between lots B and C, fans can experience one of the NFL's best pre-game tailgate areas. Open 3 hours before every Ravens home game, fans can enjoy a number of different bars and food stations (with special pricing), a live DJ and a big screen TV while participating in fun tailgate activities.

RESTROOMS

There are 46 restrooms on the upper and lower concourses and 28 on the Club Level. Family restrooms (with changing tables) are located on the lower level concourse, Sections 127 & 153; upper level concourse Sections 513, 527, 540 & 553. Changing stations are available in all restrooms. All restrooms are handicap accessible.

SMOKING POLICY

For the health and comfort of Ravens guests and stadium employees, smoking is prohibited in the seating areas, any restroom or on suite balconies. Smoking is prohibited on the enclosed Club Level concourse and on the Club Level bridges. Club Level guests and Suite guests may smoke on ramps and stairs outside the Club Level and Suite Levels. Smoking is prohibited in the enclosed Suite Levels including hallways, corridors and the suites themselves. Smoking is permitted on the upper level concourse and the following designated areas on the lower concourse:

- Directly inside of Gates A, B, C and D beginning at kickoff within marked areas.
- Next to the Northwest ramp area opposite of section 148 beginning at gate opening time.
- Inside the exit gate opposite of section 142 beginning at gate opening time.
- Inside the exit gate opposite of section 138 beginning at gate opening time.
- Inside the Press entry gate opposite of section 126 beginning at gate opening time.
- Inside the gate opposite section 105 beginning at kickoff.

Guests who fail to comply with the policy after appropriate warnings may be subject to ejection.

STADIUM TOURS

Stadium tours can be booked in advance for groups of 25 or more. To schedule a tour call 410-261-RAVE (7283).

TALON PUB

The Talon Pub is located on the lower level concourse near Section 148. This bar features Guinness, Crown Royal, Tanqueray and other Diageo products and multiple televisions to watch pre-game NFL programming. This large sports bar is available for pre-game rental groups of 90 or more guests. Each guest receives a premium game ticket, Ravens hat, an all-you-can-eat catered menu and all-you-can-drink Coca-Cola, domestic beer and Diageo products beginning 2 1/2 hours prior to kickoff. For more information on the Talon Pub, please call 410-261-RAVE (7283). The Talon Pub is open to all fans beginning 30 minutes prior to kickoff.

THE LIST

"The List" is the official wait list for PSL and season ticket purchases. Membership is capped at 3,000. For information on how to join please call the ticket office at 410-261-RAVE (7283) or visit baltimore Ravens.com/tickets

TICKET EXCHANGE POLICY

The Ravens Ticket Office does not exchange tickets.

TICKETMASTER

To charge tickets by phone, call TicketMaster phone charge:
Toll Free 800-551-SEAT(7328)
Baltimore 410-547-SEAT(7328)
Washington, D.C. 202-397-SEAT(7328)
Northern Virginia 703-573-SEAT(7328)

TicketMaster outlets are located in all Macy's stores as well as other locations throughout Maryland, Washington, D.C., and Virginia. To find the closest outlet or to purchase tickets online, visit www.ticketmaster.com

THE RAVENS TICKET EXCHANGE

The Ravens Ticket Exchange powered by TicketMaster is the most secure place to buy and sell Ravens Tickets. Buyers will receive purchased tickets electronically via TicketFast®. The buyer can print his/her ticket(s) from any standard printer. For more information please call 410-261-RAVE (7283) or go to www.nfl.com/ticketexchange. See page 33 for more details.

ticketmaster

The Official Ticket Exchange of the NFL





LIL RAVENS CHEERLEADER CAMP!

SPEND SUMMER CAMP WITH THE 2011 BALTIMORE RAVENS CHEERLEADERS

Aug 8-12 at M&T Bank Stadium

Register at: BaltimoreRavens.com/Cheerleaders



TICKET RE-SELLING ON STADIUM PROPERTY

For the safety and enjoyment of our fans, please note that ticket re-sales on or around M&T Bank Stadium and the Camden Yards Sports Complex (including box office and parking areas) are subject to the following:

- Ticket scalping, or selling tickets at more than face value, is a misdemeanor under Baltimore City law, which could result in arrest and criminal prosecution.
- Ticket re-sale at face value or less constitutes solicitation and/or commercial activity, both of which are prohibited by Maryland law on property owned or operated by the Maryland Stadium Authority. Such conduct could result in citation and criminal prosecution.

SEASON SUITES

For information on purchasing a luxury suite for the season at M&T Bank Stadium, please call 410-701-4128.

SINGLE GAME TICKETS

Fans may purchase available tickets either at the Box Office on the west side of M&T Bank Stadium or through TicketMaster Outlets/Phone Charge (410-547-SEAT) and via the Internet (www.ticketmaster.com). Single game tickets for the 2011 season are on sale beginning July 22 via TicketMaster only. The Ravens box office will be open beginning July 25th from 9 a.m. to 5 p.m., Monday through Friday and Saturdays from 10 a.m. to 4 p.m. when there is a Ravens home game.

**subject to change*

TRANSFER OF PSLs

Between January 1 and May 15 or September 1 and October 15 of each year, PSL transfers are permitted by completing a PSL Transfer Form. Forms can be obtained by contacting the Ravens Ticket Office via mail or phone, or by downloading a Permanent Seat License Transfer Form from our website, baltimore Ravens.com/tickets. Transfer forms must be notarized and original signatures are required (no copies). All transfers must be approved by the Ravens. There is a \$50 per seat transfer fee. Parking passes are not transferable. Transfers completed via The Ravens PSL Marketplace are not subject to the per seat transfer fee.

UMBRELLAS

Umbrellas are not permitted in the stadium for the safety and sightlines of other fans. The rain gear of choice is a jacket or poncho.

WILL CALL

Will Call windows are located on the West side of the stadium, near Russell Street, between Gates A and D. During football season, Will Call is open from 9 a.m. to 5 p.m. Monday - Friday, and Saturday 10 a.m. to 4 p.m., the week of a home game only. On game day, the window is open 2 1/2 hours prior to kickoff. Photo identification is required for all pickups.



FOR THOSE WITH PARKING PASSES...

As we begin a new season at M&T Bank Stadium, we want to remind you of our tailgate parking policies and provide you with safety tips for your tailgate party.

- Your parking pass allows you to park in the designated lot. Parking passes must be displayed at all times on vehicles parked in lots. **Tents and pop-up tents are not permitted.** Keep drive aisles clear at all times.
- If you and others wish to tailgate in a group, we advise you to enter the parking facility together so that your group will be parked together. Once in the lot, you may not reserve spaces for late-arriving members.
- Parking passes entitle the holder to one parking space. Adjacent spaces may not be used for grills, chairs, etc., unless you have an additional parking pass for that space.
- Early-Bird parking is available along the perimeter only for the first 2 hours after the lots open, or until full. Afterwards, spaces will be assigned one section at a time. Fire lanes must be maintained at all times. Be prepared to move if an emergency vehicle needs access.
- Signs and/or commercial signage are not allowed to be displayed. Utilizing the parking privilege for commercial purposes is not permitted.

OVERSIZED VEHICLES:

In an effort to better serve you, we have addressed the issue of safety with the Fire Marshall as it relates to RV and Camper parking. We have been permitted to allow RV and Camper parking on Lot G and H, with the understanding that if guest safety is compromised in the view of the Fire Marshall, we will have to alter our procedures for RV and Camper parking.

The following terms and conditions must be adhered to for RV and Camper parking on lot G and H:

1. RVs and Campers must arrive to the lot no later than 3 hours prior to game time or entry to the lot will not be permitted. No refunds will be issued at that point. You will be responsible for finding alternative parking.
2. Guests must possess two (2) parking passes in order to park an RV or Camper in the designated RV and Camper area. If you do not possess two (2) parking passes, you will be required to purchase the second pass for \$35.00 at point of entry to the parking lot.
3. The designated area is located on the South perimeter of the lot only. ALL RVs and Campers must fit entirely within a 9' x 18' space. This area does allow for vehicles to hang over onto the sidewalk.

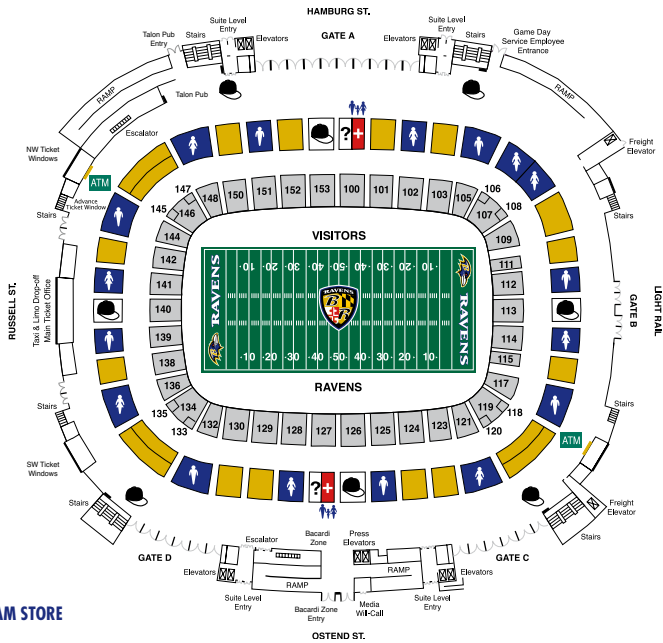
TAILGATING:

- Cooking is not permitted within two (2) feet of vehicles.
- Charcoal Cooking: Use self-starting briquettes only. No lighter fluid is permitted. Always use fresh coals.
- Propane Cooking: There is a twenty-pound tank limit. The canister must be mounted to grill assembly.
- Fires are not to be left unattended! Discard used coals in red barrels located in the lot. All fires must be contained and operated in a safe manner at all times. Do not place hot grills under your vehicle to be used later. The Ravens reserve the right to revoke tailgating privileges of individuals who do not comply with all the above terms and conditions of use.
- Open burning in Baltimore City is prohibited. Recreational fires, outdoor fire pits and the use of any combustible of flammable liquids in a container or open space as a fuel source is prohibited.
- The fire code official is authorized to order the extinguishment of open burning that creates or adds to a hazardous or objectionable situation.

The Ravens and Central Parking Systems want your tailgate experience to be safe and enjoyable for all. Please contact our Guest Services representatives at 410-230-8017 or Central Parking at 410-347-9330 if you have any questions.

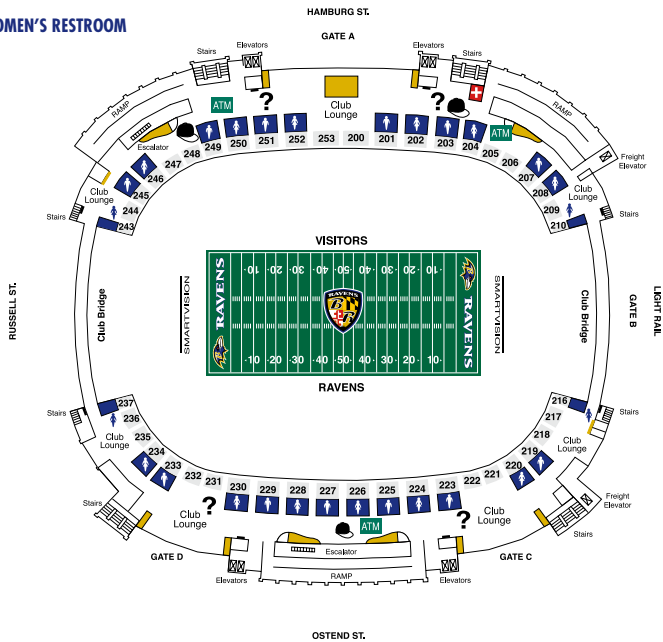


LOWER LEVEL

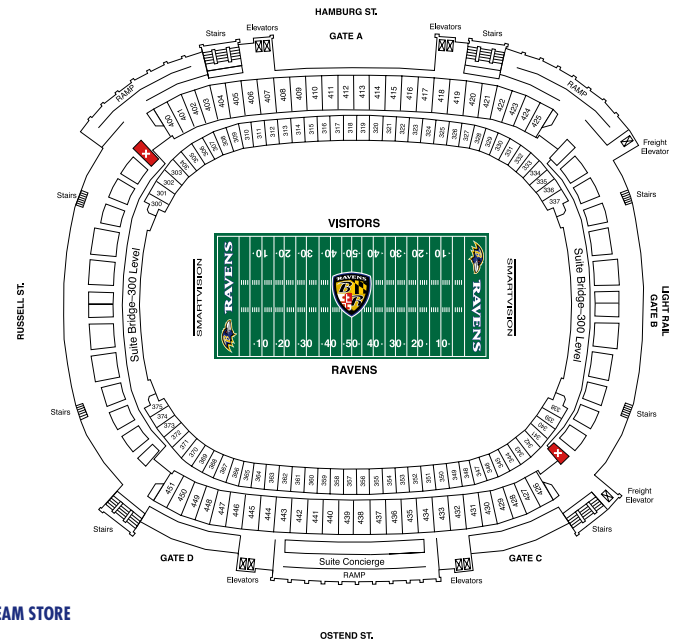


- TEAM STORE
- GUEST SERVICES/ CLUB LEVEL CONCIERGE
- FIRST AID
- MEN'S RESTROOM
- WOMEN'S RESTROOM

CLUB LEVEL

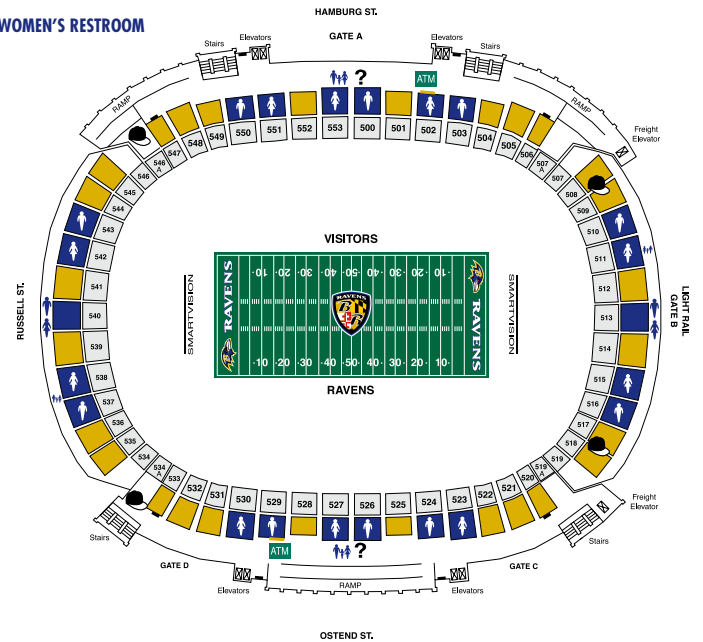


UPPER & LOWER SUITE LEVELS



- TEAM STORE
- GUEST SERVICES
- FIRST AID
- MEN'S RESTROOM
- WOMEN'S RESTROOM

UPPER LEVELS



25 26 27

28 29 30

31 32 33

1 2 3

4 5 6

7 8 9

22 23 24

10 11 12

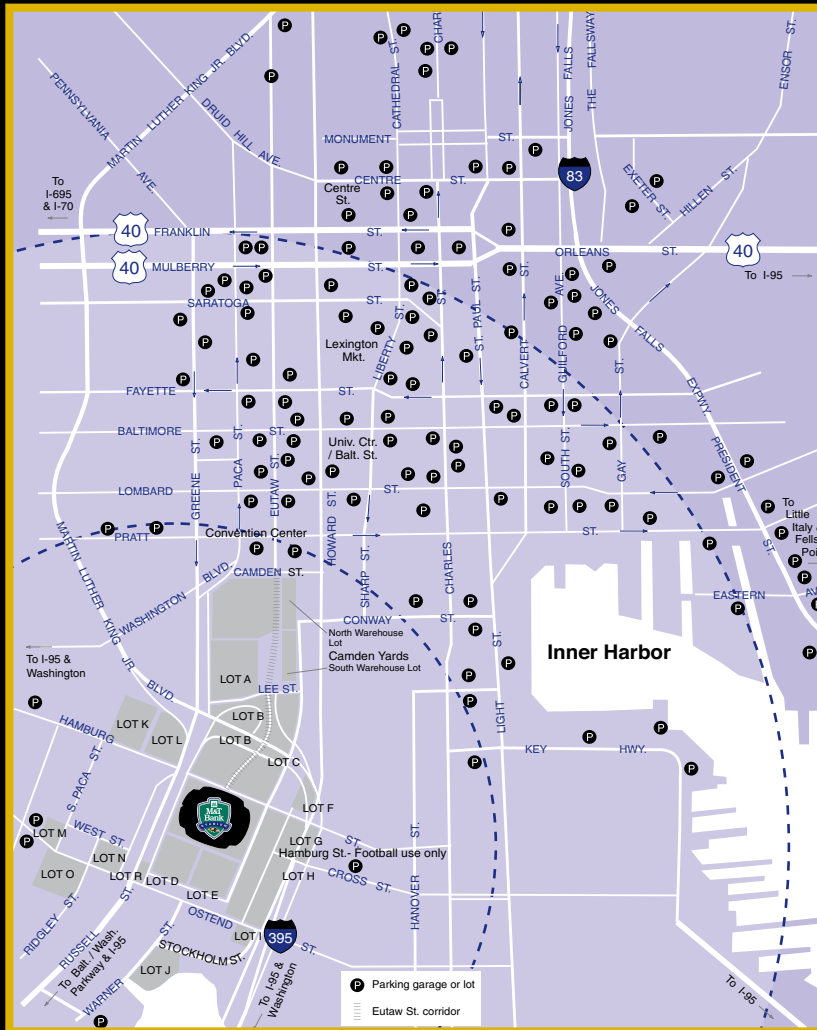


- CLUB I Midfield
- CLUB II Sideline
- CLUB III Corners
- CLUB IV Endzone
- Tent Locations
- ZONE A Lower Level Midfield
- ZONE B Lower Level Sideline
- ZONE C Lower Level Endzone
- ZONE D Upper Level Midfield
- ZONE E Upper Level Sideline
- ZONE F Upper Level Corners
- ZONE G Upper Level Endzone
- ZONE H Upper Level Endzone



AREA PARKING GARAGES AND SURFACE LOTS

All lots at M&T Bank Stadium are sold in advance by permit only. If you do not have a permit, please consider an area garage or surface lot. Some area garages sell permits in advance. Visit Baltimore Ravens.com/tickets for more information.



Look for the Ravens logo at downtown parking locations! There are more than 30,000 spaces in garages and lots North, East, South and West of M&T Bank Stadium.

For locations of parking garages, call 410-261-RAVE (7283) or check the Ravens website: www.baltimore Ravens.com

Park and Ride Bus Transportation
www.ravensride.com

DRIVING DIRECTIONS

Before leaving your home or car, remember that you may not bring bags, large purses, backpacks, coolers, beverages of any kind, glass, metal or hard plastic containers or umbrellas into M&T Bank Stadium.

FROM THE SOUTH (AIRPORT):

I-95 North towards Baltimore. Take Exit 53 (I-395) North to MLK Blvd./Russell Street (Right Lane). Take first exit ramp (follow lighted signs). Stadium complex is at bottom of ramp.

FROM THE NORTHWEST:

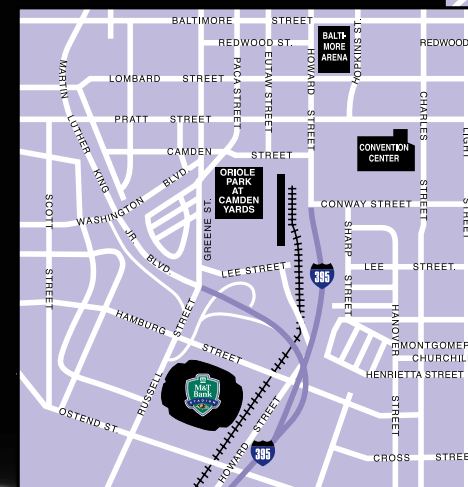
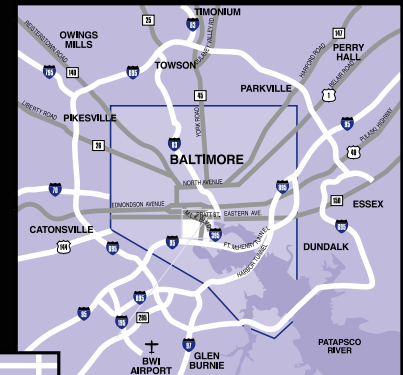
I-83 South (Baltimore) to Lombard St. and make a right. Then make a left (South) onto Greene St., M&T Bank Stadium is on your left.

FROM THE NORTHEAST:

I-95 South through Ft. McHenry Tunnel. Take Exit 53 (I-395) North to MLK Blvd./Russell Street (Right Lane). Take first exit ramp (follow lighted signs). Stadium complex is at bottom of ramp.



For transit information, call: 410-539-5000 or 1-866-RIDE-MTA
mtamaryland.com



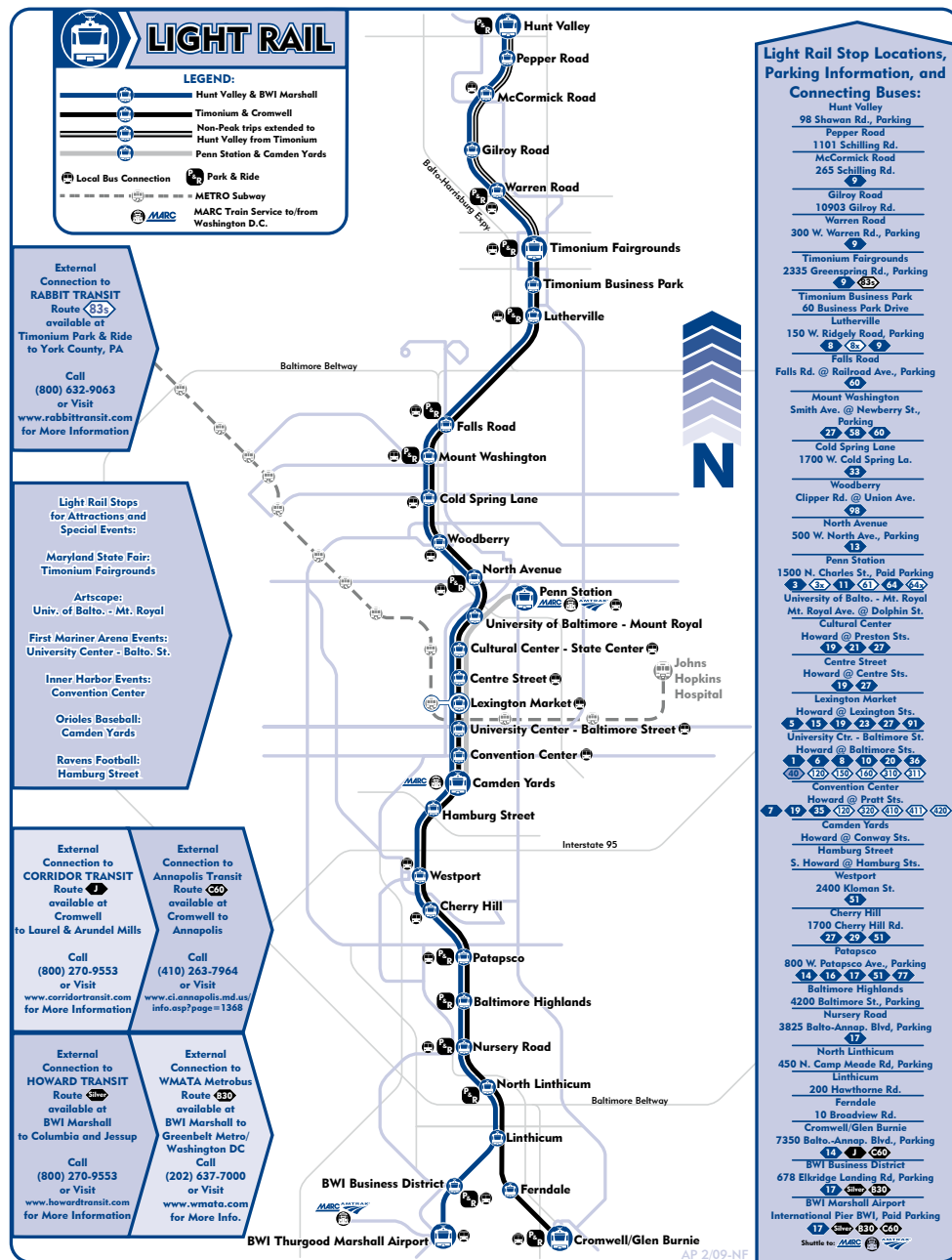
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- Book your company holiday party

CALL 410-261-RAVE TO BOOK YOUR NEXT EVENT!



EACH TENT PACKAGE INCLUDES

- THIRTY (30) GAME TICKETS
- TWO (2) ON-SITE PARKING PASSES PER TENT
- ACCESS TO YOUR TENT 2 1/2 HOURS PRIOR TO GAME TIME
- A PERSONALIZED SIGN AND GAMEDAY STAFF TO WELCOME YOUR GROUP
- RAVENS HAT, LANYARD AND VIP TENT PASS FOR EVERY TENT GUEST
- UPSCALE CATERED MENU
- UNLIMITED BEVERAGES: COCA-COLA PRODUCTS & BEER
- APPEARANCES BY POE, CHEERLEADERS, MARCHING BAND AND RISE & CONQUER
- PRE-GAME ACCESS TO STADIUM RESTROOMS

For larger parties of up to 150 guests, ask about hosting your group inside the Talon Pub or Bacardi Zone

- CHEERLEADER & MASCOT VISITS



Drive one.

TO RESERVE YOUR TENT CALL
410-261-RAVE

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Ravens Ticket Exchange powered by

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The Official Ticket Exchange of the NFL

The Ravens Ticket Exchange is the safest, most secure place to buy and sell Ravens individual tickets.

WHAT IS THE RAVENS TICKETEXCHANGE?

Buyers will receive purchased tickets electronically via TicketFast[®] and can then print his/her ticket(s) from any standard printer with Adobe Acrobat Reader 4.0.

HOW DO I BUY TICKETS USING THE RAVENS TICKETEXCHANGE?

Ravens PSL Owners have the opportunity to post tickets for sale. Look for the tickets you want or check back frequently for new postings. To purchase tickets:

1. Browse all available tickets for the game you'd like to attend.
2. Select "View Listings" to see all available tickets for that particular game.
3. You may sort your listing by "Price," "Seats" or by the number of "Available Tickets."
4. Select the tickets you would like to purchase and proceed through checkout.

Once purchased, the original ticket barcodes are cancelled and you will be issued new tickets by e-mail via TicketFast[®].

HOW DO I POST TICKETS FOR SALE USING THE RAVENS TICKETEXCHANGE?

This service is designed to allow Baltimore Ravens Account Holders the ability to post tickets for sale.

To post tickets:

1. Access "My Ravens Account" at baltimore Ravens.com/tickets.
2. Log in with your Account ID and Password/Pin.
3. Select the tickets you would like to post and proceed through the posting process.

There is no fee for posting tickets and the process is secure. Simply select the tickets you wish to sell, choose the selling price, identify the expiration date and submit the listing. Postings may be edited at any time and is quick and easy.

WHAT HAPPENS WHEN MY TICKETS ARE SOLD?

Once posted tickets have sold, the amount of the sale price is credited to your personal banking account, minus the 10% seller fee. Enter your information during the posting process. The barcodes on your original tickets are cancelled and new barcodes are issued. The new tickets are then electronically delivered to the buyer via TicketFast[®] for at-home printing using any standard printer, without the hassle and delay of standard mail delivery.

WHAT HAPPENS IF MY TICKETS DO NOT SELL?

You will be notified via email if your tickets do not sell before your indicated expiration date. Your listing will be automatically removed and your original tickets will still be valid for entry. If you cannot attend the game, you also have the option of emailing your tickets to a friend via Ticket Forwarding (3 hours prior to game time) or Donate to Charity (must be done at least 7 days prior to the game).

HOW WILL MY TICKETS BE DELIVERED?

All purchased tickets will be delivered to the buyer electronically via TicketFast[®]. Tickets will be e-mailed to the buyer as a PDF attachment. The buyer can then print his/her tickets from any standard printer with Adobe Acrobat Reader 4.0.

WHAT IF I DO NOT RECEIVE MY TICKETS?

If after purchasing tickets, you do not receive your ticket(s) via e-mail, or if you cannot view the tickets attached to your purchase confirmation e-mail, please contact TicketMaster at teamexchange@ticketmaster.com, or call 866-381-8924.

CAN I RETURN MY TICKETS IF I CHANGE MY MIND?

All ticket sales are final — no returns, refunds or exchanges.

IF YOU NEED ASSISTANCE, PLEASE CALL 410-261-RAVE (7283).



CHOOSE TASTE.



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MY RAVENS TICKET ACCOUNT FORWARDING AND DONATING YOUR GAME TICKETS

My Ravens Ticket Account is your one-stop destination for all online ticket account management. By managing your account online, you can make payments, update your phone and email information, list your tickets for sale through TicketExchange, forward your tickets to a friend or donate your tickets to a local charity through the Ravens All-Community Team Foundation.

ACCESS YOUR ACCOUNT TODAY

- STEP 1** Go to baltimoreravens.com and login to My Ravens Ticket Account at the bottom of any page.
- STEP 2** Log in to your personal account with your Ravens account number and password provided on your invoice.
- STEP 3** Start managing your online ticket account it's that easy!

FORWARD YOUR TICKETS

Email your tickets to virtually anyone up to 3 hours before any home game via ticket forwarding. This service allows you the option to email tickets to friends, family or clients when you can't attend a game. Simply log in to your personal account and follow these easy steps.

- STEP 1** Select the ticket or group of tickets you wish to send. You can forward more than one ticket at a time per game, but only to a single recipient.
- STEP 2** Enter the recipient's first and last name and email address and select Forward.
- STEP 3** Submit your billing information. The charge for forwarding tickets is \$3.00 per ticket - a cost-effective alternative to overnight delivery or courier

services.

HOW IT WORKS

Every ticket on your account carries a unique barcode, ensuring that they are authentic. During the forwarding process, the barcode on your original ticket is cancelled and the original ticket is no longer valid. The recipient is emailed a new ticket with a unique barcode that has been electronically issued. This new ticket can be printed using any standard printer.

DONATE YOUR TICKETS TO CHARITY

You can conveniently donate your tickets to the Ravens local charity through the Ravens All-Community Team Foundation. Simply log in to your personal account and select the tickets you wish to donate. Click Donate to Charity and your tickets will be automatically forwarded to the Community Relations Department. Please note: tickets must be sent at least 7 days prior to the game to allow for proper distribution.

PAY INVOICES ONLINE

Your personal online account allows you to make your ticket invoice payments online. Simply go to www.baltimoreravens.com and select My Ravens Account, log in to your personal account and select the Pay Invoice option. Here you can view your invoices and make payments by taking advantage of this option, and your payment posts immediately to your account. A convenience fee of \$1.00 will apply.



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FLEX CAP**

S/M, L/XL \$35



**SIDELINE SLOUCH
ADJUSTABLE CAP**

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**LADIES SECOND SEASON
HOOK MILITARY CAP**

\$27



**SIDELINE 2ND SEASON
FLEX CAP**

S/M, L/XL \$33



SIDELINE PLAYER FLEX CAP

S/M, L/XL \$33



SIDELINE PLAYER VISOR

\$27



**PLAYER 2ND SEASON
VISOR KNIT HAT**

\$26



LONG REVERSIBLE KNIT HAT

\$29



SIDELINE SAFARI HAT

S/M, L/XL \$36

YOUTH



YOUTH FLACCO PLAYER TEE

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YOUTH LEWIS PLAYER TEE

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YOUTH RICE PLAYER TEE

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ARENA HOODIE

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PURPLE REPLICA RICE JERSEY
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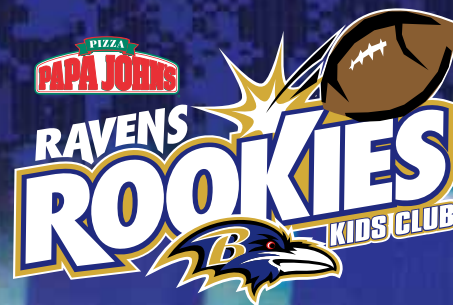
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*Offer expires on 10/31/11. Only valid for standard shipping.



CONCESSION STAND LOCATIONS

LOWER DECK MAIN STANDS

BBQ Sandwiches, Bell's Famous Chili,
Fanfare Menu 101, 103, 115, 124, 142, 150

Chicken Tenders and Fries, Burgers,
Italian Sausage, Grilled Dogs, Grilled
Chicken Sandwich, Boardwalk Fries 109,
134, 146

Pit Beef Sandwiches, Pit Turkey, Pulled
Pork BBQ, Footlong Hot Dogs 111

Attman's Deli - Corn Beef, Pastrami,
Oven Roasted Turkey, Burgers, Kosher
Dogs, Boardwalk Fries 119

Kosher Stand 123

Italian Hoagies, Chicken Tender w/ Fries,
Hotdogs, Nachos 129

Papa Johns Pizza 134, 146

Crab Cakes, Turkey Sandwiches, Beef
Sandwiches 138

Subway Sandwiches, Hot Dogs, and
Nachos 152

PORTABLES

Boardwalk Fries (Chicken Tenders) 102,
123

Funnel Cake - 148

Cotton Candy, Dippin Dots, Beverages
109, 126, 134

Guinness Draft 117, 136

Frozen Drinks 119

BARS

Liquor Bar Portables - Premium Spirits,
Wine, Domestic and Imported Beers 109,
119, 134, 139, 146

Bacardi Zone - Premium Spirits and Beer
126

Talon Pub - Premium Spirits, Guinness
Draft and Domestic Beer 146

CLUB LEVEL NORTH SIDE MAIN STANDS

Hot Dog, Italian Sausage, Pizza,
Nachos 206

The Greene Turtle - Sliders, Turtle Bites,
Boardwalk Fries 248

CLUB LEVEL SOUTH SIDE

Attman's Deli - Corn Beef, Pastrami,
Oven Roasted Turkey, Kosher Dogs,
Boardwalk Fries, Chicken Tenders 225

Hot Dog, Italian Sausage, Pizza,
Nachos 229

UPPER DECK MAIN STANDS

Bill Bateman's - 501, 514

High Topps Grille - 541

Bell's Famous Chili, Nachos, Fanfare
Menu 504, 509, 517, 525, 528, 536,
544, 549

Reduced Fanfare Menu - Hot Dog,
Pretzel, Peanuts, Drinks 505, 508, 518,
521, 532, 535, 545, 548

Pizza, Italian Sausages 512, 531,
539, 552

The Greene Turtle - Sliders, Turtle Bites,
Boardwalk Fries 523

BBQ Sandwiches 525, 528, 536

PORTABLES

Frozen Drinks 500

Cotton Candy, Dippin Dots 500, 525

Guinness Draft 501, 514, 528, 543

BARS

Liquor Bar Portables Premium Spirits,
Wine, Domestic and Imported Beers 503,
510, 529, 540

Captain Morgan Bars 505, 532

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