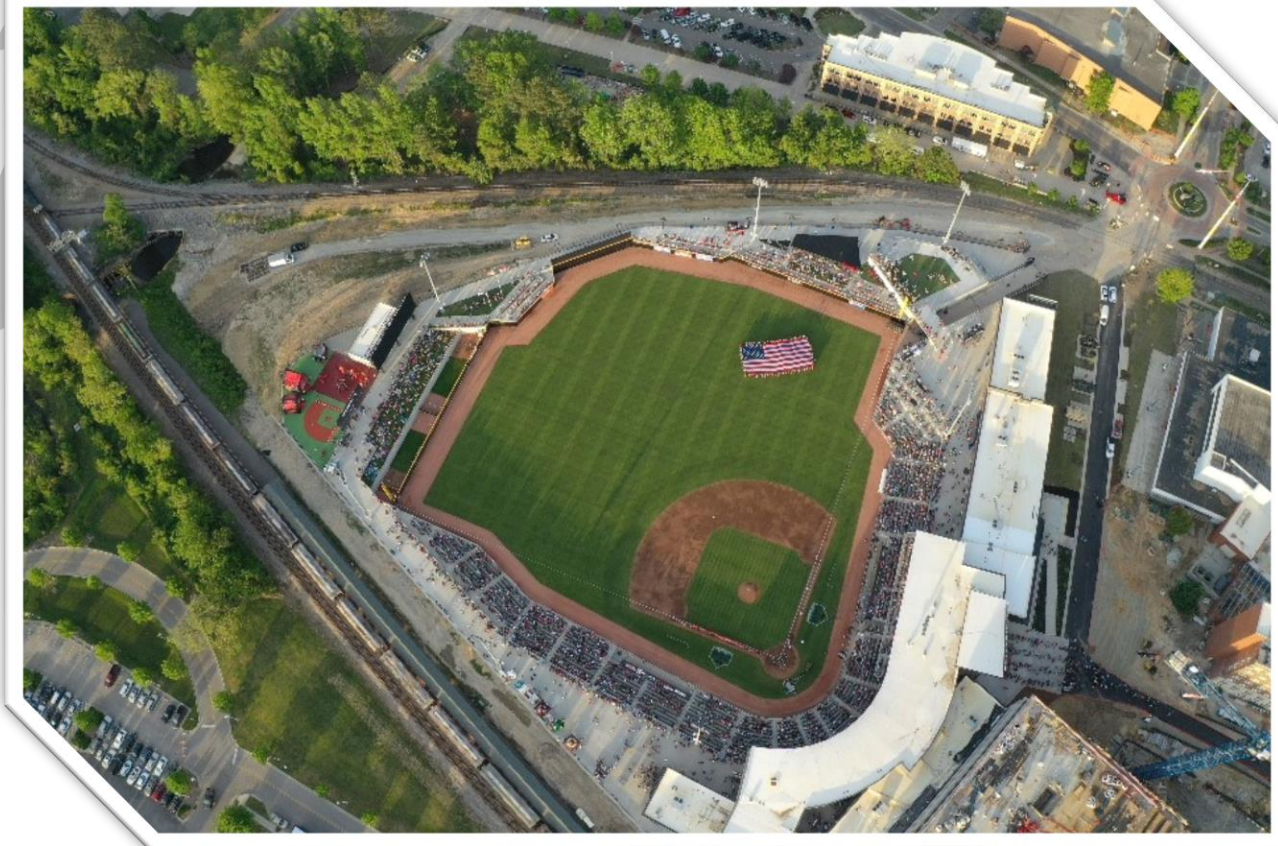




2021 SEGRA STADIUM POLICIES



ACCESSIBLE SEATING

Wheelchair accessible seating is in the following sections: 112, 116, 127; as well as in the Dugout Box, Field Boxes, Berm, AEVEX Veterans Club, Suites and Party Deck. Please notify the Truist Box Office at 910.339.1989 or upon purchase of tickets if wheelchair accessible seating is desired.

ACCESSIBLE PARKING

Information on downtown parking can be found at: <https://fayettevillenc.gov/our-city/community/getting-around/downtown-parking>

ACCESSIBLE DROP-OFF

Information on downtown parking can be found at: <https://fayettevillenc.gov/our-city/community/getting-around/downtown-parking>

ACCESSIBLE ENTRY

Both entrances to Segra Stadium are ADA accessible. The access ramp to the front of the stadium is located directly in front of the Birds Nest Team Store. An elevator can be used to access the AEVEX Veterans Club Level, Suites and Party Deck.

ACCESSIBLE ASSISTANCE

Assistance is provided upon request from the greeters located at the Home Plate Gate or by visiting the Guest Services Booth.

ADDRESS

Segra Stadium, home of the Fayetteville Woodpeckers is located at:

SEGRA Stadium
460 Hay Street
Fayetteville, North Carolina 28301

ADVANCE TICKET SALES

Fans can purchase tickets to upcoming games in several ways:

- On the phone by dialing 910.339.1989.
- Online at fayettevillewoodpeckers.com/tickets
- At the Truist Box Office located in front of the stadium near the Home Plate Gate.

Hours of Operation:

Game Days

- Tuesday – Friday: 10:00am – game end
- Saturday: 12:00pm (noon) – game end
- Sunday: 10:00am – game end

Non-Game Days

- Monday – Friday: 10:00am – 6:00pm

AGE RESTRICTION

Children two (2) and under who occupy the lap of an adult do not need a game ticket. Children who have reached their third birthday must have a valid game ticket to gain entrance to Segra Stadium and are permitted seating access only in their ticketed location.

ALCOHOL

Alcoholic Beverages may not be brought into or removed from Segra Stadium. The Fayetteville Woodpeckers and Professional Sports Catering promote the responsible sale and consumption of alcoholic beverages. Alcohol may be purchased inside Segra Stadium pursuant to GUEST CONDUCT POLICY (Prohibited Items) and in compliance with city, state and federal law. North Carolina law prohibits the sale of alcoholic beverages to persons under the age of 21.

Sale of alcohol at Segra Stadium concession stands is not permitted after first pitch of the 8th inning (sales may be cut off earlier at the discretion of the facility). All guests purchasing alcohol must present a valid (non-expired), government (federal or state) ID proving they are of legal age to purchase alcohol. Adult guests can purchase a maximum of two alcoholic beverages per ID. No alcohol will be served to intoxicated guests. Guests passing alcohol to minors will be ejected and prosecuted. Guests possessing alcohol who do not have proof of being at least 21 years old may be ejected and prosecuted. Concessionaire reserves the right to refuse the sale of alcohol to any guest.

ATMS

Segra Stadium will be going cashless. Therefore ATMs will not be made available for the 2021 Season. However, we will have cash to card machines available. They will be made available at no cost to the consumer.

AUTOGRAPHS

Due to COVID-19 restrictions, players will not be permitted to participate in any autograph signings this year. This includes but are not limited to; pre-game, post-game and special events that involve player appearances.

BABY CHANGING AREAS

Changing stations are available throughout Segra Stadium in every restroom.

BAG POLICY

Due to the heightened safety concerns, the Woodpeckers encourage fans to leave all bags at home, but the following items will be allowed into Segra Stadium:

- Bags that are clear, plastic, vinyl or PVC and do not exceed 12" x 6" x 12"
- No buckles, grommets/hardware or decor can be concealing any part of the bag.
- One-gallon clear plastic freezer bag (ziplock bag or similar).
- Logo(s) are allowed on ONLY one side of the bag.
- Small clutch bags, which cannot exceed 4.5" x 6.5" in size, with or without a handle or strap, can be taken into the stadium.

Exceptions to the size requirements and clear bag procedure only apply to medically necessary items, and media personnel items (with valid credentials) that have been thoroughly searched prior to admittance.

BANNERS AND SIGNS

Banners and signs are permitted inside Segra Stadium. Guest may be asked to discontinue use of signs if such interfere with other guests, at the discretion of facility management.

BASEBALL BATS

Baseball bats shall not be brought into Segra Stadium. See Prohibited Items.

BIRTHDAY PARTIES

To schedule a birthday party, please call 910.339.1989 or email us at woodpeckers@astros.com.

BOTTLES AND CANS

No one is permitted to enter Segra Stadium with metal, plastic, or glass containers of any kind (except for clear, factory--sealed or empty plastic water bottles no larger than 20 ounces, juice boxes, insulin containers and baby food). Only one 20-ounce water bottle per person will be permitted. See Prohibited Items.

BRIDAL PORTRAITS

For more information, please call 910.339.1989 or email woodpeckers@astros.com.

BROOMS, POLLS, AND STAFFS

Brooms, poles and staffs of any kind are not permitted inside Segra Stadium. See Prohibited Items.

CAMERAS

Guests are permitted to bring cameras and video equipment into Segra Stadium, provided they are for personal use only. Cameras with a lens longer than eight (8) inches may not be brought into Segra Stadium, except by credentialed media. Filming of any game footage for commercial use is strictly prohibited by the club. While taking photographs, guests are not permitted to stand in the aisles, portals or walkways, or to obstruct others from viewing the game. Please make sure you are courteous of those around you when taking pictures. Monopods, tripods and selfie sticks are not permitted in Segra Stadium. See Prohibited Items.

NO FLASH PHOTOGRAPHY UNLESS PRE-AUTHORIZED BY STADIUM OFFICIALS.

BERM

The BERM is located behind the left field wall behind the bullpens. This area is open to anyone with a BERM or General Admission ticket for the game.

CASH FREE FACILITY

The Woodpeckers are going cashless at every point of sale for the 2021 season. The stadium will be equipped with a cash to card machine at no expense to the user.

CELLULAR PHONES

Use of cellular phones is permitted, providing their use does not interfere with another guest's ability to enjoy the atmosphere of Segra Stadium. Stadium management reserves the right to ask any guest to discontinue use of a cell phone in or adjacent to any seating area.

COMMERCIAL ACTIVITIES/SOLICITATION

Unless authorized in writing by Stadium Management, the following commercial activities are expressly prohibited inside Segra Stadium and all areas under Segra Stadium's control or its agent(s)' control that require a ticket for entry:

- Distribution of leaflets or other printed material
- Distribution of products or performing of services, whether for a consideration or free;
- Taking surveys or otherwise interfering with the free movement of guests.

CONCESSIONS

The concession areas are located within Segra Stadium at the following locations:

- Bagwell's Burgers (Behind Section 127)
- Sgt Stubby's and Sweet Martha's (Behind Section 122)
- 82nd & Hay (Behind Section 119)
- Bowley's BBQ (Behind Section 116)
- Healy's Right Field Bar (located in Right Field)
- Portable stands are located throughout the concourse.
- Home Plate Bar located directly behind home plate (Behind Section 120)
- NEW Grab and Go Stand (third base line)

CORPORATE SUITES

Premium suites at Segra Stadium provide an opportunity for guests to enjoy a private space for up to 20 people. Located on the Premium Level, suites provide great views of stadium and practice field areas.

Amenities include: air conditioning, flat panel TVs, private suite level restrooms, refrigerators, and an option for food and beverage service. For more information, please contact one of our ticket sales representatives at 910.339.1989.

TM

CREDIT CARD POLICY

VISA, American Express, Discover, and MasterCard are accepted at the Truist Box Offices, The Birds Nest (Team Store), and any Concession Stands.

DIRECTIONS

- From the South on I-95 Northbound: Take exit 46 toward NC-87 North.
- From the North on I-95 Southbound: Take exit 56 toward US-301 South. Follow signs toward the ASOM/Downtown.
- From Fort Bragg: Take All American Fwy S. Take Morganton Rd exit and continue onto Hay Street until you arrive Downtown.

DRINKING FOUNTAINS

Due to COVID-19 restrictions and our new touch free facility, all water fountains inside of Segra Stadium have been modified to prevent use.

DRONES AND OTHER UNMANNED AERIAL VEHICLES

Drones and other unmanned aerial vehicles are prohibited in, above and around Segra Stadium pursuant to FAA laws. Federal law prohibits the use of drones and other unmanned aerial vehicles within three (3) miles of Segra Stadium. See Prohibited Items.

ELEVATORS

A fan elevator is located at the Premium Entry gate. This elevator can access the Premium Level areas which includes the AEVEX Veterans Club, Party Deck, Suites and the Dugout Box. You must have a premium ticket to access the elevator.

EMERGENCY PROCEDURES (COMMAND CENTER NUMBER)

In the event of an emergency, please follow the directions from any Ballpark representative, Public Address Announcer, Fayetteville Police Department Officer. If an emergency requires evacuation from Segra Stadium, directions will be given over the public-address system and the video board. Report emergencies to any staff member. Call 910.339.1989 for questions or follow up.

EMPLOYMENT OPPORTUNITIES

Fayetteville Woodpeckers are an equal employment opportunity business. We hire enthusiastic and outgoing people who are interested in sharing in the excitement of Minor League Baseball and outside events at Segra Stadium year-round. To complete an application, please visit www.fayettevillewoodpeckers.com and navigate to the Employment Page under the Community section.

ENGAGEMENTS/MARRIAGE PROPOSALS

For more information, please call 910.339.1989 or email woodpeckers@astros.com.

ENTERING SEGRA STADIUM

For your safety, the Fayetteville Woodpeckers require that all persons entering Segra Stadium walk through a metal detector and be screened prior to entry. See Prohibited Items. This includes a thorough inspection of any jackets, coats, packages, bags, purses, and other containers brought to the entry gates.

EXITING SEGRA STADIUM

Following the game, guests are asked to leave Segra Stadium through designated exits. Exits are located behind home plate, behind the right field Landing Deck and behind the 3rd base concession stand. There is re-entry to Segra Stadium upon request, but fans must have a valid ticket, walk through a metal detector and be screened, including bags, prior to re-entry.

FAMILY RESTROOM

The family restroom is conveniently located near the main entrance behind section 121 and 125. This single-stall private bathrooms with baby changing tables also offer seclusion for nursing mothers.

FAN INTERFERENCE

Fans are prohibited from touching, attempting to touch, or interfering with a ball in play or a player during a game.

FIREARMS AND WEAPONS

Weapons are not allowed on Segra Stadium premises. This includes firearms of any kind and pocket knives without limitation. See Prohibited Items. Prohibited items will not be held for guests at Segra Stadium or security check points.

FIRST AID

First aid is located on the 1st Base Concourse behind section 125. If medical attention is needed notify the nearest ballpark representative.

FOOD

Baby food is the only outside food permitted inside of Segra Stadium. No other outside food is allowed in.

FOUL BALLS & HOME RUN BALLS

Fans are permitted to keep foul balls and home runs hit into occupied seating areas as souvenirs; however, fans must not enter the playing field area to retrieve balls or otherwise interfere with balls still in play. All fans, especially those sitting along the foul lines in the Reserved Seats, are cautioned to stay alert for foul balls or bats that might leave the field of play. Ticket holders assume all risks and danger incidental to the game of baseball, whether occurring prior to, during or after the actual playing of the game. The Fayetteville Woodpeckers cannot be held responsible for the conduct of other guests when attempting to obtain a foul or home run ball.

GAME TIMES

- Weekday games will begin at 6:30 p.m.
- Saturday games will begin at 5:00 p.m.
- Sunday games will begin at 2:00 p.m.

Some special events may alter the start times. Fans are encouraged to call 910.339.1989 or visit www.fayettevillewoodpeckers.com for the latest information and news.

GATES

There are three designated gates at Segra Stadium. Their locations are as follows:

- Home Plate Gate – South side of facility located next to team store.
- Premium Entry Gate --- South side of facility located to the right before you enter the Home Plate Gate.
- EXIT ONLY Right Field Gate – Southeast side of facility located just past the batting cages and Healy's Bar.

GATES OPEN

Guests are encouraged to come early and watch batting practice, infield workouts, and pregame ceremonies. All gates will open for all games one (1) hour prior to game time. These times are subject to change.

GENERAL ADMISSION

General Admission is Standing Room Only and grants you entrance to concourse standing room areas. These areas include the Berm, Mellow Mushroom Kids Zone, Healey's Right Field Bar and Foothills Home Plate Bar however, it is not a reserved seat. No lawn or folding chairs are permitted inside Segra Stadium. You are welcome to bring blankets and/or towels.

GROUP TICKETS

If you have a group of 10 or more and would like to attend a game at Segra Stadium, please call 910.339.1989. Please ask about special group areas and available food & beverage options exclusively available to group buyers.

GUEST AWARENESS

Segra Stadium is committed to providing a safe environment for all our guests. We ask that if any guest is aware of any potentially unsafe situation to please notify the nearest Fayetteville Woodpeckers representative or stop by the Guest Services Booth located at the Home Plate Gate. Your eyes and ears can help to keep Segra Stadium a safe environment.

GUEST CONDUCT

The Fayetteville Woodpeckers are committed to creating a safe, comfortable, and enjoyable experience for our guests at Segra Stadium.

Our staff will proactively intervene to support an environment where guests can enjoy the Segra Stadium experience free from 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 Fayetteville Woodpeckers and Segra Stadium management reserve the right to remove a guest for any behaviors it judges inappropriate.

If anyone is interfering with your enjoyment of our facility, please contact the nearest Fayetteville Woodpeckers and Segra Stadium event staff for assistance. The Fayetteville Woodpeckers reserve the right to update the Guest Code of Conduct as needed.

GUEST SERVICES

The Guest Services booth is located behind home plate. This service booth operates from the time the gates open until 15 minutes after the conclusion of the game. Guests may obtain information, offer suggestions, voice concerns and request assistance from a Woodpeckers Ask representative.

HEALY'S RIGHT FIELD BAR

Game Days:

- Sunday – Wednesday opens with gates and closes after the first pitch of the 8th inning.
- Thursday – Saturday opens with gates and closes at 12:00am

Healy's Grill cart on the landing deck will have a food menu consisting of shared appetizers/grilled food items such as sliders, wings, hot dogs, etc.

We will use same policy as the general stadium policy.

The Fayetteville Woodpeckers will host special events during the year. Notice of hours of operation will be posted on fayettevillewoodpeckers.com and all social media outlets.

For more information, please call 910.339.1989 or visit fayettevillewoodpeckers.com.

KIDS RUN THE BASES

Following every Sunday game, kids ages 4-12 can run the bases at no cost. To participate, kids can line up on the first base side between Sections 124 & 125 following the game. Kids will exit the field on third base side in between sections 113 and 114.

MELLOW MUSHROOM KIDS ZONE

The Mellow Mushroom Kids Zone is located behind the Berm in left field. Please allow other patrons to enjoy this park by observing all rules and regulations.

LINEUP BOARD

The lineup board is located to the right inside the Home Plate Gate beside the Birds Nest Team Store.

LOST AND FOUND

Segra Stadium cannot be responsible for recovery, storage, safekeeping, preservation or return of any lost or found item. With that understanding, any item that has been lost or found during a game should be reported to the Guest Services Booth located at the main entrance. Found items are secured in storage after each game, for a limited time. Please call Segra Stadium Main Office at 910.339.1989 to report or inquire about a lost item.

LOST CHILD

Every child should be told to contact a ballpark representative should he or she become lost. Lost adults should follow the same procedure. A lost guest will be taken to the Guest Services Booth located at the main entrance. Parents are encouraged to place ticket stubs in children's pockets in case of separation.

LOST OR STOLEN TICKET

For a lost or stolen ticket(s), ticket(s) will only be reissued at Segra Stadium's discretion to the holder of record, or with the requested written permission and copy of a photo ID from the holder of record at least 24 hours prior to game time. Patrons must present a photo ID and the credit card used for purchase. Tickets purchased online, not through Tickets.com, are not the responsibility of the Fayetteville Woodpeckers.

MASCOT

Our mascot "Bunker" will be making appearances at community and corporate events. If you are interested in having Bunker participate in your event, please contact the Woodpeckers at 910.339.1989.

MASKS

Costume masks are not allowed inside Segra Stadium. Management reserves the right to refuse entry and refund the ticket price of an individual in a mask. Medical masks used to prevent the spread of disease are allowed and will be required as long as state or federal authorities suggest they be used.

MERCHANDISE

The Birds Nest Team Store is located next to the main entrance with merchandise featuring the Fayetteville Woodpeckers, Houston Astros and Segra Stadium.

MOVEMENT DURING PLAY

Segra Stadium encourages all guests to use courtesy when moving around seating areas. When returning to your seats, please wait for a break in the action (between innings, between batters, pitching changes, etc.) before entering the aisles. We thank you for your cooperation.

NATIONAL ANTHEM PERFORMANCES

Guests interested in performing the National Anthem before a Fayetteville Woodpeckers home game at Segra Stadium should email audio or video to woodpeckers@astros.com.

NOISEMAKERS

We encourage our guests to have fun, interact and do their part to enhance the experience here at the ballpark. That is why we allow noise makers at this facility. However, at the discretion of facility management, guest may be asked to discontinue use of noisemakers if such interfere with other guests. See Prohibited Items.

ON FIELD ACCESS

Only authorized personnel will be permitted on the field before, during or after a game. Any unauthorized person going onto the field will be removed from Segra Stadium and subject to arrest.

PAGING

Except in cases that are deemed by Segra Stadium to be life-threatening emergencies paging is not permitted. If you need paging, please contact the Guest Services Booth located at the Home Plate Gate. If you are not at Segra Stadium and need to contact a guest regarding a life-threatening emergency, please call 910.339.1989.

PARKING INFORMATION

Information on downtown parking can be found at: <https://fayettevillenc.gov/our-city/community/getting-around/downtown-parking>

CORONA PARTY DECK

The Corona Party Deck is located on the Premium Level. Guests must have a Party Deck Ticket to enter these areas. To book the area for a baseball game or a private event on a non-game day please call 910.339.1989 or go to www.fayettevillewoodpeckers.com.

PETS

Animals, except for service animals assisting visitors with disabilities, are not permitted on Segra Stadium property.

TM

POLICE AND SECURITY

For the safety and convenience of Segra Stadium guests, police and official security personnel are stationed throughout the facility. In the event of an emergency, guests should notify the nearest Guests Services representative.

PRIVATE PARTIES

Private parties, meetings, receptions, or special theme events may be booked at Segra Stadium throughout the year. Most areas of Segra Stadium are available for rental including AEVEX Veterans Club, Suites, batting tunnels and concourse areas. For information, please call 910.339.1989 or email Woodpeckers@astros.com.

PROMOTIONAL ITEMS

Each guest eligible to receive a promotional item must have a valid game day ticket and pass through the gate to receive the item.

Promotional items are distributed one per person, per ticket. Fans will only be allowed one item per ticket at a time. If fan has multiple tickets, they will need to return to back of line for additional item.

PROHIBITED ITEMS

The following items will not be permitted inside Segra Stadium:

- Aerosol cans
- Alcohol
- Animals (except for service animals)
- Bags that do not adhere to the bag policy
- Coolers – except for medically necessary coolers
- Ball retrievers
- Banner Limitations
 - Banners must be baseball-related and support teams and players, so long as they are in good taste.
 - The Woodpeckers do not permit signs, posters or banners which are obscene, slanderous or in bad taste.
 - Banners may not obstruct the view of other patrons or interfere with the game in any way.
 - Banners may not be paraded through any part of the ballpark.
 - Banners and/or signs may be displayed between innings only.
 - No items are permitted to be affixed to signs
 - No signs may be affixed to the ballpark
- All outside food (unless for specific medical reason)
 - Beverages & containers other than one (1) factory-sealed plastic water bottles 1 liter or less per person

- Cameras with lenses larger than 8 inches
- Clothing deemed obscene or indecent
- Costumes / Costume masks
- Drones
- Fireworks
- Folding chairs
- Hover boards and other personal recreational devices
- Inflatables (i.e. beach balls, basketballs, balloons)
- Illegal drugs
- Laser pointers
- Poles or sticks of any kind (i.e. flagpoles, broom handles, nets)
- Skateboards, roller skates, roller shoes, bicycles, wagons for children
- Tripods, bipods, or monopods
- Weapons - including but not limited to firearms, knives, mace
- Any item deemed inappropriate or hazardous by ballpark security

RADIOS/TELEVISION

Hand-held radios are welcome at Segra Stadium if they do not interfere with other guests' enjoyment of the game. Please be considerate by using a low volume or earphones. Fayetteville Woodpeckers staff reserves the right to ask any guest to discontinue the use of such devices.

RAIN CHECK POLICY

If a Fayetteville Woodpeckers Home Game is postponed and will be made up during the current season, ticket holders may attend the rescheduled game by using their originally issued tickets. In the event a ticket holder cannot attend the rescheduled game, they may exchange their tickets only at the Truist Box Office Office during regular business hours within two weeks of the original game for any other 2021 Fayetteville Woodpeckers Home Game, subject to blackout dates, current pricing, and availability of the game of their choice.

If any home game is cancelled, and no make-up date is scheduled, the following policy will apply:

- Season Ticket holders whose plan contains the cancelled game, will automatically receive a credit on their account equal to the prorated value of their plan associated with that game.
- Individual game tickets purchased with a credit card, will automatically receive a refund to the credit card used. If the card is no longer valid by game time or is otherwise unable to be refunded, please call the Truist Box Office to coordinate an alternative refund method at 910.339.1989.
- Individual game tickets purchased with a payment type other than credit card, will need to contact the Truist Box Office to coordinate a refund. The original ticket must be returned to receive the refund.

RAIN DELAYS

The right to postpone the playing of a game shall be vested in the home club. Once a game has started, the Umpire Crew Chief shall have sole right to determine whether the game shall be terminated because of bad weather or unfit playing conditions.

Under the provisions of the Official Playing Rules, the Umpire Crew Chief shall have the sole and unquestioned authority to determine whether and when play shall be halted during a game; whether and when play shall be resumed; and whether and when a game shall be terminated because of bad weather or unfit playing conditions. The Official Playing Rules provide that when a game is suspended for rain, the Umpire Crew Chief must wait 30 minutes before calling the game. The umpire may continue the suspension of the game if he believes there is any chance to resume play, attempting at all times to complete the game.

RE-ENTRY POLICY

Guests are allowed exit and re-enter Segra Stadium. Please see one of our front gate attendants located behind home plate for a re-entry stamp. It is also encouraged that fans hold on to their ticket for re-entry.

REFUNDS

We are unable to offer refunds for game tickets.

RESTROOMS

All restrooms at Segra Stadium are available and are accessible to guests with disabilities.

Restrooms are located at the following sections:

- Men's & Women's (All include diaper changing stations) – 116/117, 121, 125/126 and above the Berm
- Family restrooms (All include diaper changing stations) – 121, 125

SCALPING

The resale of game tickets is strictly prohibited on Segra Stadium property. Any persons caught doing so shall be brought to the attention of the proper authorities.

SEASON MEMBERSHIPS

Segra Stadium offers a variety of packages for guests interested in the benefits of being a season member. For more information, call 910.339.1989 or visit www.fayettevillewoodpeckers.com.

SEGRA STADIUM DIRECTORY

Segra Stadium is equipped with a multitude of wayfinding signage options. A stadium map is located behind section 128. For your convenience Segra Stadium also has map wall plaques behind sections 116, 121, 124 and the Berm.

SEGRA STADIUM HOURS OF OPERATION

Segra Stadium will be open to the public during the following hours:

Truist Box Office Hours

Game Days

- Tuesday – Friday: 10:00am – game end
- Saturday: 12:00pm (noon) – game end
- Sunday: 10:00am – game end

Non-Game Days

- Monday – Friday: 10:00am – 6:00pm

Birds Nest Team Store:

Game Days

General Public

- Monday – Friday: 9:00am – 2 hours prior to game time
- Saturday: 10:00am – 30 mins prior to game time

Ticket Holders

- Monday – Sunday: Gates Open – 30 mins after final out

Non-Game Days

- Monday – Friday: 9:00am – 5:00pm
- Saturday: 10:00am – 3:00pm

Front Office Hours:

Monday - Friday, 9:00am to 5:00pm

The Fayetteville Woodpeckers reserve the right to close the stadium without notice for any reason. Notice of hours of operation will be posted on fayettevillewoodpeckers.com and all social media outlets. Be advised on game days many personnel will be busy with game day duties and they may not be available in the front office. Please call ahead to schedule an appointment or verify availability.

SEGRA STADIUM MAIN OFFICE

Segra Stadium Main Office is located to the immediate right of the Truist Box office. This is located on the south side of the stadium.

SEGRA STADIUM SEATS

The Fayetteville Woodpeckers request, for your safety and the safety of other Ballpark guests, that you do not step on, stand in, or use seats in a manner other than intended at Segra Stadium.

SEGRA STADIUM SPECTATOR ORDINANCE

Spectators of baseball activities are presumed to have knowledge of and to assume the inherent risks of observing baseball activities. These assumed risks include but are not limited to injuries which result from being struck by a baseball, baseball bat or fragments thereof, equipment or pieces thereof, or thrown, dropped or launched items, projectiles, and similar hazards; and other hazards or distractions, including spectator conduct, and incidents or accidents associated with groups or crowds of people.

SERVICE ANIMALS

Animals are not permitted within Segra Stadium apart from service animals for guests with disabilities. Please do not allow your service animal to relieve themselves in the facility and instead utilize the reentry policy and use pet areas surrounding the stadium.

SKATEBOARDS, HOVERBOARDS, WHEELED FOOTWEAR, SCOOTERS, BICYCLES

Skateboards, hover boards, and wheeled footwear are prohibited in Segra Stadium. See Prohibited Items.

SMOKING

Smoking, including the use of electric cigarettes or vapor pens, is prohibited inside Segra Stadium, other than inside the designated smoking area located near the Right Field Exit Gate.

SOCIAL MEDIA

Guests can like the Fayetteville Woodpeckers on Facebook, follow on Twitter and Instagram @WoodpeckersNC.

STROLLERS

Strollers are allowed inside Segra Stadium. However, strollers may not be stored in any seating area and may not be used to occupy ADA accessible seating or Berm seating. After entering Segra Stadium, fans should visit Guest Services Booth to ask for assistance with storing a stroller.

TEAM STORE

The Birds Nest Team Store is located by the Home Plate Gate.

Game Days

General Public

- Monday – Friday: 9:00am – 2 hours prior to game time
- Saturday: 10:00am – 30 mins prior to game time

Ticket Holders

- Monday – Sunday: Gates Open – 30 mins after final out

Non-Game Days

- Monday – Friday: 9:00am – 5:00pm
- Saturday: 10:00am – 3:00pm

The Birds' Nest Team Store will close to outside Ballpark traffic 2 hours prior to gates open, and open to ticketed stadium guests within the Segra Stadium gate.

TOURNAMENT

Segra Stadium can host high school, amateur, and men's league baseball tournaments throughout the year. All tournaments can play on the same field used by the Fayetteville Woodpeckers players during the Minor League Season (based upon availability and time of year). For more information about hosting your tournament at Segra Stadium, please request information by phone at 910.339.1989 or by email at woodpeckers@astros.com.

TOURS

Tours of Segra Stadium are available all year long. To inquire about tours, contact the main office at 910.339.1989.

TRUIST BOX OFFICE HOURS

Hours of Operation:

Game Days

- Tuesday – Friday: 10:00am – game end
- Saturday: 12:00pm (noon) – game end
- Sunday: 10:00am – game end

Non-Game Days

- Monday – Friday: 10:00am – 6:00pm

You can also purchase tickets over the phone at 910.339.1989 or online at fayettevillewoodpeckers.com/tickets.

UMBRELLAS

Small, collapsible umbrellas that fit into a backpack or bag of the maximum allowed size may be brought into Segra Stadium. Any umbrella that blocks sightlines or becomes a nuisance for any reason to other guests is not permitted. Guest Services representatives reserve the right to ask guests to lower their umbrellas for the enjoyment of all guests in attendance.

USHERS

Ushers are stationed throughout the seating area for the convenience of our guests. Our ushers are equipped and prepared to assist all guests with any questions or concerns before, during and after the games/events.

VIDEO BOARD

Segra Stadium Video Board is located in Left Field. The video board measures approximately 25 feet high by 70 feet wide to bring a larger-than-life experience to Woodpecker fans. It features a 15HD pixel layout to create vibrant imagery with wide angle visibility to appeal to fans in every seat of the ballpark. For any special group and/or birthday announcements, please contact Segra Stadium Main Office at least 48 hours in advance.

VISITING TEAM FANS

Visiting team fans are our guests. Harassment of the visiting team or their fans will not be tolerated and may result in ejection from Segra Stadium.

WHEELCHAIR SERVICE

Segra Stadium provides courtesy wheelchair service for guests with mobility issues. When a guest arrives at the gate and requests this service, a wheelchair will be dispatched, and an attendant will take the fan to the seating area. Wheelchairs are not left with patrons as courtesy wheelchairs are utilized to take patron to seats and back to pick up area. At the conclusion of the game, the service is available to take guests to the exit. Please speak with a

Segra Stadium “Woodpeckers Ask” representative for assistance. With a limited number of units available, wheelchairs cannot be rented or borrowed for sitting in while watching the game. The service is designed to escort guests on a first-come, first-served basis.

In the event of a medical emergency requiring wheelchair service, please contact the nearest ballpark representative.

WILL CALL

The Fan and Player Will Call Window is located at the Truist Box Office next to the Home Plate Gate. Will Call orders may be picked up anytime the Truist Box Office is open.

