

A-to-Z Guide

Looking for specific details on how things work at Rogers Centre? Our A-to-Z Guide can answer your questions!

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.400 Summit Suite

The .400 Summit Suite is quickly becoming the most exclusive meeting space in all of Toronto, offering nine wide screen televisions, wireless Internet access and state-of-the-art audio-visual presentation capabilities. It can accommodate up to 300 guests for Blue Jays or Argos games. The space is also fully convertible into numerous setups for private functions, including full boardroom set up, media set up or dinner set up. For information, call 416-341-1635 or e-mails luxury.suites@rogerscentre.com.

50/50 Raffle Draw

Jays Care Foundation 50/50 Draws are held at every Blue Jays home game, with jackpots that can reach nearly \$10,000 per draw. More than \$240,000 was awarded to lucky winners in 2010! Tickets are sold 3 for \$5.00 or 7 for \$10.00, and can be purchased from volunteers located throughout the stadium. Remember, the more tickets sold, the bigger the jackpot. And the bigger the jackpot, the more you'll be helping support Jays Care Foundation and its programs and outreach efforts!

A

Accessible and Special Needs Entrance

Gate 7 is designated as our Accessible and Special Needs entrance where staff are available to assist guests with special needs to and from their seating area. There are a limited number of Rogers Centre wheelchairs to assist guests in need.

Guests requiring assistance in reaching their seating level may use one of the eight elevators conveniently located at Rogers Centre. Elevators can be found at Gates 3, 7, 9, and 13. Priority will be given to guests with mobility impairments including those who are physically challenged or elderly.

Accessible Seating

There are a number of wheelchair and companion seating locations throughout Rogers Centre. Tickets for these seats can be purchased by calling the Blue Jays Ticket Office at 416-341-1234. Guests are asked to specify their need for accessible seating at the time of ticket purchase.

Accessible Parking

A number of limited parking spaces are available by reservation only for wheelchair users. For further information and to make reservations, contact Rogers Centre Parking at 416-341-3004. Please have your disability permit number handy for bookings. Bookings begin three weeks prior to the event day.

ACE

ACE is the Blue Jays' official mascot and delights in meeting fans. ACE prefers to pose for photos and sign autographs on the concourse levels to keep seating aisles and sight-lines clear for other fans. ACE is available to make year-round public appearances. E-mail ace at ACE@bluejays.com for more information.

Address

The street and mailing address for the Toronto Blue Jays Baseball Club is:

Toronto Blue Jays Baseball Club
Rogers Centre
1 Blue Jays Way, Suite 3200
Toronto, ON M5V 1J1

The main phone line is 416-341-1000. The Internet address is bluejays.com

Advance Inside Ticket Window - Inside Rogers Centre

Blue Jays fans can obtain a future game ticket, upgrade their day-of-game seat or make further ticket inquiries by going to the Advance Inside Ticket Window on the 100 Level behind section 127 (Gate 9a). The Advance Ticket Window is available when the gates open until 30 minutes after the game ends.

Aisles

For the safety and enjoyment of other fans, Rogers Centre and the Toronto Blue Jays ask that you please do not sit or stand in the aisles. Aisles must be kept clear at all times. Fans who do not comply may be subject to ejection with no compensation.

Alcohol

The Toronto Blue Jays, Rogers Centre and Aramark Sports and Entertainment are determined to promote responsible alcoholic beverage sales and use, as outlined by "T.E.A.M." - Techniques for Effective Alcohol Management. Our goal is to ensure a safe and fun environment where alcohol service and consumption is managed responsibly.

Guests may not bring or leave Rogers Centre with any alcohol. Alcoholic beverages can only be purchased from authorized vendors once inside the facility. Guests must produce valid photo identification upon request for proof of age. All guests that appear to be 30 years of age or younger will be asked to provide proof of age for each transaction. Guests may have no more than two alcoholic beverages in their possession at any time. In-seat hawkers are restricted to serving only one (1) alcoholic beverage per guest. Alcohol service in all concession stands, luxury suites and Club VIP will end at the end of the seventh inning. The Toronto Blue Jays, Rogers Centre, and its concessionaire (Aramark Sports and Entertainment) reserve the right to discontinue alcohol service for guests.

Guests found with unauthorized alcohol can have their ticket confiscated and be removed from Rogers Centre without compensation. There are designated alcohol-free seating sections on each level of the building for Blue Jays games. They are: 100 Level - 142/141, 200 Level - 237/238 (Family Zone), 500 Level - 520/521 (first 14 rows only)

The following may result in ejection from Rogers Centre and/or possible prosecution:

- attempting to use fraudulent identification
- public intoxication
- purchasing alcohol for a minor
- a minor attempting to purchase or found to be in possession of alcohol
- anyone found in possession of alcohol after being given a warning not to consume or purchase any

All-Star Game Voting

Fans in Toronto will be given the chance to determine the starting lineups for Major League Baseball's 81st All-Star Game through in-stadium voting at Rogers Centre beginning in May and Internet balloting on bluejays.com. This year's edition of the Midsummer Classic will be held at Chase Field in Phoenix on July 12.

Amateur Baseball Clinics

Each season, the Toronto Blue Jays offer amateur baseball Instructional Clinics for baseball associations across Ontario. These Clinics offer players exceptional instruction by the Blue Jays development staff as well as a commemorative T-shirt and ball cap. Clinics are also used as a fundraising tool for local associations.

For registration information visit bluejays.com/amateurbaseball

Animals

Guests are not permitted to bring any animals into Rogers Centre, with the exception of certified service animals.

Anthem Singer

The Blue Jays welcome CDs at the following address:

Toronto Blue Jays Baseball Club
Att'n: Game Entertainment - National Anthems
1 Blue Jays Way, Suite 3200
Toronto, ON M5V 1J1

All CDs should be professionally produced and include the "Star Spangled Banner" and "O Canada" without any musical accompaniment. The anthems must be performed in that order and separated by a three-second break. All submissions will be considered but only successful candidates will be contacted directly.

Autographs

Players and coaches from both the Blue Jays and the visiting team do take time to sign autographs occasionally, but we kindly ask fans respect their need to prepare for that day's game. Fans interested in obtaining an autograph from their favourite player are permitted at the bottom of the 100 Level aisles from the time the gates open until 45 minutes prior to game-time however consideration should be given to guests possessing tickets for these areas. Guest must then return to their ticketed seats after this period. Fans bringing bats for autographs will be instructed to check these items at one of our Guest Services locations at this time.

Fans wishing to obtain autographs from specific players should mail their request, including a self-addressed stamped envelope to the player's attention, to:

Toronto Blue Jays Baseball Club
Att'n: Player/Coach's name
1 Blue Jays Way, Suite 3200
Toronto, ON M5V 1J1

Please keep in mind that if you do send in an item to be signed, you do so at your own risk. Players and coaches receive a tremendous amount of fan mail and we cannot guarantee a response. The Toronto Blue Jays, and its players and staff are not responsible should the items fail to be returned.

Fans may keep any baseball hit into the stands as long as they do not interfere with the safety and concern of others. However, Blue Jays staff members are unable to obtain autographs on those balls for the fan from players.

B

Baby Change Tables

Baby/Diaper changing stations have been installed in all washrooms throughout Rogers Centre. For those seeking extra room or privacy, family washrooms are available near sections 134, 238 and 539.

Bag Policy

Soft-sided bags (e.g., diaper bags, small backpacks and small purses) are permitted. However, in accordance with Major League Baseball security regulations, any bag larger than 16 inches by 16 inches by 8 inches will not be permitted into Rogers Centre. Hard-sided coolers, bags and containers are also not permitted. All bags will be thoroughly inspected before they are permitted into Rogers Centre. Bag-size bins will be used at inspection points, and bags and their contents must fit without assistance, modification or adjustment. The Toronto Blue Jays reserve the right to inspect any bags, clothing or other articles prior to entry into Rogers Centre and prohibit entry or require removal of any items at the sole discretion of the Toronto Blue Jays. NOTICE: All persons specifically consent to and are subject to physical pat-down inspections prior to entry. Any person or property that could affect the safety of Rogers Centre occupants/property shall be denied entry.

Bank Machines

Bank machines are located in the following areas:

- 100 Level - Near sections 116, 120, 127
- 200 Level - Near sections 213, 221, 235, 239
- 500 Level - Near sections 516, 530
- Exterior of Rogers Centre - Northern Facing (between gates 1 and 15)

There is a surcharge for the use of the machines.

Banners

Guests are welcome to bring banners to Rogers Centre provided they do not interfere with the game, your fellow guests' enjoyment of the game or carry disparaging, commercial, political or obscene messages. Banners cannot block or cover any current building signage. Flagpoles are not permitted. The

Toronto Blue Jays reserve the right to ask guests to check their banners at a Guest Services location.

Batter's Eye

Black netting covers parts of certain outfield seating sections (Sections 101, 142 & 143) on the 100 Level. It's intended to give a batter a clear and unobstructed view of the baseball as it leaves the pitcher's hand. The Batter's Eye is off limits to all individuals, save for television camera operators.

Batting Practice Schedule

The batting practice schedule is as follows. Please note it's not uncommon for either the Blue Jays or that day's visiting team to cancel batting practice.

Game Time	Jays BP/Infield	Gates Open	Visitor BP/Infield
12:37 p.m.	9:50 - 11:10 a.m.	11:00 a.m.	11:10 - 12:05 p.m.
1:07 p.m.	10:20 - 11:40 a.m.	11:00 a.m.	11:40 a.m. - 12:35 p.m.
7:07 p.m.	4:20 - 5:40 p.m.	5:30 p.m.	5:40 - 6:35 p.m.

Note: These are subject to change without notice

Bicycle Stands

Bicycle stands are available for use by guests outside Rogers Centre near Gates 2, 3, 6, 6A, 9A, 10, 13, 14 and 15. Gas powered vehicles (i.e.: mopeds, and scooters) are not permitted to be parked in these areas. Failure to comply could result in towing of the vehicle.

Booster Seats

Booster seats for young children are available at all Guest Services locations on a first come first served basis. Guests are asked to leave their driver's license until the seat is returned.

Bottles & Containers

Plastic bottles holding 600 ml or less will be permitted in Rogers Centre. This does not include liquor or beer. Outside alcohol is strictly prohibited from entering Rogers Centre. Plastic bottles holding more than 600 ml and glass bottles are prohibited and guests will not be given a claim ticket for the items.

Box Office Location & Hours of Operation

The Blue Jays Box Office is located on the southwest corner of Rogers Centre, near Gate 9.

Hours of Operation for non-game days are :
Monday to Friday 8:00 a.m. to 8:00 p.m.
Weekends 10:00 a.m. to 6:00 p.m.

Hours of Operation for game days are:
Monday to Friday 8:00 a.m. to 30 minutes after game ends
Weekends 9:00 a.m. to 6:00 p.m. or 30 minutes
after game ends

Hours of Operation during non-baseball season for Live
Entertainment:
Monday to Saturday 10:00 a.m. to 6:00pm

Additional Box Office locations at Rogers Centre can be found at:
Gate 2 - Open every game night:
Monday to Friday 4:30 p.m. to 7:30 p.m.
Weekends 10:30 a.m. to 1:30 p.m.

Gate 7 - Open on select game nights for ticket sales only:
Monday to Friday 4:30 p.m. to 7:00 p.m.
Weekends 11:00 a.m. to 1:00 p.m.

Please note box office hours of operation are subject to change.

Broadcast Auction

In 2010, Jays Care Foundation and Rogers Sportsnet teamed up to offer fans from across the country the opportunity to participate in the Foundation's Live Charity Broadcast Auction. By the end of the night, \$57,000 had been raised in support of Jays Care's programs and outreach efforts.

The Broadcast Auction returns in 2011 on Monday May 9th as fans will again have the opportunity to bid on one-of-a-kind baseball themed experiences that will be auctioned off over the course of a live broadcast Blue Jays home game.

Bullpens

The Toronto Blue Jays bullpen is located behind the left field outfield fence. The visitors' bullpen is located behind the right field outfield fence.

Bus Parking

Bus parking is available in the lot directly across the street from Gate 8, controlled by Rogers Centre. This lot is manned during Rogers Centre events only. The cost is \$40 per bus. The Bus Lot is patrolled regularly and vehicles will be tagged if their parking ticket has expired or one has not been purchased. If tagged, payment can be made to the address located on the back of the invoice/tag.

Cameras

The Toronto Blue Jays welcome cameras for the purposes of still photography provided their use does not interfere with other guests' enjoyment. Video cameras are permitted in stadium but taping of any game footage is strictly prohibited. The Toronto Blue Jays and Rogers Centre reserve the right to request that guests discontinue filming or taking pictures on Rogers Centre property.

The Toronto Blue Jays and Rogers Centre are not responsible for lost or stolen belongings. As such, we ask that guests not leave equipment unattended. Disposable cameras and film are available at concourse shops and vending machines throughout Rogers Centre.

Camp Days & Camp Groups (Themed Ticket Promotion)

The Blue Jays welcome Camp Groups in 2011 on Thursday, July 21 and Thursday, August 11. Camp Groups consisting of 20 or more receive a special discount on tickets in designated Camp Day areas, a group welcome greeting on our video display board and an opportunity to run the bases post game. Contact the Blue Jays Group Development Department at 416-341-1188 or email groupsales@bluejays.com for more details.

Cellular Telephones

Guests are welcome to use cellular telephones in Rogers Centre provided their use does not disrupt other fans. The Toronto Blue Jays and Rogers Centre reserve the right to ask guests using cellular phones to move to the concourse area. Pay phones are located throughout the stadium.

Child Admission Policy

Parents may bring children under the age of two into Rogers Centre for most events without a ticket for the child. These children must sit in the lap of the accompanying adult and not occupy an additional seat. Any guest two years of age or older must have a valid ticket. Children having difficulties seeing from their seat can obtain a booster chair from Guest Services, available on a first come first served basis.

Clubhouse Access

Entry to either clubhouse is reserved exclusively to those with the appropriate credentials. This rule applies to any children, friends of players, wives, agents or representatives of players, or any salespeople.

Code of Conduct

Rogers Centre is committed to creating a safe, comfortable, and enjoyable experience for all guests. The stadium is committed to ensuring that:

- Guests will enjoy their Rogers Centre experience free from foul/abusive language or obscene gestures
- Guests will refrain from inappropriate displays of affection
- The progress of the game/event will not be disrupted by guests' actions or by unauthorized persons entering the playing field/event area or restricted areas
- Intervention with an impaired or intoxicated guest will be handled in a prompt and safe manner
- Guests will show their ticket when requested and sit only in their ticketed seat
- Inappropriate or indecent clothing will not detract from the guest experience
- Failure of guests to adhere to these policies may result in the denial of admission to or immediate removal from the stadium without refund.

Concessions and Premium Food Service

Aramark Entertainment Services (Canada) Ltd. is provider of concessions services at Rogers Centre in addition to catering for luxury suites. For more information, please call 416-341-2000

Concierge Service

The Luxury Suites Concierge Desks located at Gates 3 and 13 will be able to assist Luxury Suite guests with information about the stadium, public transportation, downtown area information, ticketing assistance, any in-house aide, prior arranged ticket pick-up or Luxury Suite ticket problems. All Luxury Suite issues and inquiries are to be directed to the Luxury Suite Concierge at 416-341-3100. Concierge service is available only on event/game days from opening of gates to 30 minutes post

Credentials

The Toronto Blue Jays Baseball Club/MLB issues various credentials to the news media and other organizations. A number of these credentials are honoured for the entire baseball season while others are issued on a daily basis. Each credential issued indicates the areas within Rogers Centre where they will be honoured. Credentials do not entitle the holder to a seat.

D

Designated Driver Program

Major League Baseball, the Toronto Blue Jays, TEAM Coalition, Aramark Sports and Entertainment Ltd. and the Budweiser **Good Sport Program** have partnered together to offer fans 19 or older the opportunity to become designated drivers. A designated driver who fills out a pledge form at any Guest Services location pledging to provide responsible transportation for their group will receive a soft drink (compliments of Aramark Sports and Entertainment and the Budweiser Good Sport Program) and become eligible for daily prizes as well as a grand prize draw at the end of the season.

Diaper Change Tables (see: Baby Change Tables)

Directions to Rogers Centre

TTC Subway and GO Train passengers should get off at Union Station and follow the designated Skywalk route to Rogers Centre. Upon exiting the Skywalk, the path splits into two walkways leading to Gate 3 and Gate 6. The facility is also within easy walking distance of streetcar stops on King Street (at Peter St. & John St.) and Spadina Avenue (Bremner Blvd.).

Drivers coming to Rogers Centre, from either the east or west, can take the Gardiner Expressway to Spadina Avenue and head north to Bremner Boulevard.

Disabled Parking

A number of limited spaces for wheelchair users are available by reservation only. For further information and to make reservations, please contact Rogers Centre Parking at 416-341-3004.

Drinking Fountains

Several drinking fountains are located on each level within the stadium.

- 100 Level: near sections 107, 115, 125, 137
- 200 Level: near sections 207, 219, 229, 241
- 500 Level: near sections 507, 517, 529, 541

Donation Requests

The Blue Jays assist hundreds of charities each year and are committed to enhancing the quality of life for many individuals. Every year the Toronto Blue Jays donate autographed baseballs, bats, jerseys, tickets and other items to non-profit organizations to assist in their fundraising efforts.

Please follow a few simple guidelines when submitting your request:

- All requests must be made in writing on letterhead of the organization requesting a donation.
- Please fax or mail your letter. E-mail requests will NOT be accepted.
- Donations will only be made to Canadian non-profit organizations.
- Due to the high number of donation requests received each day, the Blue Jays focus their In-Kind giving on registered charities that support amateur baseball, health & wellness and education initiatives.
- Requests must include the following information in order to be considered: a brief description of the event, a contact name, a mailing address, a phone number, and the date of the event.

All requests MUST be received a minimum of 6 weeks prior to the event.

Send all requests to:
Toronto Blue Jays Baseball Club
Community Relations Department
1 Blue Jays Way, Suite 3200
Toronto, ON M5V 1J1

Or send your fax to:
416-341-1146
Attn: Community Relations

Toronto Blue Jays request the right to be included in any promotional material surrounding the event.

We are unable to place follow-up calls regarding each donation request.

For other fundraising options please inquire about the Toronto Blue Jays fundraising program which allows you to save on box office prices and earn money for your organization. For more information, call the Group Development Department at 416-341-1188 or e-mail groupsales@bluejays.com.

E

Elevator Access

Guests requiring assistance in reaching their seating level may use one of the eight elevators conveniently located at Rogers Centre. Elevators can be found at Gates 3, 7, 9, and 13.

Elevators	100-Level	200-Level	300-Level
Gate 3	Sec. 108	Sec. 208	Gate 3
Gate 7	Sec. 118	Sec. 221	Box 330
Gate 9	Sec. 124	Sec. 227	Box 335
Gate 13	Sec. 135	Sec. 240	Box 359
400-Level	500-Level	Parking	
Box 410	Sec. 508	Stall 164, Star Zone (Green)	
Box 448	Sec. 521	Stall 266, Cloud Zone (Blue)	
Box 461	Sec. 527	Stall 249, Sun Zone (Red)	
Box 491	Sec. 539	Stall 210, Moon Zone (Yellow)	

Priority should be given to guests with mobility impairments including those who are physically challenged or elderly. As a courtesy to our guests, we ask individuals carrying beverages on the elevators to ensure they have the appropriate lid on the container.

E-mail Addresses

- Single Game/Packages Tickets - ticket.packages@bluejays.com
- Ticket General Inquiry - tickets@bluejays.mlb.com
- Group Sales - groupsales@bluejays.com
- Guest Services - fanfeedback@bluejays.com
- Jays Care Foundation - jayscarefoundation@bluejays.com
- Merchandise - jaysshop@bluejays.com
- Video Board Greetings - videoboard@bluejays.com

Emergency Evacuation

In the event of an emergency, Rogers Centre personnel have been trained and instructed to assist guests in evacuating the stadium. Guests are asked to remain calm and follow the instructions of stadium personnel and the public address announcer. Guests are encouraged to take the following steps in the event of an emergency:

- Be aware of your location in Rogers Centre at all times
- Identify the two exits located nearest to your seats

- Listen, watch for and follow instructions from the public address system, video boards and staff

Employee Recognition

The Toronto Blue Jays are dedicated to providing Excellent Fan Service to all our fans. If you see a member of our team going above and beyond, please tell us about it! Stop by Guest Services (section 120, 135, 212, 236 or 525) and complete a Fan Feedback Form or call us at 416-341-1000.

Employment Opportunities

All full-time, part-time or seasonal opportunities within the Blue Jays organization are posted on bluejays.com.

F

Family Washrooms/Nursing Room

Family washrooms are available for all fans requiring a little extra room or privacy. These washrooms are located near sections 134, 238 and 539. Designated Nursing Rooms can also be found at these locations

Fan Club

The Blue Jays Fan Club is a time-honoured tradition associated with baseball in Toronto with the very first incarnation of the Club appearing in 1983. Members receive a subscription to the Fan Club E-Newsletter as well as access to unique events and experiences throughout the season which enable them to get up close and personal with the team.

To register today, visit bluejays.com/fanclub

For more information, call the Fan Club Information Line at 416-341-1455 or e-mail fanclub@bluejays.com

Fan Feedback

The Blue Jays welcome the ideas, comments and suggestions of our fans. It helps us to improve service to our guests. Please e-mail us at fanfeedback@bluejays.com.

Fan Interference

Any fan that touches attempts to touch or generally interferes with a ball in play or a player during a game may be subject to immediate ejection from Rogers Centre. Fans are welcome to keep any ball landing in the stands as long as they do not interfere with the safety and concern of others.

Fan Mail

Fans wishing to correspond with Toronto Blue Jays players or club personnel should address the correspondence along with a self-addressed stamped envelope to:

Player's/Coach's name
c/o Toronto Blue Jays Baseball Club
1 Blue Jays Way, Suite 3200,
Rogers Centre,
Toronto, ON M5V 1J1

Please keep in mind that if you do send in an item to be signed, you do so at your own risk. Players and coaches receive a tremendous amount of fan mail and we cannot guarantee a response. The Toronto Blue Jays, and its players and staff are not responsible should the items fail to be returned.

Field Dimensions

Distances:

- Right Field - 328 ft / 100 m
- Right Center Field - 375 ft / 114 m
- Center Field - 400 ft / 122 m
- Left Center Field - 375 ft / 114 m
- Left Field - 328 ft / 100 m

Field of Dreams

Jays Care Foundation expanded the scope of its Field of Dreams program in 2008 to increase the impact of its investment in communities in need in the Greater Toronto Area and beyond.

Originating in 2000 as a seven year, \$1-million commitment to the City of Toronto, Parks and Recreation Division for the refurbishment and restoration of baseball and softball fields, Field of Dreams has grown to now include the funding of capital project initiatives for the development of 'safe youth spaces' where kids can play, learn and grow!

The expansion of Field of Dreams has already resulted in more than \$1.3 million of community investment, allowing Jays Care to outfit all eight YMCA Health, Recreation, and Fitness Centres in Toronto with baseball equipment for its Youth Sports Leadership curriculum, as well as contribute to the development of much needed safe youth spaces in the Jane & Finch and Kingston & Galloway communities.

First Aid

A certified physician and registered nurses are available during all Blue Jays games. Guests requiring first aid assistance are urged to contact any member of the Rogers Centre staff or report to one of our Guest Services or First Aid locations. First Aid rooms are located on each level near aisles 134, 238 and 539. Please note the opening and staffing of First Aid locations can sometimes depend on ticket sales on different levels of the stadium. Parkview EMS will also provide paramedics throughout the facility.

Food & Beverage Policy

Rogers Centre allows guests to bring food into the stadium as long as the items are wrapped, bagged or left inside a container to avoid spillage. Food containers must be soft-sided and small enough to fit under the guest's seat.

Plastic bottles holding 600 ml or less will be permitted in Rogers Centre. This does not include liquor or beer. Outside alcohol is strictly prohibited from entering Rogers Centre. Plastic bottles holding more than 600 ml and glass bottles are prohibited, and guests will not be given a claim ticket for the items.

Exceptions may be granted for guests with special needs. Prior arrangements should be made through the Guest Relations Department.

Foul balls, homerun balls and bats

All guests are asked to stay alert throughout the game for foul balls or bats that might leave the playing area. Guests are permitted to keep all foul and home run balls that are hit into the seats, but are asked to be cautious and courteous to others when collecting a ball. Bats entering the stands must be returned if requested by the Blue Jays or Visiting Team. Guests are prohibited from throwing balls back onto the field. Violators are subject to ejection or possible arrest. Any guest that interferes with a ball in play or the game in any way is subject to ejection from the ballpark and or criminal prosecution.

Fundraising Opportunity

Bring your church, school, team or not for profit organization down to Rogers Centre to catch an action packed baseball game with your friends and supporters. Team up with the Toronto Blue Jays and raise money through the sale of Blue Jays tickets. For more information, please contact the Group Development Department at 416-341-1188 or e-mail groupsales@bluejays.com for more details.

G

Gang Colours & Clothing

In cooperation with the Toronto Police Service, guests wearing known gang clothing and/or colours will not be permitted into Rogers Centre. Guests will be automatically asked to leave the premises, as noted on signs posted at gate entrances.

Gates Opening

Guests can enter the stadium 90 minutes before the first pitch on any weekday home game. On Saturday and Sunday home games, the gates to Rogers Centre open 2 hours prior to game-time. Gate times are subject to change.

Gift Cards

The Toronto Blue Jays Gift Card is a pre-paid debit card that works like a gift certificate and can be used to purchase Toronto Blue Jays regular season home game tickets at Rogers Centre Gate 9 Box Office, select Ontario Rogers Plus stores and at Jays Shop Sears Yonge & Dundas location. The Toronto Blue Jays Gift Card may also be used to purchase Toronto Blue Jays and other merchandise at Jays Shop (Gate 2 Rogers Centre or at Sears Yonge & Dundas location). New in 2011, any Toronto Blue Jays or Rogers gift card can be used for food and beverage purchases at select concession stands in the public concourses of Rogers Centre. For further clarity, Toronto Blue Jays and Rogers Gift Cards are not accepted at other Rogers Centre restaurants (e.g. Arriba, Sightlines, Windows, HSBC Club VIP), the Olde Spadina concession stand, luxury suites or at mobile vendors/hawkers.

Giveaway Items

The Toronto Blue Jays offer several giveaway or promotional items throughout the year. These items are distributed to guests who meet specific promotional requirements and are based on limited quantities. Items are subject to change. Please visit bluejays.com for a full promotion schedule of giveaway and promotions for the 2011 season.

Good Sport Program

Major League Baseball, the Toronto Blue Jays, TEAM Coalition, Aramark Sports and Entertainment Ltd. and the Budweiser **Good Sport Program** have partnered together to offer fans 19 or older the opportunity to become designated drivers. A designated driver who fills out a pledge form at any Guest Services location pledging to provide responsible transportation for their group will receive a soft drink (compliments of Aramark Sports and Entertainment and the Budweiser Good Sport

Program) and become eligible for daily prizes as well as a grand prize draw at the end of the season.

Grand Slam Grants

Each year, Jays Care Foundation supports a variety of charitable and not for profit organizations from the Greater Toronto Area and across the province of Ontario.

Grand Slam Grants are awarded to organizations offering programs that focus on physical activity, education, and life-skill development for children and youth in need. Submission deadline for 2011 is October 31.

To date, Jays Care has invested more than \$2 million into the community through the Grand Slam Grants program.

Gratuities / Tips

With the exception of food and beverage and suite host workers, the solicitation and/or acceptance of gratuities in any form is not permitted.

Guests can share their appreciation by filling out a guest comment form available at any Guest Service location or by e-mailing fanfeedback@bluejays.com.

Group Tickets

What better way to spend time at the ballpark than to catch a game with friends or colleagues? Groups of 20 or more receive:

- Preferred seating
 - Group discounts on tickets
 - In-game Video Board recognition
 - No service charges for additional tickets purchased
 - Opportunity to purchase post season tickets
- *some restrictions apply

Contact the Blue Jays Group Development Department at 416-341-1188 for more information or email groupsales@bluejays.com

Guest / Fan Feedback

Roger Centre and the Toronto Blue Jays are committed to providing exceptional fan service and appreciates feedback from our fans. Please contact us in person during an event at one of our many Guest Services Booths. Please be sure to include the date of your visit and seating location. if you choose to contact us in writing.

Toronto Blue Jays Baseball Club
Rogers Centre
Attn: Guest Services
1 Blue Jays Way, Suite 3200
Toronto, ON M5V 1J1

or fanfeedback@bluejays.com

Guest Services

Guest Services booths are located on the 100 Level near sections 120 and 135, on the 200 Level near sections 212 and 236 and on the 500 Level near section 525. Guests can check strollers or larger items at these locations, receive assistance related to lost persons and lost and found items, pledge for the Designated Driver program, pass along comments or get questions answered and make other general inquiries.

H

Home Run Scholars

Home Run Scholars is a four year, \$400,000 funding partnership between Jays Care Foundation and Pathways to Education Canada that focuses on the Toronto neighbourhoods of Lawrence Heights, Regent Park and Rexdale, ensuring that at-risk students enrolled in the Pathways program will graduate from high school and have funds available for post-secondary education.

The Pathways program has realized tremendous levels of success since it was introduced in Regent Park in 2001, with the drop-out rate falling from 56% to 10%, and post-secondary enrollment increasing from 20% to 80%. Since the inception of the Home Run Scholars partnership, there has been a 43% reduction in absenteeism among Grade 9 students in the Lawrence Park community.

Hotels

There are a number of fine hotels within walking distance of Rogers Centre, including the Renaissance Toronto Downtown (1-800-237-1512) located within the stadium itself. For further information on hotels and lodging call the Toronto Board of Trade 416-366-6811 or Tourism Toronto at 416-203-2600 or 1-800-363-1990.

HSBC Club VIP

HSBC Club VIP is located directly behind home plate on the 200 level and offers fantastic sightlines of Rogers Centre. Access is included with HSBC Club VIP Season Tickets, In-the-Action

Season Tickets and Luxury Suite Subscribers (five games or more.) The HSBC Club VIP includes the following amenities:

- Gourmet buffet dining at intimate, private booths overlooking the field
- In-seat service available
- Private lounge access
- Private stadium entrance
- Private washroom facilities
- Invitations to exclusive events

There is the choice of two dinner seatings for weeknight games either before or during the game. Weekend and weekday games have one main seating. Reservations are recommended.

Tickets for this area can only be purchased on a full-season basis. Entry to the HSBC Club VIP is limited to valid ticketholders and authorized personnel only. For more information on the HSBC Club VIP or to make reservations, please call 416 341 2600 or e-mail rogerscentreprium@aramark.com.

Injury Release

Prior to, during and following the game experience, including during all batting practices, fielding practices and warm-ups, items such as baseballs, bats and fragments thereof may be thrown or hit into the stands. For everyone's safety, please stay alert and be aware of your surroundings. Any guest who is concerned with his or her seat location should contact any customer service representative for an alternate seat location. The holder of a ticket to any Toronto Blue Jays game voluntarily assumes all risks of any injury or other loss incidental to the sport of baseball, all associated activities and/or his/her attendance at the stadium (including, without limitation, injury suffered from bats, balls or other objects projected into or within the stands), and hereby releases Rogers Blue Jays Baseball Partnership, Rogers Stadium Limited Partnership, Major League Baseball, the Commissioner, the opposing club and their respective corporate affiliates, agents and employees (including players) from any and all liability, regardless of whether such injury or loss occurs before, during or after the actual playing of the game and whether such injury or loss is caused by any person's negligence or otherwise.

Inline Skates

Guests are encouraged to try various modes of transportation to travel to Rogers Centre. Inline skating to the stadium can be a convenient, healthy alternative. However, guests must remove their inline skates prior to entering Rogers Centre. Guests will be expected to store their skates safely under their seats. Additionally, skating on "Heelies" is prohibited within Rogers Centre.

In/Out Privileges

Security reasons preclude Rogers Centre from allowing in/out privileges or pass-outs to individuals who choose to leave the building. Exceptions can be made in special circumstances through our guest service locations.

J

Jays Care Community Clubhouse

This kid-friendly luxury suite will host over 3,000 children, families and community groups each season providing a fun and interactive environment to learn more about the game of baseball. Kids will enjoy meeting and interacting with Blue Jays players before the game, and relax in a safe, dedicated space to take in Blue Jays baseball. For more information, visit www.bluejays.com/jayscare.

Jays Care Foundation Annual Charity Golf Tournament

2011 marks the 16th anniversary of Jays Care Foundation's Annual Charity Golf Tournament. On Monday, August 8, guests will again have the opportunity to play where the pros play - with the pros! Hole contests, sampling opportunities, and fantastic prizes are all included in the day's events, where guests are treated like MVPs from the first tee right through to the spectacular 19th hole reception. For information, call 416-341-1690 or www.bluejays.com/jayscare.

Jays Care Foundation Annual Gala Fundraiser

Each summer, Jays Care Foundation hosts its signature fundraising event, The Curve Ball. VIP guests from Toronto's corporate and social scenes join the entire Blue Jays team, coaching staff, and special alumni guests for an evening of delicious food and drink, fantastic music and entertainment, and incredible live auctions. The Curve Ball takes place on Monday, June 13, 2011 on the field at Rogers Centre. For more information, call 416-341-1690 or visit www.bluejays.com/jayscare.

Jays Care Foundation Donations

In 2010 Jays Care Foundation invested more than \$1,000,000 into the community—the first time it has exceeded that benchmark in a single year. Do your part to make 2011 an even greater success. Show you care. Give today! www.bluejays.com/jayscare.

Jays Care Foundation Silent Auction

Jays Care Foundation is pleased to offer fans the opportunity to bid on unique autographed memorabilia from current and former Blue Jays, as well as a variety of other professional athletes and celebrities at most Blue Jays home games. Half of the proceeds from the Silent Auction benefit Jays Care. Visit Section 128 to place your bids!

Jays Official Merchandise (Stands)

A wide selection of Toronto Blue Jays Official merchandise is available at Jays Shop Stadium Edition, Jays Shop Yonge & Dundas and over 15 concourse shops throughout Rogers Centre.

They are located near the following sections:

- 100 Level: 113, 114, 117, 121, 127, 129, 130, 132
- 200 Level: 210, 213, 220, 227, 236
- 500 Level: 518, 525, 530

Jays Shop Direct

Shop for official merchandise or obtain your free official Jays Shop catalogue by calling 1-877-JAYS-SHOP (529-7746) or locally at 416-341-2903.

Jays Shop Online

Shop online for official Blue Jays merchandise at jaysshop.ca.

Jays Shop Stadium Edition

Fans are invited to check out the Jays Shop Stadium Edition, located beside Gate 5, the largest team store in all of Canada. You can enter from the street or during Blue Jays games from inside the stadium on the 100 Level concourse by section 112. This 8,000 square foot facility is open seven days a week from 10:00 a.m. to 5:00 p.m. with extended hours on Blue Jays and Argonauts home game dates (generally closing 30 minutes post game). Contact the store directly at 416-341-2904.

Jays Shop Yonge & Dundas

The latest fashions and tickets are available at the Jays Shop at Yonge & Dundas. With 1,800 square feet of retail space, it houses the largest selection of Jays branded apparel outside of Rogers Centre. Jays Shop Yonge & Dundas can be accessed via

the Yonge and Dundas entrance, or through Sears at Toronto's Eaton Centre.

The hours of operation are:

- Monday - Friday: 10:00 a.m. - 9:00 p.m.
- Saturday: 8:00 a.m. - 7:00 p.m.
- Sunday: 11:00 a.m. - 6:00 p.m.

For more information regarding this store, please call 416-349-7111 x5103.

Jersey Cresting

Jays Shop Stadium Edition is pleased to provide jersey cresting on location for guests purchasing jerseys at all Jays Shop locations. For more information, please contact 416-341-2904.

Jr. Jays Academy

The Toronto Blue Jays care about keeping kids healthy and fit and we are visiting schools in our community to help do just that! Stay tuned to www.bluejays.com/community to find out more about how a Blue Jays Player may be visiting a school near you.

Jr. Jays Club

Kids who join the 2011 Jr. Jays Club receive:

- 2011 Jr. Jays Membership Kit which includes an official Jr. Jays Club Membership card, baseball cap, lanyard, baseball cards and more!
- Subscription to ACE's E-Newsletter
- Voucher Book full of great discounts on merchandise, concessions, etc.
- Access to all Jr. Jays events (i.e. Autograph Session, Batting Practice Visits, etc.)

Jr. Jays Club Official Membership Kits can be purchased at any of the Jays Shop locations: Rogers Centre, Jays Shop at Sears Yonge & Dundas, online at www.jaysshop.ca or by calling 1-877-JAYS-SHOP (529-7746).

For more information on the Jr. Jays Club please call the Jr. Jays Club Information Line at 416-341-1715 or visit bluejays.com/kids.

Visit bluejays.com/kids now

Jr. Jays Saturdays

Kids 14 and under get a day all their own at the ballpark with Jr. Jays Saturdays. At every Saturday home game kids get to take the field during the starting lineups, introduce Jays batters from the PA booth, take part in the 7th inning stretch and run the bases after the game. On May 28, the fun starts outside the stadium with a carnival-like atmosphere. There are all kinds of free activities taking place outside Rogers Centre Gate 10 including live music, player autographs, face painting, strolling entertainers, balloon twisting and other amazing inflatables and interactive activities.

The Outdoor Program for Jr. Jays Saturdays is conditional on the weather.

This season on Jr. Jays Saturday Kids 14 & under are eligible for half price tickets in the 200 outfield level and the 500 level. For more information visit bluejays.com.

K

L

Lady Jays

The Lady Jays participate in numerous charitable events throughout the season, such as their signature Lady Jays Food Drive being held Saturday July 16th & Sunday July 17th, 2011, to raise awareness for our various community partners. Comprised of the wives and family members of current Blue Jays players and coaches, the lady Jays are committed to assisting the Club in delivering many of its community initiatives.

Laser Pointers

Laser pointers and pens are prohibited inside of Rogers Centre.

Level of Excellence

The Club now proudly displays the names of nine distinguished individuals in the stadium in special recognition of their tremendous achievements. They are Paul Beeston, Roberto Alomar, Dave Stieb, George Bell, Cito Gaston, Joe Carter, Tony Fernandez, Pat Gillick and Tom Cheek. The number 4,306 beside Cheek's name represents the number of consecutive regular season games he called on the radio. Jackie Robinson, whose number has been retired by all teams in Major League Baseball, is also recognized behind home plate.

Lockers

Unfortunately, there are no lockers available for guests at Rogers Centre. Guests entering with bats, roller blades, skateboards, etc. will need to check these items at a Guest Services location. Each item will be tagged and a claim check ticket will be provided to the guest. The Toronto Blue Jays and Rogers Centre are not responsible for any missing, lost, stolen or damages to items while checked.

Lost & Found

Guests losing an item during a game or event should visit any Guest Services location to check if the item has been returned. Guests can also contact our Lost & Found department at 416-341-3060. Lost items are held for approximately three months before they are donated to local charities.

Lost Children

Any children who are lost at Rogers Centre should be taken to a Guest Services location. Likewise, parents looking for lost children should be taken to the Guest Services location on the level that the child was lost or found. Should there be a lost or missing person(s) at the end of an event, our staff along with our police officers will not be released until the missing person is located, or on-duty police have responded.

Lost or Stolen Tickets

Lost or stolen tickets can be replaced by coming to the Rogers Centre Gate 9 Box Office or contacting the Blue Jays ticket office at 416-341-1234. Tickets can only be reprinted with authorization from the ticket purchaser officially listed on the account. For stolen tickets, it is the responsibility of the guest to report it to their nearest police station - obtain an occurrence number, badge number of the officer who received the report, telephone number of the police station and division number. This information must be provided to the ticket office. Once a ticket has been reissued, the original ticket becomes null and void. A Service charge of \$10.00 will apply on all reprinted tickets. All reprinted tickets will be available on the day of the game only and must be picked up in person at the Rogers Centre Gate 9 Box Office "Paid Reservation" window.

Luxury Suites

Watching any Rogers Centre Event from a Luxury Suite is the perfect opportunity to:

- Entertain prospective clients
- Thank new or existing clients for their business
- Reward top performers by incorporating tickets into your

- company's sales incentive program
- Run an internal contest to encourage team spirit
- Recognize milestones such as birthdays, retirement, etc.

Luxury Suites include a great view, interior and exterior seating, customized catering, concierge service, private ensuite washroom, televisions, hosts and can accommodate groups of 10-50 guests. Larger areas for groups of 100 or more guests are also available.

It makes perfect business sense. Call 416-341-1635 or e-mail luxury.suites@rogerscentre.com.

M

Municipality Series

The Toronto Blue Jays team with local communities welcoming them to the ballpark. These municipalities include:

- Woodstock Day – Sunday, May 8
- Stratford Day - Saturday, June 11
- Mississauga Day – Saturday, August 27
- Brantford Day - Saturday, September 17

Contact the Blue Jays Group Development Department at 416-341-1188 or email groupsales@bluejays.com for more information.

N

No-Alcohol Section

For the benefit of fans wishing to enjoy a Blue Jays game free from alcohol in their section, the Blue Jays have designated parts of sections 141/142, 237/238 (Family Zone) and 520/521 (first 14 rows only) as non-alcoholic.

Noisemakers

Musical instruments and any type of noise-making devices are prohibited in Rogers Centre. Any exceptions will be at the discretion of the Rogers Centre and the Toronto Blue Jays.

Nursing Mothers (see: Family Washrooms)

Nut Allergies

Rogers Centre concession stands and vendors sell peanuts and other nut products throughout the building. Rogers Centre does not have areas free from nut products and as a result, we recommend that those with nut allergies exercise caution if attending events at Rogers Centre

O

Objects Thrown In Seating Area

Guests are not permitted to throw any objects around or within the Rogers Centre seating areas (e.g., baseballs, beach balls, shoes, seat cushions, hats, food, drinks, ice, coins, etc.). Failure to adhere to this policy may result in guest ejection from the stadium.

Offensive Clothing

Clothing with offensive language or indecent graphics is prohibited in Rogers Centre. Offenders may be denied entry into or possibly ejected from the stadium.

Offices

Rogers Centre/Toronto Blue Jays Baseball Club Administrative offices are located within Rogers Centre on the 300 and 400 Levels. The main entrance to the office is through Gate 9.

P

Paging

The public address system at Rogers Centre is not to be used for paging guests. In the event of emergency or other special circumstances, consideration will be given to using a general page.

Parking Lots

There is underground parking available at Rogers Centre with elevator access to the building. Rates vary depending on the event. The lot is divided into four zones:

- Star Zone (Green) - Northeast section of the building / Closest elevator is at Gate 3
- Cloud Zone (Blue) - Southeast / Gate 7
- Sun Zone (Red) - Southwest / Gate 9
- Moon Zone (Yellow) - Northwest / Gate 13
- Hotel Zone (Purple) - North

A number of limited parking spaces for wheelchair users are available by reservation only. For further information and to make reservations, contact Rogers Centre Parking at 416-341-3004. Please have your disability permit number handy for bookings. Bookings begin 3 weeks prior to the event day.

Bus parking is available in the lot directly across the street from Gate 8, controlled by Rogers Centre. This lot is manned during Rogers Centre events only. The cost is \$40 per bus. The Bus Lot

is patrolled regularly and vehicles will be tagged if their parking ticket has expired or one has not been purchased. If tagged, payment can be made to the address located on the back of the invoice/tag.

There are a number of parking lots within walking distance of Rogers Centre, but the stadium has no formal affiliation with any of those lots.

Pitch, Hit & Run

The Blue Jays in conjunction with Major League Baseball are proud to offer Pitch, Hit & Run which is a grassroots initiative in which youngsters ages 7-14 have the opportunity to showcase their skills in pitching, hitting and running. Boys and girls participate together, with winners advancing from local competitions to sectional competitions to individual team championships and finally the national finals at the MLB All-Star Game. This competition is free for all youngsters. Questions regarding Pitch, Hit & Run can be e-mailed to pitchhitrun@website.mlb.com.

Player Appearances

Despite the grind of a 162-game schedule, the Toronto Blue Jays Players & Coaches make many appearances throughout the GTA during the baseball season. Our team is often out in the Community helping raise awareness and funds for worthy causes and charitable organizations as well as to lend a helping hand and smile to those less fortunate. More information can be obtained by visiting www.bluejays.com/community or by calling 416-341-1000 and asking to speak with a representative in Player Relations.

Player of the Month Awards

The Blue Jays Amateur Player of the Month Award is given monthly to players participating in Baseball Ontario. Winning candidates are selected based on the following categories:

- Community Involvement
- Academic Performance
- Personal Accomplishments
- Sportsmanship

Each award winner receives 4 tickets to a Blue Jays game including a pre-game ceremony recognizing their award; a Blue Jays autographed cap; and, a plaque to recognize their accomplishments. Nomination information is available at www.bluejays.com/amateurbaseball

Police Officers

The enforcement of criminal code infractions, liquor violations and Toronto by-laws is the responsibility of the Toronto Police Service. During every Blue Jays home game and most Rogers Centre events, the building employs a number of police officers to patrol Rogers Centre and assist our staff. If you have an emergency, please notify the nearest Rogers Centre employee immediately.

Postponed Games

In the event that a game or event is postponed, tickets will be honoured for the rescheduled date. Exact stipulations will be communicated.

Prohibited Items

The following items are prohibited at Rogers Centre:

- Large handbags, knapsacks, etc., exceeding 16" x 16" x 8"
- Hard-sided coolers
- Alcoholic beverages
- Flagpoles
- Sticks (including signs attached to sticks) ,golf ball retrievers
- Offensive, political or other non-event related banners or signs
- Laser pens
- Pressurized air horns
- Glass bottles
- Plastic bottles larger than 600 ml.
- Projectiles that can cause injury or disruption of a game or event
- Frisbees, Beach balls or other inflatable objects **
- Brooms
- Weapons, fireworks and other illegal substances
- Squirt guns
- Stools or folding chairs
- Oversized costumes, mascot apparel
- Full face masks
- Gang colours or clothing
- Clothing with offensive statements
- Alcohol, drugs and weapons will be seized.

** Rogers Centre has the authority to prohibit any other items/s deemed to be a security risk.

Public Transit

TTC

Rogers Centre is conveniently located within easy walking distance of the subway. Guests may take the Spadina/University or Yonge subway lines to Union Station. For further information, guests should call TTC information at 416-393-INFO (4636).

GO Transit

Guests can take GO Transit to Union Station. For further information, guests should call GO INFO at 416-869-3200 or 1-800-GET-ON-GO.

Q

R

Railings

For the safety of everyone at the ballpark, guests are asked to refrain from sitting, standing or leaning on stadium railings.

Ramps

There are eight ramps located throughout Rogers Centre that allow for access to and from entrance and exit ways, and the 100, 200 and 500 levels. Access to different levels can be limited based on seat location as printed on guests' tickets.

Replay Policy

Subject to annual review, Major League Baseball rules stipulate the following cannot be shown on the Video Display Board (JaysVision):

- Pitched balls not put in play
- Forced plays at 2nd base
- "Bean" balls and fights/arguments

Close plays may be shown, but only at regular speed on a discretionary basis.

Rogerscentre.com

Rogerscentre.com is the only site that will keep you updated on the over 200 event days that take place at Rogers Centre. In addition to housing a versatile sports arena, Rogers Centre hosts numerous concerts, family entertainment and trade shows. From event details to ticket information and fun facts, Rogerscentre.com keeps you up-to-date 24-hours a day with just the click of a button.

Roof - Opening & Closing

The decision for the roof to be opened or closed during Blue Jays games is dependent upon detailed weather information. If the game begins with the roof open, the roof can be closed at any time if climatic conditions warrant. If the game begins with the roof closed, it may still be opened before the end of the sixth inning if the Umpire Crew Chief and Blue Jays officials agree the weather has turned in a way that will ensure fan comfort and enjoyment.

The Blue Jays strive to make Rogers Centre an "outdoor" facility by having the roof open as often as possible. However, the comfort of our guests is still a high priority.

Rookie League

Each summer, Jays Care Foundation partners with Toronto Community Housing to operate Rookie League, a summer-long baseball day camp for kids living in Toronto Community Housing neighbourhoods. Blue Jays Honorary Division Captains Aaron Hill, Ricky Romero and John McDonald support the program by offering one on one advice to its participants.

In 2010, more than 700 kids from 30 different Toronto Community Housing neighbourhoods participated in Rookie League. Each week, volunteers from the Blue Jays and Rogers Centre, and from local minor baseball organizations, provide participants with valuable baseball skill development instruction, while emphasizing the values of teamwork, partnership, and cooperation in life beyond the baseball diamond.

Run The Bases

Kids 14 years of age and under are invited to come down to the diamond to Run the Bases for free after every Saturday home game. Parents and guardians should escort the kids down ramps near sections 508, 208, and 108 following the game.

S

Safety

The Toronto Blue Jays want to ensure that guests have a safe and enjoyable experience at the Rogers Centre. Crowd Management, Ushers, Guest Services personnel and uniformed police officers are positioned throughout Rogers Centre. Guests requiring assistance should contact the nearest staff member or uniformed police officer,

Scalpers

The Toronto Blue Jays urge all fans to purchase tickets through established means and not to patronize ticket brokers or ticket prospectors, or "scalpers." The Blue Jays, along with its guests are challenged during each event with these illegal ticket brokers outside the stadium. However, the Blue Jays are powerless when the activity is taking place outside of the building line. It is up to the Toronto Police Service to monitor and charge the brokers for their conduct.

Schedules

Pocket schedules are available at the Box Office and Guest Services locations. Schedules can also be obtained by mail, by calling 416-341-1000 or by e-mailing ticket.office@bluejays.com.

School Days / School Groups (Themed Ticket Promotion)

The Blue Jays welcome School Groups in 2011 on Thursday, April 7 and Thursday, June 16. School group consisting of 20 or more receive a special discount on tickets in designated School Day areas, a group welcome greeting on our video display board and an opportunity to run the bases post game. Contact the Blue Jays Group Development Department at 416-341-1188 or email groupsales@bluejays.com for more information.

Scorecards

Scorecards and a pencil are available when purchasing a PLAYBALL Program for \$5.

Service Fees and Handling Fees Per Ticket

Guests purchasing single game tickets will be subject to a ticket charge per ticket. The costs are as follows:

- Tickets purchased via the phone: \$2-\$5 per ticket service fee
- Tickets purchased via the box office: \$2 per ticket service fee
- Tickets purchased via the internet: \$3.75-\$5.25 per ticket service fee

There is a \$4 handling fee (delivery charge) per order charge.

Security Measures

In order to provide our guests with a safe environment, the following security measures may be in effect:

Searches at all entry gates will include the inspection of all items that are carried into the stadium. Everyone entering may be subject to full searches of your person, also known as “pat downs” searches and or wand searches.

Searches may cause delays in entering the stadium and we encourage everyone to arrive early. Those patrons who do not carry any item into to the stadium will enter the stadium more rapidly than those who bring items in with them. You are encouraged to leave belongings in your vehicle or at home whenever possible.

Law enforcement personnel will be present at all entrances and throughout the facility along with our staff to ensure your safety. Thank you for your patience and cooperation in making your experience at Rogers Centre safe and enjoyable.

Smoking Regulations

Since January 2006, Rogers Centre has been a smoke-free environment, in compliance with the Province of Ontario’s Smoke-Free Ontario Act. Smoking is not permitted at any level in the building. Security issues preclude us from allowing guests back into the building if they choose to exit. Those fans leaving the facility to smoke will not be permitted re-entry to the stadium.

Solicitation and Distribution of Literature

Guests are prohibited from distributing banners, booklets, business cards, circulars, commercial advertising, flyers, folders, handbills, leaflets, notices, pamphlets, posters, stickers or any other written, printed and/or painted materials, without advance written permission from the Rogers Centre and the Toronto Blue Jays baseball club

Special Needs Entrance

(see: Accessible and Special Needs Entrance)

Stadium Rules and Standard of Conduct

Copies of the Stadium Rules and Standards of Conduct are posted in a variety of locations throughout Rogers Centre (including in proximity to building entrances). The text of the policy as of January 1, 2009 is as follows:

- A valid ticket must be produced upon entry to the stadium and at any time thereafter upon request. Rogers Blue Jays Baseball Partnership ("Blue Jays") and/or Rogers Stadium Limited Partnership (collectively, the "Management") reserves the right, without compensation or refund of admission price to refuse any person admission to the stadium, or to remove such person from the stadium, (i) if the person uses language or exhibits conduct which, in the opinion of Management, is abusive, illegal or objectionable or might otherwise interfere with the reasonable enjoyment of others, (ii) if, in the opinion of the Management, the person's ticket is not valid, or (iii) if the person brings into the stadium any restricted items, including, without limitation, alcohol, illegal drugs, chemicals, bottles, cans, weapons of any kind, large bags, knapsacks or hard-sided coolers or briefcases (list of restricted items subject to change at any time in the discretion of the Management). Each person wishing to enter the stadium consents to Management's reasonable examination of his or her person and/or belongings to ensure compliance with the foregoing.
- Each person entering the stadium grants to the Management, their corporate affiliates, agents, broadcasters, business associates and/or sponsors (collectively, the "Authorized Parties") the absolute and irrevocable right to utilize that person's voice, image and/or likeness in connection with any transmission, retransmission or reproduction in whole or in part of the game to which such person is admitted. Each person entering the stadium further grants to the Authorized Parties the absolute and irrevocable right to use that person's voice, image and/or likeness for any purpose whatever, including on merchandise and in Blue Jays advertising, without restriction, and regardless of medium. Each person entering the stadium thereby waives all rights of inspection or approval regarding any use of his/her voice, image or likeness and any right to remuneration therefore, and releases and discharges the Authorized Parties from any and all claims and demands arising out of or in connection with the use of his/her voice, image or likeness, including, without limitation, any and all claims for invasion of privacy, right of publicity or defamation.
- Each person entering the Stadium agrees that: (A) he/she shall not transmit or aid in transmitting any information about the game or event that he/she is attending, including, but not limited to, any account, description, picture, video, audio,

reproduction or other information concerning the game or event (collectively "Event Information"), (B) Blue Jays is the exclusive owner of all copyrights and other proprietary rights in all baseball games and event information in respect of such baseball games, and (C) all photographs and recordings created by him/her are for personal use only.

- **WARNING:** Each person entering this stadium voluntarily assumes all risks of any injury or other loss to person and property occurring during his/her presence at the stadium and/or incidental or related to the event being held or game being played at the stadium, as applicable, at or about such time (including, without limitation, injury suffered from balls, bats or other objects projected into or within the stands), and releases the Management, Major League Baseball, the Commissioner, the participating teams, the performing acts and their respective agents, corporate affiliates and employees from and all liability therefore, regardless of whether such injury or loss occurs before, during or after the actual performance of the event or playing of the game, as applicable, and whether such injury or loss is caused by any person's negligence or otherwise. **PRIOR TO, DURING AND FOLLOWING BASEBALL GAMES, INCLUDING DURING ALL BATTING PRACTICES, FIELDING PRACTICES AND WARM-UPS, ITEMS SUCH AS BASEBALLS, BATS AND FRAGMENTS THEREOF MAY BE THROWN OR HIT INTO THE STANDS AND CAUSE SERIOUS INJURY. FOR EVERYONE'S SAFETY, PLEASE STAY ALERT AND BE AWARE OF YOUR SURROUNDINGS.**

Copies of the most current Stadium Rules and Standards of Conduct are available at Gate 9 or by calling 416-341-1000.

Stairs

There are several stairwells throughout the stadium (including stairwells that run beside elevators 7 and 9) that allow for access to and from entrance and exit ways and various levels of the stadium. Access to different levels can be limited based on seat location as printed on guests' tickets.

Strollers

The Toronto Blue Jays and Rogers Centre welcome guests with baby strollers, but asks kindly that all strollers be checked at a Guest Services location and not stored at either the guest's seat or at the top of the aisle.

T

Taxi Service

Taxis can often be found north of the stadium on Front Street and on Bremner Blvd near Rees Street.

Telephones

Payphones are located at these convenient locations around Rogers Centre:

- 100 Level: near sections 107, 114, 117, 123, 126, 129, 135, 136
- 200 Level: near sections 208, 217, 221, 227, 231, 239
- 500 Level: near sections 508, 517, 522, 531, 539

Ticket Holder Agreement

The following agreement is entered into between each ticket purchaser and Rogers Blue Jays Baseball Partnership. It is printed on the back of each physical ticket issued and accompanies all Rogers Video and Print @ Home orders.

This ticket (the "Ticket") represents a revocable licence (the "Licence") and is issued to the buyer and/or bearer (as the context dictates, the "Licensee") by Rogers Blue Jays Baseball Partnership (the "Club") pursuant to certain terms and conditions including those set forth below (the "Conditions"). The Licensee is absolutely responsible for any violation of the Licence and should safeguard the Ticket so that the Licence is not violated. By using this Ticket, the Licensee agrees and accepts the Conditions, as well as all Stadium Rules and Standards of Conduct ("Standards") posted in or about Rogers Centre (the "Stadium"). Advance copies of the Standards may be obtained at Stadium Gate 9 or by telephoning 416-341-1000.

Subject to the Limited Exchange Policy, this Ticket only permits the Licensee the right to: (a) enter the publicly-accessible areas of the Stadium at times determined by the Club, (b) attend the Toronto Blue Jays ("Jays") game identified on the Ticket; and (c) sit in the seat location identified on the Ticket. A valid Ticket must be produced upon entry to the Stadium and upon request anytime thereafter. The Club reserves the absolute right to determine the validity of any ticket and access to the Stadium, suites and/or seating areas during Jays game periods.

Unless otherwise authorized by the Club, any direct or indirect sale, resale, auction, assignment, or transfer of this Ticket at a price greater than the price printed on the front, as well as any attempt at any of the foregoing, is strictly prohibited and

a violation of the Licence. Tickets obtained from unauthorized sources may be lost, stolen or counterfeit and, if so, are void. This Ticket may not be used for advertising, promotion (including contests, giveaways and sweepstakes) or any other trade or other commercial purpose without the prior written consent of the Club. Any violation of the Licence will give the Club the unrestricted right to revoke or terminate this Licence, seize the Ticket and/or cancel the Licensee's ticket account immediately without having to refund the face value of this Ticket or any other tickets. The Club reserves the right to investigate violations of the Licence, the Conditions and/or the Standards. The failure of the Licensee to cooperate with any investigation constitutes a violation of the Licence. The Licensee acknowledges that damages may not be an adequate remedy for breach of the Conditions or Standards and consents to injunctive or other relief which may be sought to enforce same.

SECURITY POLICY: No alcohol, illegal drugs, chemicals, bottles, cans, weapons of any kind, large bags, knapsacks or hard-sided coolers or briefcases will be permitted into the Stadium. No reentry permitted. By seeking entry to the Stadium, the Licensee consents to a reasonable search of his/her person and belongings. The Licensee agrees not to use language or engage in conduct that is abusive, illegal or objectionable or might otherwise interfere with the applicable Jays game or with the reasonable enjoyment of others and the Club and/or Rogers Stadium Limited Partnership ("RSLP"), owner of the Stadium, reserve the right, with or without refunding the face value of the Ticket, to refuse admission to and/or eject any person who fails to comply with any Condition, including the foregoing, or the Standards. The Club reserves the right to change this Security Policy without notice.

BY USING THE TICKET, THE LICENSEE AGREES THAT: (A) HE/SHE SHALL NOT TRANSMIT OR AID IN TRANSMITTING ANY INFORMATION ABOUT THE GAME TO WHICH THE TICKET GRANTS ADMISSION, INCLUDING, BUT NOT LIMITED TO, ANY ACCOUNT, DESCRIPTION, PICTURE, VIDEO, AUDIO, REPRODUCTION OR OTHER INFORMATION CONCERNING THE GAME (COLLECTIVELY "GAME INFORMATION"); (B) THE CLUB IS THE EXCLUSIVE OWNER OF ALL COPYRIGHTS AND OTHER PROPRIETARY RIGHTS IN THE GAME AND GAME INFORMATION; AND (C) HE/SHE IS GRANTING THE CLUB, THE OPPOSING CLUB AND EACH OF THEIR RESPECTIVE AGENTS AND LICENSEES THE UNRESTRICTED RIGHT AND LICENCE TO RECORD THE LICENSEE'S VOICE, IMAGE AND/OR LIKENESS BY ANY MEANS AND TO USE THAT/THOSE RECORDING(S) FOR ANY

PURPOSE, COMMERCIAL OR OTHERWISE, IN THEIR ABSOLUTE DISCRETION AND WITHOUT ANY REQUIREMENT OF FURTHER PERMISSION OR REMUNERATION.

WARNING: PRIOR TO, DURING AND FOLLOWING THE GAME EXPERIENCE, INCLUDING DURING ALL BATTING PRACTICES, FIELDING PRACTICES AND WARM-UPS, ITEMS SUCH AS BASEBALLS, BATS AND FRAGMENTS THEREOF MAY BE THROWN OR HIT INTO THE STANDS. FOR EVERYONE'S SAFETY, PLEASE STAY ALERT AND BE AWARE OF YOUR SURROUNDINGS. ANY GUEST WHO IS CONCERNED WITH HIS OR HER SEAT LOCATION SHOULD CONTACT ANY CUSTOMER SERVICE REPRESENTATIVE FOR AN ALTERNATE SEAT LOCATION. The Licensee voluntarily assumes all risks and danger of any injury or other loss incidental to the sport of baseball, all associated activities and/or his/her attendance at the stadium (including, without limitation, injury suffered from thrown or broken bats, thrown or batted balls or other objects projected into or within the stands), and hereby releases the Club, RSLP, MLB, the Commissioner, the opposing club and their respective corporate affiliates, agents and employees (including players) from any and all liability, regardless of whether such injury or loss occurs before, during or after the actual playing of the game and whether such injury or loss is caused by any person's negligence or otherwise. **LIMITED EXCHANGE POLICY:** The Ticket is not subject to any refund and will bear no cash value. In the event a legal game as defined by MLB (i.e., 4 1/2 innings if the Jays are ahead and five full innings if the Jays are behind or the game is tied) is not played on the date specified on the Ticket due to weather, an act of God, or any other reason, the Ticket can be exchanged for a same priced ticket for any regular season Jays home game within the same season as the originally-scheduled game, subject to availability. For more information call the Club's ticket office at 416-341-1234.

Ticket - Advance Purchase and Delivery Options **Ticket Ordering Online**

Buying Blue Jays tickets online is quick and easy at www.bluejays.com. There are plenty of ticket options to choose from including Season Tickets, Flex Packs, Special Events and Single Game tickets. Just a few clicks and fans are on their way to see the Blue Jays play at Rogers Centre! By selecting the Print At Home feature, tickets will be e-mailed to the user instantly.

Ticket Purchase at Rogers Centre

Blue Jays fans can purchase Toronto Blue Jays tickets at the Box Office located outside Gate 9 at Rogers Centre. Tickets can

be purchased on the day of the game or in advance. Fans can also upgrade current tickets, purchase future game tickets or purchase any of our exciting Toronto Blue Jays ticket packages simply by visiting the box office at Gate 9.

Blue Jays fans can obtain a future game ticket, upgrade their day-of-game seat or make further ticket inquiries by going to the Advance Inside Ticket Window on level 100 behind section 127 (Gate 9a). The Advance Ticket Window is available when the gates open until 30 minutes after the game ends.

Ticket Purchase at Rogers Plus

Fans may purchase Single Game Tickets and Blue Jays Gift Cards at over 70 of our Rogers Video and Rogers Plus locations throughout Southern Ontario. Also, as a customer convenience and upon special request, tickets ordered at bluejays.com or by phone at 416-341-1234 may be picked up at your neighborhood Rogers Plus location. Fans that choose this option will need to contact the Blue Jays directly if they require servicing with their tickets (exchange, cancellation, group discounts, etc.).

Ticket Purchases at TO Tix

Fans can now purchase tickets at the TO Tix location at Yonge and Dundas Square in downtown Toronto. Hours of operation vary through the summer.

Ticket Ordering By Phone

Fans may purchase tickets for Blue Jays home games by calling 416-341-1234 or 1-888-OK-GO-JAY. Payment can be made by:

- Major credit card (Visa, MasterCard, American Express)
- Rogers or Toronto Blue Jays Gift Cards, available at most major retailers in the GTA
- Monthly on Rogers Cable, Wireless or Consolidated bill for eligible Rogers customers

Hours of Operation:

- Monday to Saturday - 9:00 am to 10:00 pm
- Sundays and Statutory holidays - 9:00 a.m. to 8:00 p.m.

Ticket Scanning

For each game, the Toronto Blue Jays will be using bar-code scanning of tickets of guests entering Rogers Centre. Ticket scanning provides the Toronto Blue Jays quick and accurate attendance figures, helps us to track giveaway quantities at the gates, and controls fraudulent, duplicate, or invalid tickets from entering Rogers Centre.

Tours of Rogers Centre

Fans can take a behind the scenes tour of Rogers Centre, one of Toronto's most popular tourist attractions. Tours operate daily (stadium schedule permitting). The one hour tour takes you through the stadium from bottom to top. The costs are as follows:

- Adult - \$13.75
- Senior - \$10.25
- Youth (12-17) - \$10.25
- Child (5-11) - \$8.25
- Infant (0-4) - No charge
- Groups of 20 or more receive a discount.
- Tickets can be purchased on line at ticketmaster.ca.
- The ticket window location is at the northeast corner of Rogers Centre; lower 100 level (Gate 3)
- For more information call 416-341-2771 or visit rogerscentre.com

Trespassing

Any fan venturing onto the playing field before, during or after a game or event will be subject to criminal prosecution under the criminal code.

Tweeting Tuesdays

Every Tuesday home game fans and @bluejays followers will have the opportunity to interact and communicate with other Blue Jays fans while watching the game. Blue Jays followers will also have the opportunity to win prizes and experience a Blue Jays game in a whole new way.

U

U.S. Currency

U.S. currency is accepted at the Jays Shop Stadium Edition and all official merchandise locations. All concession stands accept U.S. currency. The exchange rate is posted at all locations. Currency conversion will only be from a result of a sales transaction.

Ushers

Ushers are stationed throughout Rogers Centre to assist you and to enforce stadium rules and regulations. If someone is interfering with your enjoyment of the game or event, please contact an usher. Please treat our ushers with courtesy and respect by following Rogers Centre rules - they are making the stadium a safer and more comfortable environment for all our guests.

V

Video Cameras

Video cameras are allowed at Rogers Centre for non-commercial use at all Blue Jays games provided they do not disrupt other fans enjoyment of the game. The taping of any game footage, however, is strictly prohibited.

Video Display Board

The Toronto Blue Jays have teamed with Daktronics on the installation of a new state of the art video display board system. The main screen in centre field measures 110 feet across and 33 feet high. Two large screens, used largely for out of town scores, have been built into the outfield wall, each measuring 65 feet across and 10 feet high. Two more video screens stretch outwards on the concrete facing of the 300 Level, reaching from the main screen in centre field down the first and third base lines. The screens can carry fully integrated video or messages, or work independently.

Video Display Board Messages

Celebrate your special occasion on the video board at Rogers Centre and support Jays Care! Fans can reserve birthday, anniversary, or special welcome greetings by making a \$100.00 donation to Jays Care Foundation no less than five (5) business days prior to the desired date. Marriage proposals, which include a live video, can be reserved for a \$250.00 donation. Call 416-341-1020 or e-mail videoboard@bluejays.com to reserve your message. All requests are subject to availability.

Video Surveillance

CCTV surveillance cameras will be in use throughout the facility.

Visually Impaired Seating

There are a limited number of seats for the visually impaired. Seats are sold on a first come, first serve basis and must be ordered 24 hours in advance. For further information, call 416-341-1234.

W

Washrooms

Washrooms are located in convenient locations on the concourses of each seating level. There are 73 washrooms available on the five levels of Rogers Centre - 30 for men, 34 for women and 9 family/accessible washrooms. Additionally, each Luxury Suite on the 300 and 400 Levels is equipped with its own private en suite washroom.

Wheelchairs

The Toronto Blue Jays can provide wheelchairs to transport fans to and from their seat only. Inquiries concerning wheelchair seating should be directed to the Consumer Sales department at 416-341-1234.

X, Y, Z

Employee Information

Call In Procedures

If you are unable to work a game due to illness or unexpected emergency, please follow these procedures:

On game days, call the Game Staff Hotline 416-341-1270 to leave a message in your department's mailbox.

- Option 1 – Ushers/Guest Services
- Option 2 – Ticket Takers
- Option 3 – Crowd Management/CMRT

It is essential you notify us no later than four hours prior to your scheduled shift so other arrangements can be made to cover your position. Please provide the following when leaving a message:

- Your name and staff number
- Your reason for not being able to work
- The date (or dates) you will miss work
- The date of your return

At other times, be sure to contact your Head Supervisor by email or by leaving a message in their respective voice mailbox. These services are available 24 hours a day for your convenience.

- **Ushers/Guest Services:**

Kevin Law	416-341-1147
kevin.law@bluejays.com	Option 1

- **Ticket Takers**

Paul Fonseca	416-341-1147
paul.fonseca@bluejays.com	Option 2

- **Crowd Management/ CMRT**

John Booth	416-341-1147
john.booth@bluejays.com	Option 3