



Alcohol Policy

No alcohol may be brought onboard ACE or into Levi's® Stadium.

Animals

Only service animals with proper identification are permitted on ACE and into Levi's® Stadium. All other animals are prohibited. If bringing a service animal onboard, please check in with ACE staff before boarding or call Customer Service at 1-800-411-7245.

Bag Policy

ACE will be complying with the NFL's Bag Policy for all special trains to Levi's® Stadium. The NFL's Bag Policy prohibits all bags, backpacks, and other carriers from being brought into the stadium with the following exceptions:

- NFL approved clear plastic bags (12" x 6" x 12")
- On gallon clear plastic zip lock type bags
- Small Clutch Bag (the size of an adult hand) (4.5" x 6.5")

All bags are subject to inspection by Levi's Stadium personnel. There is a bag check site in front of Toyota Gate F (entry and exit for all ACE passengers). This site closes one hour after the completion of the event.

Children/Infants

Children under two (2) years of age are allowed on ACE at no charge with a paying adult. Levi's® Stadium is also allowing entry for children under two (2) years of age without a ticket accompanied by an adult with a valid ticket.

Child must be share the same seat on ACE and onboard Levi's® Stadium.

Code of Conduct

Please see ACE's Code of Conduct at the by clicking the following link [HERE](#).

Levi's® Stadium code of conduct includes:

- Obscene or abusive language and/or behavior
- Fighting, taunting, or threatening remarks and/or gestures
- Intoxication or signs of impairment related to alcohol or drugs
- Irresponsible drinking or behavior
- Inappropriate displays of affection
- Smoking (in non-designated smoking areas)
- Gang activity; including but not limited to wearing or displaying gang clothing and/or indicia
- Offensive clothing
- Any distraction to the progress of the game or event.

- Throwing objects of any kind
- Occupying any seat without the appropriate ticket
- Mistreatment of visiting team fans or guests, including verbal abuse, harassment, profanity, confrontations,
- intimidation, or threatening behavior
- Failure to follow the directions of law enforcement, security, ushers, ticket takers or any other Levi's® Stadium personnel
- Violations of any Levi's® Stadium policies, local City of Santa Clara ordinances, state, or federal laws
- Other actions that cause a disruption and/or hinder the enjoyment of the event.
- Any behavior that impairs the safety and/or enjoyment of the event from other guests.

Committing any of the above listed violations may result in ejection from the stadium, prohibition from attending future events, and/or arrest.

Disability Services

ACE riders who require special needs or assistance onboard ACE are asked to contact ACE at 1-800-411-7245 the business day before the 49ers home game.

If assistance is needed from the Great America/Levi's® Stadium platform to entry into Levi's® Stadium, please call Levi's® Stadium Mobility Assistance Team at 1-408-579-4610 or email mobilityservices@levisstadium.com to schedule a shuttle ride from the platform to gate entry.

Food and Beverage

Food and beverage are allowed onboard ACE, however must be stored in the appropriate bag policy listed above. Ice chests, large containers, and portable grills are not allowed onboard ACE (see bag policy). Large items block walkways and legroom onboard ACE. Please be sure to throw away all perishables in the garbage receptacles before departing the train.

Food may be brought into Levi's® Stadium as long as it is placed in clear plastic wrappings or bags that comply with the NFL bag policy. Fruit must be cut into smaller pieces. Only non-alcoholic beverages contained in sealed plastic bottles may be brought into Levi's Stadium. Thermos type containers may be brought into the stadium, but the contents are subject to inspection.

Guest Text Messaging

ACE passengers whom purchased special event train ride tickets with a valid email or cell phone number will be sent text messages and/or email alerts 30 minutes before train departs Levi's Stadium returning eastbound. Additionally, text message and/or email alerts will be sent if there are any unforeseen travel delays.

Levi's® Stadium guests are encouraged to report unruly guest behavior by contacting the nearest stadium personnel or by texting keyword "SUPPORT" <space> and then a message with description and location to 69050.

Noisemakers

No noise-making devices of any kind are permitted onboard ACE or inside of Levi's® Stadium. Noisemakers are distractions from important onboard announcements or station announcements in cases of emergency and/or for general messages to the passengers.

Permitted and Prohibited

The following items are PERMITTED onboard ACE and in the Levi's® Stadium:

- Clear plastic zip-lock bags
- NFL approved bags
- Seat cushions
- Plastic bottles (sealed) and thermoses (no alcohol)
- Cameras and video equipment (no lights, tripods or monopods)
- Food and fruit (must be cut into pieces).
- Flags (No Poles)
- Blankets
- Umbrellas *
- Strollers **
- Diaper bags accompanying a child

The following are PROHIBITED onboard ACE and in the Levi's® Stadium:

- Backpacks
- Coolers (including soft-sided coolers)
- Large purses & fanny packs larger than 6" v 4"
- Weapons of any kind (including silverware)
- Cans, glass bottles or alcoholic beverages
- Klaxons, bullhorns, whistles or any other noisemakers
- Laser pointers of any type
- Signs, banners or poles
- Any fan perceived to be intoxicated
- Projectiles (footballs, Frisbees, etc.)
- Disorderly conduct or obscenity (see "CODE OF CONDUCT")
- Obscene or abusive language and / or behavior
- Offensive clothing
- Fighting, taunting, or threatening remarks and / or gestures
- Intoxication or signs of impairment related to alcohol or drugs
- Smoking
- Irresponsible drinking or behavior
- Inappropriate displays of affection
- Gang activity
- Any distraction to the progress of the game
- Throwing objects of any kind
- Occupying any seat without the appropriate ticket

* Umbrellas are allowed in the stadium provided they do not obstruct another guest's view or pose any safety hazard.

** Please contact your nearest Playmaker if you are in need of storing a baby stroller or wheelchair, as they are not permitted to be stored in the seating areas

Signs and Banners

Signs and banners of any size or type are not allowed onboard ACE and are not permitted in Levi's® Stadium.

Strollers

Strollers are welcome onboard ACE and at Levi's® Stadium, but cannot obstruct walkways and/or seats onboard ACE or in the stadium. ACE staff prefers individuals with strollers to sit on the lower levels of each train car.

Tickets

Please have ACE train ride tickets visible either by printout or on your smart phone. We will not be checking for tickets to SF 49ers games.

Weapons

Weapons of any kind are strictly prohibited on ACE and at Levi's® Stadium.

Additional Information

For additional information in regards to ACE, please contact our Customer Service Department at 1-800-411-7245 or Marketing Department (marketing@acerail.com)

Levi's® Stadiums complete Playbook Guide of rules and regulations can be found at the following link [HERE](#) and Security Policies [HERE](#).

Be sure to download the [Levi's Stadium App](#) for all other game day needs.