WELCOME BACK!

Welcome back to your Executive Suite at FedExForum, where you and your guests can sit back, relax and experience sports and entertainment in style. Your valued and continued support has been instrumental in making FedExForum such a success since its inaugural year.

Our Premium Services Team is ready to assist and is devoted to your continued satisfaction. Our goal is to make your Executive Suite experience as pleasurable and valuable as possible. Enclosed in the Executive Suite Guide is all of the information needed to ensure that you and your guests receive the highest level of service from the Memphis Grizzlies.

The Grizzlies organization is thrilled to have you as a part of our team and we look forward to an exciting year. Make yourself at home and enjoy the show!

Sincerely,

Memphis Grizzlies
Andy Dolich
President of Business Operations
WORK, PLAY AND LIVE AS CHAMPIONS
THE MEMPHIS GRIZZLIES AND FEDEXFORUM ARE DEDICATED TO DELIVERING A WORLD CLASS, CHAMPIONSHIP EXPERIENCE TO OUR FANS, COMMUNITY, PARTNERS AND STAFF.

Our pursuit and passion is to:

- Perform exceptionally in the arena, workplace and community;
- Provide premier customer service;
- Drive unprecedented community leadership, service and giving;
- Cultivate a spirit of innovation, integrity and teamwork and stand as a cornerstone of pride and inspiration to Memphis and the Mid-South.
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WELCOME TO FEDEXFORUM, HOME OF YOUR MEMPHIS GRIZZLIES. THE STATE-OF-THE-ART FACILITY WAS DESIGNED WITH THE FAN IN MIND. WE HAVE DONE OUR BEST TO ENSURE THAT FEDEXFORUM IS THE BEST SPORTS AND ENTERTAINMENT FACILITY IN THE MID-SOUTH. WE HOPE YOU ENJOY YOUR EXPERIENCE HERE AT FEDEXFORUM.
Welcome to FedExForum!
Thank you for your support and your business as an Executive Suite Holder at FedExForum. Our entire staff is ready to ensure your comfort as you enjoy great basketball and entertainment. This Guide gives you important information and lists the policies and procedures for your Executive Suite. If you need additional information, or if you wish to offer any suggestions or comments, please feel free to contact us at 901-205-1515.

Premium Services Contact Information
Premium Services Hotline 901-205-1515
Premium Services Email premiumservices@grizzlies.com
Director of Premium and Ticket Services
Gregg Crone Direct line 901-205-1514
Email gcrone@grizzlies.com
Premium Services Manager
Jody Schmidt Direct line 901-205-1517
Email jschmidt@grizzlies.com

Levy Restaurants Contact Information
General Manager of Executive Suites
Darryl Willms Direct line 901-205-1808
Email dwillms@levyrestaurants.com
Executive Suite Ordering 901-205-1838
Executive Suite Fax 901-205-1848
Executive Suite Email SuiteEats@LevyRestaurants.com
FEDEXFORUM POLICIES AND PROCEDURES

Access
- FedExForum and the Executive Suite levels will be open two hours prior to game time for all Grizzlies games. Doors for all other events will open one hour prior to the event unless otherwise notified.
- Guests should carry their Executive Suite tickets with them at all times. Your ticket will be checked as you enter private Suite and Club levels. Guests without the proper credentials will not be permitted access to private levels.
- FedExForum has a no re-entry policy. Re-entry on the same ticket is prohibited.
- Authorized Grizzlies personnel will have access to the Suite during all events.

Parking
Executive Suite guests who park in the adjacent Ford Parking Garage may enter directly from the Explorer Level (3) into the First Tennessee Club Lobby. Courtside Suite guests who park in the Ford Parking Garage may enter from the F-Series Level (1) into the Plaza level and take the VIP Lobby Elevators down to the Courtside Suite Level. If you are not entering the Suites from the adjacent Ford Parking Garage, access to both levels is via the staircases or from the public elevators located at the northwest and southwest sides of FedExForum.

Food, Beverages And Alcohol
- For events where alcohol is not served, there must be at least one person 18 years or older in the Executive Suite at all times. If alcohol is served, there must be at least one person 21 or older in the Executive Suite at all times.
• All food, alcohol and other beverages must be ordered through Levy Restaurants. Orders may be charged to the Executive Suite Account (if ordered by an Authorized Signer) or may be paid for with a credit card at the end of the event. Food and beverages may NOT be brought into FedExForum from outside sources.

• Food and beverages purchased from the Public Concourse level concession stands and the First Tennessee Club lounges may be brought to your Executive Suite.

• Alcohol sales will end at the start of the 4th quarter for all Grizzlies games. Restaurants and Suites may continue to serve alcohol, but alcoholic beverages cannot be taken out of the restaurant or Suite after the start of the 4th quarter.

To maintain compliance with applicable laws, rules and regulations regarding alcohol consumption, the Memphis Grizzlies ask that you adhere to the following:

• Alcoholic beverages cannot be brought into or taken out of FedExForum.
• Each Suite guest is responsible for pouring his or her own alcoholic beverages. Guests are not permitted to serve as bartenders for other guests. If you wish to hire a bartender for your Executive Suite, please contact Levy Restaurants.
• Minors (under the age of 21) are not permitted by law to consume alcoholic beverages.
• It is unlawful to serve alcoholic beverages to a visibly intoxicated person.
• Executive Suite guests are not permitted to take cans, bottles or glasses outside the Executive Suite. Executive Suite guests must pour soft drinks and alcoholic beverages into a plastic cup prior to leaving the Suite. However, these cups may not leave FedExForum.
• After the start of the 4th quarter, alcohol may not be taken from the Suites at any time.
• For private parties held in an Executive Suite, no alcohol consumption is permitted between 12 midnight and 7 a.m.

FedExForum is dedicated to providing quality events which promote enjoyment and safety for everyone. This is best achieved when moderation in alcohol consumption is practiced.

**Guests**

You may request up to four guests to visit your Executive Suite for all FedExForum Events. Guests can be added to the Executive Suite Guest List located at the Concierge desks. Access to Executive Suites in conjunction with the Executive Suite Guest List applies only for guests who already have a seating ticket in the arena for that event. This will allow your guests to visit your Executive Suite at any time during the event. The Premium Services Department will handle all arrangements for the Executive Suite Guest Lists during normal business hours, 8:30 a.m. to 5 p.m., Monday through Friday. Guest List additions can be emailed to PremiumServices@grizzlies.com. If you would like to make arrangements during an event, you may do so at the Concierge desks. Only the Suite Holder of Record, the Suite Administrator, or an Authorized Signer may request Guest List additions. If you are unsure if a guest in your Suite should be there, contact the Concierge desk and ask them to do a “ticket check” in your Suite.

Note: Suite capacity is limited by fire code regulations and will be enforced.
Smoking
Smoking is NOT permitted in the Executive Suites, or anywhere inside FedExForum. Smoking is permitted on the outside terrace located at the northwest corner of the First Tennessee Club level. Guests found smoking inside the building could be ejected from the building.

Cameras And Audio Recording Equipment
The use of still photography, movie cameras, video tape or audio recording equipment by Executive Suite Holders or their guests to record an event may be prohibited. Please check with the Premium Services Department for verification. The event promoter dictates this policy. FedExForum Guest Services reserves the right to confiscate tape or film used for these purposes.

Suite Lighting
During dark house events, such as concerts and most family shows, all primary lighting and televisions must remain at the pre-set level for the duration of the performance or the performer may decline to go on stage. Your Suite Attendant will visit your Executive Suite prior to the event to assist with lighting and sound systems. Lights must remain dimmed until the completion of the performance to prevent interference with the quality of the artist’s lighting and sound system.

Safety
• Executive Suite Holders and guests must not throw any object into the audience or onto the playing surface or stage.
• All Executive Suite doors must be kept shut during each event to ensure the safety and privacy of your guests.
• Executive Suite Holders are responsible for the conduct of Executive Suite guests at all times.
• Violators of FedExForum rules and regulations may be subject to eviction from the arena and/or prosecution.

Emergency Procedures
In case of an emergency, please contact the Executive Suite Level Concierge at 205-1515 for assistance.
SUITE BENEFITS, AMENITIES AND SERVICES

Access to First Tennessee Club Level Restaurants/Lounges
All Executive Suite Holders have access to the First Tennessee Club. Located within this area is Opus, a 350-seat restaurant featuring upscale dining for our Premium guests. The First Tennessee Club also features the Blue Note Lounge where guests may mingle and enjoy drinks and food prior to, during, and after an event. Levy Restaurants operates two “mini restaurants” located along the Club Level Concourse featuring upscale food and beverage options for Premium Seat Holders. Opus and Blue Note Lounge will open two hours prior to the start of Grizzlies games and one hour prior to other events where the restaurants are open. Opus and Blue Note Lounge will remain open until one hour after the event. All Executive Suite Holders also have access to Lexus Lounge located on the Event Level. Lexus Lounge opens two hours prior to all Grizzlies games and remains open up to one hour afterwards. Access to Lexus Lounge for all non-Grizzlies events is subject to promoter restrictions.

Concierge Service
The Concierge is an extension of your Premium Services Department working at FedExForum. Concierge Desks are provided at the southwest and northwest corners on the Courtside Suite level and on the First Tennessee Club level. The Concierge is available at all FedExForum events to assist you with your needs. The Concierge may be called upon to help with a variety of Suite related issues, including tickets, parking, transportation arrangements, and helping with other special requests. If there is anything at all that you need, please feel free to contact your Concierge at 901-205-1515, and we will make every effort to accommodate your request.

Parking—Ford Parking Garage
Suite Holders receive four full-season Parking Passes in the adjacent Ford Parking Garage. Parking Pass Holders will be guaranteed a space in the designated lots, regardless of what time you arrive for the event. Entrance to the Ford Parking Garage is located on Linden Avenue between Third and Fourth Streets. Disabled Access Parking is also available in the Ford Parking Garage. Access to these spots will be granted by the display of a state-issued parking placard. Disabled spots in the Ford Parking Garage will be filled on a first-come, first-served basis. Disabled stalls cannot be reserved at any time.

Exclusive Publications
Suite Holders will receive complimentary game day programs, statistics and game notes for each Grizzlies game. When available, Suite Holders will also receive game day programs and event notes for other FedExForum events.
Exclusive Suite Holder Events
The Grizzlies will host special events exclusively for our Suite Holders. We will notify you of upcoming events.

Notification Of FedExForum Events
Suite Holders will receive advance notification and have the opportunity to purchase tickets to other events held at FedExForum, when permitted by the promoter.

Non-Event Day Access
Executive Suite Holders may conduct meetings, sales presentations, business luncheons and other private functions in their Suites during non-event hours. Please contact the Premium Services Department at least 48 hours in advance to ensure accessibility. Allow a minimum of 72 hours advance notice if you wish to order food and beverages from Levy Restaurants.

Merchandise Discount
Suite Holders receive a 20% discount on all Grizzlies merchandise purchased during home games. Only the Authorized Signers for each Suite are eligible for the 20% discount.

Binocular Rental
Suite guests may obtain binoculars free of charge to use during all events. Each Concierge desk will have a limited supply of binoculars which can be borrowed for the event if the guest leaves an identification card at the Concierge desk. IDs can be reclaimed when the binoculars are returned at the end of the event. Once this supply is gone, guests may rent binoculars from the Guest Relations Desk located at Section 102 on the Plaza Level.

First Tennessee Business Center
Located on the First Tennessee Club Level near Opus, the business center features a chair, desk, fax, and Internet access for your business needs.
SUITE FURNISHINGS

Seating
Each Executive Suite can accommodate at least 16 guests and features 12 or more high-backed, theater-style fixed viewing chairs. In addition, each Executive Suite contains at least four interior bar stools. Executive Suite capacity is limited by fire code regulations or the number on your contract and will be enforced. Seating in Suites is not reserved. All seats are available on a first come first served basis. Additional seats can be furnished by contacting the Premium Services Department prior to the event.

ADA Regulations
Executive Suites at FedExForum meet ADA regulations (Americans with Disabilities Act). Each Executive Suite can be converted to accommodate wheelchair guests. If a Suite guest has special needs, please contact the Premium Services Department prior to the event so that accommodations can be made. If a Suite guest has special needs during an event, please contact the Concierge.

Televions
Each Arena Suite is equipped with two televisions with in-house cable access for a variety of viewing options. Contact your Concierge for assistance in using your television sets.

Executive Suite Phones
Each Executive Suite is equipped with one, two-line telephone providing a direct line for incoming and outgoing calls. Each phone will have a direct line to your Concierge, Levy Restaurants, and the Grizzlies Merchandise store. There is no charge for local calls made from the Executive Suite. Simply dial “9” to access an outside line. Long distance calls are restricted to credit card access only.

Maintenance
FedExForum Arena staff performs ongoing preventative maintenance and detailed checks of the Suites throughout the year. The maintenance for normal wear-and-tear of the furniture and fixtures in the Suite is the responsibility of FedExForum. Repairs for damage to the Suite furniture, fixtures, and equipment beyond normal use will be billed to the Suite Holder. For maintenance concerns during an event, please contact the Concierge Desks located on the First Tennessee Club Level and the Courtside Suite Level.
Cleaning
For your convenience, a cleaning crew will visit your Suite periodically throughout the event to empty trash. After each game or event, a cleaning crew will clean your Suite and prepare it for the next event. Standard duties include vacuuming, cleaning chairs, removing refuse, cleaning counter tops and sink area, and spot cleaning the carpet.

Suite Repairs
If you have difficulty with the televisions, sound systems, lights, etc. or notice any damage, please notify the Concierge during the event or the Premium Services Department after the event.

Suite Décor Policy
For information regarding the customizing of your Suite décor, please contact the Premium Services Department.

Climate Control
All Suites feature individually controlled air conditioning and heating systems.
TICKETS FOR EXECUTIVE SUITES

Each Executive Suite Holder receives an allotted number of tickets, as stated in his or her contract, for all home games at FedExForum. Seating in all Executive Suites is “open” and therefore subject to availability on a first-come, first-served basis. No seats are reserved unless other arrangements have been made by the individual Suite Holder. The Executive Suites tickets will be distributed to the Licensee of the account. Executive Suite tickets for all pre-season and regular season Grizzlies games are distributed prior to the start of the regular season. Accounts must be paid in full prior to delivery of tickets. It is important that the Executive Suite Holder keep an updated mailing address on file with the Grizzlies. Updates to your mailing address can be sent via email, fax, or mailed directly to the Premium Services Department.

Premium Services Will Call Runner
Executive Suite Holders can utilize the Concierge Runner to deliver tickets to the Will Call Window. Tickets for guests may be left at any Concierge Desk and the Runner will deliver the tickets to the appropriate Will Call location.

Standing Room Suite Tickets
Standing Room Only Tickets are additional Executive Suite tickets that are available for purchase when you have more guests in your Executive Suite than there are available seats. For your convenience, additional standing room only tickets are included in all ticket books. Regardless of how many standard Suite tickets that are used, standing room only tickets are automatically billed to a credit card on file once they are scanned at the gate. The price of the additional standing room only tickets will be equal to the price of the seats immediately below your Executive Suite. Please contact the Premium Services Department for further information.
Guest List For Executive Suites
Depending on Suite capacity, you may request up to four guests to visit your Executive Suite for all FedExForum Events. Guests will be added to the Executive Suite Guest List, and in all cases guests must have a seating ticket in the arena. This will allow your guests to visit your Executive Suite at any time during the game. The Guest List should not be considered as extra Suite ticket. Should a Suite become overcrowded, the Guest List clients will be asked to return to their original ticketed seat location. The Premium Services Department will handle all arrangements for Guest Lists during normal business hours of 8:30 a.m. to 5 p.m., Monday through Friday. Guest List additions can be emailed to PremiumServices@grizzlies.com. If you would like to make arrangements during an event, you may do so at the Concierge desks. Only the Suite Holder on Record, the Suite Administrator, or an Authorized Signer may request Guest List additions.

Event Announcements for Executive Suites
Official FedExForum event announcements will take place via email along with instructions for additional ticket purchases (when permitted by the promoter).

Pre-Sale Procedures for Additional Tickets
Pending artist approval and availability, we will provide you with an opportunity to purchase a limited number of additional tickets outside your Suite to events at FedExForum. You will receive an email containing a password and a link connecting you to Ticketmaster. Pre-sales are conducted online at ticketmaster.com and all additional tickets purchased must be paid for at the time of purchase. Additional ticket requests will be processed on a first-come, first-served basis.

Authorized Signers/Account Information
To guarantee that your exclusive rights are not abused by others, it is necessary that all Executive Suite Holders submit in writing the names of individuals authorized to charge to their Executive Suite Accounts. These people (referred to as Authorized Signers) are able to conduct Suite business such as ordering tickets, food and beverage and authorizing guest lists. The Authorized Signer form will be kept on file to verify authorization for purchases or billing to an Executive Suite. You may also restrict the limits of individual Authorized Signers. For example, you may request they have the authority to order unlimited amounts of food and beverage or a limited amount. Simply state your preference on your signature form or in an accompanying letter.
Delivery of Tickets
Each Executive Suite Holder receives his or her allotted number of tickets for all Memphis Grizzlies home games at FedExForum. These tickets will be distributed to the Licensee of the account prior to the start of the regular season. It is important for the Executive Suite Holder to keep an updated mailing address on file with the Premium Services Department. Updates to your mailing address can be faxed or mailed directly to the Grizzlies office.

Ticket Reprints
Season tickets are considered to be the equivalent to cash and should be kept in a safe place. If tickets are misplaced, you may make arrangements for a replacement ticket with the Premium Services Department. Please contact the Premium Services Department at 205-1515 to obtain a ticket reprint. You will need to have the exact seat location for the ticket that needs to be reprinted. If you are calling for a ticket reprint less than two hours prior to a scheduled event start time, please contact the Concierge Desk at 205-1515 to request a reprint. Once a ticket has been reprinted, the original ticket is cancelled out and cannot be used to gain entrance to FedExForum.

Ticket Forwarding
Suite tickets and parking can be forwarded via email by logging onto Grizzlies.com and going to my MVP account. For further information and instructions contact the Premium Services Department.

Obstructed View
Due to the production requirements of some events, there will be occasions when Suites may be behind the sight lines. In that situation, you will receive the same number of seats in the arena bowl. Locations are subject to availability as well as to promoter and artist restrictions. The Premium Services Department will assist in making these arrangements.

Ticket Donations
If you are interested in donating your tickets to upcoming games or events, the Memphis Grizzlies Tickets for Kids program assists season ticket holders, corporate sponsors, players, and coaches in distributing tickets to Memphis and Shelby County non-profit charities, schools and youth organizations. This program has provided thousands of Mid-South youngsters with the opportunity to attend a Grizzlies game, many of whom, due to personal or family circumstances, would otherwise not enjoy this experience. For further information about the Grizzlies Tickets for Kids program, contact 901-205-1443.
CATERING

Levy Restaurants Information
As the exclusive caterer of FedExForum, Levy Restaurants is committed to the highest standards of quality and service. The Levy Restaurants’ menu offers a comprehensive selection of innovative culinary creations from which to choose. All food is prepared and delivered fresh to your Suite from our FedExForum Executive Kitchen. In addition to our Suite menu, we are glad to customize a menu for any occasion you are planning. Please contact our Suite Catering Department and a sales representative will be happy to plan a menu for your specials needs. We will also assist with personal dining requirements such as dietary or religious restrictions.

Food and beverages may NOT be brought into FedExForum Suites from outside sources. Any food or beverage products brought into the Suites without proper authorization will be charged to the primary Suite Holder at the normal retail price for such items.

Ordering Information
It is recommended that all orders be placed two standard business days prior to an event to ensure item availability and the utmost in presentation, service and quality. Orders can be placed by fax or telephone. To facilitate ordering by fax, we will provide each Suite Administrator with Advance Menu Order Forms that may be completed and faxed to us two business days prior to the event. The order must be received no later than 2 p.m. on the second day (see “Schedule of Advance Ordering”). In addition, Suite Holders will have an email option available to them: SuiteEats@LevyRestaurants.com. Orders placed by fax or email will be confirmed.

Additional ordering directions are listed below:
To order by telephone, please call 901-205-1838.
To order by fax, please send to 901-205-1848.

Schedule For Advance Ordering
If the event is on a: Advance orders are due by 2 p.m. on:
Monday Thursday
Tuesday Friday
Wednesday Monday
Thursday Tuesday
Friday Wednesday
Saturday Wednesday
Sunday Wednesday
ALL FOOD IS PREPARED AND DELIVERED FRESH TO YOUR SUITE FROM OUR FEDEXFORUM EXECUTIVE KITCHEN.

To avoid confusion, please specify Suite number, Suite Holder’s name, the date and time of the event, and the name and phone number of the person placing the order. To develop more effective communication and to avoid duplication of orders, we encourage you to appoint one person to place all food and beverage orders for your Suite.

Your food and beverage will be delivered to your Suite prior to your arrival at each event, unless alternative arrangements have been made. Due to space restrictions, some items may be delivered closer to game time to ensure the highest quality.

**Event Day Ordering**

Event day food and beverage selections are also available for last minute requirements. If you are in need of immediate assistance during the event, you may call Levy Restaurants Suite Catering Department directly from your in-suite phone. Suite Catering Hosts will also periodically visit each Suite to take orders, answer questions, and to clean and organize your Suite. Please allow 30 to 45 minutes for delivery of orders placed during the event.
Cancellations
No charges will be assessed to Suite Holders for orders canceled a minimum of 24 hours in advance. Suite orders not canceled within the 24-hour minimum will be assessed full retail value of the total food and beverage order.

Service Charge
A standard taxable service charge of 19% will be added to all food and beverage to cover service costs. Additional gratuities are at your discretion and may be added to the guest check based on the quality of service received.

Taxes
Food, Beverage and Service Charges are subject to current Local and State sales tax.

Private Suite Attendant
Suite Catering can provide you with a private Suite attendant at a charge of $125 per event. Private Suite attendants can be requested with three working days notice through the Suite Catering Office.

Special Event Catering
The Suite Catering Department will be pleased to provide specialized catering services to Suite Holders for:
• Birthdays
• Anniversaries
• Graduations
• Retirement Parties
• Holiday Parties
• Company Meetings

Personalized cakes for special occasions are always available, with advance notice.
**BEVERAGE POLICIES**

**Alcohol Policy**
In accordance with the laws of the State of Tennessee, Levy Restaurants is the only licensee authorized to sell or serve liquor, beer and wine at FedExForum. Alcoholic beverages may not be brought into or out of FedExForum. Tennessee State Law prohibits the consumption of alcohol beverages by any person under the age of 21. Liability accrues to anyone permitting those under 21 to consume alcohol.

Suite guests are not permitted to take cans or bottles outside the Suite. In all cases regarding the serving of alcohol, the alcohol awareness policies of Levy Restaurants will be observed. Possible liabilities may arise from the result of uncontrolled guest behavior; therefore, it is very important that this policy be strictly followed. If there are further questions or concerns regarding this policy, please contact the Levy Restaurants Suite Catering Department.

**Liquor Cabinets/Par Bars**
Each Suite has a private, locked liquor cabinet. For liability reasons, Levy Restaurants is the only key holder for the cabinets. To have a cabinet opened, please call the Catering Office when present in your Suite. Only authorized guests will be allowed to have access to the cabinets.

A Par Bar is available for guests who wish to keep a “Par” level of beverages in the Suite for each event. The Suite Catering staff will inventory the Suite at the conclusion of each event. If restocking is necessary, it will be done and the Suite Holder will be charged accordingly. For additional information on Par Bars, please contact the Suite Catering office.

**Billing Information–Payment Procedures**
All Suite Holders will receive a computer generated guest check before the conclusion of each event. We require that all guest checks be settled by the conclusion of the event.
FEDEXFORUM A-Z FAN GUIDE

ADA Accessibility
The Memphis Grizzlies promote the inclusion of patrons with disabilities so that they may enjoy all of the same opportunities as patrons without disabilities by providing patrons the use of auxiliary aids and services.

Address And Phone Number
FedExForum
191 Beale Street
Memphis, TN 38103
Phone Number: 901-205-1234

Alcohol Policies
Alcohol sales will end at the start of the 4th quarter for all Grizzlies games. Restaurants and Suites may continue to serve alcohol, but alcoholic beverages cannot be taken out of the restaurant or Suite after the start of the 4th quarter.

ATM Locations
First Tennessee ATM machines are located on the Plaza, First Tennessee Club, and Terrace levels.

Auto Assistance Program
Should you have car trouble in the Ford Parking Garage after an event, please notify a lot attendant. They are able to help with keys locked in cars, with jumps, and if further assistance is needed the lot attendant can assist with contacting AAA or local service affiliates.

Banners And Signs
Though some events allow the display of signs, they must be approved for the event and are subject to the discretion of the Memphis Grizzlies prior to entry. Banners and signs may not be hung anywhere in FedExForum by anyone other than those given authorization to do so by The Memphis Grizzlies. Signage may not be displayed in any way that obstructs the view of other patrons or arena advertising.

Binocular Rentals
Guests may sign out binoculars at each of the Guest Relations Centers located outside Sections 101 and 202. Binocular rentals will require proof of identification and a $20 deposit with $10 being refundable upon return of the binoculars.
IT IS OUR GOAL TO PROVIDE YOU WITH THE ULTIMATE IN CUSTOMER SERVICE. IF AT ANY TIME ANY MEMBER OF FEDEXFORUM STAFF CAN ASSIST YOU, PLEASE DO NOT HESITATE TO CALL. YOUR ENJOYMENT IS OUR NUMBER ONE PRIORITY.
Cameras, Video Cameras, Audio Recorders
Only small personal still camera equipment with a 3-inch lens or smaller may be brought into FedExForum. Video, audio and professional cameras and recording devices are prohibited. Fans are not allowed to reproduce any film, digital, video or audio recordings of events for commercial purposes without the express written consent of the Memphis Grizzlies, FedExForum and the NBA. Please note that for certain events cameras may not be allowed into the facility.

Concessions
FedExForum offers a wide variety of food and beverage concessions to meet just about every taste.

Conduct
Guests using foul language or appearing intoxicated will be ejected from the arena. Guests wearing obscene or indecent clothing will be denied entry. Shirts and shoes must be worn at all times.

Children Ticketing Policy
Guests age two and under are not required to have a ticket for admission, unless otherwise specified.

Designated Driver Program
The Designated Driver Program is designed to ensure the safety of all FedExForum guests. Guests who pledge to abstain from drinking alcoholic beverages during an event can register their names at the Guest Relations Centers located outside Sections 102 and 202.

Doors Open
For Memphis Grizzlies games the doors will open one hour prior to tip-off. For all other events, doors will typically open one hour before show time. Please note that door times may vary depending on the event. Feel free to check in advance by calling 901-205-1234.

Drop-off/Pick-up Areas
Guest, limo, bus and motor coach drop-off is available on Fourth Street between Beale Street and Linden Avenue. Please note that all vehicles must be attended at all times. Waiting time is limited to 15 minutes.

Elevators
Five public elevators are located in FedExForum. There are two elevators in the northwest corner and three in the southwest corner.
Emergencies/Evacuations
In the event of an emergency, all Memphis Grizzlies’ personnel have been trained and instructed to assist you in evacuating the premises. Appropriate emergency strobe lights and voice enunciators are located throughout the building. Always remain calm and follow the instructions from staff members and emergency personnel. All fire exits are indicated by illuminated red signs. Locate the sign nearest your seat for the closest exit.

Entering/Exiting
FedExForum’s unique single entry design allows all fans to enter in grand style right from downtown’s entertainment district. Easy drop-off is available right at the door for guests with disabilities.

Escalators
There are escalators located on the north and south sides of the building. The escalators go directly between the Plaza and Terrace levels only. Access to the First Tennessee Club or Courtside Suite level is via public staircases adjacent to the escalators or one of the five public elevators.

First-Aid
Guests may obtain first-aid items such as aspirin, antacids and Band-Aids from a first-aid attendant. First-aid stations are located on two different levels for guest convenience:
• Plaza Level – Section 102
• Terrace Level – Section 202

First Tennessee Club Level
This private level features Club Seats, Club Boxes, Executive Club Suites, Opus, and Blue Note Lounge. FedExForum Club Seats, located on The First Tennessee Club level, offer an exceptional way to see FedExForum events. Located between the baselines, mid-level on a private concourse, they offer wider, more comfortable seats, with expanded leg room. The First Tennessee Club level also offers a wide variety of food and beverage options. Club Level Executive Suites offer luxurious entertainment for your clients, prospects, friends and family.

Grizzlies Den
The Grizzlies Den is the best stop in town to get your Memphis Grizzlies merchandise. Located in the Grand Lobby of FedExForum, it houses an array of products from Grizzlies t-shirts to personalized jerseys to other collectable souvenirs. FedEx Forum will also house ten other locations where Grizzlies merchandise can be purchased during games. These areas will also contain Tigers merchandise during the University of Memphis basketball games. The Grizzlies Den is open from 9 a.m. to 6 p.m., Monday through Friday, and 10 a.m. to 4 p.m. on Saturday. The Grizzlies Den is the best way to show your support for your town and cheer on your teams.
Group Ticket Sales
The Memphis Grizzlies would like to invite your group for an unforgettable night of NBA basketball. From the opening tip to the last buzzer, your group will experience the ultimate in Mid-South Sports and Entertainment. To arrange for a group outing at a Memphis Grizzlies game, please call a group account executive at 888-HOOP or visit www.grizzlies.com.

Guest Relations
Our Guest Relations staff are here to ensure that all guests have a safe, quality experience at all events. Guest Relations Centers are located on two different levels for your convenience:
• Plaza Level – Section 102 205-2515
• Terrace Level – Section 302 205-2520

Lost Children
If you become separated from your child, visit the closest Guest Relations Center for assistance.

Lost And Found
If you find or lose an item during an event, please head to the nearest Guest Relations Center for assistance. Lost items can be claimed at Guest Relations Centers located outside Sections 102 and 202. For assistance on non-event days, contact our Guest Relations Hotline at 901-205-1535.

MVP
Our Season Ticket Holders are the Grizzlies Most Valuable Players. As a Season Ticket Holder you are automatically enrolled in the program. The MVP program is our way of recognizing your extra support and commitment to the team. With exclusive events like our pre-game Chalk Talks, MVP of the Game and Year End Party, MVPs get the most inside information and up-close interaction with our team. MVPs also receive special benefits and offers through their MVP Card.

Parking
FedExForum is located right off historic Beale Street in the heart of downtown. The Ford Parking Garage is attached to FedExForum and holds up 1,500 cars each event. For most events this lot will be reserved for pass holders only. Additionally there are about 5,000 parking spaces within a short walk of FedExForum. Prices for parking around the facility may vary depending on the operating company and event.

Parking for guests with disabilities is available in the Ford Parking Garage and the Linden Avenue marshalling area. All vehicles must have a current state-issued hang tag or license plate. Disabled parking is available on a first-come, first-served basis.
Party Suites
FedExForum has four Party Suites available for rent on a per event basis. These suites are located on the First Tennessee Club level. For more information, contact 901-888-HOOP.

Plaza Level Concourse
Located on street level, guests to FedExForum will not have to navigate stairs or ramps to enter. The Plaza level hosts an array of concession and novelty stands.

Public Telephones
Accessible public telephones are located throughout the building on various levels. Public TDD/TTY phones are also available at every phone location.

Phone Numbers
Main 901-205-1234
Sales 901-888-HOOP
Box Office 901-205-2640
Guest Relations Hotline 901-205-1535
Premium Services Hotline 901-205-1515

Prohibited Items
Guests to FedExForum are prohibited from entering the arena with the following:
• Air horns or any other mechanical noise makers
• Animals (excluding service animals, those approved for shows, entertainment, etc.)
• Fireworks
• Laser pens or laser products of any type
• Outside food or beverages of any kind (alcoholic beverages included)
• Poles or sticks
• Projectiles
• Weapons of any type, including guns and knives
• Any other item deemed unacceptable by FedExForum

In the event that items are revealed during a search, guests must dispose of the items prior to entry. The Grizzlies will not store any of the items mentioned above.

Re-Entry
For your safety, FedExForum has a no re-entry policy.
Restrooms
Restrooms are located on all levels, and are equipped to meet the needs of all guests, including guests with disabilities. Family restrooms are available on all general public access levels:
• Plaza Level – Sections 102, 108, 112, and 116
• Terrace Level – Sections 202, 208, 212, 220, 224 and 228

Season Tickets
Season Ticket Holders receive reserved seating for all 41 regular season and four pre-season Memphis Grizzlies home games. Season Ticket Holders also enjoy many benefits including seat location, merchandise discounts, invitations to exclusive events with players and coaches, and a host of other benefits tied to the MVP Program. For more details on Season Ticket benefits and how to be a Season Ticket Holder, visit www.grizzlies.com or call 888-HOOP.

Security Search
In the interest of guest and staff safety, a search process may be required for some events in order to prevent guests from bringing unauthorized and prohibited items into the arena.
Smoking
FedExForum is a smoke-free facility; however smoking is permitted in designated areas outside the arena.

Suites
FedExForum features 59 Executive Suites on two private concourses: 27 Courtside Suites located 19 rows from the floor and 32 Club Level Suites located on the First Tennessee Club Level. Each Suite will seat between 16-22 guests.

Strollers
The Memphis Grizzlies require all strollers to be checked in at the Guest Relations Desk at Sections 102 and 202.

Terrace Level Concourse
The Terrace level concourse is accessed by using the designated escalators. Once there, it's just a short walk to the seating area, and just like the Plaza level, there are plenty of food and beverage options, merchandise stands, and easy access to restrooms.

Ticket Information
If you are interested in ticket information for a future FedExForum event, visit the Guest Relations Centers located at Sections 102 and 202 or call 901-205-2525. FedExForum is equipped with 18 on-site windows located adjacent to the Main Entry Plaza on Third Street. All major credit cards will be accepted (American Express, Discover, VISA, and MasterCard). Personal checks are not permitted.

Tickets are also available for purchase through any TicketMaster outlet, website or by phone. FedExForum and TicketMaster support the TicketFast program, and self-printed bar code tickets.

Box Office Hours
10 a.m to 5:30 p.m., Monday through Friday, and 12 noon to 5 p.m. Saturday. Closed Sunday.

Ticket Reselling Policy
The Memphis Grizzlies recommend only purchasing tickets for Grizzlies games and FedExForum events through the Grizzlies, FedExForum Box Office, or TicketMaster. Tickets purchased from a third party could be lost, stolen or duplicate tickets and may not be accepted at the door.

It is illegal to re-sell FedExForum tickets anywhere in FedExForum or its surrounding properties.
Tour Requests
Tour requests can be scheduled by calling the Guest Relations Hotline at 901-205-1535.

Water Fountains
Water fountains are located throughout FedExForum:
- Plaza Level – Sections 103, 108A and 112
- Terrace Level – Sections 214, 220, and across from the High Tone Grill Concession Stand
- Courtside Suite Level – Across from Suites 101 and 120
- Club Suite Level – Across from Suites 212 and 227

Wheelchairs
Wheelchairs will be available to all FedExForum guests who require assistance. Wheelchairs can be signed out at our Guest Relations Centers located at Sections 102 and 201. Please call our Guest Relations Hotline at 901-205-1525 for further information.

Will Call
Guests who have tickets for Will Call may pick them up the Main Box Office in front of FedExForum.