



2025 ILLINOIS STATE FOOTBALL

FAN GUIDE

STADIUM INFORMATION

IMPORTANT PHONE NUMBERS

Athletics Ticket Office: (309) 438-8000

Athletics Administration: (309) 438-2000

Weisbecker Athletic Fund: (309) 438-3803

Illinois State University Police: (309) 438-8631

Hancock Stadium Event Rentals: (309) 438-0835

ANIMALS

Animals are not permitted in University owned or leased buildings except for the following exceptions:

- Animals associated with entertainment productions or promotional events are permitted in University owned or leased buildings only if the animals are under the direct control of their trainer or an individual connected with the event.
- Animals are permitted in University owned or leased buildings when they are engaged in safety or security work that has been authorized by University officials.
- Service animals are permitted in University owned or leased facilities in accordance with the State of Illinois legislation. Illinois State University use the definition outlined by the Americans with Disabilities Act which states that service animals include any dog that is individually trained to do work or perform tasks for people with disabilities. The work or task a dog has been trained to provide must be directly related to the person's disability. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. **Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.**

ATM

Hancock Stadium has 1 ATM, it can be found on the west concourse by the first aid office.

BAG CHECK

All clear bags will be inspected prior to your entry of Hancock Stadium. All items prohibited in Hancock Stadium will be confiscated at this time and not stored for pick up. Please have all clear bags ready for inspection upon your arrival to the gate to ensure timeliness. See Prohibited Items for all items not allowed in Hancock Stadium.

CLEAR BAG POLICY

Continuing in 2025, Hancock Stadium will be adhering to a clear bag policy. Each guest may carry in one clear bag (no larger than 12"x12"x6") or a Ziploc gallon bag, and one clutch purse (no larger than 4.5"x 6.5"). The medical bag check will be at all gates. For more information on the clear bag policy, please visit www.GoRedbirds.com/ClearBagPolicy.

CODE OF CONDUCT

Proper behavior is expected of all fans in attendance at Illinois State Football games in the stadium and surrounding areas. Inconsiderate or illegal behavior will not be tolerated and will be dealt with in a lawful manner and may result in ejection from the stadium and/or revocation of ticket privileges. Please be courteous and respectful to fellow Redbird fans with your actions and maintain good sportsmanship to the visiting team and game officials.

CONCESSIONS/GAME OPERATIONS/APPAREL

Sodexo Concession stands can be found along the east and west side concourse of Hancock Stadium. Avanti's and Papa John's are located on the East side concourse. Game programs will be digital and available on GoRedbirds.com. The Redbird Spirit Shop will be selling Redbird apparel on the west concourse and in the Redbird Team Store located on the East side.

LOST & FOUND

All lost and found items can be found in the First Aid offices located on the East and West sides of Hancock Stadium. After game day all items of value will be relocated to 150 CEFCU Arena, please call 309-438-2000 to retrieve the item.

LOST FANS

Lost fans and people looking for lost fans should contact any University police officer, usher, or event staff member located throughout Hancock Stadium.

MEDICAL SERVICES

EMTs will be on-site for all home football games; the First Aid office is located on the East side concourse and the West concourse. If you or someone around you needs medical assistance, alert the nearest usher or event staff member.

RESTROOMS

Men's and Women's restrooms can be found on the east and west concourses of Hancock Stadium. Portable restrooms can be found in the majority of tailgate lots surrounding Hancock Stadium.

SMOKE-FREE FACILITY

As of July 15, 2015, Illinois State University is smoke and tobacco-free. Smoking is prohibited on all campus property, including buildings, grounds, and parking lots. This includes Hancock Stadium, Horton Fieldhouse, and all surrounding tailgate lots. There will be no designated smoking areas at any Illinois State Athletic event. Smokeless cigarettes and E-Cigs are also prohibited.

TICKET & GAME INFORMATION

TICKET OFFICE LOCATIONS & HOURS

The Illinois State Athletics Ticket Office is open from 9:00 AM-5:00PM Monday-Friday. Our offices are located at the east entrance of Hancock Stadium. To contact us by phone, please call 309-438-8000. The ticket offices located at CEFCU Arena and phone lines will be closed on game days. Game day ticket office locations are at Gate 1 and Gate 4 on the west side of Hancock Stadium, and in the main ticket office on the east side at Gate 8. The main office will open 3 hours prior to kickoff, while the locations on the west side will open 2 hours prior to kickoff. All tickets, including player guest tickets for ISU and all visiting teams, will be sent via mobile delivery this season. For questions, or if you are having trouble accessing your mobile tickets, go to GoRedbirds.com/MobileTickets or call the Athletics Ticket Office. On gamedays, please visit one of our ticket office locations for assistance. All ticket holders must abide by Illinois State University policies; ISU reserves the right to ask any ticket holder to exit the stadium if asked to do so by event personnel. Illinois State Athletics is not responsible for lost, stolen, or fraudulent tickets.

DISABILITY SEATING

Individuals with disabilities are encouraged to attend Illinois State University events. Those needing ADA seating will need to purchase a ticket designated for the reserved areas on the east side of Hancock Stadium. Each individual needing ADA seating can take up to 2 guests into this area. Individuals may exchange previously purchased Reserved/General Admission tickets on game day for accessible or easy access seats at the ticket office customer service window location inside Hancock Stadium on the east concourse.

GATE INFORMATION

All gates will open 1 hour prior to kick-off. All items in hand will be subject to search by our event staff. Please arrive with enough time to have your bags checked.

- **Club/Suite Entrance:** Gate 7 (This gate will open 90 minutes before kickoff)
- **Recruits/HS Football Coaches:** Gate 9 (This gate will open 90 minutes before kickoff)
- **Medical Bag Check:** All Gates
- **Player Guest Troubleshooting:** Gate 8A

PROHIBITED ITEMS

Alcohol, Non-Clear Bags, Backpacks, Fireworks, Flagpoles, Coolers, Noisemakers/Horns, Strollers, Outside Food or Drink, Pets, Projectiles, Seatbacks with arms or metal, Video Cameras, Tri-Pods, Umbrellas, Weapons of any kind. All items carried into the stadium are subject to search upon arrival by our event staff. Any items not allowed into the stadium will be confiscated and will not be stored for pickup. Personal radios, cameras, and service animals are allowed inside Hancock Stadium. Please be courteous when using a personal radio.

NO RE-ENTRY

Fans will not be permitted to exit and re-enter Hancock Stadium.

WILL CALL

Public Will Call is located in the ticket office on the east side of the stadium near Gate 8. Illinois State and Visiting Team Player Guests can receive assistance with troubleshooting their digital pass list tickets at Gate 8A. Recruit and High School Coaches Will Call is located at Gate 9. ISU Student-Athlete Will Call is located at Gate 4, which is located on the Northwest side.

PARKING & TAILGATING

AMPLIFIED SOUND

The use of sound amplification devices is prohibited without appropriate pre-approval required by University Policy 6.1.13 Sound Amplification. Speakers that stand alone or are connected to an amplifier are not allowed in University tailgate lots. Music should not exceed your tailgate area.

TAILGATING THE NIGHT BEFORE

Tailgating the night before a home game is **prohibited** in all University parking lots.

TAILGATING LOTS

Fans wishing to tailgate can do so in the following University lots: G53, G82, U91, & S81 for a charge, provided those lots are not sold out. The North University Garage (NUG) will also be open for game day parking for a charge, but no tailgating is allowed in that lot. RV Parking can be purchased in Lot G81. Donor lots are F62, F83, F64, G73, G83, & G64. Lots will be closed when all spots are full.

TAILGATING POLICIES

1. The University permits tailgating in designated areas only.
2. Under no circumstances shall persons under 21 years of age be served, sold, have possession of, or consume alcoholic beverages.
3. Any use of cannabis is prohibited on University property under the Drug-Free Schools and Communities Act. This prohibition is not altered by the state law regarding the use of cannabis.
4. Concealed Carry is prohibited during all tailgating events in accordance with University Policy 5.1.1.
5. Violation of any laws may result in arrest.
6. Portable toilets will be made available by the University in the tailgating lots. No visitors or tailgaters may bring portable toilets, platforms, stages, or other structures unless approved in advance by the Athletics Department.
7. Glass bottles and kegs are prohibited. Party balls, bongos, funnels, and any device used to increase consumption of alcoholic beverages are prohibited in the tailgate areas.
8. All tailgating equipment/supplies/games must be kept behind any painted emergency access lanes (red lines), and may not block adjacent parking spaces, sidewalks, or impede driving aisles.
9. All tailgaters are responsible for the proper disposal of trash and other debris such as charcoal. Trash containers will be provided in tailgating areas. The disposal of grease, hot coals, or hazardous materials onto the grounds or into storm drains is prohibited. Any person damaging University property will be responsible for the cost of repairs; including damage to grass from cooking grease.
10. No open containers of alcoholic beverages are allowed outside the designated tailgate areas. Violators are subject to fines by the Town of Normal/ University Police and/or Illinois State University students may also be subject to discipline under the Code of Student Conduct.
11. No open fires, including fire pits, are allowed. Charcoal and/or propane grills are allowed. Charcoal must be self-lighting.
12. All tailgaters and spectators must conduct themselves in ways to ensure the safety and enjoyment of others. Abusive and/or disruptive behavior will not be tolerated.
13. All Illinois State University students are subject to the University's Code of Student Conduct. Failure to comply with this procedure, the Code of Student Conduct, or University official directives, policies, and/or procedures may result in immediate removal from the premises, arrest, prosecution, and/or University disciplinary action.
14. The track infield and surrounding fields are options for approved and scheduled athletic department tailgate activities. Contact (309)- 438-3637.
15. The University permits Tailgating participants to use tents to enhance their enjoyment of the event. However, tents may not interfere with vehicular and/or pedestrian traffic. 1 parking pass per parking space in every lot. Tents in Lots F83, G64, and F64 may NOT occupy a space reserved for a vehicle(s). In Lots G83, G73, and F62 tents MAY occupy a reserved space, as long as there is a valid parking pass. PUBLIC LOT DETAILS. The University will not be liable for damage caused by displaced tents.

16. The use of sound amplification devices is prohibited without appropriate pre-approval required by University Policy 6.1.13 Sound Amplification.

17. Any sales or solicitations must be approved by the Athletics Department and must be conducted in compliance with all University policies, including the University Facility and Space Use Policy, and applicable laws. Solicitation refers to canvassing, soliciting or seeking to obtain membership in or support for any organization, requesting contributions, and posting or distributing any materials (as defined below) on University property or using University resources (including but not limited to bulletin boards, postings, postcards, chalking, leaflets, computers, mail, e-mail and telecommunications systems, photocopiers, fax, telephone lists and network systems, and databases, supplies or other workplace equipment). Requests to solicit at athletic events must be submitted in writing one week in advance of the event. Contact the Redbird Sports Properties at (309) 438-4048 to submit your request. Requests not approved by the Athletic Department one week in advance of the event will be denied.

18. Smoking and/or tobacco use is prohibited on all campus property, including buildings, grounds, and parking lots.

Questions regarding this procedure may be directed to the Illinois State Athletic Department, Ticket Office at (309) 438-8000.

TAILGATING ITEMS PROHIBITED

Glass bottles and kegs are prohibited. Party balls, bongos, funnels, and/or any device used to increase consumption of alcoholic beverages are prohibited in the tailgate areas.

TAILGATING TIMES

All tailgate lots for the 2025 season will open at the time listed below. Any unattended vehicles parked from midnight to 7:00 a.m. or in a line leading to a parking lot are subject to ticketing or will be towed. All tailgating must end at kickoff. Signage will be visible in tailgate lots designating tailgate rules and procedures

- 9/6/25 vs. Morehead State- Lots open at 1 pm
- 9/20/25 vs. North Alabama (Family Weekend) - Lots open at 7 am
- 10/4/25 vs. North Dakota State- Lots open at 1 pm
- 10/18/25 vs. Youngstown State (Homecoming) - Lots open at 7 am
- 11/1/25 vs. Northern Iowa - Lots open at 9 am
- 11/22/25 vs. Southern Illinois - Lots open at 7 am

ALCOHOL

Any fan who appears intoxicated will not be granted access to Hancock Stadium. Any fan who appears intoxicated or is in possession of alcohol inside Hancock Stadium will be escorted out of the stadium without a refund. Any alcohol discovered inside the stadium will be confiscated, Illinois State Athletics reserves the right to search any fan for alcoholic beverages.

PARKING FEES

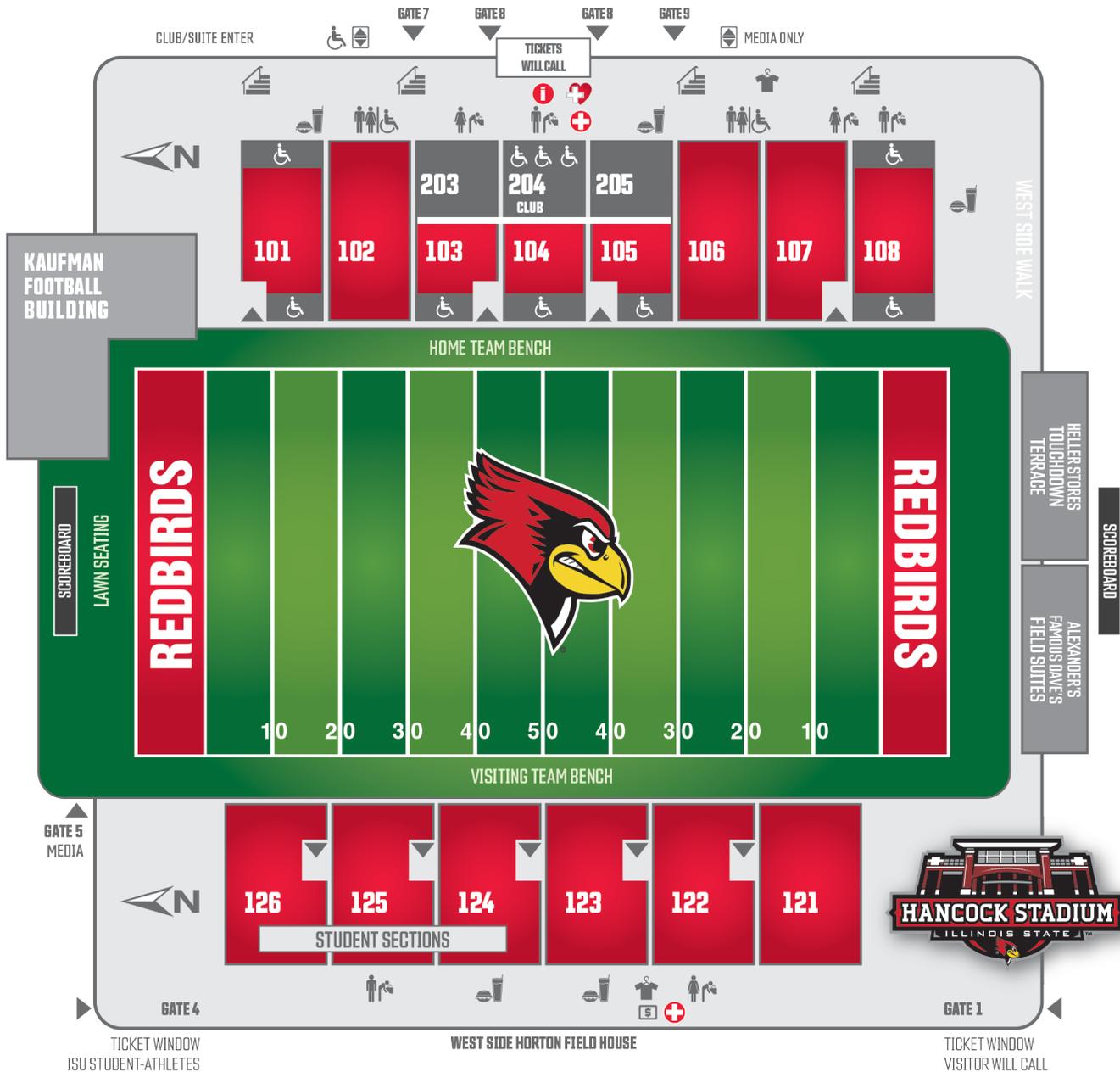
- Family Weekend - \$30 per car in all public lots; \$50 per RV in Lot G82; no overnight parking.
- Homecoming - \$20 per car in all public lots; \$40 per RV in Lot G82; no overnight parking.
- All other home games - \$10 per car in all public lots; \$25 per RV in Lot G82; no overnight parking.
- Overflow RV's will park in S103 if they arrive less than 3 hours until game time. Provided they are not sold out, parking passes may be purchased in advance by contacting the Illinois State Ticket Office at 309-438-8000 or online at GoRedbirds.com/Tickets. If passes are sold out, fans can find them for resale on Illinois State Athletics' Official Secondary Ticket Marketplace, SeatGeek.

HANDICAP PARKING

All University lots will have the designated handicap spots available to those with a parking pass. Spots will also be available in the South end of G-73.

HANCOCK STADIUM MAP

Home of Illinois State Redbird Football



LEGEND

- Information/guest services
- All gender/family restroom
- Women's restroom/fountain
- Men's restroom/fountain
- Special needs
- First Aid
- AED Location
- Concessions
- Elevator
- Stairs
- ATM
- Redbird gear

EAST SIDE

- TICKET OFFICE**
 - Public Ticket Sales
 - Public/Media/Guests Will Call
- GATE 7**
 - Club/Suite Entrance
- GATE 8**
 - Main Entrance
- GATE 8A**
 - ISU Player Guest and Visiting Team Player Guest Troubleshooting
- GATE 9**
 - Recruits/High School FB Coaches/High School Teams

WEST SIDE

- GATE 1**
 - Public Ticket Sales
 - Student Ticket Sales
- GATE 4**
 - Public Ticket Sales
 - Student Ticket Sales
 - ISU Student-Athletes

