2026

COLLEGE PROGRAM EMPLOYEE HANDBOOK

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GREETINGS FROM ROGER PENSKE

Dear College Program Member,

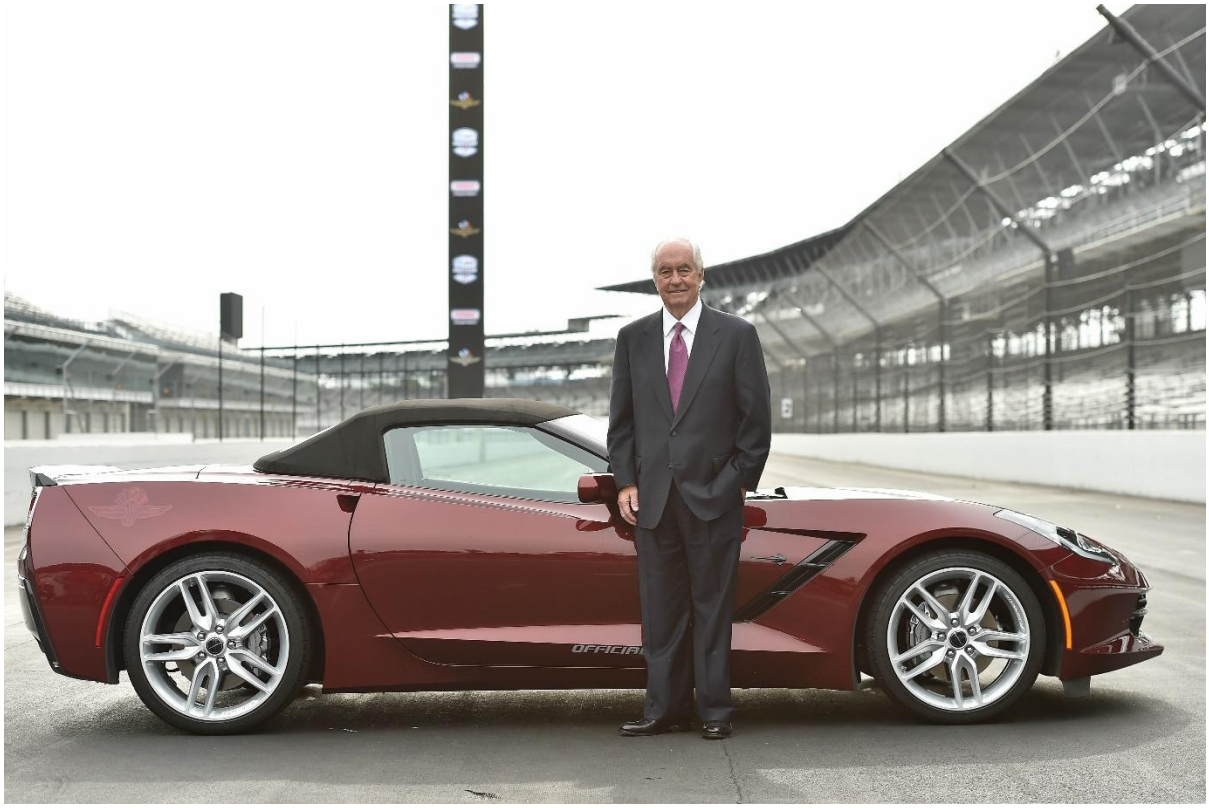
As a frequent guest, participant, and now owner of the Indianapolis Motor Speedway, I appreciate what an important role that the College Program performs in providing service to our guests. Your contributions are essential to the production of our events and most importantly, to impacting our guests' experiences.

Since our acquisition of the Indianapolis Motor Speedway, the guest experience has been our top priority. We are proud of the physical improvements that have already been made at the Speedway and we are just as committed to investing in our seasonal staff to ensure that every interaction with a guest leaves a positive impression. Working together, we can achieve premium guest service at every one of our events.

Thank you for your hard work and for helping to make the Indianapolis Motor Speedway one of the world's premiere sports and entertainment venues.

Most sincerely,

Roger Penske
Chairman, Indianapolis Motor Speedway



INDIANAPOLIS MOTOR SPEEDWAY WELCOME

Once again, welcome to the Indianapolis Motor Speedway College Program!

We thank you for your participation in the 2026 Program and could not host our events without you. As College Program members, all of you are incredible ambassadors for the Indianapolis Motor Speedway, the City of Indianapolis, and the State of Indiana. We appreciate everything that you do for our event and are proud to have you as a member of our team—showcasing what "Hoosier Hospitality" truly means to thousands of race fans from all over the world.

We are so proud of our College Programmers and the passion and dedication they bring to the Indianapolis Motor Speedway. We appreciate everything that you do to help make our events better each and every year. We know IMS has the Greatest Staff in Racing, and our events could not happen without each of you.

As you participate in this unique program, I hope you take advantage of all the opportunities to engage, experience, and evolve. I challenge each of you to work toward achieving 2 professional goals and 1 personal goal during your time in the Program—your experience here will be what you make it and the effort you put into it. Never hesitate to reach out to me for guidance and encouragement regarding any aspect of your time with IMS.

I am very excited to get to know you better and work with you this May!

Cori Dove

Event Operations and Programs Coordinator

IMS OVERVIEW

COMPANY OVERVIEW - PENSKE ENTERTAINMENT

The acquisition by the Penske organization, official in January 2020, will carry the future of the legendary Speedway and the NTT INDYCAR Series forward for the next generation of racing fans.

A subsidiary of Penske Corporation, Penske Entertainment Corp. owns the Indianapolis Motor Speedway, the NTT INDYCAR SERIES and IMS Productions. Welcome to our team! We look forward to working together as we create a fun, safe and exciting experience for all of our guests attending the events at the Indianapolis Motor Speedway (IMS).

It was the vision of Carl Fisher to build IMS in 1909 and the track hosted its first races later that year. Eddie Rickenbacker later purchased the Speedway in 1927 before selling it to Tony Hulman and Hulman & Company in 1945. IMS has been the host of the world's largest single-day sporting event –

the Indianapolis 500 Mile Race – for more than 100 years. The iconic venue has also hosted NASCAR, Formula One and other racing series events throughout its storied history. The NTT INDYCAR SERIES continues to be the premier open-wheel racing series in North America and is one of the most competitive championships in the world. IMS Productions is a leading video services and production company.

PENSKE CORPORATION LEADERSHIP

Founder and Chairman: Roger Penske

President, Penske Motor Group: Greg Penske

President: Bud Denker

VP, Marketing and Business Development: Jonathan Gibson

PENSKE ENTERTAINMENT LEADERSHIP

President, Chief Executive Officer: Mark Miles

Senior Vice President, Events: Allison Melangton

Vice President, Facility Development: Tyrone Garrison

Vice President, General Counsel: Gretchen Snelling

Chief Diversity Officer, Senior Corporate Counsel: Jimmie McMillian

Chief Information Officer: Rebecca Ruselink

Chief Financial Officer: Laura Hedrick

Chief Talent Officer: Kristin Weeden

INDIANAPOLIS MOTOR SPEEDWAY LEADERSHIP

Chairman: Roger Penske

President: Doug Boles

IMS STAFF

Guest Experience & Operations

Vice President, IMS Racing Operations	Jason Penix
Sr. Director, Operations & Security	David Letherman
Event Operations & Programs Coordinator	Cori Dove
Sr. Coordinator, track Operations	Alex Smith
Sr. Manager, Event Operations	Brock Brungard
Administration Coordinator	Genesis Pineda Castillo

MISSION

Exceed expectations in guest service, celebrate long-standing traditions, and help create new epic experiences to make the Indianapolis Motor Speedway THE bucket list sports venue.

COLLEGE PROGRAM OVERVIEW

The College Program is an event execution program where students work in a variety of hospitality and operational event roles. Students are divided into teams, serving as an extension on the following departments:

- Guest Experience & Operations
- Hospitality & Premium Services
- Sustainability
- Ticket Sales & Operations
- Photo Retail

The following objectives outline the College Program:

- Experience the large-scale event execution process
- Feel connected in Indy and be a professional of the Greatest Spectacle in Racing
- Get in the weeds and understand the “why” of your role
- There is no such thing as a “little job” here – everyone is contributing significantly to the World’s Largest Single-Day Sporting Event

Our seasonal staff is made up of 2,000 individuals who interact with hundreds of fans daily and act as the face of IMS. We believe college students will interact and serve our guests well, while representing the IMS brand in the best way possible. You have the opportunity to help redefine how our guests experience IMS.

PROGRAMMING

To enhance the experience, the program also offers developmental programming and networking opportunities. Examples include networking events with Penske Entertainment staff, exclusive events at the famous IMS Pagoda, and professional development workshops, interviewing, and succeeding in the events industry.

GUIDELINES & EXPECTATIONS

SCHEDULING

Should your availability change or you need to call off from a shift, Cori Dove should be contacted immediately. Plan to work your shift regardless of the weather forecast. We will communicate with you if you are no longer needed for the day.

SCHEDULING HOTLINE / CALLING OFF WORK:

- IMS staff must be notified as soon as possible of any issues concerning absences, tardiness, or questions about work location. If you are unable to make your shift and need to call off or will be late, please contact Jack Shertzer at **(317)960-8823** or Kendall Burchell at **(317)341-5177** via call or text.
- Employees may leave a message via voicemail or text at the number above.
- Any employee who does not notify IMS staff of a tardiness more than once will be terminated and will not be eligible for rehire. Please call as soon as you know you will not be able to work.
- **When an employee does not show up for a shift, it leaves us short staffed, is hard on fellow employees and creates a bad experience for our guests. Please let us know as soon as you know you will not be able to at work to try to find a replacement for your shift.**

COLLEGE PROGRAM EVENT STAFF EXPECTATIONS

Our seasonal staff is made up of 2,000 individuals who interact with our thousands of fans and are the ones who *actually* deliver on the guest experience. We believe college students will interact and serve our guests, while representing the IMS brand, in the best way possible. Our expectations for customer service/fan interaction are high for 2026 – College Programmers are the ones who are going to make this initiative come to life.
These are the expectations we have outlined for all program participant and the guidelines we will hold you accountable for:

PRIOR TO ARRIVING ON SITE:

- Meet Onboarding deadlines as stated in the Welcome email.
- Stay in communication with Cori about your participation.
- Understand your daily schedule and report times.
- Respond to supervisor communication in a timely manner.

ON SITE DURING EVENTS:

- Arrive to check in on-time and communicate any tardiness IMS staff.
- Stay in contact with your supervisor daily.
- Treat fellow students, employees, customers, and clients respectfully, appropriately, and professionally at all times.
- Demonstrate commitment to your job responsibilities and providing superior guest service throughout your shift.
- Follow the guidance and direction of supervisors and Safety Patrol.

- Do not use cell phone or headphones while at your post or in front of guests.
- Communicate any concerns or disruptions to your experience to the Program Coordinator, Cori.
- Stand for the duration of each shift, unless at a designated sitting post, or during a break in a designated break area.
- Adhere to the College Program dress code of black pants or shorts (appropriate length), comfortable shoes, and black polo.
  - Black shorts, capris, tennis skirts, or crop-pants are acceptable attire as long as they are of a professional length. *If shorts are too short, you will be sent home for the day*.
  - Sweatpants and denim jeans are not acceptable.
- Absolutely no smoking or vaping at your post or within the sight of guests while in uniform.
- Attend and actively participate in all College Program social and professional development activities and events.

COMMUNICATION EXPECTATIONS

Your supervisor will be your primary point of contact throughout May. Talk to them about:

- If you are going to be late/cannot come into work, in addition to notifying IMS staff
- If you are having any issues at your position, with other coworkers, etc.
  - Cori Dove is available to talk through any issues
- If you are moved from your original position for the day to a new position
- When you are dismissed from your position
- **If you think you should tell them something, tell them. Too much communication is better than too little.**

DELIVERING ON THE GUEST EXPERIENCE

We strive to provide our fans with the best experience possible while at the Indianapolis Motor Speedway. Your service, appearance, professionalism and friendly smile help make this possible! Please follow these tips and strategies on how to take our customer service to the next level:

<u>WOW OUR GUESTS</u>

- Exceptional Guest Experience is our main priority
- First Impressions mean EVERYTHING! – Be Proactive!
- Greet guests with a smile and say, “Good morning/afternoon/evening.”
- Own a guest’s question, problem or complaint, and be empowered and responsible to resolve the issue. Don’t say “I don’t know” or shift the problem to another employee. See it, own it, solve it, and do it!
- Take pride in your workspace, ensuring the cleanliness and maintenance of the property, venue, or public space around you.
- Put aside “it is not my job” mentality and assist fellow employees in any situation.

TIPS FOR SUCCESS

Be Proactive

- Be assertive and friendly at all times
- Make a memorable first impression. First impressions are lasting ones, send the right message from very first point of contact
- Take the lead—do not wait for others to approach you for help. Do not ever say, "I don't know." Find the answer.
- Look for those who may need help
- Anticipate what others may need & be ready to provide it

Be Attentive

- Acknowledge everyone in the party
- Listen carefully to what others are saying and let them finish speaking before offering assistance
- Do not assume what others need
- Show genuine empathy and understanding
- Be informative and provide accurate information. If you don't know ASK! Pagoda Command is here to help! **317-492-5500**.
- Be honest if you do not know the answer but let them know you will do your best to find the right answer
- Be an ambassador for the entire Indiana hospitality community, emphasize the positive attributes of our offerings and minimize the negatives!

Be Polite

- Be welcoming and friendly - make eye contact with guests, smile and greet them
- Wait for others to finish before speaking
- Never make guests feel stupid for asking "simple" questions
- Treat each question as if it were the first time the guest has been here
- Treat every guest with the respect and kindness you expect at events
- Display appropriate body language at all times

Be Professional

- Dress and act professionally
- Take pride in your personal appearance (wearing the appropriate uniform) and performance (arriving on time and having a great attitude)
- Think through your non-verbal gestures
- Refrain from speaking negatively and portraying a poor view of our event staff by not smoking within view of guests
- Do not gossip or talk about business, company politics or personal issues in front of guests

Providing Outstanding Service

We are the hosts of our assigned gate/grandstand/parking lot/suites/etc:

- Greetings set the stage for the day for guests when entering the facility and shows guests we are here to help when they need us.
- Event staff are often the first and last people that guests speak to at the IMS.
- Each spectator who enters our facility is our guest.

- It is important to greet guests in a friendly and inviting manner in both the morning and evening hours of the day.

DEALING WITH A DIFFICULT GUEST

REMEMBER TO USE THE 'LEARN' PRINCIPLE:

L – listen

E – empathize

A – apologize

R – react

N - notify

This acronym is important to remember as you begin to deal with interactions in which the guest's expectations are not being met. LEARN will help you to guide the interaction and help instill patience and understanding in the guest.

L - LISTEN

- The first step, and most critical, is to listen to the guest's question or concern. While you may not agree or understand, it is important you understand exactly why the guest is upset.
- If you do not understand what they are asking, be prepared with a follow-up question to get more information.
- Listen without interrupting and never make a guest feel stupid for asking a simple question.
- Never tell a guest "I DON'T KNOW" or "I CAN'T HELP"
- Always respond with "I will find out." You have many resources to assist you:
    - Pagoda Command **(317-492-5500)**
    - Daily Briefing document
    - IMS Maps & Training Materials
    - Supervisor

E - EMPATHIZE

- Along with listening, empathizing (showing that you understand why they are upset) builds trust with the guests.
- When a guest feels that we care, they are more likely to share their issue and give us a chance to help.
- Do not assume you understand the guest's needs; rather, focus on what they are saying and show your concern.

A - APOLOGIZE

- As a member of the Guest Experience team, try not to take situations personally.
- You may not be the cause of someone's bad day, but it is our job to make sure we turn their day around.
- Always apologize for the guest's inconvenience and frustration with our service. A simple "I am sorry" or "I understand" goes a long way.

R – REACT

- You are EMPOWERED to help our guests.

- Do not pass a guest on to someone else if you feel you cannot help.
- It is your responsibility to stay with a guest until there is a resolution. This includes using all of your resources to find an answer.
- Address the situation one step at a time. If you feel you cannot find a proper resolution or the situation is getting uncomfortable or hostile, immediately contact your supervisor.

N - NOTIFY

- Notify all supervisors of EVERY contentious situation you encounter.
- Despite how small the interaction, we oftentimes hear about it much later in the year.
- We need documentation of all incidents in the case these guests submit their own report or complaint.
- Please ask your supervisor for an incident sheet to report your interaction. All reports should be submitted to your supervisor at the end of each shift.

REMEMBER YOUR TOP 20

Top 20

Top 5 Things To Know

1. Where the nearest first aid station is at your work location.

2. Who I should contact in case of an emergency or medical situation.

3. Who I should call if a guest has a question I do not know the answer to.

4. Where ADA /Disabled support features are (parking, shuttles, seating, ADA restrooms etc.).

5. Where the nearest restroom and concession stand is.

Top 5 Do's

1. Always warmly greet guests and smile.

2. Always look and act professional at all times.

3. Actively seek to resolve issues and guest questions--or find someone who can.

4. Know your specific responsibilities - correct credentials, passes, tickets, procedures, etc.

5. Actively seek to deliver the best fan experience possible in your area.

Top 5 Don'ts

1. Do not tell guests "I don't know." Search to find the answer.

2. Do not touch a guest unless personal safety is at risk.

3. Do not argue with a guest. Always call for supervisor assistance if needed.

4. Do not be on your phone or headphone/earbuds while at your work location.

5. Do not abandon post without permission. Always check-in with a supervisor before leaving your post for breaks, lunch, etc.

Top 5 Things to Remember

1. You are a direct representation of the Indianapolis Motor Speedway.

2. You are one of the first people IMS guests see and interact with.

3. Bring appropriate clothing and food; water and ice will be provided.

4. Your work is recognized and appreciated.

5. You make this place special!

SERVING GUESTS WITH DISABILITIES

Overview

- Disabilities can range in scope and significance.
- Disabilities come in all shapes and sizes
- WE CAN NEVER QUESTION A DISABILITY.
- Always have a positive and proactive approach to your interactions to help accommodate requests. Remember ALL guests and fans deserve respect and dignity.

Basic Tips

- Be proactive, find reasonable accommodations, and be a creative problem-solver.
- When offering assistance, wait until the offer is accepted. Then listen to or ask for instructions.
- Use first-person language. Reference the person first and then the disability, such as a "person with a disability," "fan with a disability," "guest with a disability," etc., NOT "a disabled person."
- Avoid using outdated language such as "handicap," "crippled" or "paralytic."

IMS ADA ACCOMMODATIONS

Know the services we provide to guests with disabilities

ADA Seating Locations

- Paddock, Paddock Platform, A Penthouse, B Penthouse, South Terrace, Tower Terrace, North Vista, Northeast Vista, South Terrace – East, Pit Road Terrace
    - Adjacent parking is issued to guests who purchase tickets in wheelchair accessible areas
    - The quantity of wheelchair spaces and companion seats sold in specific to each purchase
    - All wheelchair accessible seating locations have appropriate ramps and elevators where necessary

ADA Parking Locations

- North 40, Lot 9A, Hulman Lot, Lot 2, Front Admin, Tower Terrace, Pagoda/Flag Lot, Lot 3P, and Brickyard Crossing Lot
- ADA Parking can be sold to any guest that would like to purchase an ADA spot

ADA Shuttle Service (no charge, no tipping please)

- Call for a Shuttle Pick-Up to Pagoda Command at **(317)492-5500** or on the Radio or direct patron to a ADA shuttle stop
- When the guest requests assistance, identify whether the guest needs a wheelchair accessible shuttle or if a non-wheelchair shuttle meets the needs

EMERGENCY PREPAREDNESS

SAFETY IS OUR #1 CONCERN

Aside from creating exceptional experiences for our guests, our number one priority is guest safety. Our security department includes a full-time staff of security officers who work in conjunction with Pagoda Command and liaisons with the public safety agencies and private security contractors at our venue. They can be reached via Pagoda Command or by cell phone if needed.

PAGODA COMMAND

• 317-492-5500 (Press 5) is the number employees should use for any questions or concerns.

• Representatives from each division will be stationed in Pagoda Command to answer questions or address concerns on all event days. Utilize Pagoda Command as a valuable resource.

IF YOU SEE SOMETHING, SAY SOMETHING

- This awareness campaign created by the Department of Homeland Security was designed for you to keep an eye and ear out for suspicious activity. (Please report all suspicious activity to Pagoda Command (317-492-5500 ext 5), then Pagoda Command will contact Homeland Security at 877-226-1026)

  - Suspicious activity includes but is not limited to:

  - Unattended coolers, backpacks, purses or bags

  - Unmanned aerial vehicles, commonly known as a drones or remotely piloted/controlled aircraft

  - Individuals taking excessive photos of infrastructure, tunnels, stands, gates, etc.

  -Individuals wearing out of season clothing such as bulky coats or jackets

  -Note taking and surveillance/observation that indicates a suspicious or unusual interest in the facility

  -Individuals seeking information/asking questions about security staffing, overnight schedules, policies around the facility

- Do not investigate unattended packages, suspicious people, etc. on your own. Gather as much information as possible and notify Pagoda Command. Appropriate personnel will be dispatched to the scene

Evacuation procedures are rare, but in the case of an evacuation, all staff will be an integral part in maintaining order and coordinating the response that needs relayed to guests

- In the event of an evacuation of the facility, you will be instructed how to proceed for the safety and security of guests and employees alike.
- Do NOT make assumptions of the best course of action regarding evacuation procedures. Instructions for evacuation will vary based on the situation. All direction regarding evacuation procedures must come from Pagoda Command representatives as well as Supervisors on the grounds.
- Supervisors will notify all employees of what actions need to be taken.

IN AN EMERGENCY SITUATION attempt the following actions:

- Help guests remain calm and direct them to follow instructions in an orderly manner
- Provide basic crowd control assistance to guests and for any public safety officials/vehicles near site of incident
- Safely organize crowds or equipment to provide clear paths/access for public safety
- Protect venue property post-incident
- All direction regarding evacuation procedures must come from Pagoda Command representatives as well as Supervisors on the grounds. Supervisors will notify all employees of what actions need to be taken.

EVENT DAY LOGISTICS

APPEARANCE

It is important for all employees to project a professional image while at work by being appropriately attired. The Company employees are expected to be neat, clean and well-groomed while on the job.

Always arrive in clean, wrinkle-free clothing that is appropriate for the day's weather. You are required to wear your College Program polo, black pants or appropriate black shorts/skirt, and closed-toe shoes. Dress in comfortable clothes that align with walking and being on your feet all day. All shirts should be tucked in.

Remember to dress for the weather (colder mornings, rain, sun, heat, etc).

UNIFORM

Please wear your College Program polo, black pants, shorts or tennis skirts (non-athletic), and comfortable shoes each day. Sweatpants, denim blue-jeans, sports shorts or open-toed shoes are not acceptable. **Shorts must be finger-tip length. If they are shorter, you will be sent home for the day.** Any employee who does not meet the dress code on an event day will not be eligible to work.

You may also wear your College Program Rain Jacket and IMS Hat (Provided). All shirts should be tucked in and IMS rain jackets must be worn over any sweatshirt.

Your employee ID badge should be worn at all times.

PARKING

All participants, unless pre-arranged with your direct supervisor, should enter off of 30th Street at Gate 10 to park in Lot 7 (North 40). We recommend you enter from the West. After parking, you will enter the facility at Gate 10A and use the transportation system to check-in at the Guest Experience Employee Check-In Garage. Give yourself 15 minutes to park, clock-in and take the transportation system to the Trackside Office.

WHAT TO BRING

Remember to bring your work ID, uniform, backpack, sunglasses, sunscreen and snacks each day you work at the track. Make sure to be aware of the weather forecast. Avoid bringing anything valuable with you and do not leave any valuables in the car.

CHECK-IN AND CHECK-OUT

You will clock in and out each day in the Guest Experience Employee Check-In Garage. You will then report to your designated report location, through the transportation system. Each day when you are dismissed from your work location, make sure you get in contact with your supervisor before leaving for the day. You can also stay at the track to watch track activity or explore the facility after you have been dismissed, but make sure to clock out if you do so.

WEATHER

Be aware of the weather forecast and bring what you need to make the best of each day (ex: extra socks, rain jacket, etc.) Even if there is rain in the forecast, the facility will open and operate as usual. In the case of inclement weather, you will be notified via text message of any track activity changes. Your team leader and direct supervisor will keep you up-to-date on where and when to seek shelter in and around the facility.

BREAKS / LUNCHES

You will rotate through breaks and lunches and will be dismissed by your supervisor during these times. If there are any questions or concerns on this rotation, always communicate to your supervisor for help/guidance. Depending on the area you are working in, you will have a designated break area you will be welcome to use. Do not plan to store personal items in these break locations.

You should plan to bring your lunch or purchase from the concession stands. We will provide water and ice each shift.

CELLPHONES & SOCIAL MEDIA

When working you are expected to not use your phone or headphones unless it is needed to call Pagoda Command or assist a guest. You may use your cellphone and headphones only in break areas, away from guests.

Please be aware of the content you are posting on social media. You are now a representative of the Indianapolis Motor Speedway – all content, especially any postings in uniform or regarding the College Program reflect back on the IMS Brand.

SMOKING/VAPING

Employees are not permitted to smoke or vape while working or while wearing IMS apparel.

If you choose to smoke, plan to bring a jacket or shirt of another color to wear over your IMS uniform and smoke only in designated locations.

The IMS Grandstands and mounds are smoke free. There are designated smoking areas around the facility for fans.

This applies to cigarettes, e-cigarettes, vaping, and cigars. Fans that are smoking in the grandstands, and within 20 feet of grandstand entrances should be asked to stop. If a guest does not follow these instructions, please call Pagoda Command for further assistance.

POLICIES & PROCEDURES

POLICIES & PROCEDURES

- Once HR has processed your hire (***typically*** by your first day), you will be able to access your employee account in our HRIS system, UKG.
- To access Penske Entertainment's new UKG Pro People Center and Pay portal:
  - Go to: **https://e11.ultipro.com** (save this link to your favorites)
    - Note: Chrome, Safari, Edge, and Firefox are all supported browsers
  - Enter your first initial, last name and full year of your birth for your **username**.
    - Example: jsmith1999
  - Enter your date of birth (MMDDYYYY) as your **default password**.
    - Example: 01011999
  - Select **Sign In** to access the UKG Pro Portal.
  - You will then be prompted to **change your password**.
  - Next, you will be prompted to answer Challenge Questions.
  - After the Challenge Questions are completed, the Home page will display. To access your own data, select the Myself tab from the main menu dropdown arrow.
- **Why access your UKG Employee Account?**
  - View Pay Statements
  - Update Your Address / Contact Information
  - Update Banking Information for Direct Deposit of Paychecks
  - Update Tax Forms
  - View Employment Documents completed during Onboarding (including this Seasonal Employee Guide, Tax Forms, Form I-9, Application, etc.

PAY CHECKS

- Our company is on a bi-weekly pay cycle.
- Paychecks are distributed **every other** Friday.
- Payment Options:
  - **Direct Deposit:** We highly recommend setting up direct deposit of your paycheck into your bank account! Direct Deposit is the fastest and most convenient way of receiving pay.
    - Employees can directly sign up for direct deposit during their initial onboarding session or add/change bank information directly through their UKG employee account.
    - Reminder: Only the first Direct Deposit statement is printed and distributed to the employee by the company. All Pay Statements are viewable in the UKG employee account.
  - **Paper Check:** If you elect to receive a paper check, these will be mailed directly to the address on file.
- A **pay period** is different than a **pay week**.
  - A **pay period** is a **two-week** span of time. All employees are paid in arrears; meaning they don't receive wages until the Friday after each **two-week pay period** closes.
  - One **pay week** is considered every Saturday – Friday for hourly employees.
- If you have questions regarding a paycheck, please contact your direct supervisor first. If your direct supervisor is unable to answer your question, they will put you in touch with our Payroll Department.

TIMEKEEPING

- Hourly employees must record their time worked by clocking in/out at any of our many timeclocks on property.
  - Ask your supervisor to direct you to the nearest clock based on the location of your work assignment.
- If an employee forgets to clock in or out, they can fill out a "Time Correction Form"
  - Contact your direct supervisor for this form.

Equal Opportunity Employer

The Company provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. The Company complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities and/or events. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

The Company expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability or veteran status. Improper interference with the ability of the Company's employees to perform their expected job duties is absolutely not tolerated.

WORKPLACE BULLYING / ANTI-HARASSMENT POLICY AND PROCEDURE

The Company defines bullying as "repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment."

The purpose of this policy is to communicate to all employees, including supervisors, managers and executives, that the company will not tolerate bullying behavior. Employees found in violation of this policy will be disciplined up to and including termination.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when meting out discipline. As in sexual harassment, it is the effect of the behavior upon the individual that is important. The Company considers the following types of behavior examples of bullying:

- **Verbal bullying:** Slandering, ridiculing or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault; damage to a person's work area or property.
- **Gesture bullying:** Nonverbal threatening gestures or glances that convey threatening messages.
- **Exclusion:** Socially or physically excluding or disregarding a person in work-related activities.

The Company is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, the Company expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

It is the policy of the Company to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran. The Company prohibits any such discrimination or harassment.

The Company encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of the Company to promptly and thoroughly investigate such reports. The Company prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

DEFINITIONS OF HARASSMENT

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, genetic information or any other characteristic protected by law or that of his/her relatives, friends or associates, and that a) has the purpose or effect of creating an intimidating, hostile or offensive work environment; b) has the purpose or effect of unreasonably interfering with an individual's work performance; or c) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment via e-mail, phone (including voice messages), text messages, tweets, blogs, social networking sites or other means.

INDIVIDUALS AND CONDUCT COVERED

These policies apply to all applicants and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to the Company (e.g., an outside vendor, consultant or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

COMPLAINT PROCESS

Individuals who believe they have been the victims of conduct prohibited by this policy statement or who believe they have witnessed such conduct should discuss their concerns with their immediate supervisor, Human Resources or any member of management.

When possible, the Company encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. The Company recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

The Company encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, although no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed. Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately.

If a party to a complaint does not agree with its resolution, that party may appeal to Penske Entertainment's Vice President of Human Resources.

False and malicious complaints of harassment, discrimination or retaliation may be the subject of appropriate disciplinary action.

NAVIGATING THE FACILITY

A-Z GUIDE

A

Accessibility

The Indianapolis Motor Speedway provides accessible seating and facilities for individuals with disabilities. Tickets are available for wheelchair-accessible and companion seating in multiple locations around the racetrack for purchase via our ticket office. Accessible-seating areas have the closest spectator parking and adjacent accessible facilities (restrooms, retail shops, concession stands, etc.). Please contact the ticket office at (800) 822-INDY or (317) 492-6700 between 8 a.m. – 5 p.m. (ET) Monday through Friday for further details and ordering information.

The following locations are accessible for guests: Paddock, South Terrace, Tower Terrace, North Vista, Northeast Vista, South Terrace-East, Pit Road Terrace, A Penthouse, B Penthouse, Paddock Penthouse. All wheelchair accessible seating locations that are not at ground level have the appropriate ramps or elevators to access the seating area. (Paddock, Stand A, Stand B, Stand E).

Guests can purchase ADA parking from the ticket office. Race Day Parking must be purchased in advance.

ADA Shuttles (Every Event Day; Indy 500)

Shuttles are provided for those needing assistance with mobility around the facility. These can be located:

TURN 1
Stop #1 - Gate 1
Stop #5 – B Stand
Stop #22 – Southwest Vista

TURN 2
Stop #3 – Southeast Vista

TURN 3
Stop #11 – Gate #11A
Stop #12 – Northeast Vista

TURN 4
Stop #8 – J Stand
Stop #9 - Northwest Vista
Stop #10 - Tram Turnaround

INFIELD
Stop #2 – Museum Fountain
Stop #4 – Tunnel4/Shaw Drive
Stop #13 – Turn 3 Parking
Stop #14 – Turn 4 Parking

Stop # 15 – 7th & Hulman Blvd
Stop #16 – 7th & Unser Lane
Stop #17 – Tower Terrace ADA Parking
Stop #18 – Flag Lot ADA Parking
Stop# 19 – 6th & Hulman Blvd
Stop #20 – 5th & Hulman Blvd
Stop #21 – South Pit Gate

FRONT STRETCH
Stop #6 – Gate 6
Stop #7 – Gate 7S

A

Admission
All guests entering the Indianapolis Motor Speedway must have a valid event ticket to gain admission to the gates. Tickets may be purchased in advance on ims.com, or at the gates with cash or credit card. All guests should/must retain their tickets in order to verify their seat location if they have purchased reserved seating. All tickets sold at the gates will be General Admission. Legal language states "Patrons must have possession of ticket at all times"

Age
There is no age requirement at the Indianapolis Motor Speedway. Children 15 and under are admitted free with a paying adult into the facility. All guests, regardless of age, must have a ticket to enter reserved stands.

Alcoholic Beverages
Outside alcoholic beverages, and no glass bottles, are permitted inside of the Indianapolis Motor Speedway by guests over the age of 21. Alcoholic beverages are also sold at various concession stands and require a valid ID.

Aramark
Aramark is the official concessions partner of the Indianapolis Motor Speedway. Aramark runs and operates all concession stands on property.

B

Baby Changing Stations
Baby changing stations are located in all public restrooms found within the inside of the oval race track.

Backstretch
The backstretch is the stretch of oval racetrack between Turn 2 and Turn 3 along the East side of the facility.

Bag and Cooler Policy
Guests may bring in one bag and one cooler per person. All coolers and bags must be no larger than 18"x14"x15" in size; coolers can be hard or soft sided. Coolers and bags will be checked for both size and

contents at each pedestrian gate. It is recommended that guests arrive early and allow proper time for inspection. No glass containers.

Binoculars
Binoculars are permitted inside the Indianapolis Motor Speedway.

Bronze Badge
Bronze Badges are credentials that may be purchased through the IMS Credentials Department. This credential gains you access to public gates and the Garage Area for the Indianapolis 500 Presented by Gainbridge. This pass also gains you early entry into the facility on Carb Day but is not valid for parking. This gains you exclusive access to the property on certain days.

Brickyard Crossing
Brickyard Crossing Golf Course is located just outside of the facility in Turn 2. The golf course has holes both inside and outside of the racetrack.

C
Cameras
The use of cameras is permitted inside the Indianapolis Motor Speedway as long as they do not obstruct the view of others. Selfie Sticks are prohibited.

Carb Day
Carb Day, or Carburetor Day, is an annual event held before the running of the Indianapolis 500. For one hour, the qualifying cars for the Indianapolis 500 will be on the track doing laps.

Concessions
The Indianapolis Motor Speedway has over 70 concession stands.

TURN 1
A Stand – 13, 14
A Penthouse – P4, P5, P6
B Stand – 10, 11, 12
B Penthouse – P1, P2, P3
E Stand – 6, 7, 8, 9
S.W. Vista – 4, 5, 106
S Vista – 3, 104

TURN 2
3rd Street – 35, 36
G Stand – 102
S.E. Vista – 1, 2, 100

TURN 3
N.E. Vista – 30, 31, 32, 45, 46, 142, 143
Inside Turn 3 – 44
N. Vista – 27, 28, 29, 131

TURN 4
N.W. Vista – 24, 25, 26, 124
J Stand – 22, 23, 122

FRONTSTRETCH
H Stand – 21
C Stand – 19, 20
Paddock – 15, 16, 17, 18
Paddock Penthouse – P7, P8, P9, P10, P11, P12, P13
Tower Terrace Suites – 41, 42

INFIELD
Shaw Drive – 33, 34
Turn 3 - 44
Tower Terrace - 41, 42
Pagoda Plaza - 38
5th St. - 209
H.O.F Museum - 801
Wheelchair Accessible - 35, 36

Chalet
Chalets are hospitality structures found in Pagoda Plaza. They are rented for daily use by companies and other groups wishing to host large quantities of guests on event days.

Cold Pass [Pre-Race]
Cold Passes are credentials that allow you to access the Garage & Pits areas during times of non-track activity. These passes are strictly enforced at all entry points into both the Garage & Pit areas. Pre-Race Cold Pass are valid May 28th until two hours prior to the Green flag for Pit & Garage area access. Must be 18 years or older to use.

Credential
A credential is defined as a pass, separate from a ticket that identifies your granted access to a non-public location. Credentials can be seen in the form of gate passes, garage and pit passes and parking passes. These are issued through the IMS Credential Department and are not available for purchase with the exception of the Bronze and Silver Badge. The Credential Office is located on the first floor of the Admin Building, located at 4790 West 16th Street.

D
Drive Gate [Vehicle Gate]
The Indianapolis Motor Speedway has five gates (Gate 2, 9A, 7 Vehicle, 10, and 12) for infield entry by vehicle. On Race Day, no one is permitted inside the facility in their vehicle without proper ticket, credential and parking pass.

Gates such as 2, 7, 9A and 10 handle vehicles and pedestrians during most events. The differentiation of credentials on a vehicle vs. credentials on a guest must be completely understood.

The important phrase used to identify what allows/disallows guests in a gate is “Admission to the Grounds”
Parking permits on a vehicle do NOT grant “admission to the grounds” by themselves. Because an individual must operate vehicles, a vehicle is not allowed in the grounds without a credentialed or ticketed individual inside.

E

Elevators

Public elevators at the Indianapolis Motor Speedway are located at the base of Stand C, A, B, and Paddock stands. Elevators to credentialed suites are located in C Stand under Hulman Terrace Suites, under Tower Terrace Stands for Tower Terrace Suites, at the South end of Gasoline Alley Suites and inside the Pagoda. Elevator access to these suite areas requires proper credentials or suite tickets.

Emergency Evacuation

Indianapolis Motor Speedway staff has been trained in emergency preparedness and evacuation procedures. In the case of an emergency, please follow the direction of Safety Patrol staff and video board messaging.

F

Family Mound

This viewing mound along the backstretch is meant for families; No alcoholic beverages are allowed.

Flag Rooms

Hospitality rooms for single-day usage. Located under the Tower Terrace grandstand just south of Sections 51-55

G

Garage Area

Area referring to the “A, B & C” garages used to house IndyCar and NASCAR race cars and team equipment during IMS events. This area requires proper credentials to access.

Gasoline Alley

This area is the point which cars, drivers and pit crews cross the guest traffic to access the race track. This area is highly monitored for guest and competitor safety.

Gasoline Alley Suites

Month or event long suites for usage during IMS events. Customers may enter at the base of the Pagoda (and use the stairs) or any stairs along the length of the building to access the 36 suites found here. The stands on top of the Gasoline Alley suites are available to anyone on all days other than Race day. On Race Day, these stands are used for Gasoline Alley suite customers only for this event.

Glass Bottles

Glass bottles are only served in suite and hospitality areas within the facility. Glass is restricted from entering the facility through the pedestrian gates. This hazard is not permitted due to the potential of broken glass inside the facility.

Guest Experience
The Guest Experience team is responsible for providing all guests with a positive and enjoyable experience at the Indianapolis Motor Speedway.

Guest Trams
Tram service is offered for guests during the Indianapolis 500.

- The VIP Route runs continuously with two vans between the Turn 2 VIP suites and the building at 5th and Hulman.
- The Public Tram route begins near Gate 10A. The route travels south on Hulman Boulevard, the first stop is north of 6th Street. It then turns left on to 5th Street, loops around the building at 5th and Hulman to make a stop behind the building express route north from 5th St to Hulman/Shaw. It then returns to the tram stop near Gate 10A. This route loops continuously during public gate hours.
- There is an additional stop at the Turn 3 parking area when Turn 3 parking is available, but the stop north of Tunnel 10 is only used when the Northwest Gravel and/or North 40 parking areas are used.

H

Hangtag
Parking hangtags are issued through both the IMS Ticket and IMS Credential departments. Hangtags issued through the IMS Ticket department are for a wide variety of outside parking and camping options. They also issue Race Day inside parking passes to purchasing customers. The IMS Credential department issues single-day hangtags to suite guests and VIPs.

Hardcard
A hardcard is an annual or single-event credential issued to drivers and team members of competing teams at the Indianapolis Motor Speedway. These are not for purchase and issued by the series league.

Hospitality Area
The Indianapolis Motor Speedway is host to a magnitude of hospitality clients during major events. These areas are available for single-day usage and include: Plaza Pavilion, Plaza Chalets, Legend's Row Rooms and Flag Rooms. These areas are available for rental by contacting the IMS Premium Services.

HOT Pass [Race]
Hot Passes are credentials that allow access to the garage or pits area during times where there is on-track activity. These credentials are issued by the IMS Credential department and are not available for purchase to the public.

Hulman Terrace Suites & Hulman Terrace Club
Season or Event Suites and Club level outside of the oval track. This is located above C Stand and is accessible by elevator with proper suite tickets.

I

IMS Museum

Located inside the oval racetrack, this building is open year-round and accessible through Gate 2 off of 16th St. This museum contains more than 30 Indy 500 winning cars and a world class variety of antique racing cars.
Admission for adults is $25 and seniors (55 and over) $23. On event days, guests must purchase gate admission to visit the Museum.

To contact the museum for hours and bus tours, call 317-492-8500.

Indycar

Indycar refers to the governing body of the NTT Indycar Series. Their headquarters are located across from the Indianapolis Motor Speedway in the Brickyard Plaza Strip Mall.

IU Health Medical Center

Located near the garage area in Turn 1, this is the infield track hospital used for both competitors and customers.

L

Legend's Row Hospitality

Two story single-day hospitality area made up of 18 rooms. This is located just to the West of the Indycar Garage Area.

Limousines

Limos and Rideshare are not permitted inside of the Indianapolis Motor Speedway. The pickup and drop-off location are located in Lot 3P across from Gate 2 on race day.

Lost and Found

Items found during public gate hours will be collected by IMS Safety Patrol staff at the end of each day when public gates close. These items will be turned in at the Employee Check-In Area at 25th & Georgetown Rd. Guests may contact the facility at 317-492-6125 during event times to inquire about lost items. At the conclusion of each event, guests may contact 317-492-6575 about missing or lost items.

Lost Child or Guest

Guests with children are encouraged to participate in the IMS Lost Child Program. This involves stopping by any Q&A Zone to receive a wristband with spaces for guardian contact information.

In the case of a lost child or guest, please alert a member of the Safety Patrol, dressed in yellow, immediately. They will begin the process of locating the missing person with the assistance of event command and public safety.
Lost or Stolen Tickets

IMS is not responsible for lost, stolen, or destroyed tickets.

M

Magnetometers

Also known as “mags” or metal detectors, these devices are deployed at all of the gates for security screening. They are walk through devices that detect whether an incoming guest has a certain amount of metal commonly used in firearms and other dangerous objects.

Main Gate

Gravel parking lot located on the South side of the track on 16th St. This is used for single day paid event parking.

Media Center

Located North of the Pagoda, this four-story building is host to national and international media outlets.

Merchandise

Both event and team merchandise is available at a variety of retail locations, the biggest being at Gate 9 on the Northeast corner of the facility and Gate 1 at the Southwest corner.

Mounds

General admission viewing areas open most event days:

- Turn 2 Mounds
- Backstretch Family Mounds – no alcohol or shenanigans are allowed on this viewing mound
- Backstretch Mounds
- Turn 3 Mounds
- Turn 4 Mounds

Motorcycle Parking

Guests with motorcycles during oval events are permitted to enter Gate 2 and proceed directly to the motorcycle lot located behind South Terrace. Mopeds and scooters are not permitted on the IMS premise. All motorcycle parking is paid parking and must be purchased in advance.

At all times, vehicles on IMS property shall be operated in a safe, courteous manner, based on current conditions, at speeds not to exceed 20mph. IMS is not responsible for damage or personal injury caused by or to vehicles that are not owned or operated by IMS or its authorized representatives. All motorcycles used in any of the outside paid parking lots must have an automobile pass for the duration of their stay

N

N Lot

Large grass parking lot found directly in the center of the oval racetrack. This is primarily used for credentialed parking and is home to the IMS Midway during events.

North 40 [See Parking]

This parking lot is located on the North end of the facility just outside Gate 10A and Tunnel 10. This lot is used for free public parking all days and Indianapolis 500 Presented by Gainbridge Race Day. For these two days, guests must purchase parking in these lots to gain access.

P

Pagoda

This ten-story building hosts a variety of suites during events. It is a restricted area requiring proper credentials or tickets.

Pagoda Command

Event Command Center is located on the 9th floor of the Pagoda. Pagoda Command is staffed by representatives from gates, traffic, stands, outside lots, garage & pits, shuttles and public safety agencies. The Pagoda Command phone line (317-492-5500) is staffed 24/7 during events and is to be used for any and all questions you may have as well as incident reporting and emergencies.

Guests may call into 317-492-5500 with questions.

Pagoda Gravel

Referring to the large gravel parking lot outside of the Media Center used for credentialed parking by Pagoda guests, employees, media trucks, and public safety officials

Pagoda Plaza

Home to the Pavilion, East & North Chalet hospitality areas rented to hospitality clients daily. This area is found just East of the Pagoda.

Parking

The Indianapolis Motor Speedway has over 20 parking lots in operation on event days.

Pedestrian Gate

Pedestrian gates are those that are only open to walk traffic and no not allow vehicular traffic through. These gates are Gate 1, 5N, 6S, 6N, 6B, 7S, 7V, 7N, 9, 10A, 11A, 11B, 11C, 12, 3, 1B.1.

Pit Lane

Restricted area located on the front straightaway of the oval racetrack.

Prohibited Items

The following items are prohibited inside the Indianapolis Motor Speedway

- Aerosol cans (Sunscreen excluded)

- Animals (except service animals trained to do work or perform tasks for an individual with a disability)
- Bicycles (guests may use dedicated bicycle parking structures at Gates 1, 6, & 9)
- Carts and wagons (Indy 500 Race Day only)
- Coolers larger than 18” x 14” x 15”
- DRONES, or unmanned aerial systems
- Fireworks and flares
- Flagpoles
- Glass containers
- Golf carts, ATVs, scooters, minibikes, roller blades, skateboards, skates, pogo sticks, and hover boards
- Illegal drugs and substances or drug paraphernalia (including without limitation marijuana)
- Items restricted by local, state or federal law
- Lasers of any kind
- Offensive or obscene materials (e.g., flags, signs, clothing)
- Soliciting of any kind (including goods, materials, services, or ticket scalping)
- Scaffolding or platforms
- Selfie sticks
- Stickers
- Trampolines and swimming pools
- Weapons of any type, including knives, firearms and ammunition
- Any other items not mentioned that may pose a safety hazard or diminish the enjoyment of the event by other guests may be refused at the discretion of security and management. These items are subject to change without notice. There are no provisions for checking and holding prohibited items. Prohibited items may not be left at or around the gates. Items left unattended will be removed and discarded

R

Restrooms

Indianapolis Motor Speedway has over 200 restrooms around the facility. Check your nearest stand, suite or landmark for available restrooms.

Remote Ticket Trailers

Guests have the ability to pick-up and purchase tickets at remote trailers located at Lot 2, Gate 9, Gate 10A and Gate 3 on certain days. Please call the ticket office to verify remote locations.

S

Safety Patrol

Safety Patrol [Yellow Shirts] are a seasonal event staff of 650 who execute operations of multiple divisions including gate scanning and ticket sales, stand ushering and ticket checking, parking outside lot and infield cars, directing traffic, monitoring suite elevators, guarding Garage & Pits access points, manning Q&A Zones and acting as Pagoda Command Representatives.

Members of the Safety Patrol fall into several categories and can be distinguished by their hat color. Tan = Safety Patrol Event Staff. Yellow = Area Supervisor. White = Division Supervisor.

Security
Indianapolis Motor Speedway utilizes a staff of security officers and police officers in and around the facility. If you are in need of assistance, please contact Pagoda Command at 317-492-5500.

Service Animals
Service dogs are permitted inside the Indianapolis Motor Speedway but are NOT permitted in the Pit Lane Area.

Smoking
Smoking is not permitted in any IMS Grandstand. Fans who want to smoke must be 20 ft. away from Grandstand entrances.

Stands
Several stands are found within the Indianapolis Motor Speedway. They were named in the order they were erected, explaining their non-alphabetical placement.

Streets
Several streets are found within the infield of the Indianapolis Motor Speedway.

T
Taxis
Taxis and Uber are not permitted inside of the Indianapolis Motor Speedway. The pickup and drop-off location is located at 10th and Polco on race day.

Tailgating
Tailgating is permitted in the following areas at the Indianapolis Motor Speedway:
Infield: North 40, Turn 3, 5th & Hulman, Turn 4
Outside Lots: All

Ticket Office
The Indianapolis Motor Speedway Ticket Office is located at 4790 W. 16th St Indianapolis, IN in the Administration Offices. You may purchase tickets or pick up will call at this location.

Tower Terrace Pavement
The paved East and West parking lots just East of Tower Terrace stands. This lot is primarily used for suite customers with issued hangtags and busses of hospitality clients.

Tower Terrace Suites
Located inside the oval, just north of the Yard of Bricks, these 38 suites are for event and annual suite holders. These suites are accessible by elevator that requires proper credentials or suite tickets.

Transporter Lot
This parking location houses both Indycar and NASCAR team haulers during major events.

Turn 2 VIP Suites

These three-story suites house annual suite holders and feature balconies with racetrack views. These are located in turn 2 of the oval racetrack.

The room numbers at this location on the 1st floor are 152-174 from south to north. On the second floor, the suite numbers are 252-266 from south to north, on the third floor the suite numbers are 352-362 from south to north.

Turn 3 Parking

Turn 3 parking is a parking area located inside the oval racetrack just west of Turn 3. This lot is used for first-come first-served free public and credentialed parking. Turn 3 parking must be purchased in advance on Carb and Race Day.

Tunnels

Access points from the outside into the infield of the facility. Located South of Gate 10A, East of Gate 6, East of Gate 7, in Turn 2, at Gate 3 and Gate 4.

U

Uber

Taxis and Uber are not permitted inside of the Indianapolis Motor Speedway. The pickup and drop off location is located at 10th and Polco.

W

Will Call

Guests may pickup will call tickets at the IMS Ticket Office or at the Remote Ticket Trailers on event days.

IMS LANDMARKS & LOCATIONS

DRIVER/OWNER LOT

- The safety of the competitors, their families and INDYCAR/NASCAR executives is paramount and this area should be the most secure location on site. Every vehicle entering the Driver/Owner Lot must have the proper credentials. Individuals without an INDYCAR/NASCAR issued hard card must be escorted by someone with an INDYCAR/NASCAR hard card or have proper credentials to enter the Driver/Owner Lot.

FIRE ACCESS GATES

Oval Configuration Locations

- Turn 2
- Turn 3
- Turn 4

- North Chute
- Bus Gate

Attributes

- Access point for emergency vehicles to enter the track, when necessary
- Must be guarded at all times to assure the track stays inaccessible to the public

FLAG ROOMS

Location

- Beneath Tower Terrace grandstand
  - Just south of Sections 51-55

Attributes

- Named for the colors of the racing flags (in order from south to north)
  - **Green:** race begins
  - **White:** one lap to go
  - **Blue:** "move over,"(shown to a driver who is about to be lapped)
  - **Checkered:** race has been completed
  - **Red:** race has been stopped
  - **Black:** infraction (shown to an individual driver)
  - **Yellow:** caution
    - North of the other rooms, Tower Terrace Sections 71-79

GARAGE AREA

Location

- East of the front straightaway

Attributes

- Three buildings that house all team equipment and race cars for the Indianapolis 500, Garage A to the West, B in the middle and C to the East
- Three gates are the main pedestrian entry points to the garage area

GASOLINE ALLEY

Location

- South of the Pagoda Plaza, west of Legend's Row

Attributes

- Pathway between Garage area & Pit Lane
- Cars, drivers, pit crews and equipment cross general guest traffic

GASOLINE ALLEY SUITES

Location

- Adjoined to the Pagoda

- South end of the front straightaway

Attributes

- 36 suites
  - Suite 501 at Turn 1 — Suite 536 at Pagoda
- 6 staircases
- Roof with grandstand seating
- One elevator located at the south end of the suites
- Indy 500 Club
- Main Straight Suite Club

GRANDSTANDS

STANDS OUTSIDE THE OVAL

NORTH heading counter clockwise to inside:

Northeast Vista/Northeast Vista Deck

- Turn 3
- Northeast Corner
- Near Employee Parking
- Closest Stand: North Vista
- Closest Gate: Gate 11C
- Across From: Turn 3 Viewing Mounds
- Notes: No seat backs, no covered seats

Northeast Vista Turn

- Sections: Section 1 next to North Vista, Section 25 toward the backstretch
- Rows: A - RR (Section 1-10), B - QQ (Section 11-25)
- There is a break between Section 10 and 11

Northeast Vista Backstretch

- Sections: Section 25 in Turn 3, Section 50 on the backstretch
- Rows: B - QQ (Section 26-28), B - S (Section 49-50)
- Wheelchair Platform: Row A

North Vista

- Between Turn 3 & Turn 4
- North End
- Near the Tram Pickup/Drop-off & Seasonal Employee Parking
- Closest Stands: Northeast Vista & North Vista
- Closest Gate: Gate 10A
- Sections: Section 21 at the west end, Section 68 at the east end
- Rows: B - Z, AA - QQ (Section 21-56), B - Z, AA - FF (Sections 57-58), B - S (Sections 59-60), B - M (Sections 61-68)
- Wheelchair Platform: Row A
- Notes: No seat backs, no covered seats

Northwest Vista/Northwest Vista Deck

- Turn 4
- Northwest Corner

- South of the Employee Check-In Area
- Closest Stands: Stand J & Northwest Vista
- Closest Street: Georgetown Road
- Closest Gate: Gate 9
- Sections: Section 1 at the west end, Section 20 in the short chute
- Rows: A to RR
- Notes: No seat backs, no covered seats and no disabled platform

Stand J

- Turn 4
- Northwest Corner
- Closest Stands: Stand H & Northwest Vista
- Closest Street: Georgetown Road
- Closest Gate: Gate 9
- Sections: Section 1 at the south end, Section 30 at the north end
- Rows: A - Z, AA - LL (Sections 1-2), A - Z, AA - JJ (Sections 3-30)
- Notes: No seat backs, no covered seats and no disabled platform

Stand H

- Front Stretch (between Turn 1 & Turn 4)
- West Side
- Closest Stands: Stand J & Stand C
- Closest Street: Georgetown Road
- Closest Gate: Gate 8
- Sections: Section 1 at the south end, Section 24 at the north end
- Rows: A - Z, AA - LL
- Notes: No seat backs, no covered seats and no disabled platform

Stand C

- Front Stretch (between Turn 1 & Turn 4)
- West Side
- Near Front Stretch Tunnel
- Closest Stands: Stand H & Paddock
- Closest Street: Georgetown Road
- Closest Gates: Gate 7, 7 South & 7 North
- Across From: Tower Terrace
- Sections: Section 1 at the south end, Section 18 at the north end
- Rows: A - Q, AA - QQ
- Notes: Seats are benches with backs, covered seating begins at Row E, railing behind Row Q enter single letter rows from bottom of the stand, enter double letter rows from the back

Paddock

- Front Stretch (between Turn 1 & Turn 4)
- West Side
- Closest Stands: Stand C & Stand A
- Closest Street: Georgetown Road
- Closest Gates: Gate 6, Gate 6A & Gate 6B
- Across From: Start/Finish Line, Tower Terrace, Pagoda & Victory Circle
- Box Sections: Section 69 at the north end, Section 1 at the south end
- Paddock Sections: Section 33 at the north end, Section 1 at the south end
- Notes: Seats are benches with backs, cover starts at Row Q, Start/Finish Line at Box 20/Section 11-12

  Paddock Penthouse
  - Seats are benches with backs, cover starts at Row D, all penthouses are connected to each other, has concessions & restrooms

  Paddock Press Penthouse
  - Seats are chairs with backs under cover, Start/Finish Line at Box 1

    Paddock Penthouse Upper

Stadium seating; Rows AA-CC

Paddock Platform – ADA

Stand A

- Front Stretch (between Turn 1 & Turn 4)
- Southwest Corner
- Closest Stands: Paddock & Stand B
- Closest Street: Georgetown Road
- Closest Gates: Gate 5 & Gate 5A
- Across From: Pit Road Terrace & Gasoline Alley Suites
- Sections: Section 1 at the south end, Section 31 at the north end (Rows B-T), Section 32 at the south end, Section 45 at the north end (Rows AA-VV)
- Notes: Seats are benches with backs, cover starts at Row Q - connected to the Paddock, Gasoline Alley across from Box 30/31 (Box 45 upper)

A Penthouse

- Seats are benches with backs under cover, concessions & restrooms, Gasoline Alley across from Box 27-28

A Penthouse Upper

Stadium seating; Rows AA-CC

A Penthouse Platform - ADA

Stand B

- Front Stretch (between Turn 1 & Turn 4)
- Southwest Corner
- Closest Stands: Stand A & Stand E
- Closest Street: Georgetown Road
- Closest Gates: Gate 5 & Gate 1C
- Across From: South end of Pit Road Terrace & Gasoline Alley Suites
- Sections: Section 1 at the north end, Section 25 at the south end
- Notes: Seats have backs, covered seating begins at Row P/Q, everything above Row P/Q is a wooden bench, everything below Row P/Q is a folding chair

B Penthouse

- Seats are chairs with backs under cover, all penthouses are connected to each other, concessions & restrooms, Boxes 10 & 11 are at pit exit

B Penthouse Upper

- Stadium seating; Rows AA-CC

B Penthouse Platform - ADA

Stand E

- Turn 1
- Southwest Corner
- Behind the Administration Building
- Closest Stands: Stand B & Southwest Vista
- Closest Streets: Georgetown Road & 16th Street
- Closest Gate: Gate 1
- Sections: Section 1 at the north end, Section 32 at the south end
- Rows: C - R
- Notes: Seats have backs, covered seats begin at Row G (Boxes 1-24), Boxes 25-32 are not covered

E Penthouse

- Seats are benches with backs under cover, all penthouses are connected to each other, the closest concessions are in B Penthouse

Southwest Vista/Southwest Vista Deck

- Turn 1
- South End
- Closest Stands: South Vista & Stand E
- Closest Street: 16th Street
- Closest Gate: Gate 1B.1
- Sections: Section 1 at the west end, Section 20 at the east end
- Rows: A - Z, AA - RR
- Notes: No seat backs, no covered seats

South Vista/South Vista Deck

- Between Turn 1 & Turn 2
- South End
- Closest Stands: Southwest Vista & G Stand
- Closest Street: 16th Street
- Closest Gate: Gate 2
- Across From: South Terrace & Wheelchair Accessible Stand
- Sections: Section 1-5 attached to Southwest Vista Section 20, Sections 11-22 at the east end
- Rows: A - Z, AA - RR
- Notes: No seat backs, no covered seats and no disabled platform

G Stand

- Between Turn 1 & Turn 2
- Southeast End
- Closest Stands: South Vista & Southeast Vista
- Closest Street: 16th Street
- Closest Gate: Gate 3
- Across From: Hall of Fame Museum
- Sections: Section 76 at the west end, Section 87 at the east end
- Rows: A - U

Southeast Vista/Southeast Vista Deck

- Turn 2
- Southeast Corner
- Near Turn 2 VIP Suites & Brickyard Crossing Clubhouse
- Closest Stand: G Stand
- Closest Street: 16th Street
- Closest Gates: Gate 12 & Gate 4
- Across From: Turn 2 Viewing Mound
- Sections: Section 17 at the west end, Section 32 at the backstretch
- Rows: A - RR
- Notes: No seat backs, no covered seats and no disabled platform

STANDS INSIDE THE OVAL

Tower Terrace

- Front Stretch (between Turn 1 & Turn 4)
- West Side of the Infield, North of the Pagoda
- Near the Start/Finish Line & Pagoda
- Closest Stand: Pit Road Terrace
- Across From: Stand C
- Sections: Section 79 at the north end, Section 37 at the south end
- Rows: A - MM (Sections 79-49), A - NN (Sections 48-37)
- Notes: Seats are benches with backs, covered seats begins at Row FF in Sections 49-79 although some seats are not covered (Section 49, 53-54, 58-59, 63-64,68-69,73-74 Rows FF-MM Seats 5-10), Sections 49-79 people can turn around and see part of the road course, NASCAR pits go to Section 76, IndyCar pits go to Section 70

Pit Road Terrace

- Front Stretch (between Turn 1 & Turn 4)
- West Side of the Infield, South of the Pagoda
- Near the Start/Finish Line & Pagoda
- Closest Stand: Tower Terrace
- Sections: Section 42 at the north end, Section 1 at the south end
- Rows: A - H
- Across From: Paddock & Stand A

South Terrace

- Short Chute Inside (between Turn 2 & Turn 3)
- South Side of the Infield, South of the Hall of Fame Museum
- Closest Stand: South Terrace-East
- Closest Gate: Gate 2
- Across From: South Vista
- Sections: Section 1 at the west end, Section 13 at the east end
- Rows: A - K
- Notes: Seats are benches with backs, no covered seats

South Terrace-East

- Short Chute Inside (between Turn 2 & Turn 3)
- South Side of the Infield, South of the Hall of Fame Museum
- Closest Stand/Mound: South Terrace, Turn 2 Mounds
- Closest Gate: Gate 2
- Across From: South Vista

HULMAN TERRACE SUITES / HULMAN TERRACE CLUB

Location

- Outside of oval along Georgetown Road
- Closest to Turn 4
- Above Stand C

Attributes

- Hulman Terrace Suites: Suite 41 at north end to 49
- Hulman Terrace Club: Suite 49 south
- Named after the Hulman family who purchased the track in 1945
- Two shuttles will run open days from Hulman Terrace Club to garage area for credentialed guests only

INDIANAPOLIS MOTOR SPEEDWAY MUSEUM

Location

- Inside Gate 2 on the south end of the facility

Attributes

- Hall of Fame admission is NOT included with gate admission
- Contains more than 30 Indianapolis 500 winning cars
- Including Ray Harroun's historic Marmon "Wasp" winner of the first Indianapolis 500 in 1911

- World class variety of antique, classic racing cars and passenger cars
- Bus & Grounds Tours
- Gift shops

LEGENDS ROW HOSPITALITY

Location

- Adjacent to Gasoline Alley
- East of Gasoline Alley Suites
- West boundary of the Garage Area

Attributes

- Two-story building comprised of 18 hospitality rooms
- Brickyard Club
- Rooms are named after Indianapolis 500 greats (A.J. Foyt, Mario Andretti, Johnny Rutherford, etc.)
- Expansive views of the Garage Area

MEDIA CENTER

Location

- North of the Pagoda, east of Tower Terrace

Attributes

- 4 floor building for local, national and international media
- Trackside Press Conference room
- Credentials required for access during public gate hours

PAGODA

Location

- Start/Finish Line, Plaza
- 199 foot tower from ground to top of flagpole with 10 floors

Attributes

- 10 floor building with all floors requiring proper credentials. All credentials must be checked to gain access into these areas.
- Pagoda 1: North & South Green Rooms
- Pagoda 2: Timing & Scoring
- Pagoda 3 – 8 & 10: Suite Areas

- Pagoda 9: Pagoda Command
  - Pagoda Command is a highly restricted working area.
  - All guests must have a Pagoda 9 credential. No visitors are allowed.

PIT LANE – NORTH & SOUTH PITS

Location

- Front straightaway of the oval

Attributes

- Entry requires proper credentials
- Smoking, alcohol and beverages in cups are not permitted
- Non-alcoholic beverages in plastic bottles are acceptable
- Guests must stay behind (on the east side of) the white line
- Medical personnel are located north of the Start/Finish Line and at Gasoline Alley

PLAZA HOSPITALITY VILLAGE

Location

- East of Pagoda & North of Garage Area
- Large open area formed by hospitality Pavilion & Chalets

Attributes

- Autograph Sessions
- Public Driver's interviews and music events
- Buildings Include: Pavilion, East & North Chalet
- Tree lined courtyard setting
- Hospitality rooms are rented daily by clients
  - Quantity of guests vary from day to day as do passes. Valid passes must have current date and guest must also have wristband.
- Golf carts and scooters are restricted during public gate hours.
  - The restriction is put in to place to deter mixing pedestrians and vehicle traffic of any kind during congested periods of event days.

TOWER TERRACE SUITES

Location

- Inside the oval, along Pit Road
- North of the Pagoda and Yard of Bricks

Attributes

- 38 Tower Suites
- **Suite 1 at Media Center — Suite 38 at Turn 4**
  - No guests are permitted to ride the service elevator. This is for caterers ONLY. Caterers

must have service elevator punch on credential to access.

- Main Straight Suite Club
- Guests need to take an elevator up to the suite level

TRANSPORTER LOT

- Used to park the haulers and transporters for competing teams.

TURN 2 VIP SUITES

Location

- Outside of Turn 2 of the oval

Attributes

- 3 story building
- Balconies feet from the race track

OUTSIDE PARKING LOTS

- North (Red) Zone
  - Lot 1A
    - Located at the corner of 25th St/Georgetown Rd
    - RV & Tent Camping
    - Closest gate – 9
    - Nearest grandstand – NW Vista
  - Lot 1B
    - Located at the corner of 30th St/Georgetown Rd
    - Daily auto parking
    - Closest Gate – 9
    - Nearest grandstand – NW Vista
  - Lot 1C
    - Located at the corner of 30th St/Georgetown Rd
    - RV & Tent Camping
    - Closest Gate – 9
    - Nearest grandstand – NW Vista
  - Lot 4
    - Located at the corner of 25th St/Georgetown Rd
    - RV & Tent Camping
    - Closest Gate – 9
    - Nearest grandstand – NW Vista
  - Lot 4AP
    - Located on Georgetown Rd in-between 25th St & 30th St
- West (Green) Zone
  - Lot 2
    - Located at Georgetown Rd & 20th St

        - RV & Tent Camping and daily auto parking
        - Closest Gate – 6
        - Nearest Grandstand – Paddock
    - Lot 5
        - Located on Georgetown Rd, just north of Crawfordsville rd
        - RV & Tent Camping
        - Closest Gate – 6
        - Nearest Grandstand – A or B
    - Lot 6
        - Located at McCray St & Meyers Ave
        - RV & Tent Camping
        - Closest Gate – 7
        - Nearest Grandstand – C or NW Vista
    - Lot 8
        - Located at Georgetown Rd & 24th St
        - Daily auto parking
        - Closest Gate – 9
        - Nearest grandstand – J or NW Vista
    - Hulman Lot
        - Located along Georgetown road near IMS Gate 7
        - Daily Auto parking for suites
        - Closest gate – 7
        - Nearest grandstand – C & Hulman Suites/Club
    - Parcel B
        - Located at 16th St/Crawfordsville Rd round-a-bout
        - Premium daily auto parking
        - Closest gate – 1
        - Nearest grandstand – E or B
- South (Orange) Zone
    - Lot 3G
        - Located at 16th St & Olin Ave
        - RV & Tent Camping and daily auto parking
        - Closest Gate – 3 or 12
        - Nearest grandstand – SE Vista
    - Lot 3P
        - Located on 16th St in the Brickyard Plaza
        - RV & Tent camping
        - Closest gate – 3 or 2
        - Nearest grandstand – SE Vista or South Vista
    - Maingate Parking
        - Located at 16th St & Polco St
        - Daily auto parking
        - Closest gate – 2
        - Nearest Grandstand South Vista or SW Vista

TRAFFIC STREETS, INTERSECTIONS, AND INSIDE PARKING

- South Area
  - Tunnel 2 Entrance
    - The main entrance into the inside of the track from 16th St.
    - Intersection of 3rd St. and Tunnel 2
    - Museum main entrance
    - Closest gate – Gate 2
    - Nearest grandstand – South Terrace
  - 3rd St.
    - East/west road that is furthest south internal road
    - Runs in front of the IMS Museum
    - Key intersections
      - 3rd & Shaw
      - 3rd & Tunnel 2
      - 3rd & Hulman
    - Closest Gate – Gate 2
    - Closest Grandstand – South Terrace
  - 4th St. (Castroneves Dr.)
    - East/west road that connects Hulman and Legends Row
    - Key parking lots:
      - Beach
      - 5th St. South
    - Key intersections:
      - 4th & Hulman
    - Closest Gate – Gate 2
    - Closest Grandstand – South Terrace
  - 5th St.
    - East/west road that connects Shaw to Legends Row
    - Runs next to the Infield Care Center
    - Key parking lots:
      - East Museum
      - 5th St. South
    - Key intersections:
      - 5th & Shaw
      - 5th & Hulman
    - Closest Gate – Gate 2
    - Closest Grandstand – Turn 2 Mounds
  - Shaw Drive
    - North/South road that connects 3rd St. to Turn 3 parking
    - Runs parallel to the backstretch of the oval
    - Key parking lots

            - East Museum
            - South Road Course
            - Turn 3
        - Key intersections
            - 5th & Shaw
            - Shaw & Mears
            - Shaw & Hulman (aka Point 0)
        - Closest Gate – Gate 4
        - Closest Grandstand – Backstretch Mounds
    - Hulman Boulevard
        - North/South road that runs down the very middle of the infield
        - A portion of Hulman Blvd is used as the backstretch of the road course
        - The busiest, most used road on the infield
        - Key parking lots
            - South Road Course
            - Lakeside
            - Brittany Lane
            - Turn 4
        - Key intersections
            - 4th & Hulman
            - 5th & Hulman
            - 6th & Hulman
            - 7th & Hulman
            - Shaw & Hulman (Point 0)
        - Closest Gate – Gate 2 or Gate 10A
        - Closest Grandstand – N/A
- Central Area
    - 6th St.
        - East/west road that connects Hulman to Tunnel 6
        - A very busy street that usually includes both vehicular and pedestrian traffic
        - Runs next to the Fan Midway and Chevy display lot
        - Key parking lots
            - Pagoda Gravel
            - Flag Lot (Chevy Lot)
        - Key intersections
            - 6th & Hulman
            - 6th & Foyt
            - 6th & Meyer (Crop Circle)
        - Closest Gate – Gate 6
        - Closest Grandstand – Tower Terrace
    - 7th St.
        - East/west road that connects Hulman to Tunnel 7
        - Key parking lots
            - Woods
            - Wedge
            - Tower East/West

            - N Lot
        - Key intersections
            - 7th & Hulman
            - 7th & Foyt
            - 7th & Meyer
        - Closest Gate – Gate 7
        - Closest Grandstand – Tower Terrace
    - Foyt Rd.
        - North/south road that connects 6th St. and 7th St.
        - Runs next to Fan Midway
        - Key parking lots
            - N Lot
            - Tower East/West
        - Key intersections
            - 7th & Foyt
            - 7th & Meyer
        - Closest Gate – Gate 6 or Gate 7
        - Closest Grandstand – Tower Terrace
    - Meyer Dr.
        - North/south road that connects 6th & 7th St. west of Foyt
        - Key parking lots
            - Tower East/West
            - Tower ADA
            - Pagoda Gravel
        - Key intersections
            - 7th & Meyer
            - 6th & Meyer (Crop Circle)
        - Closest Gate – Gate 6 or Gate 7
        - Closest Grandstand – Tower Terrace
- Turn 3
    - Mears Dr.
        - Road that connects Shaw and Hulman around the North Carousel
        - Primarily used by tram operations to turn around to head north/south
        - Key parking lots
            - Turn 3
        - Key intersections
            - Mears & Shaw
            - Mears & Hulman
        - Closest Gate – Gate 10A
        - Closest Grandstand – Turn 3 Mounds
- North Area
    - Cagle Dr.
        - Road that runs along the outside of the backstretch and connects to Hulman north of the grandstands outside of the oval
        - Key parking lots
            - NW Vista Gravel

- Key intersections
    - Hulman & Cagle
- Closest Gate – Gate 4 or Gate 10A
- Closest Grandstand – N/A