



Sun Life Frozen Fenway FAQs WHAT FANS NEED TO KNOW

What time will gates open for games on Jan. 2, 4, 7, 10, 13, and 14?

Fenway Park gates will open one hour prior to the start of the games.

January 2: gates will open at 2 p.m.

January 4: gates will open at 12:30 p.m.

January 7: gates will open at 3 p.m.

January 10: gates will open at 2 p.m.

January 13: gates will open at 2:30 p.m.

January 14: gates will open at 2 p.m.

What time will gates open on the two Community Skating days on January 1 and 16?

Fenway Park gates will open at 8:30 a.m., a half hour before the first Community Skating time. Skaters with tickets to one of the Community Skating days are asked to arrive 30 minutes before their scheduled skating time. Skating times are indicated on all tickets.

Will ice skates be provided at the ballpark for the community skating days?

Skates will not be provided at Fenway Park. Skaters with tickets to one of the Community Skate Days must bring their own skates.

Are tickets still available to the Sun Life Frozen Fenway games and events?

Yes, tickets to select games are still available by phone or online. Fans can call 877-REDSOX9 or log on to redsox.com/frozenfenway to check availability.

Where are the gate locations and access points at Fenway Park?

Only Gate E will be open for entry into the ballpark for the Community Skate Days on January 1 and 16, and the January 2 and 10 hockey games.

Gated D and E only will be open for the January 4 and 13 games.

For the January 7 and 14 hockey doubleheaders all 5 entrances and gates to Fenway Park will be open including:

- Gate A: Corner of Yawkey Way and Brookline Avenue
- Gate B: Corner of Van Ness Street and Ipswich Street
- Gate C: Lansdowne Street across from the House of Blues
- Gate D: Corner of Yawkey Way and Van Ness Street
- Gate E: Lansdowne Street near Brookline Avenue



Will Yawkey Way be open?

On January 7 and 14 only, Yawkey Way will be closed to vehicle traffic two hours prior to the gates opening and through the conclusion of the games. During this time it will be considered part of Fenway Park as it is for Red Sox Games.

Where can I buy Sun Life Frozen Fenway 2012 merchandise in Boston?

Merchandise will be available for purchase throughout Fenway Park and stores surrounding Fenway Park. A large selection is also available at the Red Sox Team Store on Yawkey Way.

Where are the first aid stations?

Fans with injuries can get emergency treatment at the Beth Israel Deaconess Medical Center First Aid Station located in the lower concourse on the right field line near Section 12. Appropriate signage identifies this area. Fans can also request assistance from the nearest Fenway Park staff member (Security, Usher, Greeter, etc.) A physician and registered nurse are on hand for all games.

Is there re-entry into the games?

There is no re-entry into Fenway Park on a ticket stub.

Are kids of a certain age allowed in free?

All fans must have a ticket regardless of age.

Will the games be rescheduled if bad weather prevents them from being played?

What is the Sun Life Frozen Fenway ticket refund policy?

Should inclement weather prevent the January 7 hockey doubleheader, that game will be held on January 8 at Fenway Park. Should inclement weather prevent the January 14 hockey doubleheader, that game will be held on January 15 at Fenway Park. The games may be postponed for any reason.

The January 2, 4, 10 and 13 hockey games will only be played on their schedules dates.

If the January 7 and 14 games are rescheduled for any reason, including due to inclement weather, the ticket will be valid for the rescheduled game date and time, and the ticket holder will not be entitled to a ticket exchange or refund for any reason. If the game commences but is not completed for any reason, including due to weather conditions, the ticket holder will not be entitled to a ticket exchange or refund for any reason. If the game is cancelled in its entirety and not rescheduled, the ticket must be presented in person or delivered by mail to the ticket office at Fenway Park for a refund of the face value of the ticket only. Handling charges, convenience fees and other service charges are not refundable.



Is there a customer service center inside the park?

Customer service booths are located at (1) the Big Concourse; (2) Gate D/Homeplate; (3) Gate E/3rd Base Concourse. Appropriate signage identifies this area. This office will assist patrons with lost children, note customer remarks, handle emergency phone call registration, answer questions, etc. This booth does not handle ticket problems. Patrons with ticket problems should seek out a Crowd Management Section Chief or Supervisor.

Are there any rules about fan behavior?

Customer Service is the number one objective of the Hockey East Association and Fenway Park. The league strives to provide its Guests with the most positive experience in a safe, comfortable environment. To help us achieve our goal of outstanding customer service, we ask for fan cooperation in the following areas:

- Dress appropriately and warmly.
- Fenway Park does not allow passouts. There is no re-entry on a ticket stub.
- Respect other guests' ability to enjoy the game. Loud or obnoxious fans could be asked to leave the ballpark if their behavior is deemed to be offensive to guests around them.
- Please do not bring balloons, beach balls, nets or laser pointers into Fenway Park. These items are not permitted at any time.
- For the safety of all fans, do not interfere with the progress of the game or go onto the playing field.
- Please sit in your assigned seat and be prepared to show your ticket to an usher or ballpark supervisor upon request.

What is the alcoholic beverage policy for the Sun Life Frozen Fenway 2012?

During Sun Life Frozen Fenway, alcohol will be served during college games only on January 7, 10, 13, and 14 at various Aramark vending stations throughout the ballpark. No alcohol will be served on January 2 and January 4 when youth hockey players and high school games will be hosted. Fans must be of legal drinking age and must produce valid Government issued identification to be served. Guests will not be allowed to bring alcohol into and out of the ballpark.

On January 7, 13 and 14, alcohol will be served until the end of the second intermission of the second game or will be shut off at management's discretion. During the women's hockey game on January 10, alcohol will be served until the end of the second intermission of the game.

Is there smoking at Fenway Park?

Smoking is strictly prohibited in all areas of Fenway Park.



Is Fenway Park ADA accessible?

Yes. Wheelchair spaces are located in the Grandstand, Bleacher, Green Monster, Right Field Roof Deck, Loge Box, Infield and Right Field Roof Box and -EMC areas. Wheelchair Escorts are also available for guests that need assistance to and from their seats.

Gate D has three (3) elevators available that provide access to wheelchair spaces and seats located in the: Infield Grandstand; Green Monster and Infield Roof Box areas. Gate B has one (1) elevator available that provides access to wheelchair spaces located in the Right Field Grandstand; Right Field Roof Deck; and Right Field Roof Box areas. There are escalators located at Gate A that service the State Street Pavilion and the luxury suites. Gate E has one (1) elevator that provides access to suite areas and the Green Monster.

There are accessible restrooms servicing all accessible seating areas. There are also two Family Restrooms available at Gates B and E.

Certified service dogs for guests with disabilities are welcome at Fenway Park. All other animals are prohibited. If special accommodation is requested, please contact the ticket office at 877-REDSOX9.

For the convenience of our fans, ushers and security staff are posted throughout the ballpark. Any fan in need of assistance of any kind is urged to visit our Customer Service booths, where trained members are ready to assist. Customer Service booths are located at (1) the Big Concourse; (2) Gate D/Homeplate; (3) Gate E/3rd Base Concourse.

What items can fans bring into the park? What is not permitted? Is there a bag check?

Each entry gate has designated bag search lines for all patrons carrying items needing inspection. There will be express lines for patrons not carrying a bag or item needing inspection. To ensure fan safety, the Hockey East Association and Boston Red Sox reserve the right to refuse admittance of any item deemed hazardous or suspicious. As for beverages, no glass bottles, plastic bottles or cans are permitted into Fenway Park. Only those used for infant feedings will be allowed. Here is a complete list of prohibited items:

- Aerosol Cans
- Alcoholic beverages
- Animals (with the exception of guide dogs for the disabled)
- Bags or items larger than 16"x16"x8"
- Balls (beach balls, footballs, etc.)
- Bottles, cans, thermoses and other beverage containers
- Cameras with lenses longer than six (6) inches or any commercial audio/visual equipment. Cameras and video cameras are permitted but cannot be used to



reproduce the game and must not interfere with other fans' enjoyment of the game.

- Chairs or seat cushions with arms or backs (other than those approved for persons with accessibility needs requirements) larger than 15"x15"
- Clothing with profane or abusive language, obscene graphics, or material considered to be indecent by ballpark management
- Coolers and ice chests
- Firearms
- Fireworks
- Flagpoles
- Headwear or clothing/items that may impede the view of fans
- Illegal drugs and substances
- Inflatable devices (balloons, etc.)
- Laptop computers
- Large, professional style camera bags
- Laser pointer devices
- Monopods and tripods
- Noisemakers
- Promotional materials advertising organizations or companies not affiliated with the Boston Red Sox, Boston Bruins, Fenway Park, Major League Baseball or the National Hockey League
- Radios or handheld TV's larger than pocket -sized
- Strollers
- Sticks or poles
- Umbrellas
- Video Cameras
- Weapons (knives, box -- cutters, firearms, etc.)

Any other items deemed to be dangerous or inappropriate by ballpark management may be prohibited. Fans will NOT be able to store any prohibited items at Fenway Park.

Are we allowed to bring any food or drinks into the games?

Food and beverages will be available throughout the ballpark at concession stands and carts managed by Aramark. Visitors may not bring any food or drink items into the ballpark.

Are we allowed to bring a banner or sign to mark such a fun occasion?

The entry and display of banners and signs in Fenway Park is permitted within certain guidelines to protect the safety and enjoyment of all patrons. The times of display are limited to before the game, commercial time outs, between periods and after the game. Management reserves the right to confiscate banners/signs with an inappropriate message, causing a disturbance and/or obstructing sightlines. Banners/signs may never be mounted on sticks, wooden frames or any similar apparatus and may not be attached to any railings.



What is the parking situation on game day -- what lots will be open?

Due to Fenway Park's location in Boston, parking is extremely limited around the ballpark. Most street parking is restricted to handicapped parking, if at all allowed, and police are strictly enforcing parking restrictions on residential streets surrounding the ballpark.

If you must drive to the game, there are public parking garages and lots within easy walking distance of Fenway Park on Beacon Street, on Longwood Avenue in the Longwood Medical Area, on Commonwealth Avenue on the Boston University campus.

Parking fees range from hourly rates of \$5 to game parking rates of \$40+, depending on the location and capacity of the parking garage or lot.

The following parking lots will be open to the public, space permitting:

Lot Name	Address	# of Spots	Walking Time to Fenway
100 Clarendon Garage	100 Clarendon St.	2,000	15 minutes
Lansdowne Garage	47-69 Lansdowne St.	300	1 minute
Symphony Garage	41 Westland Ave.	275	10 minutes
Prudential Center Parking Lot	800 Boylston St.	2,000	12 minutes
Boston University Lot	286 Babcock St.	375	14 minutes
MASCO Garage	375 Longwood Ave.	750	12 minutes
Boston University Lot	766 Commonwealth Ave.	65	12 minutes
Boston University Lot	545 Commonwealth Ave.	N/A	10 minutes



Priority Parking Lot	819 Beacon St.	200	10 minutes
Boston University Parking Garage	595 Commonwealth Ave.	115	8 minutes
Laz Parking Lot	655 Beacon St.	60	8 minutes
MASCO Kenmore Lot	Maitland St. (off Beacon St)	250	1 minute
Trilogy Garage	180 Brookline Ave.	537	1 minute
1330 Boylston Fenway Garage	1330 Boylston St.	272	1 minute
Ipswich Garage	189- 203 Ipswich St.	100	1 minute
1265 Boylston Lot	160 Ipswich St.	175	1 minute
55 Yawkey Way Lot	1265 Boylston St. Rear (enter on Ipswich St)	130	1 minute
	55 Yawkey Way	150	1 minute

How do I get to Fenway Park?

Fenway Park is located in the heart of the City of Boston at 4 Yawkey Way, Boston, MA 02215.

To obtain directions, choose the appropriate means of transportation from the list below. Please remember, however, that the National Hockey League encourages fans to use public transportation whenever possible.

- Subway »
- Commuter Rail »
- Automobile »
- Bus, Camper, Truck or Oversize Vehicle »
- Parking »



Handicapped Parking »

GETTING THERE BY SUBWAY

Fenway Park is conveniently located in the center of Boston, within walking distance of public transportation. You can see a map of the subway system offered by the Massachusetts Bay Transit Authority (MBTA) below.

For more information, call MBTA Customer Service and Travel Information at 617-222-3200 or 1-800-392-6100, TDD#617-222-5146.



Directions for the **RED LINE** »

- Take the Red Line to the **Park Street** stop and then switch to the Green Line.
- Take the Green Line to the **Kenmore** stop using any Green Line train, except the E. If on the Green Line - D branch, use the **Fenway** stop.

Directions for the **GREEN LINE** »

- Take the Green Line to the **Kenmore** stop using any Green Line train, except the E. If on the Green Line - D branch, use the **Fenway** stop.

Directions for the **ORANGE LINE** »

- Take the Orange line to **Downtown Crossing** stop and then switch to the Green line via the **Park Street** stop.
- Take the Green Line to the **Kenmore** stop using any Green Line train, except the E. If on the Green Line - D branch, use the **Fenway** stop.

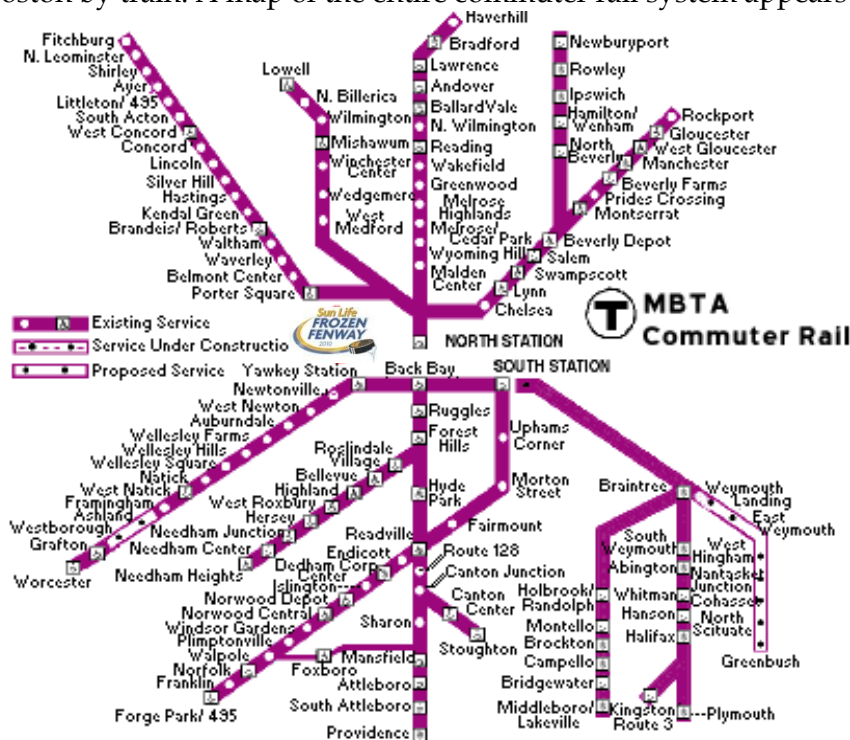


Directions for the BLUE LINE »

- Take the Blue Line to the **Government Center** stop and transfer to the Green Line.
- Take the Green Line to the **Kenmore** stop using any Green Line train, except the E. If on the Green Line - D branch, use the **Fenway** stop.

GETTING THERE BY COMMUTER RAIL

The Massachusetts Bay Transit Authority (MBTA) offers an extensive commuter rail system that allows fans from surrounding cities and towns to conveniently travel to Boston by train. A map of the entire commuter rail system appears below.



Directions for the KINGSTON/PLYMOUTH LINE »

- Take the train to **South Station**.
- Take the Red Line to the **Park Street** stop and then switch to the Green Line.
- Take the Green Line to the **Kenmore** stop using any Green Line train, except the E. If on the Green Line - D branch, use the **Fenway** stop.

Directions for the MIDDLEBOROUGH/LAKEVILLE LINE »

- Take the train to **South Station**.
- Take the Red Line to the **Park Street** stop and then switch to the Green Line.
- Take the Green Line to the **Kenmore** stop using any Green Line train, except the E. If on the Green Line - D branch, use the **Fenway** stop.

Directions for the STOUGHTON LINE »

- Take the train to **South Station**.
- Take the Red Line to the **Park Street** stop and then switch to the Green Line.



- Take the Green Line to the **Kenmore** stop using any Green Line train, except the E. If on the Green Line - D branch, use the **Fenway** stop.

Directions for the [ATTLEBORO/PROVIDENCE LINE](#) »

- Take the train to **South Station**.
- Take the Red Line to the **Park Street** stop and then switch to the Green Line.
- Take the Green Line to the **Kenmore** stop using any Green Line train, except the E. If on the Green Line - D branch, use the **Fenway** stop.

Directions for the [FAIRMOUNT LINE](#) »

- Take the train to **South Station**.
- Take the Red Line to the **Park Street** stop and then switch to the Green Line.
- Take the Green Line to the **Kenmore** stop using any Green Line train, except the E. If on the Green Line - D branch, use the **Fenway** stop.

Directions for the [FRANKLIN LINE](#) »

- Take the train to **South Station**.
- Take the Red Line to the **Park Street** stop and then switch to the Green Line.
- Take the Green Line to the **Kenmore** stop using any Green Line train, except the E. If on the Green Line - D branch, use the **Fenway** stop.

Directions for the [NEEDHAM LINE](#) »

- Take the train to **South Station**.
- Take the Red Line to the **Park Street** stop and then switch to the Green Line.
- Take the Green Line to the **Kenmore** stop using any Green Line train, except the E. If on the Green Line - D branch, use the **Fenway** stop.

Directions for the [FARMINGHAM/WORCESTER LINE](#) »

- Take the train to **Yawkey Station**, a seasonal commuter train station located on Brookline Avenue within walking distance of Fenway Park.

Directions for the [NEWBURYPORT/ROCKPORT LINE](#) »

- Take the train to **North Station**.
- Take the Green Line subway to the **Kenmore** stop using any Green Line train, except the E. If on the Green Line - D branch, use the **Fenway** stop.

Directions for the [HAVERHILL LINE](#) »

- Take the train to **North Station**.
- Take the Green Line subway to the **Kenmore** stop using any Green Line train, except the E. If on the Green Line - D branch, use the **Fenway** stop.

Directions for the [LOWELL LINE](#) »

- Take the train to **North Station**.
- Take the Green Line subway to the **Kenmore** stop using any Green Line train, except the E. If on the Green Line - D branch, use the **Fenway** stop.

Directions for the [FITCHBURG LINE](#) »

- Take the train to **North Station**.
- Take the Green Line subway to the **Kenmore** stop using any Green Line train, except the E. If on the Green Line - D branch, use the **Fenway** stop.

GETTING THERE BY AUTOMOBILE

If you are driving to Fenway Park, keep in mind that typical backups on local streets begin about one hour before the game. Traffic delays are especially common in the following locations:



- Brookline Avenue, Beacon Street, and Commonwealth Avenue approaching Fenway Park
- Kenmore Square
- Storrow Drive from Leverett Circle to Kenmore Square

Please note: There are vehicle height and truck restrictions on Storrow Drive. Buses, trucks and tall recreational vehicles should use the [directions for buses](#) to avoid Storrow Drive.



Directions from South Boston, Logan Airport (via Ted Williams Tunnel – commercial vehicles only except nights, weekends, and holidays) »

Use Congress-Summer Street/I-93 South/Cass Boulevard:

- From South Boston or Ted Williams Tunnel, take Congress Street past Seaport Hotel.
- Turn left onto Summer Street.
- Just past South Station, turn left onto the Surface Artery.
- Proceed south to I-93.
- Continue on I-93 South to Massachusetts Avenue exit.
- Take Massachusetts Avenue exit.



- Continue straight onto Melnea Cass Boulevard.
- Turn left onto Tremont Street.
- Take next right onto Ruggles Street.
- Continue through Fenway Street to Park Drive.
- Turn right onto Boylston Street or Brookline Avenue for game parking.

Directions from South of Boston »

Route 24 (Fall River), Route 3 (South Shore and Cape Cod)

Use I-93/Cass Boulevard:

- After reaching Route 128/I-93, proceed on I-93 towards Boston to the Southampton Street Exit (Exit 16).
- Turn left and continue to join Massachusetts Avenue at Melnea Cass Boulevard.
- Turn left onto Cass Boulevard.
- Turn left onto Tremont Street.
- Take next right onto Ruggles Street.
- Continue through Fenway Street to Park Drive.
- Turn right onto Boylston Street or Brookline Avenue for game parking.

Directions from North/East of Boston »

Route 1A (Inner North Shore), Logan Airport (General Traffic)

Use Sumner Tunnel (Route 1A)/Central Artery/Storrow Drive/Charlesgate Overpass:

- Take Logan exit to Sumner Tunnel/Route 1 A to Boston.
- Take I-93 North ramp at end of Sumner Tunnel.
- After only 1/4 mile, take Storrow Drive exit.
- Continue on Storrow Drive West to the Fenway exit.
- Take Fenway exit off Storrow Drive.
- Turn right onto Boylston Street to game parking.

Directions from North/Northeast of Boston »

I-95 (New Hampshire, Maine), Route 128/Route 1A (Outer North Shore), Route 1 (Chelsea, Saugus)

Use Route 1/Mystic Bridge/Storrow Drive/Charlesgate Overpass:

- Shift from I-95, Route 1A, and Route 128 to Route 1 towards Boston.
- Cross Mystic Bridge and take exit to Storrow Drive.
- Continue on Storrow Drive West to the Fenway exit.
- Take Fenway exit off Storrow Drive.
- Turn right onto Boylston Street to game parking.

Directions from North/Northwest of Boston »

Route 3 (Nashua, New Hampshire), I-93 (Concord, New Hampshire)

Take I-93 to Storrow Drive/Charlesgate Overpass:

- Shift from Route 3 to I-93, or continue on I-93 past I-95/Route 128.
- Continue towards Boston on I-93
- Take exit for Storrow Drive West.
- Continue on Storrow Drive West to the Fenway exit.
- Take Fenway exit off Storrow Drive.
- Turn right onto Boylston Street to game parking.



Directions from Southwest/West/Northwest of Boston »

I-95 (Rhode Island), Route 1 (Foxborough), I-90 (Massachusetts Turnpike), Route 2 (Fitchburg)

Use Massachusetts Turnpike Extension/Storrow Drive/Charlesgate Overpass:

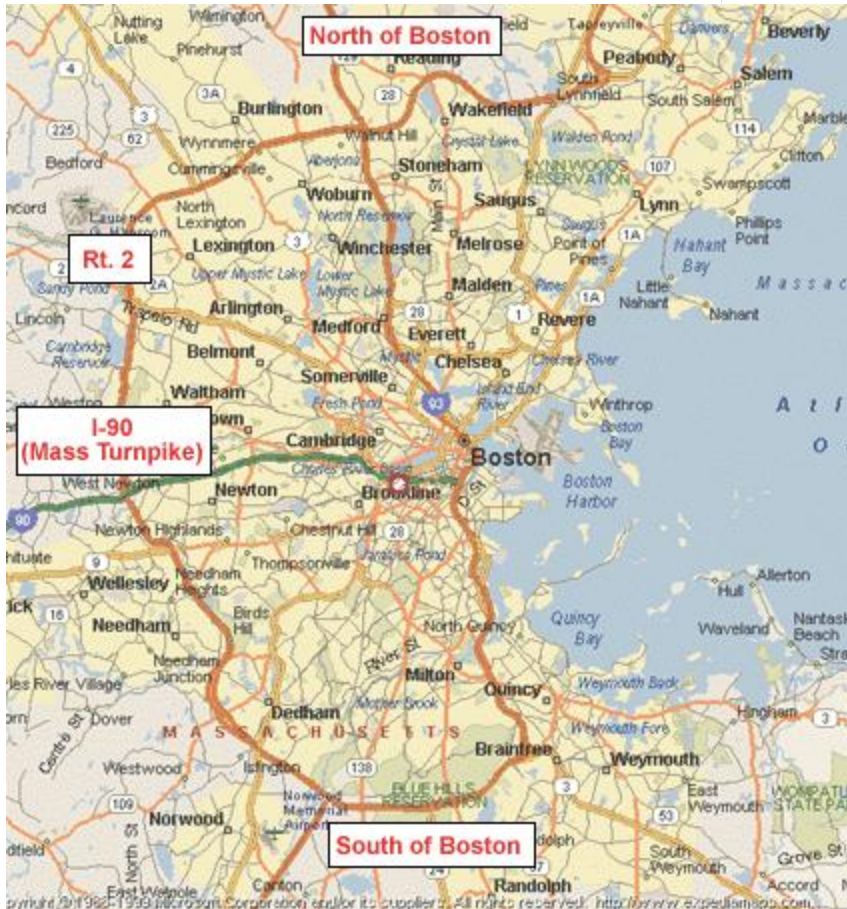
- At I-95/Route 128, go North or South (depending on approach route) to I-90 East Massachusetts Turnpike to Boston.
- Exit at Cambridge tolls and proceed towards Cambridge.
- Turn right onto Storrow Drive East before crossing the Charles River.
- Continue on Storrow Drive East to the Fenway exit.
- Take Fenway exit off Storrow Drive.
- Turn right onto Boylston Street to game parking.

GETTING THERE BY BUS, CAMPER, TRUCK, OR OVERSIZED VEHICLES

If you are driving to Fenway Park, keep in mind that typical backups on local streets begin about one hour before the game. Traffic delays are especially common in the following locations:

- Brookline Avenue, Beacon Street, and Commonwealth Avenue approaching Fenway Park
- Kenmore Square
- Storrow Drive from Leverett Circle to Kenmore Square

Please note: There are vehicle height and truck restrictions on Storrow Drive. Buses, trucks and oversize vehicles should use these directions to avoid Storrow Drive.



Directions from South of Boston »

- Take I-93 North to exit 16, Southampton/ Andrew Square.
- Go to the top of the ramp and turn left at the lights.
- Stay straight under the bridge and follow signs for Massachusetts Avenue.
- Follow Massachusetts Avenue until you go over the Massachusetts Turnpike (I-90). (HVM Records will be on the right.)
- Go through four sets of lights and turn left onto Beacon Street.
- Follow Beacon Street until you get to Kenmore Square.
- Turn left onto Brookline Avenue, which is the street between Pizzeria Uno and Fleet Bank.
- Follow Brookline Avenue to Fenway Park, which will be on the left.

Directions from Massachusetts Turnpike »

- From the Massachusetts Turnpike (I-90), take exit 22 toward Prudential Center.
- Go up the ramp and straight through the set of traffic lights.
- Bear right next to the underpass onto Massachusetts Avenue.
- Follow Massachusetts Avenue until you go over the Massachusetts Turnpike (I-90). (HVM Records will be on the right.)
- Go through four sets of lights and turn left onto Beacon Street.
- Follow Beacon Street until you get to Kenmore Square.



- Turn left onto Brookline Avenue, which is the street between Pizzeria Uno and Fleet Bank.
- Follow Brookline Avenue to Fenway Park, which will be on the left.

Directions from [Route 2](#) »

- Follow Route 2 to Route 95 South.
- Once on Route 95, take Route 9 exit head east toward Boston.
- Once in Brookline, you will go under a footbridge. At the next intersection (a set of lights), turn left onto Brookline Avenue.
- Follow the signs on Brookline Avenue until you get to Fenway Park, which will be on the right.

Directions from [North of Boston](#) »

- Take I-93 South to exit 18, Massachusetts Avenue.
- Follow Massachusetts Avenue until you go over the Massachusetts Turnpike (I-90). (Tower Records will be on the right.)
- Go through four sets of lights and turn left onto Beacon Street.
- Follow Beacon Street until you get to Kenmore Square.
- Turn left onto Brookline Avenue, which is the street between Pizzeria Uno and Fleet Bank.
- Follow Brookline Avenue to Fenway Park, which will be on the left.