



Sunday, October 13th

Our Mission Statement

“We are dedicated to creating lasting memories for our guests by producing safe, innovative and family-friendly events. As crew members of the world’s greatest speedway, it is our goal to ensure the best quality of service as we strive to remain the leader in motorsports entertainment.”

Event Information

Entrances: Gates 1, 2, 3, 4, 5A, 5B, 6, 7, 8, 9, 10, 11, and 13 and Open at 10:30A

Track Pass Access: Starts at 10:30A (wristband redemption at Info Booths, Ticket Booths, Chicken Bones 2,3,4, and In-field by Winners Circle

Info Booths: Gates 3, 4, 7 and across ped. bridge from Gate 3 on Dirt Track Side of Concord Pkwy

Lost & Found: Ticket office on 2nd floor of Smith Tower

Speedway Club: Lunch Served Sat & Sun (\$60pp buffet), \$100pp Sun Champagne Toast— post race

Tunnel Locations: Gate 2 at Turn 4 & Gate 13 at Turn 3

Will Call: Tickets purchased online will be delivered digitally via CMS App

ATM Location: None— Cashless events

NASCAR & CMS Credentials— zMAX Ticket Booth 2

First Aid Locations

- Concourse level—Gate 2
- Atrium Health mobile unit between Gates 6 & 7
- Concourse level—Gates 6 & 7
- 400 Level Concourse —Section E
- Infield Care Center—north end of the infield
- Paramedics roaming all concourse, suite, and terrace levels
- Ambulances on all main concourse levels

Fan Zone Performance Schedule

9:00A— Echo Park Coffee Cup with Kyle Petty

11:00A—Trackside Live on Fan Zone stage with Driver appearances on Fan Zone stage featuring Zane Smith, Todd Gilliland, Ricky Rudd, Carl Edwards, and Brad Keselowski

On-Track Schedule

11:00A—Tim Dugger Concert on Pre Race Stage

11:50A— Chase Briscoe, Harrison Burton, & Kyle Busch on Pre Race Stage

1:50P—Drive introductions on pit road stage

2:19P—Invocation and national anthem

2:25P— Cup Series Bank of America 400

Radio Channels

Operations—Channel 1

Security—Channel 2

Infield Security—Channel 3 (After race begins)

Parking—Channel 4

Shuttles (ADA Carts) – Channel 6

Pre-Race—Channel 9

Tickets/Gates—Channel 14

EMS—Channel 16

Suites

Suites 81-100- Gate 2 Elevator

Suites 101-118—Gate 3 Elevator

Suites 119-135—Gate 4 Elevator

Transportation Schedule

Trams Around Perimeter Road

- Running from 8:30A until 1 hour post-race
- Trams run clockwise stopping at Gates 1, 2, 3, 4, 7/8, 11, and 13

ADA Fan Assistance Golf Carts/Wheelchair Vans

- Running from 9:00A until 1 hour post-race
- Direct guests to nearest info booth for rides only if they cannot board trams

Ticket Renewal

- Ticket renewal stations can be found at Gate 4, 7 and the Ticket Office.

JUUCE Charging Stations

- Column at sections 142/242
- In front of old red concession stand at section 128
- Column across from Men’s Restroom at Section 117

What If?

A patron approaches you about a lost child

- Ask for a description of the child
- Ask if the child has a Child ID wristband
- Contact supervisor

A patron vomited

- Ask if they need first aid
- Contact supervisor
- Contact security if the patron vomited due to drinking
- Contact the Operations Dept. (704-455-3211)

A patron is injured

- Keep patron calm and ask “where does it hurt?”
- Contact supervisor
- Request assistance if needed to keep area clear

A patron claims their tickets are lost or stolen

- Contact supervisor and have him/her escort patron to the ticket booth

A patron has a complaint about another patron

- Never ignore the situation
- Listen attentively to concerns
- Assess the situation and alert a supervisor if needed
- Follow up with the original patron

A patron has prohibited items

- Never take possession of the items
- Contact supervisor
- Use discretion based on the items in question

Phone Numbers

Guest/Staff Text Line—(704) 455-HELP (4357)

Security — (704) 455-3220 or Dial 9-1-1

EMS — (704) 455-4028

Operations — (704) 455-3211

The CMS Event Experience begins with YOU! Fans arrive with high expectations, including expectations about the level of service they receive. Remember to greet all guests with a smile and a positive attitude!

Sunday, October 8: NASCAR Cup Series Bank of America**ROVAL 400**

7:30A	9:00A	Laps for Charity (Speedway Children's Charities)
8:00A	---	Ticket Office Open
8:30A	1 hour post	Fan Assistance Trams Running
9:00A	2:00P	Infield Camper Shakedown Open
9:00A	2:00P	CMS Credential Office Open (zMAX Dragway Gate 2 Ticket Booth)
9:00A	4:00P	Camping World Racing Resort Open
9:00A	Post event	Gift Shop & SMIP Trailers Open
9:00A	Green flag	Fan Zone Open
9:30A	2:00P	NASCAR Credentialing Hours Open (At Dragway Gate 2 Ticket Booth)
10:00A	7:00P	CMS Main Entrance Closed to Vehicle Traffic
10:30A	11:30A	Track Side Live on Fan Zone Stage
10:30A	1 Hr. Post	Fan Assistance Golf Carts Running
11:00A	1:45P	Ballfield Open to Track Access Passes
11:00A	---	Spectator Gates & Suites Open Gates: 2, 3, 4, 5A, 6, 7, 8, 11, 12, 18, 30

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11:00A	9:00P	VIP Garage Access Permitted
11:00A	9:00P	NCS Garage Hours
11:05A	11:45A	Driver Appearances Begin – Featuring Chase Elliott, William Byron, Mike Rockenfeller on Pre-Race Stage
11:30A	11:45A	Daniel Suarez Appearance Fan Zone
11:45A	12:00A	Kevin Harvick Q+A Fan Zone Stage
12:00P	---	Track Services Meeting (Media Center)
12:15P	1:15P	Rock the ROVAL Pre-Race Concert Riley Green (Pit Road)
12:30P	---	Grid Access Open to Properly Credentialed Guests (Until End of Anthem) (Pit Road)
12:30P	---	The Drivers Meeting (Xfinity Garage)
1:40P	1:55P	Red Carpet Walk (All Drivers)
1:45P	---	Driver Introductions (Pre-Race Stage)
2:00P	---	Bank of America ROVAL 400 (Stages 25/50/109 Laps = 252.88 Miles)

CHARLOTTE FACILITY MAP



MAP LEGEND

- START/FINISH LINE
- GATE
- PARKING ENTRANCE
- PARKING
- FIRST AID
- GEICO TURN 1 CAMPGROUND
- GEICO FAMILY CAMPGROUND
- TRAM ROUTE AND STOPS



