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# COVID-19 POLICIES & READINESS PLAN



## GENERAL STATEMENT

The health and safety of our guests, employees, players, coaches, and training staff is of the highest priority for MountainStar Sports Group, the El Paso Chihuahuas and El Paso Locomotive FC. The Chihuahuas and Locomotive are committed to practice the best and safest efforts to keep the community safe when attending baseball, soccer and other events at Southwest University Park.

The steps outlined in this document are intended to protect our guests, employees, players, coaches, and training staff. We will continue to follow the guidance of local, regional and national health and government agencies, and commit to develop policies and procedures in determining the appropriate time for hosting various events at the ballpark. The input of local and regional health partners will play a significant role in informing the below policies.

## STRATEGIC ELEMENTS

- 1 HIGHEST STANDARD OF CLEANLINESS** Become a leader in the industry and create a cleanliness policy in line with local, regional and national health and government agencies.
- 2 MINIMAL CONTACT ENVIRONMENT** Create a stadium environment that minimizes the number of physical contact-points with surfaces, guests and employees.
- 3 SOCIAL DISTANCING** Throughout the experience/fan journey in Southwest University Park, we will mitigate key congregation points to support social distancing.





# HEALTH & SAFETY GUIDELINES

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All guests and staff members are encouraged to adhere to the following guidelines:

- » Wash hands often with soap and water or use alcohol-based hand sanitizer, upon entry and as recommended throughout the game/event.
- » Cough and/or sneeze into the elbow or into a tissue. Throw away the tissue immediately after use and wash hands.
- » Keep six (6) feet of separation between your physical person and others.
- » All are encouraged to stay home when sick.
- » If anyone begins to feel ill, they may report to the Guest Services Center, any member of Management, or the First Aid Room for medical assistance.

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# COMMUNICATION/MESSAGING

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- » Posted CDC guidelines in areas with high visibility to guests, staff, and team personnel, especially in high traffic locations.
- » Appropriate video and public address announcements will promote cleanliness, social distancing, exit strategies, and other best practices.
- » All Southwest University Park, El Paso Chihuahuas, and El Paso Locomotive FC website and social media platforms will be updated on current best practices and ballpark protocols.

# FACIAL COVERINGS & PPE

- » All guests and staff members must wear cloth facial coverings that encompass both nose and mouth while at Southwest University Park, in accordance with city and state directives.
- » Children two (2) years of age and younger are exempt.
- » Guests may temporarily remove facial coverings when consuming food or beverage AND while socially distanced from others not in your familial group.
- » Other PPE items permitted in the ballpark include but are not limited to gloves, hand sanitizer, and wipes.

Please see Southwest University Park's Prohibited Items list at [epchiuahuas.com/ballpark/ballpark-guidelines](https://epchiuahuas.com/ballpark/ballpark-guidelines) or contact us at [guestservices@epchiuahuas.com](mailto:guestservices@epchiuahuas.com).

# TICKET PURCHASING & SERVICING

- » Routine hand washing and sanitation of office equipment, guest counter space, credit card readers, ticket scanners and other main touch points.
- » Alternate ticket windows will be open to assist guests and ensure proper distancing. Spacing markers and stanchions will promote social distancing while queued in line.
- » All tickets will be mobile; ticket printing is temporarily suspended. Therefore, will call options are limited and will be directly communicated if available for entry type.
- » Guest identification may be authenticated apart from ID due to facial coverings.
- » Guests are to maintain possession of ticket or mobile phone at all times. Staff members will verify/scan without contact.
- » If a guest would like to inquire about changing their seat location once in the ballpark, the internal Advance Ticket Window at both box offices can assist. All exchanges are subject to availability.



**WEAR A MASK**  
**OVER YOUR MOUTH AND NOSE**



**USE**  
**FLOOR MARKERS**  
**WHERE PROVIDED**



**COVER**  
**YOUR MOUTH AND NOSE**  
**WHEN COUGHING OR SNEEZING**



**DISINFECT HANDS**  
**REGULARLY! USE SOAP AND**  
**WATER OR HAND SANITIZER**





# SOCIALLY DISTANCED SEATING

- » All tickets are manifested, assigned seating.
- » To ensure social distancing of 6 feet, every other row will be eliminated from sale, as well as every 2 aisle seats that are adjacent to another seating section. Within the rows utilized, the ticketing system will automatically block off 3 seats next to an individual group or family purchase. No more than two group or family purchases per row, to allow aisle access for each group, and therefore, eliminating any need for crossover.

Seating manifests will be dependent on the scheduled event.



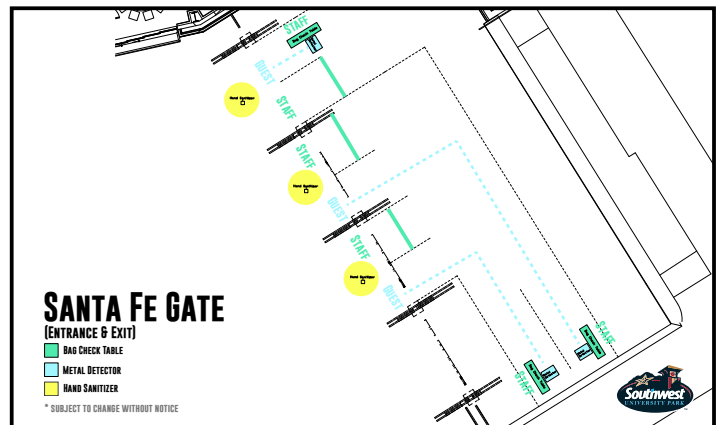
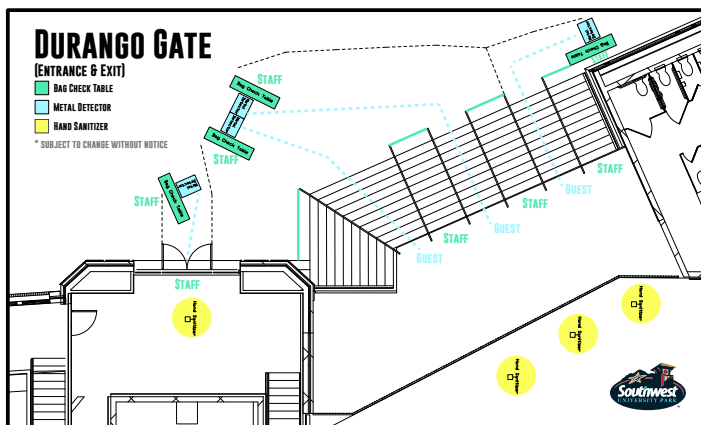
# BALLPARK ENTRY

## STAFF

All staff members, players, and vendors will be subject to daily health screening upon entry, including temperature measurement and health questionnaire.

## GUESTS

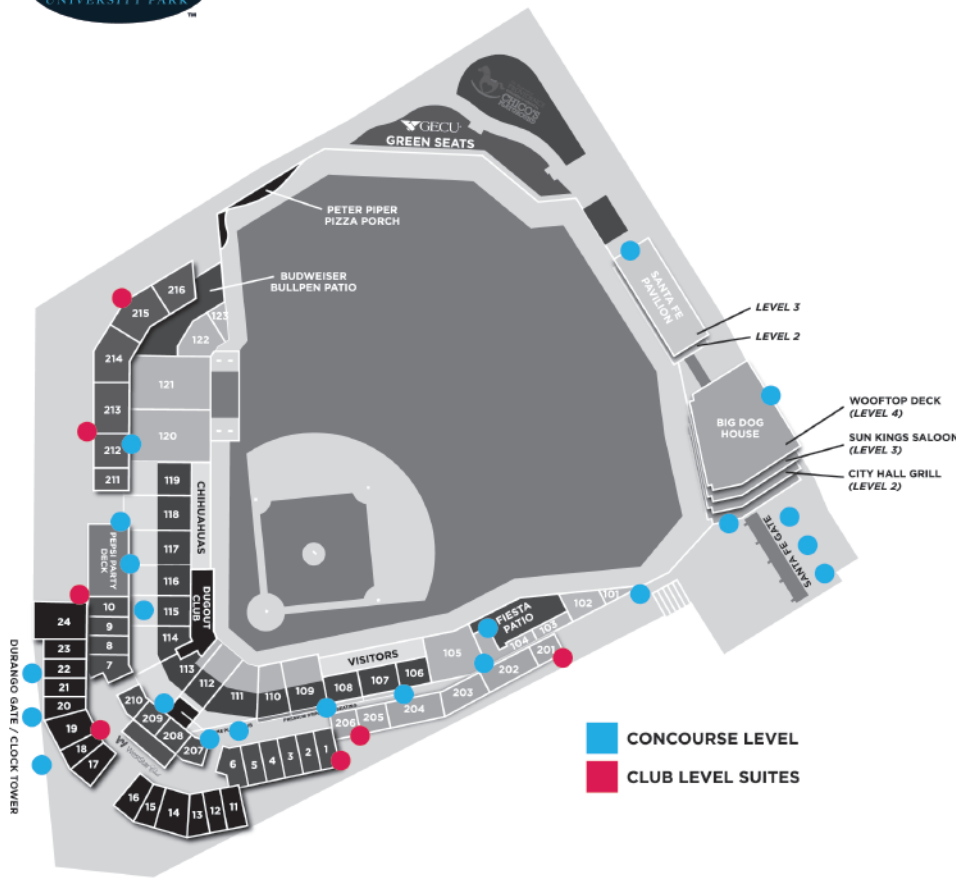
- » Guests are encouraged to avoid peak entry times by arriving early.
- » **DURANGO PASSENGER GOLF CART:** The golf cart may accommodate 2 guests at a time on the rear seat. The passenger seat must be vacant due to proximity to driver. After each guest use, the cart will be sanitized.
- » Gate entry configurations have been re-evaluated to allow for as many points of entry, while maintaining proper distancing. Signage, stanchions, bike racks, and spacing markers will all be utilized to create space amongst all guests and staff.
- » Walk-through metal detectors will be utilized at all gates for security screening in an effort to promote social distancing and speed of entry.







# Hand Sanitizing Stations



- BIG DOG HOUSE ENTRANCE - 1
- SANTA FE PAVILION STAIRS - 1
- SANTA FE GATE - 3
- CONCOURSE LEVEL, SECTIONS 101, 105, 109, 115, 120 - 1
- PEPSI GRAB AND GO, 107 - 1
- MONCHI'S - 1
- ENTRANCE TO BOTH RETAIL STORES - 2
- GUEST SERVICES CENTER AND PROMOTIONS BOOTH - 1
- DURANGO GATE - 2
- CLOCK TOWER VIP ENTRANCE - 1
- PETER PIPER PIZZA AND HUA HUA - 1
- PEPSI GRAB AND GO, 118 - 1
- CLUB LEVEL, SECTIONS 201, 206, 212, 215 - 1
- WESTSTAR CLUB, SUITE 1 - 1
- WESTSTAR CLUB, OUTSIDE ELEVATORS - 1
- WESTSTAR CLUB, SUITE 10 - 1
- FIESTA PATIO TUNNEL ENTRANCE - 1

\* SUBJECT TO CHANGE WITHOUT NOTICE

- » **HAND SANITIZING STATIONS:** Each ballpark entrance has added hand sanitizing stations with others located throughout the ballpark near concession stands, in restrooms, along the concourse, and at both retail stores.
- » Tickets, personal items, and bags are to be held by guests only – staff will scan or view without contact.
- » **PERMISSIBLE ITEMS:** One sealed, plastic water bottle per guest is permitted, as in previous seasons.
- » Please note, all ballpark water fountains are temporarily closed. For a list of prohibited items, please visit either team websites.



## APPROVED

APPROVED BAGS ARE SMALLER THAN 6.5" X 4.5"  
& CLEAR BAGS NO LARGER THAN 12" X 6" X 12"



EXAMPLES OF APPROVED BAGS



## NOT APPROVED

NOT APPROVED BAGS INCLUDE BACKPACKS  
& OPAQUE BAGS EXCEEDING 6.5" X 4.5"



EXAMPLES OF NOT APPROVED BAGS



LARGE BAGS



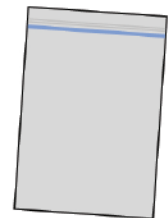
### CLEAR TOTE

- PLASTIC, VINYL OR PVC AND DO NOT EXCEED 12" X 6" X 12"
- LOGO SIZE CANNOT EXCEED 4.5" TALL X 3.4" WIDE

OR



1 GALLON  
RE-SEALABLE,  
CLEAR PLASTIC  
STORAGE BAG



- » **SECURITY & BAG POLICY:** Southwest University Park has adopted a Clear Bag policy, which will be mandated beginning September 1, 2020. Prior to, it is strongly recommended that all guests consider no bags or clear bags to assist with the health and safety of all.

Approved standard (non-clear bags) are limited to small clutch purses or similar, and must be smaller than 6.5 x 4.5". All other types must be clear, and may be no larger than 12 x 6 x 12".

## ELEVATORS

- » Guest elevators have a capacity of 2 guests at any given time for proper distancing. If an available option, see the nearest staff member for stair locations.





## BALLPARK CLOSURES

- » The following outfield areas are temporarily closed: The Hospitals of Providence Chico's Playground, GECU Green Seats, outfield Standing Room Only Areas, Franklin Gate, and outfield buildings with the exception of those with tickets to a specific level.
- » Additionally, all inflatables and gaming units are temporarily suspended.

## RESTROOMS

- » When appropriate for privacy, restroom doors will be propped open to encourage touchless entry/exit.
- » Restroom fixtures and equipment will have rotating closures based on ballpark sanitization schedule to allow for proper disinfecting and social distancing.
- » Existing restroom fixtures such as sinks, paper towel dispensers and flush valves utilize motion sensors to limit contact.

## BALLPARK SANITIZATION

- » All staff will wear facial coverings at all times, with added PPE such as eye protection, gloves, etc. as needed.
- » Increased regularity and scope of sanitization throughout ballpark. In-game routine sanitization of high traffic areas and touch points.
- » Foggers and spray misters will be utilized after each game dependent on indoor/outdoor considerations.
- » Staff members across all departments will be equipped with additional materials to sanitize according to new protocols.
- » Additional staff breaks will be provided to allow for added hand washing.



# PROMOTIONS, MEDIA MATERIALS, & ON-FIELD ACTIVITIES

- » **ENTRY GIVEAWAYS:** For any approved giveaway that promotes guest safety, guests will be released from gate to advance to giveaway distribution location, one familial group at a time. Staff will handle all giveaways with gloves, and will place on table to reduce contact.
- » All other standard giveaway policies remain in place.
- » **MEDIA & MARKETING MATERIALS:** Pocket schedules, rosters, and lineups will be produced digitally and guests directed to website or First Pitch app.
- » **ON-FIELD:** All on-field activities, such as Ceremonial First Pitches or Player Pals, will be conducted with heightened considerations. All activities will be appropriately distanced, with decreased personnel permitted on the field, and all props sanitized after each use.
- » Some promotional activities may be temporarily suspended if deemed necessary to ensure the health and safety of all participants, players and staff.
- » Player autographs are temporarily suspended to limit contact. As are any player giveaways to guests (i.e. baseballs tossed into stands).





## RETAIL

- » Both team shop capacities will adhere to social distancing guidelines (capacity not to exceed threshold needed to maintain 6 feet of socially distancing).
- » Signage and spacing markers will promote proper social distancing between guests as they shop and are queued in line. Signage will also request that only items for purchase be touched.
- » Contactless payments via guest operated credit card readers are available.
- » Returns are considered on a case-by-case basis at the discretion of management.



## FOOD & BEVERAGE

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- » Southwest University Park will work with their concessionaire company, Pro Sports Catering (PSC) to ensure all ballpark and health standards are consistent.
- » All employees will wear gloves during any element of food prep or service.
- » In-game routine sanitization of high traffic areas and touch points, including, but not limited to, prep stations, cash registers, counters, credit card readers and stanchions.
- » All condiment carts and table condiments are temporarily suspended. All utensils, straws, cups, condiments, and napkins will be single use, and when appropriate, individually wrapped. All will be distributed by staff members at point of sale.
- » Streamlined menus will be implemented to encourage efficiency. Bar & Suite menus will be single-use.
- » Buffets and Carvery Stations are currently suspended.
- » Individually packaged food items will be implemented as appropriate to limit contact with food service equipment.
- » Spacing markers and stanchions will promote social distancing while queued in line.
- » Season Seat Member beverage refills will be honored with disposable cup that may be poured into souvenir cup.
- » Facial coverings may need to be temporarily removed in order to verify identification for the purchase of alcohol.
- » In-seat vending (hawkers) are temporarily suspended.





## PAYMENTS

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- » Where technology permits, Southwest University Park points of sale may be contactless (i.e. guests handle own cards).
- » Guests are encouraged to purchase tickets online, in advance.
- » Additionally, guests are encouraged to utilize credit or debit cards for purchases; to reduce the use of cash.

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## BALLPARK EXIT

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- » At end of game, guests will be released by section/row/area to allow for proper distancing.
- » Communication will be made via videoboard, PA announcements, and appropriate staff.
- » Guests are encouraged to exit via the closest possible gate - Franklin, Missouri, Durango, Clock Tower and Santa Fe.



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