



2021 ROCHESTER RED WINGS FAN GUIDE



FRONTIER FIELD ENTRY AND EXIT

1. All fans will undergo temperature checks before entering Frontier Field. Any fan displaying a temperature of 100 degrees or above will not be permitted entry.
2. Due to the summer heat potentially inflating body temperatures, if a fan tests above 100 degrees initially, there will be an opportunity for a 10-minute cool down period and a re-test. If the fan still has a temperature above 100 degrees after their second test, they will not be allowed entry.
3. All fans will need to have received their second dose of the Pfizer-BioNtech or Moderna COVID-19 vaccine or single dose of the Johnson & Johnson's Janssen COVID-19 vaccine at least 14 days prior to the date of the game. Fans who are fully vaccinated can show their vaccination card at doors or show their Excelsior Pass on their phone.
 - a. If the fan has not received full vaccination(s) the following must be presented:
Proof of negative antigen Covid-19 test (test must be taken within 6 hours of FIRST PITCH) or Proof of negative PCR Covid-19 test (a negative result must be received within 72 hour of FIRST PITCH)
4. While at Frontier Field fans 2 years and older are expected to wear facial coverings. This includes on the concourse and in the restroom. When seated, where social distancing is designed, masks can removed for eating and drinking. Fans unable or unwilling to adhere to this policy will be asked to leave.
5. Before entry, fans must sanitize their hands. Each entrance will have a station set up. Additional hand sanitizer pumps will be set up throughout the ballpark.
6. The Red Wings encourage social distancing upon entry.
7. Fans will not be allowed to bring bags into the ballpark. Wandering for security will be conducted. Only medical or diaper bags will be permitted and will be examined with an extension tool.
8. Stanchions or spacing markers will promote social distancing between customers waiting in line.
9. After the 7th inning (or 5th inning on the final game of a double-header) all gates will be opened to allow for a spaced out exit. Staff will be on hand to ensure NYS and CDC guidelines are adhered to.
10. In the event that a game should enter a rain delay all fans will be instructed to please go to their cars for the duration of the delay. Fans will be encouraged to look at the Red Wings Facebook and Twitter for when tarp is coming off the field at which point fans will be allowed back into the stadium.

GAMEDAY EXPERIENCE

1. Kids Zone

- The Red Wings will not operate traditional KidsZone attractions.
- Inflatables and the Playground will remain closed for the foreseeable future.

2. Concourse

- Signage will be placed around the concourse to encourage social distancing.
- Water fountains inside the stadium will be closed in order to eliminate a common touch point among patrons
- All marketing tables located on the concourse will have a dedicated hand sanitizer station.

3. Restrooms

- Doors will be propped open to encourage touchless entry/exit.
- Restrooms will be sanitized before, during, and after every event with disinfectant along all surfaces, including flush valves.
- The Red Wings will place signage in the bathrooms to educate the public on proper hand washing techniques, etc.

4. Mascots

- Mascots will be able to give high fives, hugs, take close-quarters pictures, or touch fans in any form.
- Mascots will be able to interact with fans from a distance. (i.e. socially distanced high fives or photos)

5. Team Store

- The Team Store will operate in a cashless environment.
- We ask that fans refrain from trying on all clothing at this time.
- All commonly touched shared surfaces within the Team Store will be sanitized with a disinfectant before, during and after every event.

6. Promotions/On-Field Activities

- Autograph sessions with players will not be permitted.
- Players/staff members will not be permitted to throw baseballs or other items into seating areas.
- Instead of traditional on-field promotions, the Red Wings will shift in-between inning entertainment to digital videoboard promotions whenever possible.
- All between-inning promotions will abide by social distancing guidelines or will take place only with familial groups.
- Fans will not be allowed to collect autographs before, during or after games until MLB lifts these restrictions.

TICKET PURCHASES AND SERVICING

1. Limited ticket Office windows will be open during events to process walk-up sales.
2. As a general practice, we encourage digital ticket delivery (email or text). However, if unable, staff will print and hand tickets through the ticket windows. Hand sanitizer will be available at each window for use between transactions.
3. Stanchions or spacing markers will promote social distancing between customers waiting in lines.

CASHLESS PAYMENT

1. The Red Wings will implement cashless options where available.



SOCIALLY DISTANCED SEATING

1. The Red Wings will re-create Frontier Field's existing facility seating manifest to allow for social distancing and assigned seating for all seats, thus decreasing the overall ballpark capacity.
2. The following measures will remain in place until social distancing restrictions are no longer required:
 - a. Rows and seats will be vacant and unavailable to purchase, to maintain social distancing between familial parties.
 - b. 6 feet of social distance will be accounted for when tickets are purchased.
3. If seat re-assignment is necessary to execute social distancing measures, season ticket holders will be re-assigned first, followed by placement of existing group ticket purchasers. All remaining tickets will then become available for single-game purchasers.
4. New York State is currently permitting 20% capacity. We will not sell more than 2,920 tickets (20% of stadium capacity), until the State allows more than 20% of stadium capacity. Given the use of our safe fan seating technology, we will not sell any designated lawn seat tickets unless the number of tickets sold at all other levels is below 2,920.

SUITES

- Mask are to be worn unless eating or drinking.
- Fans must maintain 6 foot distancing along corridors.
- Soap and sanitizer will be available in every suite.
- The High Falls Lounge Bar will be open with 6 foot distancing required between patrons ordering drinks. There will be no seating or social congregating in the High Falls Lounge.

CONCESSIONS

- In the interest of safety for all fans and staff, the Rochester Red Wings are strongly encouraging anyone purchasing concessions food & drink to do so in a cashless way. All concession stands will be able to take debit/credit cards for purchases.
- All food and beverages must be consumed while sitting either at a table or assigned seat.
- Refillable items will not be not be available.
- No food or drink consumption is allowed on the concourse.
- Wrapped straws will be handed directly to the customer if requested.

***THANK YOU FOR YOUR
COOPERATION!***



Office of the County Executive

Monroe County, New York

Adam J. Bello
County Executive

April 8, 2021

Naomi Silver, President, CEO
Rochester Red Wings
1 Morrie Silver Way
Rochester, NY 14608

Dear Naomi,

As Monroe County Executive and Commissioner of Public Health, we are pleased to express our support of the Rochester Red Wings COVID-19 Readiness Plan.

The last year has brought undeniable challenges and irreparable loss to our community due to the COVID-19 pandemic, not only to the physical health, but to the emotional health of our community as well. We have seen Monroe County residents rise to these challenges and adjust by transitioning our ways of life to remote working and learning, physically distancing from friends and loved ones, and wearing face masks in public. The Red Wings are certainly no stranger to the financial hardships endured by many throughout our community and our state.

The time, effort and patience that has gone into resuming play at Frontier Field is shown through the comprehensive plan you have presented. We fully believe that the staff, fans and players will be protected in the stadium and will be able to enjoy safely, in accordance with the New York State reopening guidelines.

We appreciate your adaptability and compliance to the rules and regulations that will help prevent the spread of COVID-19 at sporting events. We are excited to support the Rochester Red Wings in this effort, and thank you for your continued hard work and dedication to your team. We wish the best to the Red Wings players and staff for a safe and successful 2021 season, and look forward to joining you at Frontier Field in the near future.

Sincerely,

A handwritten signature in dark ink, reading "Adam J. Bello".

Adam J. Bello
Monroe County Executive

A handwritten signature in dark ink, reading "Dr. Michael Mendoza".

Dr. Michael Mendoza
Commissioner of Public Health

April 8, 2021

Naomi Silver, President, CEO
Rochester Red Wings
1 Morrie Silver Way
Rochester, NY 14608

Dear Naomi,

As Governor Cuomo's Special Advisor for COVID-19 Reopening and Captain of the Finger Lakes COVID-19 Control Room, it is my pleasure to submit this letter in support of the Rochester Red Wings COVID-19 Readiness Plan.

You and your team have done remarkable work to ensure safety for fans, players, and staff. The team's plan specifies staff procedures, entry/exit protocol, gameday experience guidelines, tickets/servicing services, seating, sanitation, communications, PPE mandates, and much more in accordance with New York State's reopening guidelines.

You have been in touch with our office on a regular basis to ensure compliance with the everchanging rules and regulations around sporting events, and have done a remarkable job in putting together a plan that works to mitigate any risk of exposure or spread of COVID-19.

The Rochester Red Wings continue to be a terrific partner and an integral part of the Greater Rochester community. We look forward to having your games played at Frontier Field for the coming season.

Keep up the great work!

Sincerely,



Robert J. Duffy

