



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

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.
- » 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.

COMMUNICATION/MESSAGING

- » 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

- » Facial coverings will no longer be required at all events for ticketed guests who are fully vaccinated against COVID-19.
- » Facial coverings are still recommended for guests who are not vaccinated.
- » 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

epchihuahuas.com/ballpark/ballpark-guidelines
or contact us at
guestservices@epchihuahuas.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.
- » The Southwest University Park box office windows will no longer be accepting cash as a payment method.
- » All tickets are mobile or print at home.
- » 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.



SOCIALLY DISTANCED SEATING

- » All tickets are manifested, assigned seating.
- » Socially distancing and non-social distancing options are currently available.



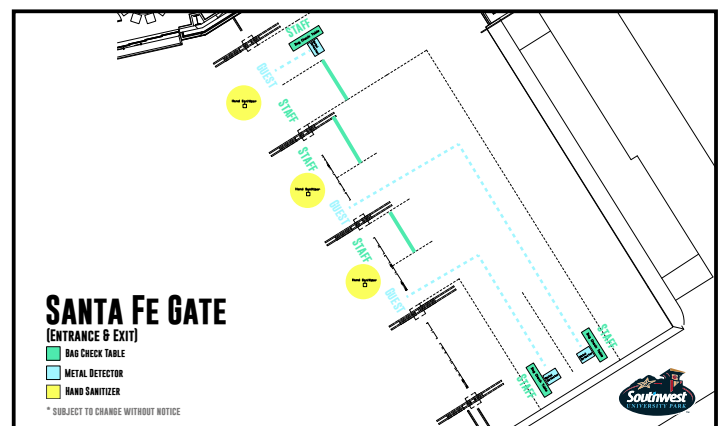
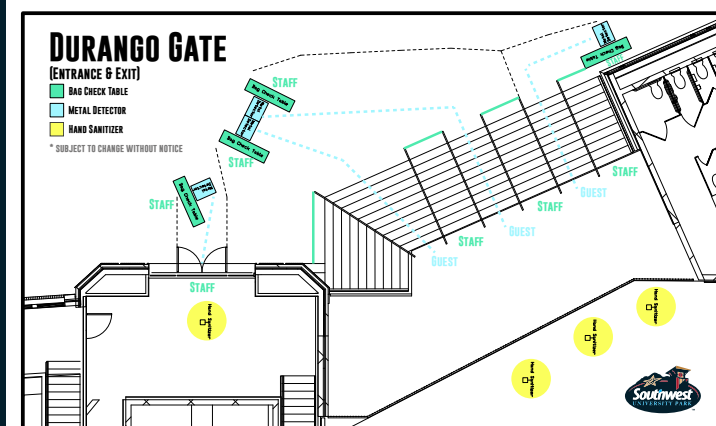
BALLPARK ENTRY

STAFF

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

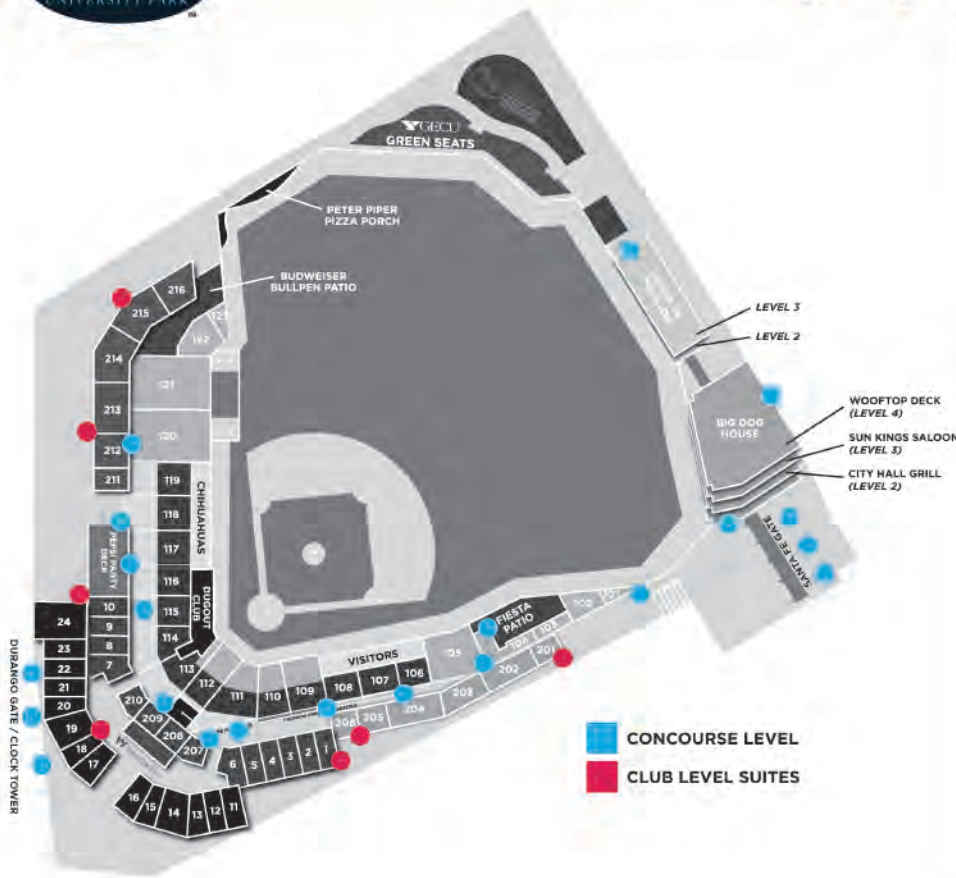
GUESTS

- » Guests are encouraged to avoid peak entry times by arriving early.
- » **DURANGO PASSENGER GOLF CART:** 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".

Please visit epchihuahuas.com/ballpark/clear-bag-policy for a complete list of guidelines & FAQ.



BALLPARK CLOSURES

- » The following are temporarily closed: The Hospitals of Providence Chico's Playground, certain Standing Room Only areas, and Franklin Gate.
- » 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 face shields, 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, utilizing EPA approved product, 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:** Chihuahuas rosters cards will be made available at the Promotions and Guest Services booth. Chihuahuas starting lineups will be produced digitally. Locomotive game programs will be available online. Guests can visit the Chihuahuas and/or Locomotive website, the First Pitch app or the El Paso Locomotive FC app for game information.
- » **ON-FIELD:** Most on-field activities are temporarily suspended.
- » **MOUNTAINSTAR SPORTS GROUP FOUNDATION 50/50 COMMUNITY JACKPOT PRESENTED BY TEXAS GAS SERVICE:** The MountainStar Sports Group Foundation 50/50 Community Jackpot presented by Texas Gas Service will be available for purchase. Patrons can purchase jackpot tickets either at the kiosk behind Section 112 (only available from halftime to the 75th minute) or by locating a sales associate on the concourse. Debit cards are the preferred method of payment in lieu of cash. No credit cards will be accepted.
- » 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.



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.
- » The Chihuahuas and Locomotive Team Shops are cashless. Major credit cards, debit cards, Apple Pay, Google Pay, and preloaded vouchers will be accepted.



FOOD & BEVERAGE

- » Southwest University Park will work with their concessionaire company, Pro Sports Catering, LLC (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. Suite menus will be single-use.
- » Mobile ordering options and self-service kiosks are available at designated locations throughout the ballpark to expedite food & beverage sales and create fewer points of contact for guest and staff safety.
- » 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

- » Southwest University Park is a cashless facility.
- » Southwest University Park is a cash-free facility. Only major credit and debit cards, and preloaded tickets are accepted at both the Durango and Santa Fe box offices, all food and beverage locations, the Chihuahuas and Locomotive Team Shops.
- » Apple Pay and Google Pay is also available at the Team Shops and concession stands. With a cash free system, Southwest University Parks looks to decrease transaction times, create faster moving lines, create fewer points of contact for fan and staff safety, and improve overall guest satisfaction.
- » MountainStar Sports Group Foundation's 50/50 Jackpot presented by Texas Gas Service prefers debit cards in lieu of cash. No credit cards will be accepted.

BALLPARK EXIT

- » At end of game, communication will be made via videoboard, PA announcements, and appropriate staff.
- » Guests are encouraged to keep to the right of each aisle, stairwell, and while on the concourse, to allow for maximum distancing.
- » Guests are encouraged to exit via the closest possible gate.