



# FAN EXPERIENCE & SAFETY PROTOCOLS



UPDATED AS OF 8.20.2021



Dear Fans,

We are excited to return to play at AutoZone Park and to bring sports back to downtown Memphis in 2021. To ensure the safety of our fans, players, and staff, we have implemented several new fan experience and safety protocols as part of the re-opening plan. Before you attend an event, we strongly encourage you to review and familiarize yourself with these new requirements. Your cooperation and adherence to these protocols are critical to our ability to provide a safe and enjoyable experience to all fans.

Below is a summary of the key fan experiences and protocols that will be implemented and required at AutoZone Park:

- Masks are mandatory in indoor common areas in accordance with Shelby County Health Department amended Health Directive No. 24.
- Only clear bags smaller than 12"x6"x12" and small clutch bags/purses smaller than 6.5"x4.5" will be allowed
- Hand sanitizer will be available in high traffic areas
- Cashless transactions throughout the venue. All major credit cards will be accepted
- Food and beverage will be available and provided in "Play it Safe" Packaging
- New! Food & beverage in-seat delivery and pick-up via the FanFood App
- Tickets will be 100% digital and accessible through your MyTickets account

Updates to our fan experience and safety protocols will be made frequently. Please review this document before each event. We appreciate your support and cooperation to ensure everyone can continue to enjoy the Memphis Redbirds and Memphis 901 FC at AutoZone Park.

A handwritten signature in black ink, appearing to read "C. Unger".

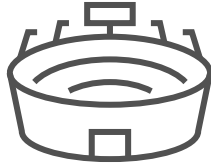
CRAIG UNGER, PRESIDENT  
MEMPHIS REDBIRDS / MEMPHIS 901 FC





## MASK REQUIREMENTS

- MASKS ARE MANDATORY IN ALL INDOOR COMMON AREAS SUCH AS RESTROOMS, TEAM STORE, HOME PLATE CLUB, BUDWEISER BOWTIE BAR, AND INDOOR HALLWAYS IN ACCORDNACE WITH SHELBY COUNTY HEALTH DEPARTMENT AMENDED HEALTH DIRECTIVE NO. 24.
- MASKS WILL NOT BE REQUIRED IN LUXURY SUITES
- MASKS WILL NOT BE REQUIRED IN OUTDOOR AREAS



## ENTERING AND EXITING AUTOZONE PARK

- YOU ARE STRONGLY ENCOURAGED TO ENTER THE STADIUM WITH YOUR ENTIRE SEATING GROUP OR FORWARD TICKETS TO THOSE MEMBERS OF YOUR PARTY THAT WILL BE ARRIVING SEPARATELY
- IN THE INTEREST OF EMPLOYEE SAFETY AND TO EXPEDITE SECURITY SCREENINGS, **ONLY CLEAR BAGS WILL BE ALLOWED**
  - NO LARGER THAN 12" X 6" X 12" OR A ONE (1) GALLON CLEAR PLASTIC BAG
  - CLUTCH BAGS/PURSES SMALLER THAN 4.5" X 6.5" DO NOT NEED TO BE CLEAR
  - DIAPER BGS CARRYING ESSENTIAL BABY SUPPLIES WILL BE ALLOWED AND DO NOT NEED TO BE CLEAR
- METAL DETECTING WANDS WILL BE IN USE. ALL WEAPONS WILL CONTINUE TO BE PROHIBITED
- RE-ENTRY WILL NOT BE AVAILABLE, SMOKING IN THE FACILITY WILL CONTINUE TO BE PROHIBITED





# TICKETS AND FAN EXPERIENCE

- ALL TICKETS WILL BE DIGITALLY DELIVERED; PAPER TICKETS WILL NOT BE ISSUED
- TICKETS ARE ONLY AVAILABLE TO BE PURCHASED BY PHONE OR ONLINE AT [MEMPHIS901FC.COM](https://MEMPHIS901FC.COM) & [MEMPHISREDBIRDS.COM](https://MEMPHISREDBIRDS.COM)
- FANS CAN USE EXISTING 2020 CREDITS BY ACCESSING THEIR MYTICKETS ACCOUNT
- BOX OFFICE WILL BE OPEN ON LIMITED BASIS ON GAME DAYS FOR CUSTOMER SERVICE ONLY
- GENERAL ADMISSION AREAS HAVE BEEN CONVERTED TO TICKETED SEATING PODS
- TICKET HOLDERS WILL BE REQUIRED TO ACKNOWLEDGE RISK, HEALTH & SAFETY PROTOCOLS AND AGREEMENT TO ABIDE BY ALL PROTOCOLS. VIOLATIONS COULD RESULT IN REMOVAL FROM VENUE AND FORFEITURE OF TICKET RIGHTS FOR REMAINDER OF THE SEASON.





# TICKETS AND FAN EXPERIENCE (CONT'D)

- TICKETS ARE AVAILABLE TO BE PURCHASED IN THE FOLLOWING SECTIONS:
  - FIELD LEVEL SECTIONS
  - CLUB LEVEL SECTIONS
  - LUXURY SUITES
  - BUDWEISER BOWTIE BAR
  - 4-TOP TABLES
  - RESERVED BLUFF (RESERVED POD OF 6 TICKETS)
  - RESERVED TERMINIX TERRACE TABLES (RESERVED TABLE OF 4 TICKETS)
  - ALL GROUP AREAS
- ACCESS TO CLUB LEVEL WILL BE **ONLY** FOR THOSE FANS WHO HOLD A CLUB LEVEL TICKET FOR THE RESPECTIVE GAME (NO PASSES)
- HOME PLATE CLUB BAR AND BUDWEISER BOWTIE BAR WILL BE OPEN, BUT SITTING AT THE BAR WILL NOT BE PERMITTED





## FOOD & BEVERAGE

- ALL CONCESSION STANDS ARE CASHLESS AND ACCEPT ALL MAJOR CREDIT/DEBIT CARDS
- CONCESSIONS INCLUDING FOOD & DRINKS ARE AVAILABLE THROUGHOUT THE STADIUM
- FOR YOUR SAFETY AND CONVENIENCE, A LIMITED MENU OF FOOD ITEMS ARE AVAILABLE THROUGH THE FANFOOD APP WITH DESIGNATED PICKUP AREA OR IN-SEAT DELIVERY



DOWNLOAD AND SETUP BEFORE YOU ARRIVE



[CLICK HERE](https://order.fanfoodapp.com)  
ORDER.FANFOODAPP.COM



## TEAM STORE

- TEAM STORE IS OPEN TO THE GENERAL PUBLIC
- TEAM STORE IS CASHLESS AND ACCEPTS ALL MAJOR CREDIT/DEBIT CARDS
- MASKS WILL BE REQUIRED



## QUESTIONS

- FOR FREQUENTLY ASKED QUESTIONS CLICK [HERE](#)

