

OUTDOOR RESTAURANT & DINING PLAN USING *southcarolina* STRONG



GUIDELINES FOR REOPENING THE HOSPITALITY INDUSTRY AFTER COVID-19





OVERVIEW

The details in this plan are driven by the guidelines provided by the Governor of South Carolina, as part of Phase Two for reopening South Carolina. Under these guidelines, SRP Park will outline the steps and initiatives intended to preserve the safety of staff and guests. SRP Park will continue to follow the guidance of national, state and local agencies to develop and monitor plans for hosting events. SRP Park will work with our partners, specifically Augusta University Health, KAMO and Cintas, as the experts in protocols and solutions during this time.





HOW IT WILL WORK

To protect the safety of our guests and our employees, outlined below are our new processes within the park. This outlines process is for non-baseball events only. Once we receive guidance from MLB on our season, we will publish updated guidelines.

CASHLESS PAYMENT

SRP Park will be a cashless facility, which includes parking, food and beverage, tickets and merchandise.

SOCIAL DISTANCE SEATING

- SRP Park will create a new seating manifest, to allow for proper distancing for all events, which will in turn reduce the seating capacity of SRP Park
- Rows and seats will remain vacant to maintain proper distancing between guests
- All tables are at least eight feet apart, if not more
- We have removed tables that are not in use, to ensure guests cannot pull them together, and or congregate
- Guest counts will be controlled to the appropriate level based on square footage and layout of the area
- No more than four guests at a table are allowed and tables are not able to be pushed together





BALLPARK SANITATION

- SRP Park will work with KAMO for cleaning supplies and for professional guidance. All cleaning supplies used to clean surfaces are single use only
- Cintas hand sanitizing stations will be prevalent throughout SRP Park for employees and guests
- We will sanitize all areas including frequently touched surfaces every half hour, while guests are in the park
- We will deep clean and disinfect the entire facility during non-operational hours at least seven times per week

STAFFING POLICIES AND TRAINING

- Each staff member will have his/her temperature taken before their shift and be required to complete a health certification form
- Management will have daily conversations with staff about their proactive health status and the health of anyone with whom they may be in close contact (family members, roommates, etc.)
- We will immediately exclude any staff members indicating symptoms or that have been diagnosed with COVID-19 or have been in contact with someone diagnosed COVID-19
- We will ensure staff do NOT share cups and eating utensils with others
- Staff must always follow all social distancing guidelines while at work
- All staff members shall be required to wear protective gloves and masks, as necessitated by current guidelines and best practices
- Staff is prohibited from handshaking and having any physical contact with guests and other employees
- Frequent hand washing requirements have been set for the staff
- We will have weekly ongoing training to educate staff on new, updated guidelines, processes and procedures





SRP PARK SIGNAGE AND COMMUNICATION

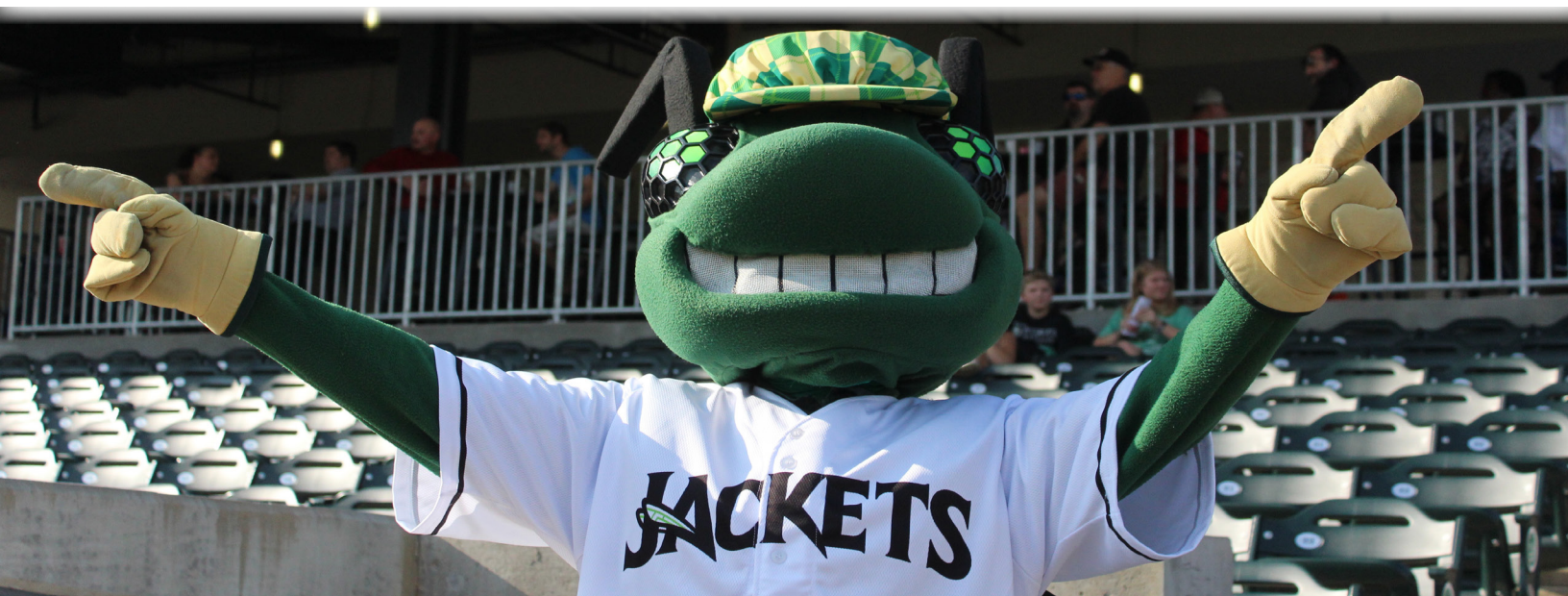
Guests can expect that signage will be posted by entrances stating:

- All guests will be subject to health screenings prior to entry
- No one with a fever or persistent cough is permitted in
- Guests may not enter if they feel generally unwell
- All guests must always maintain a minimum of 6-foot distance from staff and other guests not in their household
- Sneeze or cough into a cloth or tissue
- Do not shake hands, or engage in any unnecessary physical contact

The videoboard and public address announcements will be utilized to promote proper cleanliness, distancing and similar health practices for guests. SRP Park will continue to utilize social media channels to convey best practices for guests and employees

SRP PARK ENTRY/EXIT

- SRP Park will work with the City of North Augusta Police to enforce/encourage proper distancing upon entry, including, without limitation, walkways and sidewalks leading to ballpark entrances
- Guests and employees will see stanchions and/or spacing markers placed throughout facility to promote proper distancing between guests waiting in lines
- Railroad Avenue Main entrance will only be used for entrance into SRP Park
- Additional gates will be utilized to create more space amongst guests and directions for exiting ballpark (when necessary)





BALLPARK SANITATION

- All point of sale registers will be cashless, limiting direct exposure of our employees and guests
- Select stations will be closed to ensure proper distancing between guests
- All stations in use will have a protective sneeze guard installed
- Drinks will be served from a concession window for pick-up, with marks on the ground. Set marks will provide distance between guests
- Payment will be taken by server wearing gloves and credit cards will be wiped down before they are returned to the guest, in the guest's sight line
- Place settings, utensils, menus and condiments will be single-use disposable only
- We will consistently clean and sanitize food preparation surfaces in the kitchen and other food storage areas at the frequency required by R. 61-25
- We will thoroughly disinfect every table and surface the guest has contacted
- Staff will wear disposable gloves when cleaning and disinfecting surfaces. Gloves will be discarded after cleaning and disinfecting is completed
- Staff is required to properly wash their hands immediately after gloves are removed
- All employees will be required to wear protective masks and gloves



STAFFING POLICIES AND TRAINING

The following areas will be open with limited operations, and or closed based on current safety protocols:

- Kid's Zone:

At this time, SRP Park will not offer what is known as our traditional Augusta University Health Kid's Zone Attractions.

- Concourse:

Guests and employees will see stanchions and/or spacing markers with signage placed on the concourse to promote proper distancing between guests.

- Tax Slayer Terrace:

Will be open for guests to walk up and see the views. Handrails will be cleaned, and we will have sanitation stations at the bottom and the top of the Terrace. Guests are limited to 5 at a time on the Terrace.

- Restrooms:

Certain restrooms will be open. Doors will be propped open to encourage touchless entry/exit. Restrooms will be sanitized frequently with disinfectant along with all surfaces periodically. Every other sink and urinal station will be disabled to allow for proper distancing.

- Hive Pro Shop:

The store will have limited hours of operation during the day and we will post those hours for guests to see. SRP Park will limit the number of people allowed inside the team store based on current social distancing guidelines. One-Way traffic will be encouraged through signage throughout the Hive Pro Shop. Spacing markers to control the flow of traffic in the Hive Pro Shop.

IT IS OUR HOPE THAT THESE GUIDELINES, AND PROTOCOLS ARE CLEAR AND PROVIDE A SENSE OF SAFETY FOR OUR GUESTS, SO THEY CAN ENJOY SRP PARK DURING THIS LIMITED OPERATION'S PERIOD.

