

RE-OPENING PROTOCOLS

A COVID-19 Readiness & Action Plan





General Statement

On behalf of the Myrtle Beach Pelicans, member of the Class A-Advanced Carolina League, the practices identified below represent practical best efforts to proactively invest and keep our community safe when attending functions, events and games at TicketReturn.Com Field at Pelicans Ballpark, in preparation for the 2020 season. The outlined steps and initiatives are intended to preserve the safety of the staff, players, fans, and guests.

The Pelicans will continue to follow the guidance of national, state and local agencies, as well as the directives of MLB, and MiLB to develop these policies and to determine the appropriate time for hosting events of various scopes at Pelicans Ballpark. The input of local and regional medical professionals and our health partners will also play a significant role in the continued development of the below policies and best practices.



Cashless Payment

The Pelicans will operate as a cashless facility, including in the areas of food/beverage, ticketing, and merchandise. This will limit direct contact between employees and guests.

Socially Distant Seating

- To allow for proper social distancing, the Pelicans will limit the number of tickets in each individual seating section, thus decreasing the overall capacity of TicketReturn.Com Field.
- Rows and seats will remain vacant to maintain proper distancing between parties.
- Group and hospitality areas will operate with reduced capacity to allow and promote proper social distancing.



Ballpark Sanitation

- Increased regularity and scope of ballpark washdowns and cleanings
- The Pelicans will sanitize all areas of the ballpark with approved COVID-19 cleaning supplies. The Pelicans will also routinely disinfect high-traffic areas throughout the event.
- Added hand sanitizing stations for public and employee use will be available throughout the ballpark.

Staffing Policies

- Temperature check for all staff members prior to entering the ballpark.
- All fan-facing staff members shall be required to wear protective masks, as necessitated by current guidelines and best practice policies.
- Staff will be instructed to make the following changes to fan-facing interactions, without limitation:
- Prohibit handshaking and physical contact with guest and other employees
 - Employees will be required to wear protective gloves and masks when handing items to fans
 - Prior to the start of each shift, and continuing when appropriate, employees will be required to wash their hands and put on a new pair of gloves
 - Ongoing training to educate staff on new, updated guidelines and procedures

Pelicans Ballpark Entry & Exit

- The Pelicans will encourage proper distancing upon entry, including, without limitation, walkways and sidewalks leading to ballpark entrances.
- Stanchions and/or spacing markers will promote proper distancing between customers entering and exiting Pelicans Ballpark.
- Additional gates, when applicable, will be utilized to create more space amongst customers waiting in lines.
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Ticket Purchase/Servicing

- Select ticket windows will be closed to ensure proper distancing between guests.
- As a general practice, no tickets will be printed and handled on-site. Instead, box office personnel will email tickets to a customer's device.
- Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines.

Food & Beverage Policies

- The Pelicans will put the following food and beverage protocols in place:
 - Staff members will adhere to the most recent guidelines in regards to the use of face coverings and gloves for the safety of our staff and fans.
 - Additional staff positions will be assigned specifically to disinfect surfaces before, during, and after events.
 - The Pelicans will operate as a cashless facility; this includes food/beverage, ticketing, and merchandise. This will limit direct contact between employees and guests.
- Additional enhancements will be added as necessary under the guidance of state and local agencies.

Communication/Messaging

- Posted "Stop the Spread" and "COVID-19" signage in areas with high visibility to fans, employees and team personnel.
- Other awareness and instructional signage posted throughout the ballpark.
- Frequent video and public address announcements will promote proper cleanliness, distancing and similar health practices for customers.



Fan Experience

- Concourse Flow
 - Concourses will be separated to create defined traffic flow (e.g. each side of the concourse is one-way-only traffic) and to keep proper distancing.
 - Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines on the main concourse.
- Restrooms
 - Restrooms will be sanitized frequently with disinfectant along all surfaces on a regular basis.
 - Every other sink and urinal will be disabled to allow for proper distancing.
- Team Store
 - The physical location of the Pelicans Pro Shop will remain closed; however the online store is open 24/7 at pelicans.milbstore.com.

