

RE-OPENING PROTOCOLS

A COVID-19 Readiness & Action Plan



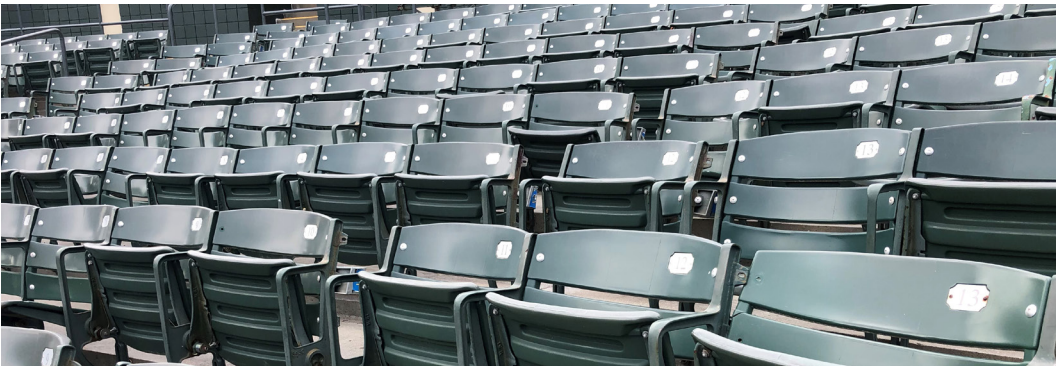
updated as of
May 19, 2021



General Statement

On behalf of the Myrtle Beach Pelicans, the practices identified below represent practical best efforts to proactively invest and keep our community safe when attending Pelicans games at TicketReturn.Com Field at Pelicans Ballpark in 2021. 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 state and local agencies, as well as the directives of Major League Baseball (MLB). 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.



Face Coverings

Per Major League Baseball's latest update to their fan attendance policies, MLB will defer to state and local authorities regarding masks and face coverings in ballparks. There is no state or local mask mandate in Myrtle Beach. Accordingly, fans in attendance at Pelicans Ballpark will not be required to wear a mask or face covering.

Cashless Payment

The Pelicans are putting a high priority on cashless payment options as this will limit direct contact between employees and guests. However, we will continue to accept cash payments at the Box Office, Team Store, and concession stands.



Ballpark Sanitation

- Increased regularity and scope of ballpark washdowns and cleanings
- The Pelicans have partnered with ServPro who will provide a thorough cleaning of the bathrooms and playground prior to every game.
- The Pelicans will also routinely disinfect high-traffic areas throughout the event with approved COVID-19 cleaning supplies.
- Added hand sanitizing stations for public and employee use will be available throughout the ballpark.

Staffing Policies

- Employees who are sick are expected to remain home.
- Staff will be instructed to make the following changes to fan-facing interactions, without limitation:
 - Prior to the start of each shift, and continuing when appropriate, employees will be required to wash their hands.
 - 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.
- 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 entering and exiting Pelicans Ballpark.

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Ticket Purchase/Service

- As a general practice, no tickets will be printed and handled on-site. Instead, box office personnel will text or email tickets to a customer's device.
- Spacing markers will promote proper distancing between customers waiting in lines.
- Single-game tickets purchased for games in May will have seats assigned at the time of purchase. Single-game tickets for the remainder of the season will be available for purchase with seat locations assigned at a later date.

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.
- Staff will be assigned to disinfect surfaces before, during, and after events.
- The Pelicans are putting a high priority on cashless payment options as this will limit direct contact between employees and guests. However, we will continue to accept cash payments at the Box Office, Team Store, and concession stands.
- Contactless mobile ordering is now available from the Pelicans' concessions stands via FanFood. This will limit direct contact between employees and guests. The guest will be notified when their order is ready and can avoid waiting in line. This does not require an app download. Guests can simply scan one of the FanFood QR codes located throughout the ballpark, or visit fanfood.app/pelicans to place an order.



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- 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
- Video and/or public address announcements will promote proper cleanliness, distancing and similar health practices for customers.

Fan Experience

- Kids Zone & Playground
 - The Pelicans Kids Zone will operate attractions that allow for proper distancing and will be subject to heightened safety standards, including disinfecting between users and proper distancing while waiting in line. The bounce house use will be suspended to start the season and will look to reinstate it as soon as possible.
 - The Pelicans have partnered with ServPro who will provide a thorough cleaning of the playground prior to every game.
- Restrooms
 - Restrooms will be sanitized frequently with disinfectant along all surfaces on a regular basis.
 - Spacing markers will promote proper distancing between customers entering and exiting the restrooms.
 - The Pelicans have partnered with ServPro who will provide a thorough cleaning of the bathrooms prior to every game.
- Team Store
 - The Pelicans are putting a high priority on cashless payment options as this will limit direct contact between employees and guests. However, we will continue to accept cash payments at the Box Office, Team Store, and concession stands.
- Promotions/On-Field Activities
 - To start the season autograph sessions with players will not be permitted.



- To start the season players will not be permitted to throw baseballs or other items into seating areas.
- Traditional on-field between-inning promotions will now take place in Grissom Plaza and be streamed live to the video board.
- All between-inning promotions will abide by proper distancing guidelines.
- Ceremonial First Pitches will be converted to virtual activations.
- The National Anthem performer will be relocated from the field to the walkway.

Clubhouse & On-Field Personnel

In order to ensure all players are placed in the safest conditions possible, the Pelicans will follow the protocols and standards mandated in the Minor League Operations Manual. These which represent Major League Baseball's best efforts to integrate the advice of their medical experts, as well as their collective experience operating a Major League season amidst a global pandemic during 2020. They have created a comprehensive set of requirements and guidelines to protect the health and safety of players, umpires, Club employees, and all other members participating in the Minor Leagues in 2021 to the greatest extent practicable, taking into account the unique challenges present in the Minor Leagues. In addition to numerous other protocols, field access will be restricted to essential personnel only, with the exception of individuals who perform, produce, or stage on-field entertainment on game days as long as the following conditions are met.

- Entertainment personnel and contestants must at all times maintain at least 12 feet of distance from – and must not interact in any way with – players, umpires, coaches, and any other Covered Individuals.
- Entertainment personnel and contestants are prohibited from touching any equipment (e.g., bats, gloves, bases) on the field that a Covered Individual might touch.
- Entertainment personnel and contestants must only be on the field for the minimum amount of time required to perform the in-game entertainment. Lingering on the field is prohibited.
- Entertainment personnel and contestants whose faces are not



covered already by a costume should wear a face covering while on the field but may remove the face covering to perform. For example, a national anthem singer should wear a face covering while walking across the field but may remove the face covering to sing.

