

Sample Fan Behavior Policy

The SAN JOSE GIANTS are committed to creating a family-friendly and welcoming environment at the ballpark for all guests. As part of that commitment, we have adopted this written policy addressing fan behavior. The policy includes a Fan Code of Conduct, which is fan-facing and describes how fans are expected to behave.

All SAN JOSE GIANTS staff, including game-day staff, must receive a copy of this policy before working any games. In addition, all staff must receive annual training on this policy, the substance of the Fan Code of Conduct, and how to respond to prohibited fan behavior. All training will be documented.

A copy of the Fan Code of Conduct can be found at any entrance gate to the ballpark, at any guest services booth, on www.sjgiants.com and in the official game program.

Fans will be notified before and during the game through public service announcements (“PSAs”) on the main video board that summarize the Fan Code of Conduct, the penalties for violation, and how to report prohibited behavior.

Reporting An Incident

Any game-day staff member who witnesses or receives a report of prohibited fan behavior by a fan must report the incident to a Club security supervisor. This can be done by contacting your immediate supervisor, notifying a nearby security staff member, or by contacting (408) 297-1435.

Use of derogatory language by a fan toward a player, umpire, Club staff, or their family members must be documented by the Club and reported to the Club’s General Manager and to the Commissioner’s Office via email to PDLsecurity@mlb.com. Clubs must seek to collect the name and identifying information of the fan and must include in their report a description of how the Club addressed the incident and any planned discipline.

Fan Code of Conduct

In order to provide a welcoming experience for all, the SAN JOSE GIANTS have implemented a Fan Code of Conduct. Out of respect for fellow guests, players, coaches, and ballpark staff, all guests are prohibited from:

- Trespassing on the playing field at any time;
- Interfering with baseballs that are in play;
- Throwing or tossing objects;
- Using foul, obscene or derogatory language (see below) or gestures;
- Misusing or overconsuming alcohol, including, underage consumption;
- Behaving in a manner that is disruptive, unruly, or abusive;
- Accessing areas of the ballpark without a proper ticket, pass, or credential;
- Misusing tickets, passes, or credentials in any way; or
- Bringing prohibited items into the ballpark.

Derogatory language is defined as offensive language concerning a person’s race, ethnicity, gender, religion, disability, age, sexual orientation, or national origin, and anyone using such language is subject to automatic ejection from the ballpark.

Violations of the Fan Code of Conduct will not be tolerated and may lead to ejection from the ballpark, a ban on attending future games, or other consequences. Guests who are found to have used derogatory language will be ejected from the ballpark.

Guests are encouraged to report violations of the Fan Code of Conduct to the nearest ballpark staff member. This can be done in person, at the nearest Guest Services location, directly with Ballpark Security or by calling (408) 297-1435.