

COVID-SAFE PRACTICES FOR RGCU FIELD AT ISOTOPES PARK

Updated May 24, 2021



GENERAL STATEMENT

The practices and procedures identified herein represent best practical efforts to proactively keep our community safe when attending games, functions and events at Rio Grande Credit Union (RGCU) Field at Isotopes Park. The outlined initiatives are intended to preserve the safety of staff, players, fans and guests. The public's cooperation is essential in executing this plan.

The Isotopes will continue to follow the guidance of national, state and local agencies, as well as the directives from Major League Baseball (MLB), to develop and update these procedures in an effort to keep the venue as safe as possible.

We will endeavor to inform the public of the most up-to-date procedures via our social media platforms as well as through traditional print and electronic media. The organization welcomes feedback from the public as well as our employees, subcontractors and vendors in an effort to provide the safest and most practical practices possible.

These practices are necessary to safely operate, and we appreciate your compliance in advance. Non-compliance or an outbreak of COVID-19 symptoms may result in a closure of the stadium for safety measures.

These practices and protocols are subject to change without notice and apply to all events at the facility.

ACKNOWLEDGEMENT OF POTENTIAL EXPOSURE

COVID-19 is an extremely contagious disease that can lead to severe illness and death. An inherent risk of exposure to COVID-19 exists in any public place regardless of precautions that may be taken. There is no representation or guaranty that any of the areas or amenities at the facility are free of COVID-19 or that other persons at the facility are not carrying COVID-19.

Patrons, employees, participants and all other people at the facility assume all risks of attending events, including, without limitation, contracting COVID-19 or other communicable disease, and they agree to comply with health/safety policies of the venue.

FACE COVERINGS

In accordance with New Mexico's Public Health Order, vaccinated fans will no longer have to wear masks at Rio Grande Credit Union Field at Isotopes Park. Unvaccinated fans will still have to wear masks covering their nose and mouth at all times (other than when actively eating or drinking in your ticketed seat). Individuals are considered fully vaccinated two weeks after their second dose in a two-dose series (Pfizer or Moderna), or two weeks after a single-dose vaccine (Johnson & Johnson).

The Isotopes still encourage all fans to wear a mask unless actively eating or drinking in their seat. Wearing a face covering not only helps to protect you, but also our other fans, players and staff. We appreciate your help in keeping our community safe.

SOCIAL DISTANCING

Several social distancing measures will be implemented, including but not limited to:

Distancing markers will be placed on the ground on the exterior and interior of the facility to help inform guests as to where they should stand while waiting in line at the Box Office, entrances, concession stands, inside elevators and retail locations.

A **socially distant seating map** has been created to allow for proper spacing between groups.

Seating will be arranged in “**pods**” in order to allow familial groups to sit together.

Guests will **not be permitted to congregate** in areas around the facility.

Restrooms with multiple entrances will be assigned a one-way entrance and exit. Touchless faucets are available in all restrooms. Every other sink and urinal will be taken out of service to allow for proper distancing.

The **Pro Shop** will be assigned a one-way entrance and exit. A limited number of shoppers will be allowed inside the store at any one time.

ENTRY & EXIT

Guests are encouraged to give themselves ample time to enter the facility.

Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines.

Keys, phones and all metal objects are still subject to screening prior to entering the facility.

CLEAR BAG POLICY

Each fan may carry one bag that is clear plastic, vinyl or PVC or a one-gallon clear plastic freezer bag (Ziploc bag or similar). Additionally, fans may also carry a small clutch purse no larger than 4.5" x 6.5", with or without a handle or strap, that is subject to search. Backpacks are not permitted.

For guests with medical or childcare needs such as diapers, wipes, formula, bottles or breast pumps, those items must be brought in a medical or diaper bag and those bags are subject to search upon entry into the stadium.

MOBILE TICKETING

Mobile ticketing will be promoted for all Isotopes events. Fans will have the ability to manage their own tickets while having easy access to transfer tickets to friends and family all from your mobile device. A Mobile Ticketing FAQ Guide is available on our website for more information and instruction.

CONCESSIONS

Mobile concessions ordering will be available for all events. Guests can scan QR codes and place their concessions orders from their phones. Additionally, menus may be limited and, when possible, hot food will be held and served in containers. The menus will focus on pre-packed items and snacks (i.e., popcorn, peanuts, etc.) and bottled/canned beverages. Bulk condiments will be removed from the concourse and instead, individual packets will be available from the cashiers and handed out with meals. Soda refills will not be offered.

FACILITY CLEANING

The facility will be washed and sanitized with increased regularity. Non-wipe surfaces will be sprayed with preventative disinfectant solutions. Quantity and locations of hand sanitizing stations will be increased throughout the facility.

EMPLOYEE PROTOCOLS

Health screenings will be required for all employees, volunteers and vendors prior to entering the stadium. Anyone who feels ill or exhibits any symptoms of COVID-19 should not come to work. Anyone who has knowingly been exposed to a person who has received a positive COVID-19 diagnosis should not come to work until they are able to present a negative test. All staff are required to wear masks and any staff who interact with guests will wear personal protective equipment appropriate to the job duties and tasks.

SUSPENDED ASPECTS OF ISOTOPES OPERATION

Certain aspects of the facility will not be possible to operate until it is deemed safe to do so by the State of New Mexico and/or Major League Baseball. Examples include but aren't limited to: Fun Zone kids play area that includes bounce houses, rides, carousel and playground; the post-game Blake's Lotaburger Kids Fun Run; player and mascot availability for autographs and public appearances; "Teams of the Game" on the field during pre-game activities; other on-field promotions, entertainment and ceremonies.

SMOKE-FREE FACILITY

RGCU Field at Isotopes Park is a non-smoking facility. We thank our guests for not smoking or vaping anywhere in the facility.