



FAN EXPERIENCE & SAFETY PROTOCOLS



UPDATED AS OF 4.14.2021



Dear Fans,

We are excited to return to play at AutoZone Park and to bring sports back to downtown Memphis in 2021. To ensure the safety of our fans, players, and staff, we have implemented several new fan experience and safety protocols as part of the re-opening plan. Before you attend an event, we strongly encourage you to review and familiarize yourself with these new requirements. Your cooperation and adherence to these protocols are critical to our ability to provide a safe and enjoyable experience to all fans.

Below is a summary of the key fan experiences and protocols that will be implemented and required at AutoZone Park:

- ➡ Masks will be required at ALL times for all fans unless eating or drinking
- ➡ Only clear bags smaller than 12"x6"x12" and small clutch bags/purses smaller than 6.5"x4.5" will be allowed
- ➡ Social distancing of 6ft throughout the ballpark and seating areas
- ➡ Recommended entry times and gate assignments for each seating group
- ➡ Hand sanitizer will be available in high traffic areas
- ➡ Cashless transactions throughout the venue. All major credit cards will be accepted
- ➡ Food and beverage will be available and provided in "Play it Safe" Packaging
- ➡ New! Food & beverage in-seat delivery and pick-up via the FanFood App
- ➡ Tickets will be 100% digital and accessible through your MyTickets account

Updates to our fan experience and safety protocols will be made frequently. Please review this document before each event. We appreciate your support and cooperation to ensure everyone can continue to enjoy the Memphis Redbirds and Memphis 901 FC at AutoZone Park.

A handwritten signature in black ink, appearing to read "C. Unger".

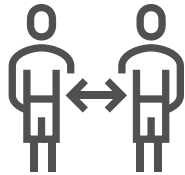
CRAIG UNGER, PRESIDENT
MEMPHIS REDBIRDS / MEMPHIS 901 FC





MASKS REQUIRED

- MASKS WILL BE REQUIRED AT ALL TIMES THROUGHOUT THE STADIUM INCLUDING GATE AREAS
- FANS WILL BE PERMITTED TO REMOVE THEIR MASKS ONLY IN ORDER TO EAT OR DRINK AT THEIR SEATS



6 FT SOCIAL DISTANCING

- SOCIAL DISTANCING AND PROPER HYGIENE WILL BE ENFORCED AND ENCOURAGED BY STADIUM STAFF
- MINIMUM 6 FT SOCIAL DISTANCING AT ENTRANCE/EXIT, COMMON AREAS AND BETWEEN SEATING GROUPS



HEALTH QUESTIONNAIRE

IF YOUR ANSWER IS "YES" TO ANY OF THE FOLLOWING QUESTIONS, PLEASE STAY HOME AND DO NOT ATTEMPT TO ATTEND THE EVENT.



1. HAVE YOU BEEN IN CLOSE CONTACT WITH A CONFIRMED CASE OF COVID-19 IN THE LAST 14 DAYS?
2. ARE YOU EXPERIENCING A COUGH, SHORTNESS OF BREATH OR SORE THROAT?
3. HAVE YOU HAD A FEVER IN THE LAST 48 HOURS?





TICKETS AND FAN EXPERIENCE

- SEATING CAPACITY WILL BE LIMITED TO ALLOW FOR PROPER SOCIAL DISTANCING WITH 6FT SEPARATING EACH POD
- TICKETS ARE ONLY AVAILABLE TO BE PURCHASED BY PHONE OR ONLINE AT MEMPHIS901FC.COM & MEMPHISREDBIRDS.COM
- FANS CAN USE EXISTING 2020 CREDITS BY ACCESSING THEIR MYTICKETS ACCOUNT
- BOX OFFICE WILL BE OPEN ON LIMITED BASIS ON GAME DAYS FOR CUSTOMER SERVICE ONLY
- ALL TICKETS WILL BE DIGITALLY DELIVERED; PAPER TICKETS WILL NOT BE ISSUED
- GENERAL ADMISSION AREAS HAVE BEEN CONVERTED TO TICKETED SEATING PODS
- TICKET HOLDERS WILL BE REQUIRED TO ACKNOWLEDGE RISK, HEALTH & SAFETY PROTOCOLS AND AGREEMENT TO ABIDE BY ALL PROTOCOLS. VIOLATIONS COULD RESULT IN REMOVAL FROM VENUE AND FORFEITURE OF TICKET RIGHTS FOR REMAINDER OF THE SEASON.

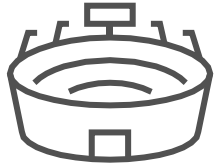




SEATING GROUPS

- SEATING GROUPS CONSIST OF PODS OF 4 AND 6 SEATS; AN ENTIRE POD MUST BE PURCHASED
- SEATING GROUPS WILL BE SEPARATED FROM OTHER SEATING GROUPS BY A MINIMUM OF 6 FEET
- PODS ARE AVAILABLE TO PURCHASE IN THE FOLLOWING SECTIONS:
 - FIELD LEVEL SECTIONS
 - CLUB LEVEL SECTIONS
 - LUXURY SUITES
 - BUDWEISER BOWTIE BAR
 - 4-TOP TABLES
 - RESERVED BLUFF (RESERVED POD OF 6 TICKETS)
 - RESERVED TERMINIX TERRACE TABLES (RESERVED TABLE OF 4 TICKETS)
- ACCESS TO CLUB LEVEL WILL BE ONLY FOR THOSE FANS WHO HOLD A CLUB LEVEL TICKET FOR THE RESPECTIVE GAME (NO PASSES)
- HOME PLATE CLUB BAR AND COMMON SPACES ON CLUB LEVEL WILL BE CLOSED





ENTERING AND EXITING AUTOZONE PARK

- **FANS WILL BE ASSIGNED A SUGGESTED ENTRY GATE BASED ON SEAT LOCATION AND ENTRY TIME**
 - **MAIN GATE** (Located on BB King & Union Avenue)
 - **4TH STREET GATE** (Located on Union Avenue near SE corner of AutoZone Park)
 - **VIP ENTRANCE GATE** (Located on Union Avenue right of Union Avenue Box Office)
 - **MONROE AVENUE GATE** (Located on BB King on west side of stadium next to Indigo parking garage)
- **SUGGESTED ENTRY TIME IS DETERMINED BY THE FIRST LETTER OF THE LAST NAME OF THE TICKET BUYER**
- **ENTRY TIME & GATE ASSIGNMENT WILL BE SENT TO YOU VIA EMAIL AFTER YOU PURCHASE YOUR TICKETS**
- **YOU ARE STRONGLY ENCOURAGED TO ENTER THE STADIUM WITH YOUR ENTIRE SEATING GROUP AT THE SUGGESTED ENTRY TIME**
- **IN THE INTEREST OF EMPLOYEE SAFETY AND TO EXPEDITE SECURITY SCREENINGS, ONLY CLEAR BAGS WILL BE ALLOWED**
 - **NO LARGER THAN 12" X 6" X 12" OR A ONE (1) GALLON CLEAR PLASTIC BAG**
 - **CLUTCH BAGS/PURSES SMALLER THAN 4.5" X 6.5" DO NOT NEED TO BE CLEAR**
- **RE-ENTRY WILL NOT BE AVAILABLE, SMOKING IN THE FACILITY WILL CONTINUE TO BE PROHIBITED**
- **AT THE CONCLUSION OF THE EVENT, FANS WILL BE DISMISSED BY SECTION ATTENDANTS**
- **FANS ARE ASKED TO EXIT FROM THE SAME GATE THEY ENTERED**





FOOD & BEVERAGE

- ALL CONCESSION STANDS ARE CASHLESS AND ACCEPT ALL MAJOR CREDIT/DEBIT CARDS
- CONCESSIONS INCLUDING FOOD & DRINKS ARE AVAILABLE THROUGHOUT THE STADIUM
- FOR YOUR SAFETY AND CONVENIENCE, FOOD ITEMS ARE AVAILABLE THROUGH THE FANFOOD APP WITH DESIGNATED PICKUP AREA OR IN-SEAT DELIVERY



DOWNLOAD AND SETUP BEFORE YOU ARRIVE



[CLICK HERE](https://order.fanfoodapp.com)
ORDER.FANFOODAPP.COM



TEAM STORE

- TEAM STORE IS OPEN TO THE GENERAL PUBLIC WITH LIMITED OCCUPANCY
- TEAM STORE IS CASHLESS AND ACCEPTS ALL MAJOR CREDIT/DEBIT CARDS



QUESTIONS

- FOR FREQUENTLY ASKED QUESTIONS CLICK [HERE](#)

