



2021 Mighty Mussels Guest Health and Safety Guide

Safely returning guests to Hammond Stadium during the 2021 Fort Myers Mighty Mussels season will require focused attention on these high-level principles in and around Hammond Stadium:

- Physical distancing
- Cleaning and Sanitization
- Personal Protective Equipment (PPE)
- Process Improvement to minimize Contact Points
- Employee Training and Safety Protocols
- Extensive Public Outreach and Guest Education
- Food and Beverage Safety

Stadium Setup and Policies



- Enhanced stadium cleaning and sanitization procedures including disinfecting common touch surfaces regularly
- Hand sanitizer stations are available around Hammond Stadium



- Social distancing will be strongly recommended via stadium signage, floor markings in areas where lines form, PA reads, and video board messages. Event staff will assist in ensuring social distancing efforts are made, especially in high traffic areas.



- Per MLB regulations, face coverings are required for all guests and staff during Mighty Mussels events.
 - Masks and face shields will be available at the gates.
- Additional PPE will be required for employees actively cleaning or handling food and beverage.

- **There will be no autographs in 2021.**

Mighty Mussels FAN JOURNEY:



Advanced Communication

- Mighty Mussels website, social media, and ticketing email system will be utilized to outline Hammond Stadium health and safety procedures including:
 - Ballpark entry procedures
 - PPE and physical distancing requirements, and fan protocol expectations



Parking

- Increased security presence and point-of sale technology will be utilized in the parking lot starting in 2021. Parking will be \$10 per vehicle. Touchless payment will be available via the ParkHub application



Box Office Operations

- Every other ticket window will be closed to ensure proper distancing between patrons
- Cashless transactions are strongly encouraged to limit direct contact between employees and guests
- Mobile ticketing via Tickets.com is strongly encouraged.

Ingress and Security Screening

- Gate entry will be modified to allow for social distancing. Safety signage and floor markings will be utilized.
 - Enforcement of a **“No Bag”** policy in 2021 (exceptions for medical, diaper bags and clutch purses 9” X 5”)
 - Magnetometers will be in use in 2021 Mighty Mussels season
 - Guests will keep all items on person while going through magnetometers, which have been upgraded to the latest MLB recommended software
 - Food items will not be allowed to be carried into the ballpark during the 2021 Mighty Mussels season
 - Factory-sealed bottles of water and medically necessary items will be permitted.
 - Ticket Scanning: Contactless ticket-scanning technology will be utilized at all gates
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- Face coverings: All guests ages two (2) and older will be required to wear a face covering over their nose and mouth to enter Hammond Stadium and at all times while at the ballpark, other than when activity eating or drinking in their ticketed seat
 - Face coverings and/or face shields will be available for guests at all gates
 - Physical Distancing: In addition to face coverings, guests will also be required to practice distancing when moving about the ballpark
 - On Site Messaging: Visible signage and messaging (including floor spacers and A-frame signage) will be used to encourage and enforce face covering and physical distancing throughout the ballpark
 - Additionally, reminders of physical distancing, proper hygiene and face coverings will be provided on the video board and via Public Address announcements throughout the game
 - Stairways and Elevators: Guests are encouraged to use stairways as opposed to elevators via stadium signage
 - Enforcement: Event Staff will monitor and enforce face covering and physical distancing protocol throughout “common areas” around Hammond Stadium



**REMEMBER TO MASK UP
AND PLEASE
STAY SIX FEET APART**

Ticketing and Seating Access

The Hammond Stadium seating manifest has been adjusted to allow for proper physical distancing between seating “pods” in the same row.

- Hammond Stadium seating guiding principles:
 - o Tickets will be sold in seating “pods” of two (2) to six (6) contiguous seats in the main seating bowl
 - Odd number requests may be accommodated as long as social distancing is maintained
 - Six (6) feet of distance between pods in the same row
 - Each pod has direct access to the aisle without crossing over another pod
 - o Adherence to the MLB required “Buffer Zones” between the dugouts/bullpens and ticketed seats.
 - o The left field and right field lawns will be open to the public. Lawn capacity may be enforced to allow for social distancing.
 - o All seats deemed as not sellable in this manifest will be rendered unusable via zip ties
- Secondary Market/Resale
 - o Ticketholders are expressly forbidden from reselling portions of a “seating” pod to others, and the Fort Myers Mighty Mussels reserve the right to rescind admission to any fan caught doing so, in order to maintain pod integrity
 - Purchasing tickets directly from the Mighty Mussels via [Mightymussels.com](https://www.mightymussels.com) or Mighty Mussels main line is the only guaranteed method to buy tickets with are physically distanced
 - o Mighty Mussels personnel will handle any issues that arise with customers buying tickets in a mixed pod from secondary markets

Concessions & Retail

- Touchless transactions will be strongly recommended and encouraged
 - o Credit card purchases will not require signatures or pins to complete purchase
- Partitions will be used to separate staff and guests in necessary areas
- At and around all points of sale, visible signage and messaging (including floor spacers and A-frame signage) will be used to encourage and enforce physical distancing measures
- Food and Beverage Practices:
 - o A limited menu will be in use and up to four (4) stands will be utilized for cooking and serving at half-capacity; food served at portables will be cooked in these stands (to eliminate lines)

- o All items served will be prepacked and/or boxed, with sealed sticker; all beverages will be served with a lid
- o Condiment carts and self-serve condiment stations will be replaced with condiment packets available upon request from stands
- o Single-use disposable containers, plates flatware, silverware and cups will be utilized

Egress

- Additional gates may be utilized for egress to enable social distancing.
- Reminders of physical distancing, face coverings and exit protocol will be provided on the video board and via Public Address announcements

**Thank you for your attention to
Hammond Stadium safety guidelines.
We look forward to seeing you at
the ballpark soon!**

