

COVID-19 READINESS PLAN

A GUIDE TO OPERATING
AT HODGETOWN



⇒ **HODGETOWN** ⇒



GENERAL STATEMENT

The practices identified below represent practical best efforts to proactively invest and keep our community safe when attending events at HODGETOWN. The outlined steps and initiatives are intended to preserve the safety of staff, players and guests.

HODGETOWN staff will continue to follow the guidance of national, state and local agencies to develop these policies and to determine the appropriate time for hosting events of various scopes at HODGETOWN. The input of local and regional medical and health partners will also play a significant role in informing the below policies.

HODGETOWN continually strives to keep its standing as a premier, multi-purpose event venue to attract local visitors and guests from the nation and world.

POLICIES

1. CASHLESS PAYMENTS

A. HODGETOWN will work toward operating cashless facilities, including in the areas of parking, food/beverage, and merchandise. This will limit direct contact between employees and guests.

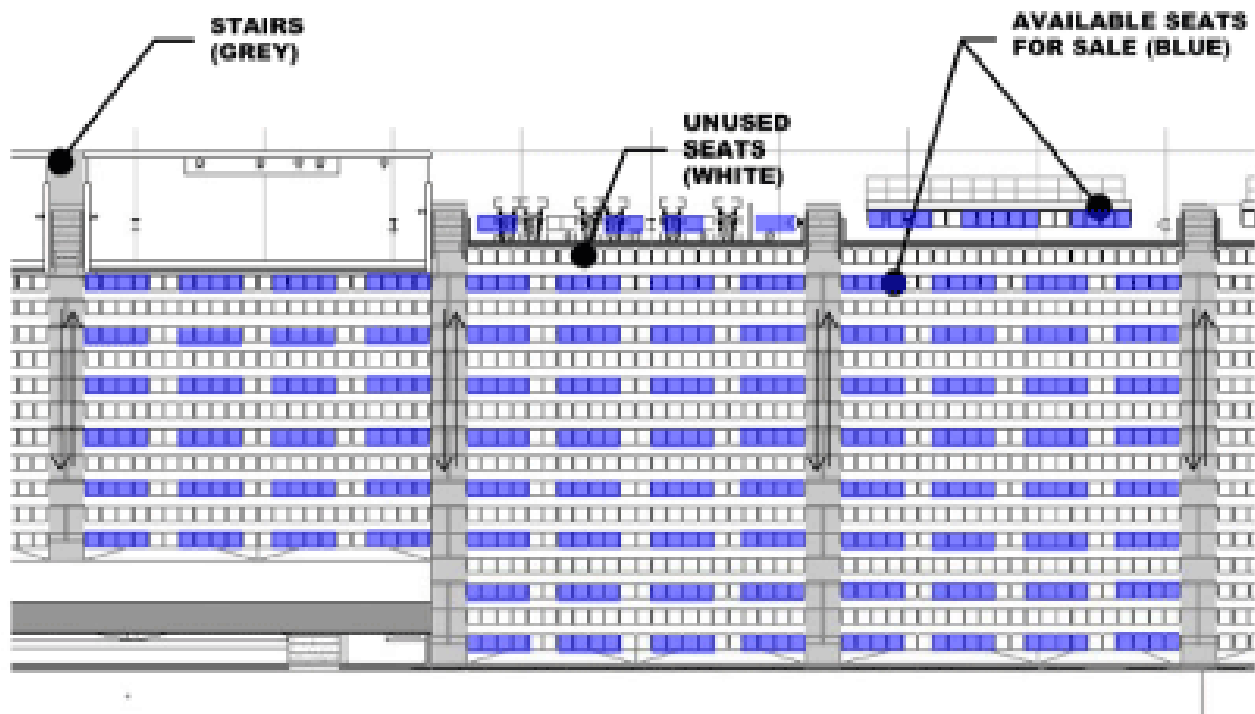
2. BALLPARK SANITATION

- A.** Increased regularity and scope of washdowns and cleanings inside the ballpark.
- B.** Increased disinfectant wipe down cleanings of high-touch ballpark surfaces.
- C.** Added hand sanitizing stations for public and employee use around the ballpark.



3. SOCIALLY DISTANT SEATING

- A.** Re-create existing facility seating manifest to allow for proper distancing
- B.** Rows and seats will remain vacant to maintain proper distancing between familial parties.
- C.** Group and hospitality areas will operate with reduced capacity to promote proper distancing.



4. STAFFING

- A.** Temperature & Symptom checks for all full-time, part-time, and contracted third-party staff members prior to entering the ballpark.
 - i.** Any staff member will be immediately sent home at the first sign of illness recognized.
- B.** All staff members shall be required to wear protective masks, as necessitated by current guidelines and best practices policies.
- C.** Staff will be instructed to make the following changes to guest-facing interactions, without limitation:
 - i.** Prohibit handshaking and physical contact with guests and other employees
 - ii.** Employees will be required to wear protective gloves and masks when handing items to guests.
 - iii.** Prior to the start of each shift, and continuing when appropriate, employees will be required to frequently wash their hand.
 - iv.** Ongoing training to educate staff on new, updated guidelines and procedures.



5. HODGETOWN ENTRANCE/EXIT

- A.** Stanchions will be spaced out, according to CDC protocols, and additional personnel will be present to assist guests in staying properly distanced upon entering the facility.
- B.** Entry gate lines will be widened to create more distance between guests.
- C.** Up to two additional gate locations will be utilized for guest entry.
- D.** Seating location will determine which gate guests are to enter through.
- E.** All fans will be required to adhere to a Clear Bag Policy upon entering the stadium.

6. TICKET PURCHASE/SERVICE

- A.** Select ticket windows will be closed to ensure proper distancing between patrons.
- B.** Box office personnel will encourage the use of mobile ticketing to reduce the use of in-hand tickets.
- C.** Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines.
- D.** Season ticket and group/hospitality customers will have the option of contactless ticket distribution; all subsequent exchanges or additional ticket requests will be encouraged to remain contactless.
- E.** All ticket windows and counters are to be sprayed before and after each event, and wiped down every hour during an event.



7. FAN EXPERIENCE

Note: For the continued safety of all guests attending events at HODGETOWN, the use of a face mask/face shield is highly encouraged.

A. Kid's Zone

- i. Inflatables and standalone jungle gym to be closed down until attractions can be safely opened.

B. Concourse Flow

- i. Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines on the main concourse.
- ii. In the event of rainstorms or other situations requiring customers to find cover, there will be expanded access to covered areas to ensure proper distancing.

C. Restrooms

- i. All concourse level bathroom entry doors to be propped open during events (excluding the family restroom).
- ii. Queue lines to be placed outside of each restroom.
- iii. Restrooms sanitized frequently with disinfectant along all surfaces.
- iv. Hands free sanitizer dispensing units outside of each facility restroom for fans.
- v. Usher attending outside each restroom to monitor overcrowding.

D. Team Store

- i. Cashless transactions only.
- ii. Specifically marked entrance and exit for guests.
- iii. Limit the number of customers in the store at a time.
- iv. Sanitization of the store at least every half hour.
- v. Sanitizer stations located throughout the store as well as disinfectant wipes upon entry.
- vi. Guests are allowed to try items on, but it is strongly suggested to wash any purchases.





E. Usher/Ticket Takers

- i.** Ushers will be located throughout the concourse to continue the flow of traffic and cut down on stationary pods of guests.
- ii.** Railings to be frequently wiped with microfiber rags coated in disinfectant solution.
- iii.** Ushers prohibited from touching fans tickets when seat checking; fans will be required to show tickets.
- iv.** Alcohol wristband stations to have one individual checking IDs while wearing gloves and a second individual placing wristbands on patrons while wearing gloves.

F. Cleaning Crew

- i.** Crew required to wear gloves at all times and change their gloves every 30 minutes.
- ii.** Continuously wipe down drink railings and tables around the concourse.
- iii.** Frequently sanitize all tables and dining areas in the Fairly Group Club Level.
- iv.** Daily checklists in each bathroom with a cleaning supervisor signing off to ensure it has been thoroughly inspected every 30 minutes throughout the event.

G. Medical Services

- i.** HODGETOWN will work closely with its community medical partners to implement stringent protocols in place for medical services at all HODGETOWN events.



8. FOOD & BEVERAGE (DIAMOND CONCESSIONS)

- A.** All Diamond Concessions employees will be required to wear protective masks and gloves.
- B.** Stanchions spaced in concession lines to promote proper distancing between customers waiting in line.
- C.** No dining or picnic table allowed to have more than six (6) patrons throughout all areas of facility.
- D.** Tables in all hospitality areas to be at least 6' apart from each other.
- E.** All condiments provided upon request only and in prepackaged packets.
- F.** Hospitality areas to have:
 - i.** Have prewrapped cutlery.
 - ii.** Have food served by a Diamond Concessions staff member wearing a protective mask and gloves.
 - iii.** Be wiped down with disinfectant and a microfiber rag before and upon the completion of serving.

9. COMMUNICATION & MESSAGING

- A.** Posted “Amarillo Prepared” and “COVID-19” signage in areas with high visibility to fans, employees, and team personnel.
- B.** Other awareness and instructional signage posted throughout the ballpark.
- C.** Frequent video and public address announcements will promote proper cleanliness, distancing and similar health practices for customers.
- D.** Social media & e-blast awareness campaigns on best practices for fans and guests visiting HODGETOWN.
- E.** Signage placed in all restrooms to remind fans to thoroughly clean and sanitize their hands after visiting the restrooms.

