

GUEST HEALTH & SAFETY HANDBOOK





While our doors have been closed to our incredible fans, guests and colleagues, we've missed the emotions that sports and entertainment brings out in all of us. We've missed the competition, the amazing gift of live music, the roar of the crowd and the thrill of victory.

After many months of diligent research and planning, we're carefully turning our lights back on. And we want you to rest assured that when you enter through our doors again, you'll feel safe doing so.

We have worked with public health and medical experts, and government officials, to develop a comprehensive plan that allows us to welcome you back to our venues, and we're operating within the established Centers for Disease Control and Prevention guidelines. Safety is our top priority and is at the center of what we do.

From parking your car, to entering our venues, to ordering concessions, to taking your seat, cheering for the home team and exiting our buildings; we're confident that the policies and guidelines outlined in this document will lead to an enjoyable and comfortable experience. From door to door, our passionate commitment is to maintain the safety and well-being of our fans, guests, colleagues, vendors, players, coaches and performers.

Sports and entertainment create the opportunity to bring people and communities together. We look forward to celebrating a big win, singing our favorite song and sharing more memories with you.

#TogetherDetroit

With appreciation,



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LET'S ALL DO OUR PART

We can all have a role to play in reducing the spread of COVID-19. We ask that you take appropriate actions to ensure the health, safety and well-being of fans and guests, colleagues, vendors, participants and performers.

The Detroit Tigers, Detroit Red Wings, Detroit Pistons and 313 Presents continue to monitor the evolving COVID-19 situation. This document is subject to revision at any time, based on guidance and requirements issued by local, state and federal authorities and public health experts. Please refer to this document to remain up to date regarding policies and recommendations at our sports and entertainment venues.



INTERNAL MEASURES FOR YOUR SAFETY

Prior to returning to work, our events staff has been – and will continue to be – trained in role-specific processes to protect guests, performers, participants and other colleagues, including safe interactions, how to enforce safety precautions, the appropriate use of equipment to reduce the risk of COVID-19, how to notify their employer of symptoms, exposure control plans, how to report unsafe working conditions and much more.

Prior to reporting to work, colleagues and vendors must complete a health screening questionnaire. Colleagues who do not pass the questionnaire are required to stay home. Partner companies working in our venues during non-event hours are also training their employees to adhere to these expectations.

A COVID-19 response team is responsible for risk-reduction planning and programs, evaluating compliance of COVID-19-related standards and communicating outbreak information through the proper channels. Along with this team, each venue has emergency medical teams onsite to assist guests who become ill inside our venues.

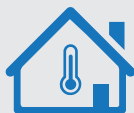


CLEANING, DISINFECTING & SANITIZATION PROTOCOLS

The Detroit Tigers, Detroit Red Wings, Detroit Pistons and 313 Presents continue to implement best practices for cleaning and disinfecting procedures and utilizing the safest supplies and latest technologies to keep our venues clean, disinfected and sanitized for colleagues, guests, performers and participants in accordance with Centers for Disease Control and Prevention and local Health Department guidelines.

- EPA-registered cleaning and preventative products, including electrostatic sprayers, that kill COVID-19 and other pathogens are being utilized throughout our venues to sanitize, disinfect and clean high touchpoint areas at an increased frequency.
- Areas such as entry points, door handles, countertops, restrooms, seating areas, concession stands, tables and chairs, wheelchairs, etc., are considered high touchpoint areas. To ensure the cleaning and disinfecting of those areas, frequency of cleaning schedules, training and checklists have been enhanced.
- Hand sanitizer dispensers with CDC-recommended products are readily available at all our venues.
- Updates to our HVAC systems have been implemented to increase outdoor air ventilation rates, providing more fresh air to our indoor venues and spaces.

Venue custodial staff continue to undergo regular training, based on industry-leading best practice studies from agencies including the CDC, International Sanitary Supply Association, Environmental Protection Agency and Occupational Safety and Health Administration.



PRIOR TO YOUR VISIT

Guest, colleague, performer and participant health and wellness are of the utmost importance. Those who are feeling ill or have been experiencing flu-like symptoms should stay home and not attend events or large gatherings. We encourage guests to arrive early for events to account for longer entrance times due to safety protocols.

We strongly encourage all guests to get vaccinated to help end COVID-19. For those unable to get vaccinated, we encourage all participants, guests, and other individuals who attend large events to seek a COVID-19 test at a state or local government testing center, health care center, or other testing location 1-3 days before the event. Please find a list of MDHHS COVID-19 testing sites at [Michigan.gov/containcovid](https://www.michigan.gov/containcovid).



Managing tickets from your mobile device continues to be the best option for guests.

- Tickets for events at Comerica Park can be managed through the MLB Ballpark app (iOS & Android).
- For events at Little Caesars Arena, the Fox Theatre, DTE Energy Music Theatre, Meadow Brook Amphitheatre and Michigan Lottery Amphitheatre, tickets can be managed digitally on The District Detroit app (iOS & Android).
- Tickets for Pistons games at Little Caesars Arena can be managed through the Detroit Pistons app.
- Before leaving home, we encourage guests to add their tickets to Apple Wallet or Google Pay for an efficient entry process.



PRIOR TO YOUR VISIT CONT.



For a contactless parking experience within The District Detroit, guests are encouraged to reserve parking online at ParkDistrictDetroit.com, or through The District Detroit app or the Detroit Pistons app (iOS & Android).

Onsite parking at parking garages, structures and lots is optimal for convenient access to our venues in the city of Detroit. After pre-purchasing parking, guests can enter and exit parking locations by utilizing either of the following contactless options:

SCANNED ENTRY:

- Prior to arriving, guests can save their mobile parking pass to their mobile wallet.
- At the parking location, guests can scan their mobile parking pass at the parking kiosk to enter and exit.

BLUETOOTH ENTRY:

- Prior to arriving, guests will need to download the ParkWhiz app (iOS & Android) to access their mobile parking pass.
- At the parking location, guests can enter and exit remotely with their Bluetooth-enabled smartphone or mobile device by pressing the “Open Gate” button displayed on the mobile parking pass.

Guests who do not pre-purchase parking will need to pull a ticket to enter a parking location, but a contactless payment option is available prior to exiting a parking location.

TEXT TO PAY:

- When arriving, guests will pull a ticket to enter the parking location.
- Prior to exiting, guests can text “Pay” to 313-263-5791 and then follow the prompts to pay their parking fee.
- At the exit, guests can scan the barcode on the parking ticket at the parking kiosk to exit.

Guests attending events at DTE Energy Music Theatre, Meadow Brook Amphitheatre or Michigan Lottery Amphitheatre do not need to pre-reserve parking as it is included in the price of their ticket. A limited amount of upgraded parking may be available upon arrival for purchase with credit card.



IN-VENUE EXPERIENCE: BOX OFFICE ENHANCEMENTS

Changes have been made to our box offices to limit contact between guests and colleagues.

- Contactless methods of purchasing tickets is suggested to minimize contact between guests, colleagues and vendors.
- Cashless payment methods such as credit & debit cards are strongly encouraged at the Comerica Park, DTE Energy Music Theatre, Michigan Lottery Amphitheatre, Meadow Brook Amphitheatre and Fox Theatre box offices, and are required at the XFINITY Box Office at Little Caesars Arena.



IN-VENUE EXPERIENCE: NO-BAG POLICY

To uphold health and safety protocols, minimize contact and ensure a more seamless entry process, our venues have adopted a no bag policy. Exceptions to this policy include bags needed due to medical necessity including diaper bags, breast pumps and other medical devices. Medical bags must measure smaller than 14" x 14" x 6". Single compartment wallets smaller than 5" x 7" x 1.5" are permitted.



IN-VENUE EXPERIENCE: ACCESSIBILITY SERVICES

Enhancements have been made to how we assist our guests with wheelchairs, sensory-processing issues and auditory challenges.

- Colleagues offering wheelchair escorts will encourage companions to assist the guest in and out of the chair. Companions may push the wheelchair if they prefer. Sanitizing packs will accompany each chair to ensure disinfection after each use.
- Items requested for guests with sensory processing or auditory challenges (fidget toys, noise-canceling headphones, assisted listening devices, etc.) will be wiped/disinfected before and after each use.



IN-VENUE EXPERIENCE: CONCESSIONS

Many touchpoints at concession locations have been modified or eliminated.

- Pre-packaged food and beverage items will be sold.
- Condiments are available upon request at concession stands. Condiment stations are closed.
- Drinking fountains are disabled and covered.
- All points of sale at Comerica Park and Little Caesars Arena require cashless payment methods. Guests can conveniently convert their cash to a VISA card with no fees or extra charges. After inserting cash into the kiosk, the dispensed card will hold the same exact value as the cash that is inserted. The Visa Card can be used to make purchase at the venue and at any location that accepts VISA. The Fox Theatre, DTE Energy Music Theatre, Meadow Brook Amphitheatre and Michigan Lottery Amphitheatre STRONGLY encourage guests to use digital payment methods.
- Premium spaces will have reduced capacities in accordance with local and governmental standards. Serving dishes along with ice cream and beverage stations will be operated by an attendant. Condiment stations will be available and will have attendants present who will frequently wipe off touch points.



COVID-19 WARNING

We have implemented enhanced health and safety measures in an attempt to mitigate the risk of exposure to COVID-19. Despite protocols and requirements that we've put in place, no precautions can completely eliminate the risk of exposure to the highly contagious coronavirus. There is an inherent risk of exposure to the virus in any place where people are present.

Traveling to and from, visiting and/or providing services in and around our venues may lead to risk of exposure to COVID-19, which can potentially lead to severe illness and death.

While people of all ages and health conditions have been adversely affected by COVID-19, certain people have a greater risk based on age and underlying medical conditions. Exposure to COVID-19 can result in being subject to quarantine requirements.

Please do your part by complying with our health and safety rules.

WE'RE EXCITED TO HOST WORLD-CLASS
ENTERTAINMENT ONCE AGAIN IN METRO DETROIT.
THANK YOU FOR YOUR UNDERSTANDING OF OUR SAFETY
GUIDELINES. WE APPRECIATE YOUR COOPERATION.

