

GUEST CODE OF CONDUCT

Safety & Service is the number one objective of the Houston Astros. We strive to provide our guests with the most positive baseball experience in the Major Leagues in a safe, comfortable environment. To help us achieve that goal, the Houston Astros and Major League Baseball have established a Guest Code of Conduct designed to assure all guests and staff enjoy a game free of abusive fan behavior and derogatory language. With safety as the top priority, the Guest Code of Conduct features guidelines and restrictions on behaviors and language as well as limits on what items are permitted in the ballpark.

To report a violation of the Code of Conduct, please contact your supervisor or the Security Operations Center (SOC) immediately.

PROHIBITED BEHAVIOR

The following actions and behavior are violations of the Guest Code of Conduct and are prohibited:

- Acting in a manner that is unruly, disruptive, disrespectful, and/or illegal.
- Displaying inconsiderate, vulgar, threatening, bullying, abusive, offensive, obnoxious, or otherwise inappropriate behavior toward Team Members and/or other Guests.
- Using foul/abusive language and/or making obscene or derogatory gestures.
- Displaying obscene, indecent, and/or inappropriate clothing.
- Displaying profane or inflammatory images or language.
- Intentionally placing, dropping, tossing, or hurling any substance or object onto the playing field.
- Interference with the progress of the game.
- Interfering with a ball in play
- Entering the playing field.
 - Any fan interfering with a ball in play or going onto the field will be removed from the park and could be subject to arrest.
- Intentionally making physical contact with a sports participant.
- Fighting, taunting, or making threatening gestures, or similar behavior that is related to betting or gambling.
- Smoking, vaping, or using smokeless tobacco.
 - Use of these items is also prohibited within 25 feet of ballpark entrances and exits.
- Damaging or attempting to damage the Stadium and/or its contents or property.
- Possessing or using illegal drugs or abusing prescription drugs.
- Possessing items prohibited by the Guest Code of Conduct. (See Prohibited Items)
- Obstructing the view of other guests with excessive standing.
- Sitting or standing on seat backs, standing on seats, or stepping over/on seats.
- Occupying seats without tickets for those seats.
 - Additionally, fans are required to show tickets upon request.
- Loitering or sitting in the concourses, walkways, aisles, or ramps.
- Placing cups or other items on walls or ledges.
- Throwing or kicking objects.
- Selling or attempting to sell any merchandise on any property owned or leased by Houston Astros LLC. Or any affiliate without the permission of the Houston Astros
- Guests are NOT permitted to wear anything that contains:
 - Obscene, hateful, violent/graphic, defamatory images or symbols
 - Foul language or disrespectful statements
 - Discriminatory images, symbols or statements that undermine civil liberties
 - Messages or images that incite or disrupt the game or guest experience
- Guests who rely on apparel to congregate and be disruptive, incite or disrupt other guests will be removed

PROHIBITED LANGUAGE

Derogatory or obscene language, whether spoken, written, or gestures regarding any matter including but not limited to race, ethnicity, gender, religion, disability, age, sexual preference, or national origin is prohibited. Such language, whether directed at fans, players, umpires, or other team members or personnel, is inexcusable, unacceptable, and inconsistent with the spirit of the game of baseball. Vulgar, threatening, bullying, abusive, betting-related, or offensive language is similarly prohibited. The Houston Astros maintain a policy of zero tolerance regarding any violation of the Guest Code of Conduct. Any guest who violates the Code of Conduct will be subject to immediate ejection as well as possible arrest and prosecution.

The following are examples of words or phrases that ARE permitted to be written or spoken:

- General:
 - Country Names
 - Free
 - Freedom
 - Liberty
 - Libre
 - Libertad
 - Viva
- By Country:
 - United States
 - MAGA
 - Make America Great Again
 - Cuba
 - Patria y Vida
 - Venezuela
 - CONVZLA
 - Israel
 - Bring Them Home

The following are examples of words or phrases that ARE NOT allowed:

- From the river to the sea

PROHIBITED ITEMS

- Aerosol cans or bottles
- Alcohol
- Animals (except for service animals)
- Backpacks
 - Possible exceptions to the backpack policy include diaper bags, Astros Buddies backpacks, single-compartment drawstring bags, and bags used for medical reasons if within MLB bag size requirements
- Bags larger than 16" x 16" x 8"
- Banners, signs, and flags that do not comply with the following guidelines:
 - We welcome banners, signs, and flags that celebrate and support the game of baseball, the teams and their players, and national heritage.
 - Materials must be baseball-related and may not interfere with the game or other guests' enjoyment of the game.
- Banners, signs, and flags may not
 - Cover ballpark advertising or other signage

- Promote a commercial product or service, or contain language deemed inappropriate by Houston Astros and Daikin Park management
- Be paraded through any part of the ballpark and may only be displayed between innings
 - Management reserves the right to restrict the presence of banners, signs, and flags in specific areas of the ballpark
 - Banners and signs are not permitted in any part of the Diamond Club
 - Flags are restricted to countries participating in or represented in the games
- Exceed 3' x 5' or have any items affixed to them.
- Contain wood, metal, or other inflexible materials
 - All Items must consist of light and flexible materials ONLY
- Feature language or images deemed inappropriate, obscene, disrespectful, slanderous, or in bad taste
 - Any banner, sign, or flag used in a disruptive manner or inciting or disrupting other guests will be removed
 - Statements regarding political affiliation or statements that undermine civil liberties are not permitted
- Management reserves the right to remove materials deemed in contrast to this policy.
- Bat & ball retrievers.
- Cameras with lenses larger than 8 inches
- Clothing deemed obscene or indecent
- Coolers of any kind
- Costumes / Costume masks
- Drones
- Fireworks
- Folding chairs and collapsible stools
 - Folding cane seats have been approved for entry
- Food in a portion larger than a clear, one-gallon size bag
- Glass bottles or containers
- Hover boards and other personal recreational devices
- Inflatables (i.e. beach balls, basketballs, balloons)
- Illegal drugs
- Laser pointers
- Luggage
- Noise makers (whistles, horns, bells, etc.)
- Poles or sticks of any kind (i.e. flagpoles, broom handles, selfie sticks, nets)
- Skateboards, roller skates, roller shoes, bicycles, wagons for children
- Tripods, bipods, or monopods
- Weapons including but not limited to firearms, knives, mace
- Any item deemed to be inappropriate, hazardous, distasteful, or not supporting of the sport of baseball may be restricted from entry or removed from the stadium at any time.