



Roger Jean CHEVROLET

**STADIUM**

COVID-19 Stadium Reopening Plan

*As of January 14<sup>th</sup>, 2020*

## Summary

Jupiter Stadium Ltd., the Miami Marlins and St. Louis Cardinals are committed to reopening Roger Dean Chevrolet Stadium in a manner that complies with all Palm Beach County Health Department directives, the Town of Jupiter ordinances, and Major League Baseball (MLB) Return-to-Play Protocols. The policies, protocols, and procedures in this document were developed to supplement those guidelines to create the safest possible environment for our fans, employees, and players. Many of the items included in this document are also covered in the MLB Return-To-Play Protocols; the stricter policy shall prevail in the event of any conflict between the two documents.

There will be a minimum distance of 6' between seated groups. Based on that guidance, the anticipated capacity inside Roger Dean Chevrolet Stadium will be reduced to approximately 1,462 fans, 21% of typical capacity.

All full-time and event staff, as well as third parties and partners, will be subject to health and temperature screenings before entering the stadium. Masks will always be required. Social distancing and proper hygiene will be enforced and encouraged by staff and guests entering the stadium.

Changes will also be made to the ticketing, parking and food & beverage operations. From the parking lots to transactions made in the stadium, most experiences will be cashless. Mobile ticketing will be implemented for all games during the 2021 Spring Training and Florida State League seasons. Full season and individual game parking passes will be available through TICKETS.com. Concession stands and kiosks will be credit and debit only. Guests are encouraged to use a food service app to place digital concession orders from the comfort of their seats. Guests will then receive notification through the app when their order is ready for pickup. This will occur at the stand through which the order was placed.

New this year, guests will be directed to designated entry gates to limit crowding at any one entrance. A designated entry gate will be noted on each ticket. Guests will be asked to exit the stadium through the same gate at which they entered. New bold directional signage and feather signs will be in place to clearly direct guests to their assigned entrance gates.

In addition, Roger Dean Chevrolet Stadium has filed for official GBAC STAR Facility accreditation. This accreditation from the Global Biorisk Advisory Council (GBAC), a Division of ISSA, ensures that Roger Dean Chevrolet Stadium has the highest standards for cleaning and sterilization of infectious agents like the COVID-19.

Roger Dean Chevrolet Stadium's leadership team will continuously evaluate these guidelines, seek guidance from health experts, and proceed with the proposed changes. Please visit [RogerDeanChevroletStadium.com](http://RogerDeanChevroletStadium.com) for the latest information.

## I. Fan/Visitor Experience

### A. Ticketing

1. All game tickets can be purchased online via TICKETS.com. The Ticket Office will be limited to credit and debit cards only.
2. All tickets will be digital – traditional paper tickets will not be issued to eliminate fan-to-employee contact. Digital delivery of tickets also assists with knowing who is in the stadium for contact tracing purposes.
3. The Ticket Office will also be open on game days for guest assistance. Only a select number of Ticket Office windows will be open to ensure safe social distancing.
4. A reduced seating manifest will result in a capacity of 21% for the 2021 season.
  - a) Spring Training Tickets will be available to guests in the following manner:
    - (1) Group Tickets will be available for the Cassidy Cool Zone & Moss Construction Luxury Suites. Party sizes within these areas will be limited to the following:
      - (a) Cassidy Cool Zone- Max. of 50 people
      - (b) Moss Construction Luxury Suites- Max. of 20 people
    - (2) All other tickets will be sold on an individual game basis.
  - b) *Standing Room Only areas will not be available for the 2021 season.*
5. Roger Dean Chevrolet Stadium's seating manifest will be reconfigured, and capacity reduced to achieve a minimum of 6' space between seated groups. Designated rows and seats will be made unavailable for purchase and will be physically restricted.
  - a) The approximate capacity under this plan is 1,462 fans.
  - b) A maximum of six seats may be purchased together per game.
  - c) Ticket groupings will be sold in allotments of two (2), four (4) and six (6).

### B. Entry & Exit

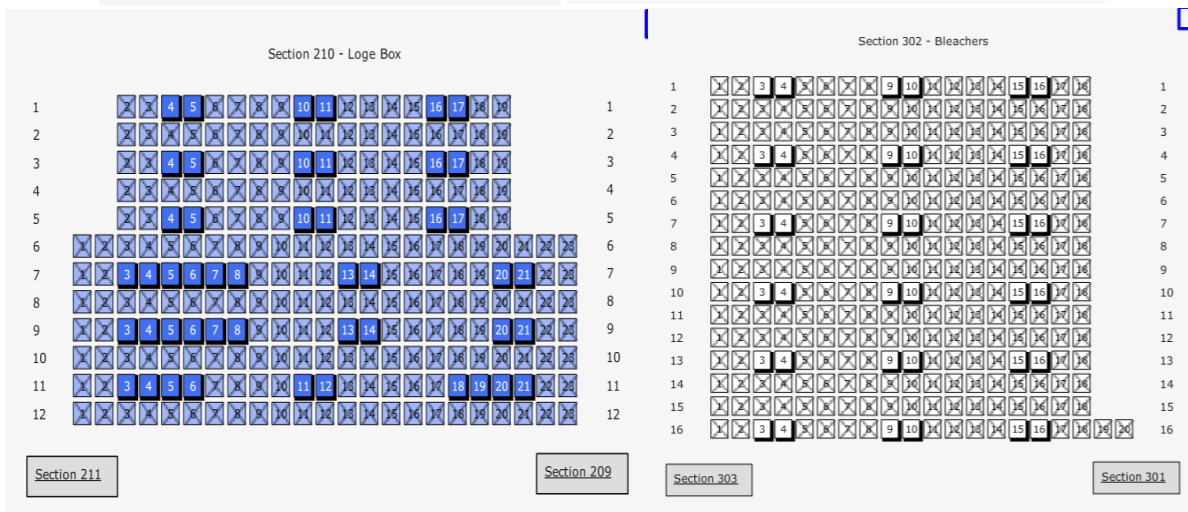
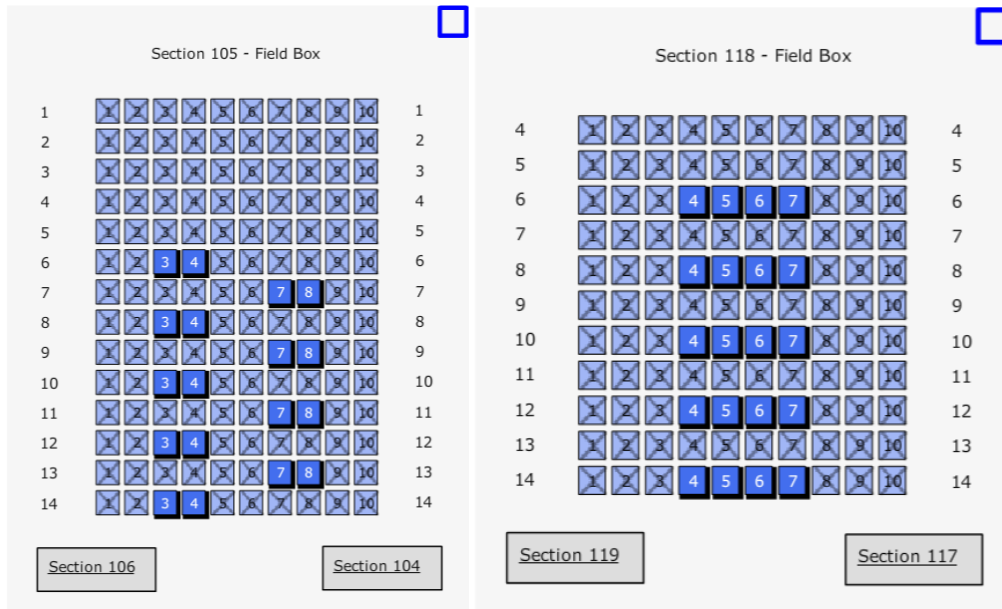
1. Guests will be assigned an entry gate to limit crowding at any entrance. Assigned entry gate will be noted on each ticket.
  - a) *Guests are encouraged to exit the stadium through the same gate they entered.*
  - b) *All guests will be required to wear a facial covering to enter the facility.*
    - (1) If a guest arrives without a facial covering or arrives with one that does not meet the criteria for entrance, a facial covering will be provide by the stadium or the guest may choose to purchase a team-branded facial covering from the Team Store.

2. Entry gates will be spaced a minimum of 6' apart, and queues will be created and highlighted in all entry plazas to facilitate proper social distancing.
3. Re-entry to the facility will be prohibited.
4. In the interest of employee and guest health and safety, and to expedite security screenings, fans will NOT be allowed to bring bags into the stadium. Certain exceptions will be permitted for the 2021 season (i.e. diaper bags, medical needs, etc.). Clutch-style purses smaller than 4.5"x 6.5" will be allowed into the stadium.
5. Guests will be subject to security screening using walk-through metal detectors. The new walk-through Metal Detectors allow for a completely touchless experience, eliminating the need for emptying pockets and the risk of leaving personal articles at entrances.
6. New contactless ticket scanners will be in place for the 2021 season. This will ensure an efficient, touchless entrance into our stadium. Ticket holders will self- scan their tickets to gain admission. This process will be monitored by employees that are socially distanced and wearing PPE.

C. Socially Distant Seating

1. Roger Dean Chevrolet Stadium's seating manifest will be reconfigured, and capacity reduced to achieve a minimum of 6' space between seated groups of guests. Designated rows and seats will be made unavailable for purchase and will be physically restricted.
  - a) The approximate capacity under this plan is 1,462 fans.
  - b) A maximum of six seats may be purchased together per game.
  - c) Ticket groupings will be sold in allotments of two (2), four (4) and six (6).
2. Capacity in premium seating/ hospitality areas will be reduced.
  - a) *Reserved Box Seats not in use will be clearly marked with vinyl coverings prohibiting use.*
  - b) *Bleacher seats not in use will have stickers on their benches to prohibit use.*

3. Sample Seating Diagram:



D. Team Store

1. The team store and all related kiosks will be cashless- credit or debit transactions only for the 2021 Spring Training and FSL seasons.
2. A maximum of 25 people will be permitted in the store at any one time to adhere to social distancing protocols. Floor graphics will be in place to help regulate directional flow and separation of foot traffic.
3. For guests' safety, trying on apparel or excessive contact with the merchandise will not be permitted.
4. Souvenir Program Kiosks will be cashless- credit or debit transactions only for the 2021 Spring Training and FSL seasons.

E. Food & Beverage

1. All concession stands and kiosks will be cashless- credit or debit transactions only for the 2021 Spring Training and FSL seasons.
2. Guests are encouraged to place their orders from the comfort of their seats through the use of a food service app.
  - a) Guests will receive notification through the app when their order is ready for pickup. This will occur at the stand in which the order was placed.
  - b) Food will be pre-packaged in single-serve containers with a safety seal sticker.
  - c) Beverages will be available in pre-packaged bottles and cans only. No fountain or draft beverages will be available for the 2021 season.
3. To allow for traffic flow on the concourse, lines at concourse concession stands will be limited to one person at the register, and one person socially distanced 6' behind the register.
4. Condiment carts will be removed from the concourse and condiments will be individually packaged and distributed at each concession stand.

F. Restrooms

1. Capacity in restrooms will be limited to 50%, with staff in place at each entrance to ensure compliance.
2. All restroom doors will always be propped open, exception being the single-family bathrooms.
3. Restrooms with two doors will have one designated entrance and one designated exit.
4. Every other urinal will be covered with appropriate signage in all men's restrooms.
5. Floor markings will be used at sinks and men's urinals to encourage social distancing.

6. Restrooms will be cleaned and disinfected a minimum of every 30 minutes throughout the game.
  7. High contact areas will be continuously sanitized throughout the game.
- G. Press Level & Moss Construction Luxury Suites
1. Moss Construction Luxury Suite capacity will be limited to twenty (20) guests who must all consent to sitting together (i.e. separate groups will not be permitted in the same suite).
  2. A clear acrylic partition will separate outdoor seating for all suites.
- H. Facial Coverings
1. All guests ages two or older, employees, vendors, etc. will be required to wear facial coverings at all times while in the stadium. The only exception is when actively eating or drinking.
    - a) *If a guest arrives without a facial covering or arrives with one that does not meet the criteria for entrance, a facial covering will be provided by the stadium or the guest may choose to purchase a team-branded facial covering from the Team Store.*
  2. “Three Strikes & You’re Out” Policy:
    - a) *Strike 1 – Usher kindly asks you to adjust your mask. Warning 1 applied.*
    - b) *Strike 2 – Usher and security guard visit repeat offender. Warning 2 applied.*
    - c) *Strike 3 – Security guard and Police officer are asked to intervene. Ejection from the facility will follow.*
  3. Facial covering Guidelines:
    - a) *Fully cover the nose and mouth and be secured under the chin*
    - b) *Fit snugly but comfortably against the side of the face*
    - c) *Be secured with ties or ear loops*
    - d) *Allow guest to remain hands-free*
  4. Non-permitted facial coverings:
    - a) *Neck gaiters*
    - b) *Open-chin triangle bandanas*
    - c) *Face coverings with valves, mesh, or holes of any kind*
    - d) *Facial shield without accompanying facial mask*
- I. Fan & Player Interactions
1. Roger Dean Chevrolet Stadium’s goal is to ensure the health and wellbeing of all fans, employees, players, and coaches who enter our complex.
    - a) The team-specific Meet & Greet event with Season Ticket Holders has been canceled for the 2021 season.
    - b) Access to the players, both on the practice fields and the main stadium field, will be extremely limited for the season’s entirety.

- c) All pre-game experiences such as but not limited to first pitches, honorary bat kids, between-inning promotions, and on-field batting practice experiences will not be permitted during the 2021 season.

J. General Stadium

- 1. Signage will be placed throughout the stadium depicting proper fan procedures, protocol, and education about preventing the spread of COVID-19.
  - a) Emphasis on the importance of:
    - (1) Washing hands
    - (2) Social distancing
    - (3) Wearing facial coverings
    - (4) Avoiding touching their eyes, nose, and mouth
- 2. Audio and visual announcements regarding the above will be utilized to reinforce protocols.
- 3. Hand sanitizer stations will be available in heavily trafficked areas throughout the stadium including, but not limited to concourse areas, suites, group areas, Press Box, outside restrooms, ingress/egress points, etc.

K. Cleaning

- 1. An enhanced cleaning regimen will be followed to ensure high contact surfaces are cleaned regularly before, during, and after each game.
- 2. Ushers will clean all seats before each game and clean railings periodically during the games.
- 3. Staff at elevators will clean buttons and handrails after each use.
- 4. The restrooms will be cleaned every 30 minutes.
- 5. Cashiers/concession staff will routinely clean counters at concession stands.
- 6. Employees will be provided with cleaning supplies to clean other areas as necessary.

II. Employees & Other Stadium Personnel

A. Full-Time Employees will be:

- 1. Instructed to stay home if they have a cough, fever, or other signs/symptoms of COVID-19 or have been in close contact with any individual experiencing symptoms.
- 2. Subject to a temperature check upon arrival each day. Anyone with a fever above 100.4 F will not be permitted into the building.
- 3. Required to wear facial coverings in all common areas, including lobbies, break areas, and restrooms. Facial coverings will be available to those individuals who do not own one meeting the recommended standard.



4. All employees are expected to practice social distancing whenever possible while at the stadium. Masks must be worn in all situations including in private offices if the social distancing standards cannot be met.
5. Encouraged to conduct business via electronic means rather than face-to-face meetings whenever possible. Off-site meetings are prohibited unless approved in advance by the General Manager.
6. Required to clean and disinfect their own workspace and equipment on a daily basis.
7. Expected to clean and disinfect any common surfaces they come in contact with (e.g. light switches, door handles).
8. Instructed to avoid unnecessary physical contact with others.

B. Contract Labor & Third-Party Vendors

1. Only contract laborers and third-party vendors deemed necessary to be on-site and approved by the General Manager will be permitted at the stadium. Personal guests are strictly prohibited.
2. Approved individuals will be:
  - a) Subject to temperature checks upon arrival at the stadium. Anyone with a fever above 100.4 F will not be permitted into the building.
  - b) Asked the following questions and prohibited from entering the stadium if they answer “yes” to any question:
    - (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?
    - (4) Have you had a new loss of taste or smell?
    - (5) Have you experienced vomiting or diarrhea in the last 24 hours?
  - c) *Required to wear a mask in all common areas, including lobbies, break areas, and restrooms. Masks will be available to those individuals who do not own a mask meeting the recommended standard.*
  - d) Expected to practice social distancing whenever possible while at the stadium. Masks must be worn in all situations including in private offices if the social distancing standards cannot be met.
  - e) Required to avoid unnecessary physical contact with others.
3. All vendors, packages and deliveries will be required to go through Gate B.

C. Gameday Employees will be:

1. Instructed to stay home if they have a cough, fever, or other signs/symptoms of COVID-19 or have been in close contact with any individual experiencing symptoms.

2. Required to answer the following health screening questions upon arrival at the stadium for each shift. An employee that answers “yes” to any of the questions will be directed to leave the stadium immediately.
  - a) Have you been in close contact with a confirmed case of COVID-19 in the last 14 days?
  - b) Are you experiencing a cough, shortness of breath or sore throat?
  - c) Have you had a fever in the last 48 hours?
  - d) Have you had a new loss of taste or smell?
  - e) Have you experienced vomiting or diarrhea in the last 24 hours?
3. Subject to a temperature check upon arrival each day. Anyone with a fever above 100.4 F will not be permitted into the building.
4. Always required to wear facial coverings in the facility, including lobbies, break areas, and restrooms. Facial coverings will be available to those individuals who do not own one meeting the recommended standard.
5. Expected to practice social distancing whenever possible while at the stadium. Masks must be worn in all situations.
6. Discouraged from sharing work tools such as ticket scanners and metal detecting wands during a shift. When this is not possible, sanitizers should be used prior to and immediately after each use.
7. Instructed to avoid unnecessary physical contact with others.
8. Discouraged from congregating in large groups or close contact with other employees (e.g. meetings or briefings should be held in a small group setting).
9. Assigned staggered report times when necessary to avoid congregation in common areas such as entrances, elevators, and time clocks.
10. Required to enter the stadium through a single-entry point (Gate A).
11. Prohibited from entering areas of the stadium where game personnel (i.e. players, coaches, umpires) will be present.

D. Media

1. Clear acrylic partitions have been installed throughout the Press Box to create separation between all media members’ workspaces. A maximum of 21 people will be allowed access to these workspaces during each game.
2. Media members will be allowed to work only in their assigned space in the press box and will be prohibited from the playing field at all times.
3. Media members must enter the stadium through the Gate B and will be subject to a health screening consisting of the questions below, temperature check, and security screenings. Media members that answer “yes” to any of the questions or with a temperature above 100.4 F will not be permitted to enter the stadium.

- a) *Have you been in close contact with a confirmed case of COVID-19 in the last 14 days?*
- b) Are you experiencing a cough, shortness of breath, or sore throat?
- c) Have you had a fever in the last 48 hours?
- d) Have you had a new loss of taste or smell?
- e) Have you experienced vomiting or diarrhea in the last 24 hours?

### III. Players & Officials

A. Players, coaching staff, and officials will follow the applicable guidelines provided by Major League Baseball, Minor League Baseball, Florida State League, and Palm Beach County in addition to Roger Dean Chevrolet Stadium-specific guidelines contained herein.

### IV. Additional Roger Dean Chevrolet Stadium Guidelines

#### A. Common Areas & Front Office

1. The stadium, including the front office and team store, will have limited access to the general public during traditional work hours. Hours of operation will vary once games begin for Spring Training.
2. All visitors entering the stadium must be approved by the General Manager and must be scheduled by appointment and for business purposes. Guest names and contact information must be collected and logged. Personal guests are strictly prohibited.
3. Disinfectant and cleaning supplies will be available daily.
4. Hand sanitizer stations will be available in high traffic areas and at all entrances/exits.
5. Signs will be placed at entrances and in restrooms to encourage social distancing and proper hygiene.
6. Areas such as the press box, suite level, seating bowl, and main office will be strictly off-limits to employees other than for necessary work-related purposes.

#### B. Press Box Control Room

1. Acrylic glass will be installed to provide a physical separation between employees that are unable to social distance.
2. Masks will always be required.
3. Occupancy will be limited to the required personnel. No guests permitted.

C. Other High Touch/High Traffic Areas

1. Elevators will be staffed on each floor when the stadium is open to the public (i.e. game days). Staff will limit elevator capacity to four people, all of whom must be part of the same ticketed group. Staff will wipe and disinfect elevator buttons prior to each use.
2. Water fountains will not be operational.
3. Railings in seating sections will be cleaned multiple times throughout the game by ushers or other stadium staff.
4. Doors will be propped open where possible (e.g. restrooms, luxury suites) or cleaned regularly where this is not practicable (e.g. exterior doors).
5. Hand sanitizer stations and disinfecting wipes will be placed in high traffic areas, including lobbies and near elevators and entrances/exits.

D. Communication

1. Frequent communication with ticket holders in the form of email will be used to make guests aware of updated policies and procedures.
2. Updated policies will be posted on [RogerDeanChevroletStadium.com](http://RogerDeanChevroletStadium.com).
3. Multiple public address announcements will be made on each game day to encourage fans to practice good hygiene and social distancing, and to follow all stadium policies and procedures such as always wearing their mask and washing hands on a regular basis.
4. Signage will be placed at entrances and exits to notify fans of updated policies and procedures and to encourage fans not to enter if they are sick.
5. Signage will be placed in all restrooms to encourage good hygiene.
6. Signage will be placed in entry plazas, concourse, concession stands and portables, and restrooms to promote social distancing.
7. Social media messaging will also be used to inform fans of policies and procedures related to attending a game at Roger Dean Chevrolet Stadium.