

ALAMODOME COVID-19 SAFETY PLAN

The Alamodome Covid-19 Safety Plan will allow attendance at a reduced capacity of 17% and with physical distancing measures. It follows all state and local health directives and focuses on risk mitigation strategies that promote the safety of athletes, students, performers, fans and staff. Since the situation remains fluid and continues to evolve, the plan is subject to change based on emerging information as well as local and state health developments.

WE'RE ALL IN THIS TOGETHER. PLEASE DO YOUR PART.

The Five Principles — Do it for yourself. Do it for others. **Do your part.**

- **Wear Your Mask** — Face coverings are required in all public and common spaces.
- **Keep your Distance** — Maintain at least six feet physical distance from others and avoid common areas. Use technology to limit social interaction.
- **Wash Up** — Wash your hands with soap and water regularly.
- **Check Yourself** — Monitor yourself vigilantly to check for common symptoms of COVID-19.
- **Stay Home** — Stay home if you feel sick.

ARRIVAL, ENTRY & EXIT

ARRIVAL & TEMPERATURE CHECKS

Everyone entering the Alamodome, will be subject to a temperature test prior to entry. Anyone displaying a temperature over 99.6°F will be taken to a secondary private area for a secondary temporal temperature screening. Employees or guests confirmed to have a temperature over 99.6°F and exhibit any signs of COVID-19 will not be allowed entry to the property and will be directed toward appropriate medical care and given written refund instructions.

GATE PLAN

In order to encourage physical distancing and minimizing larger crowds in the main entrances in the concourses, we have created a new Gate Plan to disseminate the crowds throughout the various entrances located on the North, South, East and West. Alamodome now operates 12 Gates (entry locations). Gates #1 starting at the North through Gates #12. Guests will be required to enter the Alamodome at the assigned entrance on their ticket.

CONTACTLESS ENTRY

- Signage will be posted outside the Alamodome to help direct ticket holders to the correct Gate entrance.
- Digital tickets will be encouraged and contactless ticket scanners will be in place at all gate locations.
- All guests will be advised to practice physical distancing, including standing at least six feet away from other groups of people not traveling with them while standing in lines, and avoiding the use of using elevators.

CLEAR BAG POLICY

The Alamodome has a Clear Bag Policy. There are four types of bags that will be allowed into the Alamodome.



CLEANING & SANITIZING

Enhanced cleaning and sanitization procedures has been implemented for All events at the Alamodome. The facility uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. The frequency of sanitizing has been increased in all spaces with an emphasis on areas to include:

- A rigorous cleaning and sanitation protocol has been established to ensure the health and safety of employees and customers.
- Protocol is based on the Centers for Disease Control and Prevention (CDC) and Association of Physical Plant Administrators (APPA) established cleaning standards for facilities.
- Sanitation stations (handwashing and handwipe stations are located throughout the inside of the Alamodome and aggressive sanitation practices are be in place for staff.
- The Alamodome will continually clean air handler units.
- The Alamodome also fogs high traffic areas inside.

PARKING (NO TAILGATING)

ALAMODOME PARKING

A new contactless parking management system that can accept any form of payment is in place at all Alamodome parking lots. No tailgating will be permitted in any Alamodome parking lots or property. Under the current guidelines, tailgating will not be permitted at any events held at the Alamodome.

GAME DAY SAFETY AND SECURITY

PHYSICAL DISTANCING

All guests will be advised to practice physical distancing, including standing at least six feet away from other groups of people not traveling with them while standing in lines, and avoiding the use of elevators.

FACE COVERINGS

Face coverings must be worn properly (covering the nose and mouth) by all fans present at the Alamodome except when eating or drinking in their seat. Following State of Texas guidelines, exemptions apply for young children under 10 years of age and persons who are unable to adjust or remove face coverings.

SIGNAGE

Appropriate signage has been prominently displayed outlining proper face covering usage, the temperature reading and screening process and current physical distancing practices in use throughout the Alamodome. Any area where guests queue will be clearly marked for appropriate physical distancing.

SEATING AREAS

Based on the occupancy guidelines established by the Governor and the Mayor, the Alamodome has implemented a reduced seating capacity of 17%. Seating spacing has been predicated on the six-foot physical distancing model throughout the entire seating bowl inside the Alamodome.

- Seats adjacent to the aisle will be closed to create a six-foot distance from the aisle.
- Every other row will be closed.
- Various-sized seating blocks will be available throughout the bowl and four seats will separate each seating block.
- All closed seats will have a Seatshield (sign) on each seat prohibiting anyone from using that seat.
- Ushers will continually monitor all seating areas to ensure the closed seats are not compromised. Anyone tampering with these Seatshields will be ejected from the Alamodome.

ELEVATORS

Elevator occupancy is limited to ADA guests and those truly needing assistance with vertical transportation. Elevator capacity is limited to four (4) persons per elevator including the operator.

BOX OFFICE AND SUITES

ALAMODOME BOX OFFICE (EVENT DAY)

If you have any ticketing issues on game day, please visit the nearest Alamodome Box Office window. The Box Offices are located on the SE, SW and NE, NW corners of the facility (can vary by event).

DIGITAL TICKETING

- Fans will be encouraged to take advantage of mobile ticketing. To expedite entry and ensure the safest possible game day experience, fans should download their tickets prior to arrival and enter through the assigned gate entrance shown on their ticket.

ALAMODOME SUITES

- Capacity in each suite will be based on 50% seating capacity. Additionally, 50% of the suite standing room only area will be closed. All closed seats will have a Seat shield (sign) on each seat prohibiting anyone from using that seat.
- Buffets will have a designated server.
- Guests should refrain from sitting in other reserved seats.
- All guests will be required to wear a face covering while inside of the suites unless eating or drinking.
- The suite door may remain open in order to circulate air. However, signage will be placed outside of each suite indicating, "Authorized personnel and guests only. Please, no visitors."
- All Suites will have hand sanitizers located next to the sinks.
- Club Level will have hand sanitizing wipes placed throughout the concourse.

EVENT DAY OPERATIONS

HOSPITALITY AREAS

All hospitality and catering areas will follow established concessionaire protocols for food and beverage service. Buffets will have a designated server or grab-and-go options. All hospitality areas will operate at no more than 50% capacity. Face coverings will be required for all staff, third-party vendors and guests except while eating or drinking.

CONCESSIONS & MERCHANDISE

CONCESSIONS

The Alamodome has implemented updated protocols for all concessions areas. Patrons now have access to a mobile app for food ordering and cashless operations. Additional safety measures, including plexiglass shields at all concession ordering areas and express pick-up stations will be implemented. Condiments and individually-wrapped utensils will be provided upon request.

CASHLESS OPERATIONS

The Alamodome encourages cashless transactions but will still have the ability to accept cash if the patron has no other payment method.

MOBILE ORDERING:

Patrons can scan a "Tap in 2" - QR Code for food ordering and cashless operations, as well as designated express pick-up windows with no wait times.

MERCHANDISE

Fans will be able to purchase merchandise at designated locations throughout the concourses inside the Alamodome. The queue to purchase merchandise will be clearly marked for appropriate physical distancing.