

GUESTS/PARENTS FAQ

We are all in this together – and together we are stronger!

- Our Facility is proud to be a partner to our community as we all come back stronger than ever. We know there are many in our area hurting and experiencing hardships. We are committed to providing a safe, clean, positive environment to help you and your family come and enjoy the activities that you love the most.

What restrictions will be in place?

- Our Facility will operate at reduced capacities to adhere to recommended social distancing guidelines.
 - Taking necessary precautions to ensure proper distancing and disinfection throughout.
 - We will have capacity increases of areas as conditions change and we can more safely do so as we comply with state mandates.
- No activity will be allowed contradicting federal, state or city orders.
- Managing our spectator capacity to allow those attending to maintain social distance.
- Monitoring the distance between Guests and reminding people to observe that distance to keep everyone safer.
- Vendors can offer services, separated by six feet or more - provided they demonstrate additional disinfection measures.
- We will offer adaptations of gameplay to adhere to social distancing guidelines, including but not limited to: smaller sided play, limitations on number of spectators per player and reservation of space.

What is happening to enhance the safety and cleanliness of the Facility?

- **Team Members**
 - Our team members are temperature tested before starting work.
 - Team members are not allowed to start work if they have any symptoms of illness.
 - We provide training on personal protective equipment based on CDC guidelines.
 - Event Team members will be wearing masks and utilizing gloves.

- We provide sanitizing stations such as a wash basin with soap and/or bottle of hand sanitizer, accessible to our team members.
 - Provide regular updates and training for employees about personal COVID-19.
 - Require all employees to report any illness to supervisor and require notification of COVID-19 positive case in employee's household.
 - Prohibit congregating of 4 or more people in break rooms or common areas and limit capacity of such areas to allow for safe social distancing minimum of 6 feet whenever possible.
 - When preparing food, team members wash their hands more frequently, not less than once every 30 minutes.
 - Concessions workers now wear masks along with their gloves while handling prepared food.
- **Food Service Areas**
 - We have incorporated CDC recommendations, OSHA and local Health Department standards, and industry best practices into a set of operating guidelines for our staff to follow.
 - Limited customers in the food areas to 50% of seating capacity.
 - Tables spaced at least 6 feet apart.
 - Limited tables for no more than 6 guests per table.
 - Marked waiting areas so that social distancing standards are met.
 - Hand sanitizer stations in concessions, lobby, bathrooms, cashier stations and courtside.
 - Sanitize all front-of-house contact surfaces including door handles, screens, phones, pens, keyboards and other areas of hand contact throughout the day.
 - Use of electronic menus.
 - Use of disposable condiments to avoid reuse and handling of containers.
 - Pre-packaged food selections will be served.
 - Sanitize chairs, especially where contact occurs.
 - Kitchens are cleaned with sanitizing solutions daily.
 - Limited self-service options.
- **Additional Cleaning/Safety Standards**
 - ❖ **Sanitization Practices: MBSC will follow CDC, SCDEHEC, National Recreation & Parks Association best practices & guidelines;**
 - Restrooms are cleaned with sanitizing solutions several times a day, whenever our guests are present.
 - Restrooms will be accessible with a reduced capacity.
 - Closing every other urinal in men's bathrooms.
 - High frequency cleaning protocols.

- Staff rotating through to ensure capacity compliance.
- Signage throughout encouraging distancing, hand washing, and other safe practices.
- We will be continuously monitoring and improving our operations for the safety of our athletes, spectators, and team members.
- Communicating with coaches, event owners, participants, vendors, and other visitors to the facility our guidelines and requesting everyone work together to keep us all safer.
- Regular sanitization of any high touch surfaces.
- Availability of hand sanitizer in high traffic areas.

What process can Athletes, Participants, Spectators, and other Guests to the Facility expect for entry?

- Our Facility will have a reduced capacity for occupancy, to allow for appropriate social distancing. In some cases, reservations will be needed, to reduce the need to turn people away due to being at full capacity.
- Facilities reserve the right to institute a symptom questionnaire, temperature screening and/or other approved screening methods as they are developed and become available.
- Signage will be posted at locations throughout the facility asking Guests who can answer yes to any of the following to leave the premises:
 - Have you had any symptoms of illness in the past 24 hours? If unsure, the following follow-up questions:
 - Are you experiencing a cough, shortness of breath, or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you had new loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
 - Have you had any exposures to COVID-19 in the last 14 days?
- Any Guest who has had symptoms or exposure will not be allowed in the facility.
- If symptomatic/exposed Guest is a driver for another Guest, they will be asked to wait in their closed vehicle until their passenger's activities are completed
- Guests will be requested to use hand sanitizer stations upon entry and exit of the building. Sanitizing stations will be provided main entrances.

What's your plan if someone attending has tested positive for COVID-19?

We are communicating to event owners, partner organizations, renters, and those who register online, that anyone who has tested positive with COVID-19 is not allowed at the Facility until they have been released by their doctor and diagnosed as "recovered.

Anyone who is presenting symptoms of illness, or answers any potential screening questions upon entry in a way that gives us concern, will also not be admitted to the facility, as a way of protecting every other guest at the Facility, and preventing exposures and spread.

Will you be testing players from out of state?

- In most states, out of state travel will not occur until a later phase of reopening. At that time, our facilities will work with events to institute standards above and beyond the minimum requirements to ensure participant and guest safety.