

Surprise Stadium Health & Safety Protocols

Surprise Stadium's top priority is the public safety and health of fans, players, staff and the community. The City of Surprise, in conjunction with the Kansas City Royals and Texas Rangers, have worked with state and industry leaders to develop a proactive and consistent COVID-19 Stadium Occupancy Plan in order to create a safe, socially distant environment for all involved.

Acknowledgement of Potential Exposure: The Surprise Stadium has taken enhanced health and safety measures - for you, other patrons, staff and/or players. You must follow all posted instructions while visiting Surprise Stadium. An inherent risk of exposure to Communicable Disease (as defined below) exists in any public place where people are present. Communicable Diseases are extremely contagious and can lead to severe illness and death. According to the Centers for Disease Control and Prevention, senior citizens and guests with underlying medical conditions are especially vulnerable. By attending the premises, holder, on his/her own behalf and on behalf of minor(s) ("Holder"), knowingly and voluntarily assume the risk of exposure to Communicable Disease and possible infection and is deemed to have given a full release of liability to the Released Parties (as defined at <https://www.surprisestadium.com/terms>) to the fullest extent permitted by law.

FAN HEALTH PROMISE: Holder acknowledges and understands that, if infected with COVID-19 or other Communicable Disease (as defined at the conclusion of this paragraph), Holder and/or any Accompanying Parties (as defined as the conclusion of this paragraph) may infect others that they may subsequently come in contact with, even if they are not experiencing or displaying any symptoms of illness, and that the risk of exposure to others remains at all times. Accordingly, Holder agrees that neither Holder nor any Accompanying Party will attend the Event if within fourteen (14) days preceding the Event, they have:

1. tested positive or presumptively positive for COVID-19 or other Communicable Disease or been identified as a potential carrier of COVID-19 or other Communicable Disease; OR
2. experienced any symptoms commonly associated with COVID-19 or other Communicable Disease; OR
3. been in direct contact with or the immediate vicinity of any person who is confirmed or suspected of being infected with COVID-19 or other Communicable Disease.

A "Communicable Disease" as used herein is COVID-19, any strains, variants, or mutations thereof, the coronavirus that causes COVID-19, and/or any other communicable and/or infectious diseases, viruses, bacteria or illnesses or the causes thereof. An "Accompanying Party" as used herein is any accompanying party for whom Holder retains a ticket to attend the Event with Holder (each of whom Holder represents have authorized Holder to act on their behalf in accepting these terms).

Surprise Stadium Game Day Guide – 2021 Season

In response to the COVID-19 pandemic, our commitment remains to prioritize the safety of our fans, staff and players. Below you will find some of the notable steps being taken to support that effort. Under the guidelines of the State of Arizona, City of Surprise and Major League Baseball, plans have been finalized for a reduced capacity including important health and safety protocols for fans who will attend games at Surprise Stadium.

Fans should stay home if:

They are sick or are showing COVID-19 symptoms, such as fever or chills, cough, shortness of breath or difficulty breathing, sore throat, congestion, nausea, vomiting, diarrhea, or have a high temperature

Have been, or believe to have been in close contact with anyone confirmed to have tested positive for COVID-19 or is displaying COVID-like symptoms

If you feel ill once inside the stadium, go directly to First Aid.

For more information, [please click here to see the CDC guidelines](#)

Capacity Reduction

Stadium capacity will be reduced to 25% to meet local, MLB, and CDC guidelines to help limit the spread of COVID-19.

Tickets & Entry

The Surprise Stadium is striving towards providing the safest Spring Training experience possible, so we have implemented a touchless ticketing process for the 2021 season. Tickets printed from home or digital tickets from an attendee's mobile phone will be scanned at entry. Tickets are distributed in groups of two, four and six called "pods" this season.

Pods are designed to give fans control over social distancing while seated in the seating bowl. There is no social distancing among fans seated together in a pod, but every fan will have at least six feet of social distance from every fan in every other pod. We recommend that pods consist of immediate family members with whom you have been sheltering or others with whom you are comfortable not maintaining a social distance.

During the 2021 season, box office transactions will be cashless. Accepted forms of payment at the box office include: Visa, MasterCard, American Express, Discover.

All ticket holders (upon purchase) must agree to maintaining pod integrity as part of the ticket terms and conditions.

Face Coverings

Surprise Stadium is requiring that all guests age two and up must wear a face covering at all times (other than while actively eating or drinking, which is only permitted in your seats). It is strongly recommended that fans arrive at the stadium wearing face coverings, and wear them walking to and from parking lots or public transit. All Surprise Stadium Staff & Surprise Sundancer Volunteers are required to wear face coverings.

Please assure that your face coverings (whether disposable or reusable) follow CDC Guidelines listed here [CDC guidelines for proper face coverings](#).

Cleanliness

Surprise Stadium has increased the frequency and scope of cleaning and sanitizing between events as well as between guests at events. Hand sanitizing stations for public and staff use have been added to high-traffic areas. Surprise Stadium has implemented the use of industrial-grade, mobile sanitization units that will be used to disinfect surfaces throughout the stadium prior to, during and after events. Hand sanitizer will be made available at various points throughout the stadium.

Cashless Payment

All tickets, concessions, and retail points of sale will be going cashless.

Concessions and Retail Locations

When possible, food will be served in covered, individual containers. Condiments and similar items will be distributed in pre-packaged servings. No outside food and beverage items are permitted.

All concessions and retail locations will have social distant line queuing and plexi barriers at each payment location to ensure social distancing.

Surprise Stadium Bag Policy

Surprise Stadium has instituted a No Bags Policy, with the limited exception of medical bags and manufactured diaper bags for fans accompanying young children, as well as a personal clutch (no strap). Guests who arrive at the venue with these items will be asked to return them to their car.

Staff Protocols and Procedures

All staff members will be directed to wear masks throughout their shift.

Staff members will be directed to routinely wash their hands with soap and water as the preferred hygiene method, but when unavailable will use hand sanitizer.

Staff members will be directed to socially distance at all times when it is practical in connection with the conduct of their duties

Surprise Sundancers Volunteer Wheelchair Guest Services will be available with physical modification to the wheelchair to create physical barrier between volunteer and guest.

Social Distancing

Fans are required to follow all physical distancing markers displayed throughout Surprise Stadium. These markers will help everyone line up for security screenings, restrooms and concessions. Please be respectful of others and their space.

Stadium Policies

Smoking and vaping are not permitted in any areas inside Surprise Stadium. A smoking area outside the ballpark will be designated.

Additional stadium information and policies can be found [here on our website](#).

Thank you for your cooperation, patience and understanding during this unprecedented time. We appreciate your loyalty and support!