

## 2020-21 Basketball Game Day COVID-19 Fan Protocols

- **Fans are asked to follow CDC guidelines and UTEP protocols:**
  - ***Stay home when you are sick.***
  - Avoid close contact with people who are sick.
  - Wear a face covering
  - Avoid touching your eyes, nose, and mouth.
  - Cover your cough or sneeze with a tissue, then throw the tissue in the trash immediately after use.
  - Wash your hands often with soap and water for at least 20 seconds, especially after going to the restroom; before eating; and after blowing your nose, coughing, or sneezing. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty
- **Arriving on Campus/Parking**
  - All parking passes will be digital.
  - All parking lots will open 2 hours prior to tipoff.
  - More information on parking can be found at [UTEPMiners.com/tickets](https://UTEPMiners.com/tickets)
  - Faces coverings/masks are required.
- **Arena Entry and Exiting**
  - Gates will open 30 minutes earlier than usual – 90 minutes prior to tipoff compared to one hour – to assist with fan entry and social distancing.
  - Fans are highly encouraged to enter and exit the arena through the entrance/exit closest to their parking spot or the entrance/exit closest to their seats.
  - Upon arriving at an arena entrance, fans will be social distanced and must have a mask on in order to enter. Fans without a mask will not be allowed to enter.
  - Fans will have their temperature taken prior to entering the arena. Fans with a temperature of 100 degrees or higher will not be allowed to enter. Fans will have the opportunity to have their temperature taken twice to confirm a temperature reading.
  - A clear bag policy is in place and will be enforced. Visit [UTEPMiners.com/clearbagpolicy](https://UTEPMiners.com/clearbagpolicy) for more information.
  - Fans are encouraged to have their digital ticket already downloaded to their phone and opened on their screen to expedite screening and entry. Digital ticket download process:
    - Step 1 → Go to [UTEPMiners.com/tickets](https://UTEPMiners.com/tickets) and select “My Account”
    - Step 2 → Log in using your credentials
    - Step 3 → Select the event you would like to manage
    - Step 4 → “Add” tickets to your phone on Apple Wallet or “Save” tickets to your phone on Google Pay
  - Once inside the arena, fans must leave their face covering/mask on.
- **Arena Attendance**
  - Fans are required to wear a mask while in the arena. Individuals who refuse to wear a mask while inside the facility will be asked to leave.
  - If a fan is unable to wear a mask/face covering due to a disability, a face shield must be worn.
  - Fans are asked to try and remain socially distanced at all times while traversing the arena.
  - Fans must follow and abide by arena signage and directions provided by arena personnel and security staff.
  - All fans will have assigned seats. There will be no general admission seating.
  - All aisle seats are not being sold to provide additional distancing between fans, especially for fan movement/flow purposes.
  - Fans’ seats are socially distanced and fans must remain in their assigned seats during the entirety of the game (outside of utilizing restrooms, purchasing concessions, etc.).

- Arena security and ushers will monitor the stands and other fan areas to ensure fans remain in the seats they purchased and abide by all arena rules and regulations.
  - Restrooms will have capacity limits and will be monitored by arena personnel. Fans should plan accordingly if they need to use these facilities.
  - Restroom interiors will be adjusted to provide as much social distancing as possible (e.g. certain sinks and toilets will not be in operation).
  - Restroom signage will be installed detailing COVID-19 recommendations (i.e. hand washing procedures) and fans are asked to practice these.
  - Sanitization stations will be erected throughout the arena. Fans should utilize these liberally.
  - All concession workers will receive safety training, especially education focused on COVID-19 parameters.
  - The number of concessions stands and points of sale will be reduced compared to a normal year to help accommodate social distancing on the concourse.
  - The concessions menu will be modified to provide more products that are pre-prepped and sealed.
  - Clear Plexiglas dividers will be installed at each concession stand.
  - Fans are encouraged to plan ahead and pay for concessions and make other game day purchases with debit/credit cards instead of with cash as cash sales will be discouraged.
  - Signage and stanchions will be erected outside concession stands to promote social distancing.
  - Concessions items will come with individual utensils, napkins and condiments. Satellite condiment stations will not be in use.
  - Water fountains will not be available this year. Fans are allowed to bring one, sealed water bottle into the arena.
  - Traditional concourse displays and setups will be reduced or removed to accommodate social distancing.
  - All arena staff and game day personnel will be required to fill out and complete an online COVID-19 screening form prior to arriving to campus for games.
  - All arena staff and game personnel will be required to wear face coverings at all times.
  - In addition to wearing a mask, concessions and game day vendors will be required to wear gloves.
  - Frequency of cleaning by custodial staff will be increased, especially in high traffic public areas and items that incur shared use (countertops, railings, doorknobs/door handles, etc.)
  - COVID-19 fan protocols will be messaged and reiterated via the video board and public address system.
- **Other Game Day Protocols**
    - Game tickets will only be sold through the following channels prior to game day:
      - **Call** (915) 747-UTEP
      - **Visit** [UTEPMiners.com/tickets](http://UTEPMiners.com/tickets)
      - **Email** [tickets@utep.edu](mailto:tickets@utep.edu)
      - ***No in-person sales prior to game day***
    - On game day, the East and North Haskins Center ticket windows will be open for sales and Will Call purposes.
    - ***\*NOTE – UTEP men's basketball is SOLD OUT for the season. There will be no single game ticket sales.\****