

2020 FOOTBALL 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.

PREGAME

- Tailgating is prohibited.
- All parking passes will be digital – season passes and single game passes.
- All parking lots will open 3 hours prior to kickoff.
- The traditional fan, spirit squad and marching band welcoming of the team to the stadium (Miner Walk) will not take place.
- Public, shared youth activities (i.e. inflatables) will not be in operation.
- Faces coverings/masks are required.

STADIUM ENTRY

- Gates will open 30 minutes earlier than usual – 2 hours prior to kickoff compared to 90 minutes – to assist with fan entry and social distancing.
- Fans are highly encouraged to enter the stadium through the gate closest to their parking spot or the gate closest to their seats.
- Upon arriving at a stadium gate, 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.
- A clear bag policy is in place and will be enforced. Visit 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 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 stadium, fans must leave their face covering/mask on.

STADIUM ATTENDANCE

- Fans are required to wear a mask while in the stadium.
- Fans are asked to try and remain socially distanced at all times while traversing the stadium.
- Fans must follow and abide by stadium signage and directions provided by stadium 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.).

- Stadium security and ushers will monitor the stands and other fan areas to ensure fans remain in the seats they purchased and abide by all stadium rules and regulations.
- Restrooms will have capacity limits and will be monitored by stadium 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 stadium. Fans should utilize these liberally.
- All concession workers will receive safety training, especially education focused on new COVID-19 parameters.
- The number of concessions stands and points of sale will be reduced compared to previous years 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.
- Concessions points of sale and service locations in hospitality areas will have signage and stanchions or markings to promote social distancing.
- 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 stadium.
- Traditional concourse displays and setups have been reduced or removed to accommodate social distancing.
- The Bookstore location on the East side of the stadium will have reduced occupancy that will be monitored.
- All stadium 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 game day.
- All stadium staff and game day personnel will be required to wear face coverings at all times.
- In addition to wearing a face covering, 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, elevator buttons, etc.).
- COVID-19 fan protocols will be messaged and reiterated via the video board and public address system.

STADIUM EXITING

- At the conclusion of the game, fans will be instructed to depart in a “deplaning” fashion with those fans closest to the exits leaving first followed by the next closet fans, all the while recognizing and respecting social distancing.

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
 - Email tickets@utep.edu
 - No in-person sales prior to game day
- On game day, the North and South Sun Bowl Box Offices will open 3 hours prior to kickoff to provide in-person sales (if tickets remain).
- The UTEP Marching Band will not perform on the field at any time.
- The UTEP Spirit Squad will be on the field but socially distanced.

