

**PACERS** SPORTS &  
ENTERTAINMENT

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**HEALTH & SAFETY GUIDELINES**

# OUR CORE COMMITMENTS

- ✓ **Cleanliness and Safety Above All**
- ✓ **A Lower-Contact Experience**
- ✓ **Communication Every Step of the Way**

# TIP OFF TIPS



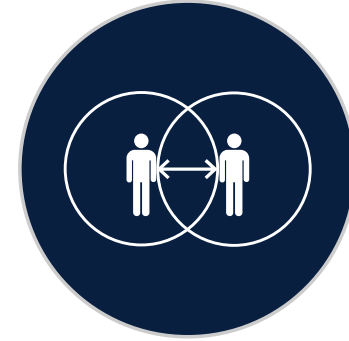
Masks required at all times



Hand sanitizing stations



Bankers Life Fieldhouse is a cashless facility



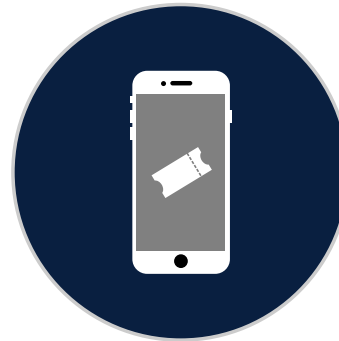
Maintain physical distancing of 6 feet



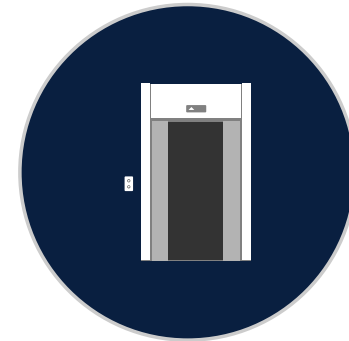
If you're sick, stay home



Physically-distanced seating in the bowl



All tickets are digital

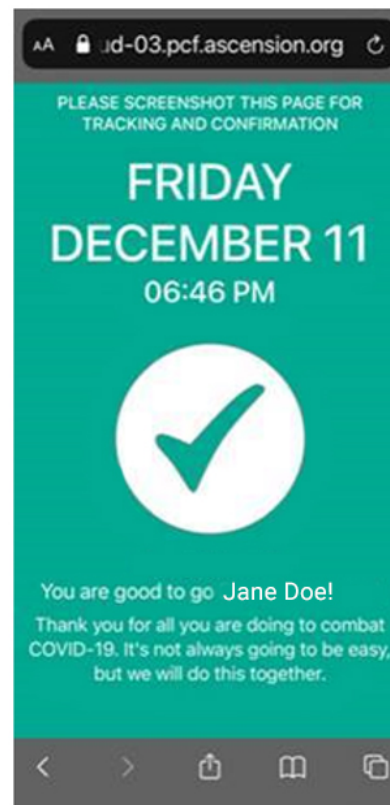


Elevators limited to 5 people, including operator

# THE FAN EXPERIENCE

# SCREEN & GO

## Ascension-St. Vincent “Screen & Go” Health Screening Tool



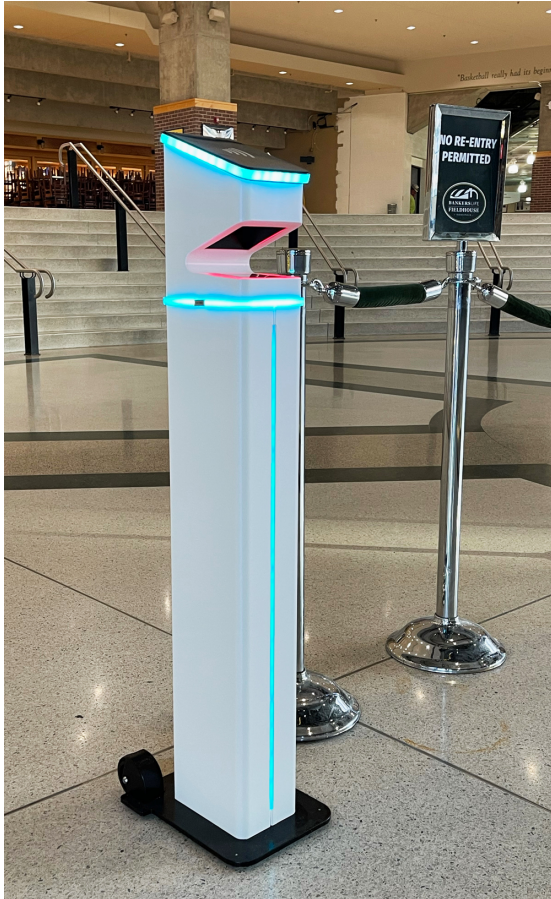
- To ensure the screening process is quick and seamless, fans, staff, and media must complete the Ascension St. Vincent “Screen & Go” online health screening prior to arrival and show confirmation before entering the Fieldhouse. Those without smart phones must complete the same screening verbally prior to being allowed to enter.
- Adults accompanying young children without smart phones will be asked to answer screening questions on the children’s behalf.
- Screening will be sent to ticket holders prior to the game. Ticket holders must ensure any member of their party who has a smart phone has received the online screening tool prior to arrival. Additionally, signage with the QR code will be displayed outside Fieldhouse entrances for quick access.

# SECURITY & SCREENING



- Lower-contact security screening designed to minimize queue times as much as possible, including x-raying of bags and “express” lines for guests without bags.
- You must stay physically distanced at 6 feet apart while in lines.
- Guests are allowed a small clutch bag, not exceeding 10” x 10” x 2”.
- Magnetometers and other equipment disinfected regularly to ensure guest safety.

# DIGITAL TICKETS & CASHLESS



- All tickets are now digital.
- Ticket scanning kiosks now make ticket scanning easy, low-contact and quick.
- Digital tickets can be stored and shared on the Pacers App for games, or on the Ticketmaster app for shows, concerts and other events.



- Bankers Life Fieldhouse is now a completely cashless experience.
- Cash-to-Card machines are available throughout the Fieldhouse so guests can easily change their cash into cards that can be used just like a debit card.
- Guests can use applications on their mobile devices, as well.

# FOOD & BEVERAGE



- You may only eat or drink at your seats, and no food or beverage consumption will be allowed in the concourses, bars, or other areas.
- Physical distancing in lines will be enforced and signage will provide reminders to guests.
- All staff will wear appropriate PPE and will be separated by plexiglass dividers.
- All food is individually packaged and no refills on drinks or popcorn are available.





# TEAM STORE & BOX OFFICE



- All transactions at the Team Store and Box Office are cashless.
- In addition to in-store purchases at the Team Store, guests can make online purchases for curbside pick-up.
- Staff in both the Team Store and Box Office wear appropriate PPE and are separated from guests by plexiglass dividers.
- Floor markings and clear signage help guests stay physically-distanced in lines and while shopping. 35 guests maximum at a time.

# **A SAFETY-FIRST FACILITY**

# CLEANING & DISINFECTION: THE CLEAN TEAM



Cleaning and disinfecting on an increased schedule, with particular focus on higher-touch, higher-traffic areas.



The CLEAN Team is staff dedicated to continuously cleaning throughout the Fieldhouse.

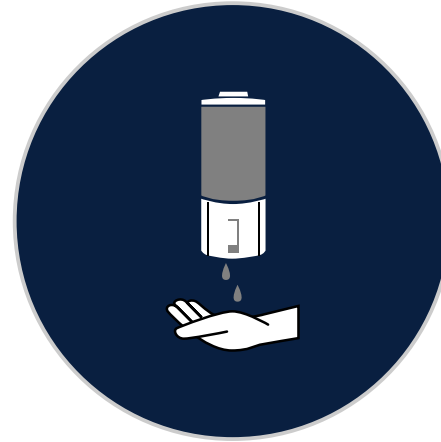


More than 300 sanitizer dispensers placed throughout the Fieldhouse.

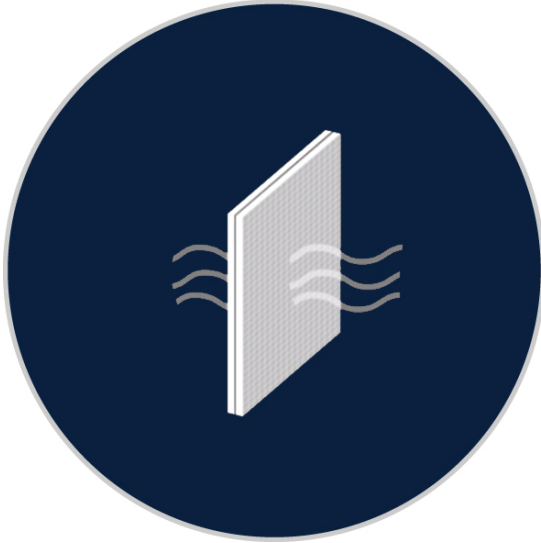
*All products used have been approved by the EPA as List N Disinfectants for Coronavirus.*

# RESTROOMS

- Motion-activated faucets, soap dispensers and other fixtures installed in all bathrooms.
- Where possible, restrooms have designated entrances and exits to ensure guests can maintain physical distancing.
- Restrooms cleaned on an enhanced schedule by the CLEAN Team.



# HVAC & AIR FILTRATION



The Bankers Life Fieldhouse HVAC system is currently being enhanced with UV-C technology, which along with enhanced ventilation improves safe air flow.



Bankers Life Fieldhouse has upgraded to MERV-13 air filters, which more effectively captures and filters airborne viruses, in accordance with CDC recommendations.

# STAFF POLICIES & TRAINING

- All staff complete a health screening prior to arriving to the Fieldhouse and all are required to wear face masks and appropriate PPE.
- Physical distancing required in all staff break areas and locker rooms.
- Prior to the first Bankers Life Fieldhouse event, all staff have received COVID-19 training on health precaution policies and procedures, work modifications, PPE use, and more.

Thank you. We look forward to seeing you  
back at Bankers Life Fieldhouse!

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