

A CLIENT'S GUIDE

# ARENA PROCEDURES





# GUIDELINES & PROCEDURES FOR EVENTS



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# INTRODUCTION

This guide is a blueprint of best practices, recommendations, and resources intended to safeguard the health and safety of Infinite Energy Center's team members, clients, guests, tenants, talent, and partners. Our team members have implemented new policies and procedures to ensure every event is safe and successful, including but not limited to increasing venue cleaning and sanitizing, social distancing guidance, and continuing training. This plan is designed to provide a detailed framework of operational procedures intended to help mitigate any potential exposure to COVID-19 and to educate and communicate with the public.

Infinite Energy Center is committed to restoring the live entertainment industry as the cornerstone of economic development it has historically been. By incorporating event expertise, resources, and support in essential areas of venue operation, Infinite Energy Center can continue with the 'new normal' of the event experience.

WHILE EXPOSURE TO COVID-19 IS AN INHERENT RISK IN ANY GATHERING, THIS PLAN INTENDS TO CREATE THE BEST METHOD OF OPERATION NECESSARY TO ALLOW A GREAT EXPERIENCE TO ALL WHO ENTER OUR DOORS.



# MESSAGE TO CLIENTS

The Infinite Energy Center team is eager to open our doors and get back to what we do best, hosting events.

We know that our clients, like yourself, are also very excited about getting back on track.

The following outline will help identify new procedures, mandates, and requirements that are necessary to provide a safe and compliant public space for all the things we do.

As we begin the efforts to reassemble and gather, we want to offer our clients the opportunity to go beyond “business as usual.”

Our focus is a commitment to the health and safety of clients, guests, team members, and community.

As protocols change, we can assure you our efforts will coincide with the CDC recommendations and state mandates from the Governor's office. Infinite Energy Center will continue to monitor the situation and update our guidelines appropriately.



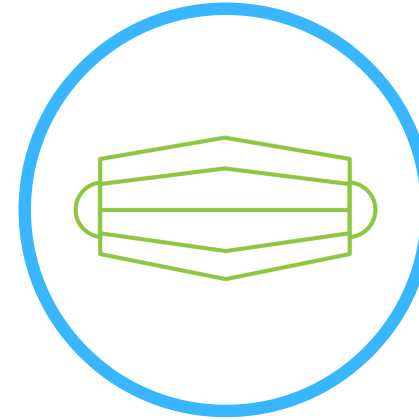


# TEAM MEMBER PROCEDURES



## SCREENINGS

All team members and contracted vendors have daily temperature screenings and are asked a list of questions related to flu-like symptoms.



## MASK/FACE COVERINGS

All team members and vendors are required to wear masks/face coverings when outside their personal office space.



## DISINFECTING/SANITIZING

Workspaces, including high-touch surfaces, are wiped with disinfectant regularly. Sanitizing dispensers, wipes, and reminders are posted based on recommendations.



## TRAINING

All team members are required to take part in training focused on enforcing best practices and new procedures regarding COVID-19 safety measures for the facility.



A group of five business professionals (three men and two women) are gathered around a table, looking at and pointing to documents. The image is overlaid with a semi-transparent blue filter.

## **GENERAL HEALTH AND SAFETY**

We are committed to keeping our team members, clients, and guests healthy and safe through messaging and encouragement of practicing general health recommendations.



# GUEST EDUCATION

## SOCIAL DISTANCING

Practice the recommended 6-foot distancing from others.

## MASKS

Encourage all guests to wear a mask that covers your mouth and nose.

## HANDWASHING

Promote washing hands and using hand sanitizer often and regularly.

## WELLNESS

Suggest guests who are feeling ill not to enter the venue.

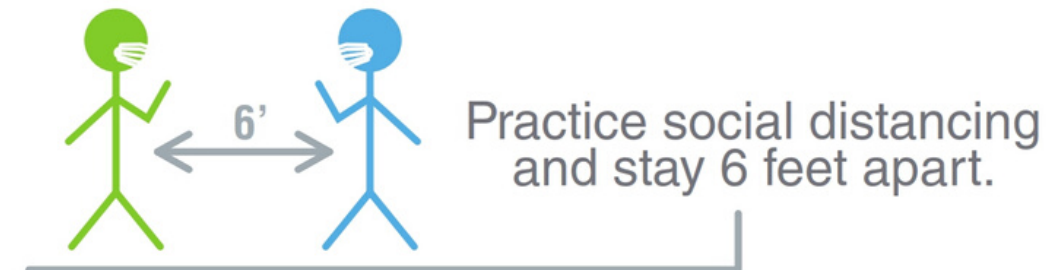




# COMMUNICATION

- Advance and onsite communications of the health and safety measures adopted by Infinite Energy Center are critical and are communicated to team members, clients, guests, and vendors.
- Emphasizing the importance of new protocols is shared through the website, social media, email, and direct channels.
- Throughout the venue, visual reminders are posted regarding the necessary prevention measures, specifically physical distancing, mask-wearing, hand hygiene practices, and general wellness.
- A designated room is used specifically for anyone feeling ill or showing symptoms to isolate the person and provide them further assistance.

## Please Help Us to Keep Everyone Safe



Wear a face mask to cover nose and mouth.



Wash hands often and regularly.

Avoid entering the venue if feeling unwell.



Infinite Energy Center has taken enhanced health and safety measures to create a reasonable, safe environment for all guests and employees. However, by entering the venue, you are voluntarily accepting all risks related to potential exposure to COVID-19.



# ENHANCED MEASURES

## Disinfecting

Conducting enhanced cleaning procedures by assigned team members to disinfect high-traffic, high-touch areas such as restrooms, handrails, elevators/escalators, and common areas throughout the day.

Frequent disinfection of surfaces is completed with an EPA-approved product.

## Sanitizing

Additional sanitation stations are available throughout the venue. These are located in all public restrooms, near high-touch surfaces, and at the primary ingress and egress entry points.

All sanitation will follow CDC guidelines OSHA regulations that directly impact public assembly facilities.

Activity logs are utilized to ensure frequent cleaning.

## Tools & Technology

Installation of a more efficient air quality control systems to qualify the air is at a higher standard via recirculation and filtration.

Use of plexiglass barriers to ensure appropriate spacing between team members and guests.

Investing in new technologies and tools for infection control used in locations of mass gatherings including Ryobi fogger and electrostatic disinfectant sprayer.

## Crowd Management

Specific team members are assigned to direct and assist with crowd management and monitor needs. One-way only aisles are implemented for practicing proper social distancing and providing efficient crowd movement.

Types of events will dictate staff personnel, schedules, and areas of concentration.





# TICKETING GUIDELINES

Ticketing operations will adapt a purchasing process that will allow for a contactless experience for guests and promoters.



# TICKETING OPERATIONS

- Ensure capacity guidelines meet the state mandates related to live performances and social distancing requirements.
- Utilize mobile ticketing for all events.
- Implement mobile payment options at the ticket office.
- Limit the number of touchpoints in the life of the ticket by modifying the will-call, day-of-show, guest passes, and VIP ticketing procedures.
- Queuing lines will be established to create the best flow of guests accessing the ticket windows.







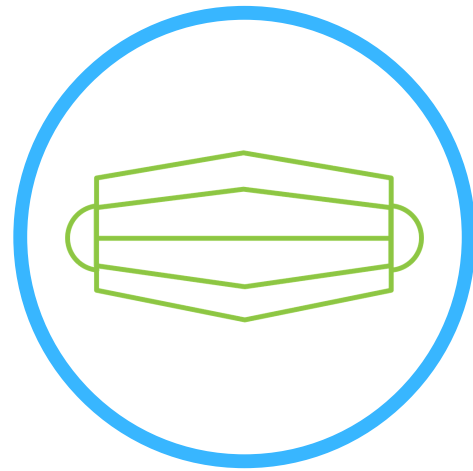
# PARKING AND INGRESS

Guests are directed to the best entry and exit points to access the parking areas and the facility based on the newest protocols.



# PARKING

New parking protocols include, but are not limited to the following:



## PERSONAL PROTECTIVE EQUIPMENT

Recommended PPE including masks and gloves are utilized by team members



## DROP-OFF LOCATIONS

Limited drop-off locations will be available for arriving and departing guests



## CASHLESS PAYMENT

All payment transactions will be cashless. Pre-paid parking will be encouraged if applicable



## CLEANING

Frequent cleaning of high-touch surfaces including elevator buttons, stair handrails, and payment kiosk.



## SANITIZERS

Hand sanitizers are installed in the parking deck elevator lobbies for guests' usage

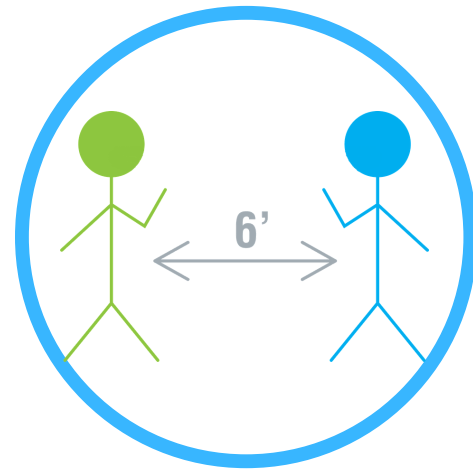
# INGRESS

New ingress protocols include, but are not limited to the following:



## MESSAGING

Signage throughout the parking decks, common areas, entrances, and exits will be visible to allow ease of movement and proper distancing. An audio loop in the plaza area will be utilized to encourage safety measures.



## QUEUING

Queuing lines may be used at entrances, parking decks, and outdoor areas. Search action queuing lanes will be spaced 6-feet apart.



## ENTRY DOORS

All entry doors will remain open during ingress to allow for touchless access into the venue and the seating area. Selected entrances will be used to create more space for staff and guests based on expected crowds.



## STAFFING

Based on event needs, additional staffing may be required to help with ingress and egress. Line managers at entry points will enforce social distancing entry procedures.



## BAG POLICY

A clear bag policy will be implemented to reduce the spread of germs throughout the screening process. Larger bags, except for those for infants or medical purposes, will be prohibited.





## FOOD & BEVERAGE SERVICES

Our partner, Proof of the Pudding, will continue to be a leader in safe sanitation practices. All team members are continuously being trained in safe food and beverage handling.



# CONCESSION SERVICES

## NEW PROCEDURES

- All servers and culinary staff will wear disposable gloves and mask
- All orders are served to guest(s) covered
- Installation of sneeze guards/barrier at all points of sale
- A handwashing station is mandatory at all portable food and beverage stations that don't have a proper handwashing sink within 25 feet
- All straws are individually wrapped
- Single-use stir sticks, coffee creamers, honey sticks, and pre-positioned disposable coffee cups and lids are recommended to avoid additional contact by guests
- Individually wrapped cutlery and condiments will be available for guests.
- Snack items are single-serve units where/when appropriate
- Popcorn and fountain beverage refills are honored with paper cup and/or bag

## GUEST CHANGES

- Encourage cashless transactions only
- Guest utensils and napkins will be handed out at the point of sale by a food and beverage team member
- 6-foot distance marks on all queuing lines





# BAR & BEVERAGE EXPERIENCE

## NEW PROCEDURES

- All bartenders will wear disposable gloves and mask
- Ice handling (all ice to remain in original plastic packaging and placed in ice holding vessel)
- Single use glass or disposable only (no refilling used/previously handled glasses)
- Straws will be individually wrapped and handled only by the bartender prior to handing to guests
- Cocktail napkins will no longer be placed on top of bar and will be handed to guests as requested or wrapped around the base of the glass
- All bar fruit needs to be pre-skewered and removed from guest contact area(s)
- We will no longer offer self-serve non-alcoholic beverage stations and recommend that all beverage and coffee stations are attended by at least one gloved and masked staff member to avoid additional contact by guests
- A portable handwashing station is mandatory at all bars which don't have a proper handwashing sink within 25 feet
- Single use stir sticks, coffee creamers, honey sticks, and pre-positioned disposable coffee cups and lids are recommended to avoid additional contact by guests

## GUEST CHANGES

- Guests will not handle any service utensils such as tongs or spoons
- 6-foot distance marks on all queuing lines





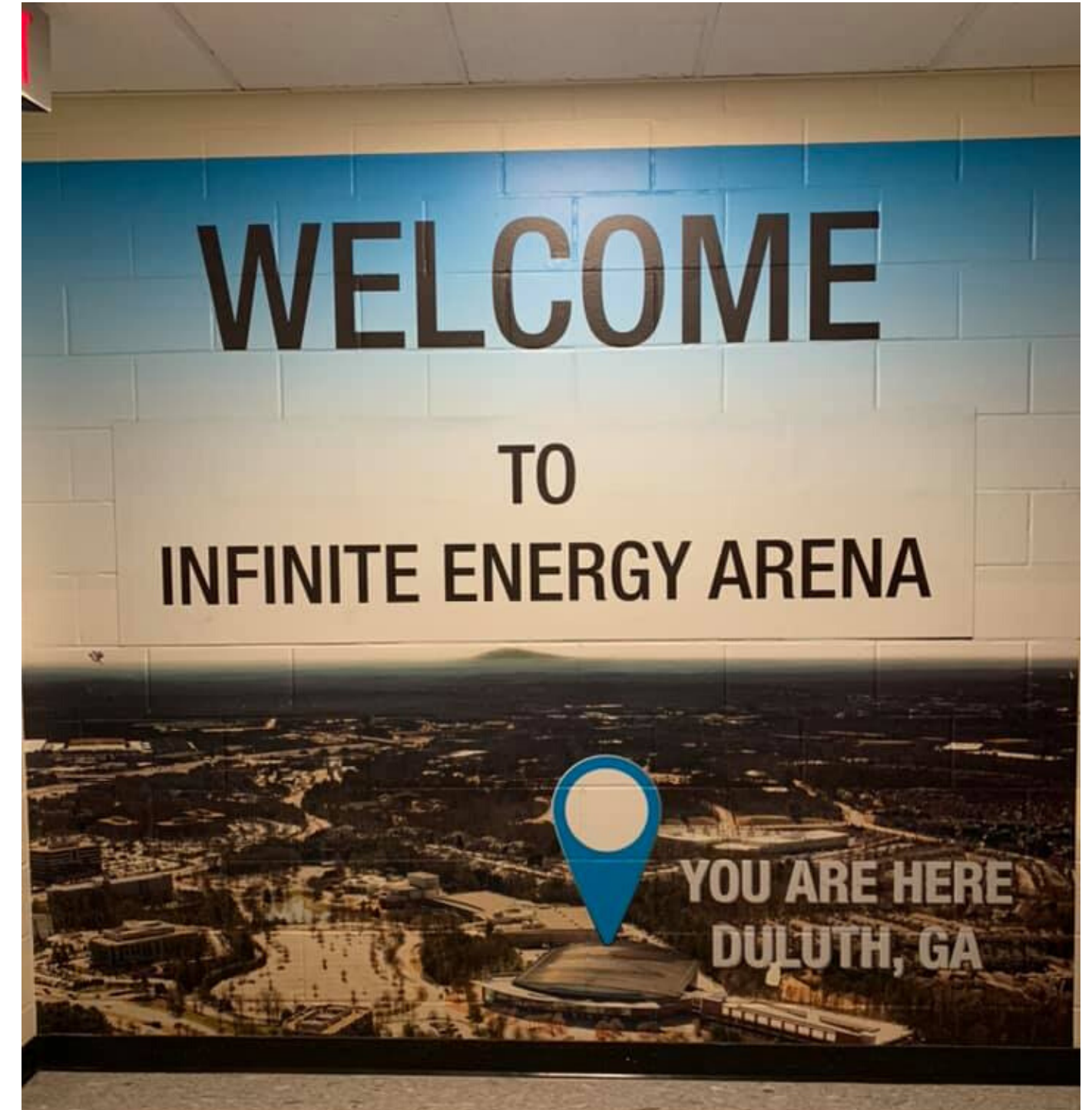
# BACK OF HOUSE RECOMMENDATIONS

Event organizers and promoters of large gatherings should recognize the potential risk from COVID-19. Prevention and control measures must be implemented for all parties involved. Infinite Energy Center's event team will work directly with the client to establish a back of house environment that mitigates the risk of exposure to COVID-19, while allowing for the execution of live entertainment and backstage operations.



# RECOMMENDATIONS

- Consider the implementation of enhanced screening and arrival/entry procedures at back-of-house entrances, to include but not limited to security screening, credential processes, temperature checks, and visual health screenings, for any and all backstage guests.
- Consider the use of PPE in the form of masks and gloves for all employees, crews, and tour personnel when possible.
- Increase cleaning and sanitizing for all back-of-house spaces including locker rooms, dressing rooms, loading docks, security entrances and offices, catering room, and common production equipment.
- Identify the division of responsibility related to sanitizing and cleaning shared, rented, or facility equipment between touring personnel, stagehand labor, and facility staff.
- Limit back-of-house access to essential personnel only in order to minimize traffic and the potential for contamination in these spaces.



WE LOOK FORWARD TO WORKING WITH  
YOU IN CREATING A SAFE AND  
SUCCESSFUL EVENT.



WHERE THE POSSIBILITIES ARE *infinite*



# CONTACT US

## FOR INQUIRIES

### MAILING ADDRESS

6400 Sugarloaf Parkway  
Duluth, GA 30097

### WEB ADDRESS

[www.InfiniteEnergyCenter.com](http://www.InfiniteEnergyCenter.com)

### PHONE NUMBER

(770) 813-7500



Additional social distancing and event related requirements may apply based on the nature of the event and specific activities occurring during the event. Should there be a revision to any state, federal, or local directives, Infinite Energy Center will notify the client and will discuss a plan of action to incorporate the necessary changes. Additionally, Infinite Energy Center will keep in regular contact with both medical and national agencies to advise, should there be any type of fluctuation or increase in community or regional infections.