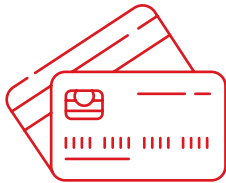




Covid 19 Safety Enhancements

The Santander Arena and Santander Performing Arts Center has undergone numerous enhancements to the venue to ensure patron safety.



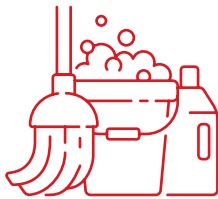
Touch-less points of sale,
credit cards only



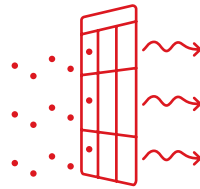
Touch-less flushing
in all restrooms



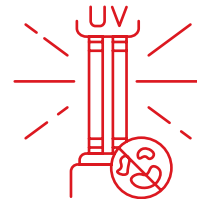
Hand sanitizing
stations



Disinfecting procedures



Increased filtration
on our air handlers



UV lighting
in air handlers

Mask policies may vary per event and are subject to change per local, state and federal guidance. Please check the specific event webpage for any changes to this policy for your upcoming event.

New Venue Policies

Smoking Policy

Exterior smoking areas are discontinued. Guests are not permitted to leave the building and re-enter in order to smoke. Electronic “e-cigarettes” are prohibited.

Bag Policy

One clear bag only. A small clutch may also be carried in addition to one clear bag. All other bags, backpacks, and totes are strictly prohibited. See next page for size limitations.

**An exception will be made for medical items. See next page for details.*

Security Policy

To present a safe event for everyone, jackets may be searched upon entry. All guests are subject to walk-through metal detector search.

In Case of Illness

If a guest is experiencing any of the following, we ask that you stay home:

- A guest who has COVID-19 symptoms.
- A guest who has a COVID-19 test result pending.
- A guest who is under a healthcare provider’s care for a positive COVID-19 test.
- A guest who has been exposed to COVID-19 (unless fully vaccinated).

COVID 19 SAFETY ENHANCEMENTS DETAILS

The Santander Arena and Santander Performing Arts Center has undergone numerous enhancements to the venue to ensure patron safety including:

- All points of sale within both venues are now touchless for your safety and only accept credit cards (Visa, Mastercard, Discover and American Express)
- Touch-less flushing in all restrooms
- Hand sanitizing stations placed at all entries and throughout the venue.
- Partnership with Jani-King to handle our cleaning and disinfecting procedures following every event
- Increased filtration on our air handlers
- UV lighting in air handlers to neutralize 99.7% of airborne particles
- Activation of the ASM Global VenueShield program providing the highest levels of safety, security and consumer confidence, in alignment with approvals from local government officials and health care experts.

Face masks will be encouraged of guests but they are no longer required unless asked for by a tour.

Mask policies may vary per event and are subject to change per local, state and federal guidance. Please check the specific event webpage for any changes to this policy for your upcoming event.

We have taken enhanced health and safety measures—for you, our other guests, and ASM Global Team Members.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is a contagious disease that can lead to severe illness and death. By visiting, you voluntarily assume all risks related to exposure to COVID-19.

“Our primary objective as the management company of these two downtown venues is to protect our guests and employees and we have identified these areas as an opportunity to enhance security and overall guest safety. While we understand that this is an inconvenience for some, we are confident that all of our fans can agree that safety comes first,” states David Farrar, General Manager

Security Updates

Due to new security enhancements at the arena, Santander Arena and Santander Performing Arts Center will be discontinuing the use of the exterior smoking areas and guests will no longer be permitted to leave the building and re-enter in order to smoke.

This new policy will go into effect for every single event at the two venues beginning August 13, 2021.

The new rule will be strictly enforced at all events and also prohibits the use of electronic “e-cigarettes” anywhere inside the facility.

With this new policy, the Santander Arena and Santander Performing Arts Center join other major concert and sports venues across the nation in becoming a smoke-free campus including, Madison Square Garden in New York City, Philips Arena in Atlanta, BOK Center in Tulsa, Spectrum Center in Charlotte, AT&T Center in San Antonio and Chesapeake Energy Arena in Oklahoma City.

In the interest of enhancing the security measures at all events held at Santander Arena and Santander Performing Arts Center, we have implemented a new security policy regulating the size and type of bag that may be carried into the venues. Not only is the clear bag policy an important step towards enhancing public safety it will also improve efficiency at our venue entrances. We frequently review our policies against industry standards for venue safety and clear bags are among the best practices endorsed by security experts.

Fans attending events at Santander Arena and Santander Performing Arts Center will be permitted to carry one clear plastic or vinyl bag that does not exceed 12”x6”x12”, or one clear drawstring bag not to exceed 12”x12”, or one, one-gallon clear plastic or zip-lock bag. A small clutch no larger than 4.5” x 7” may also be carried in addition to one clear bag. All other bags, backpacks, and totes are strictly prohibited.

**An exception will be made to allow medical items that cannot be transported in a clear bag into the venue. Guests carrying medically necessary items or equipment will be required to have their bags or equipment inspected.*

To present a safe event for everyone, jackets may be searched upon entry. If prohibited items are found, the item will be confiscated OR the guest may personally return it to their vehicle or otherwise dispose of the item away from the facility. Santander Arena and Santander Performing Art Center does not check or otherwise safeguard personal belongings.

Any belongings abandoned at entrances or elsewhere on venue grounds will be destroyed.

This bag policy is subject to change. Please check the event details for any additional specific event restrictions.

To ensure a safe environment and experience for everyone, all guests are subject to walk-through metal detector search.