

Rules and Regulations

COVID-19 Specific

The document is intended to provide an overview of specific rules and regulations that will be implemented by the Tucson Convention Center (TCC) in order to safely conduct events during the COVID-19 Pandemic. We hope that this will serve as a valuable resource as you plan your event at our facility.

Our dedicated team of industry professionals is ready to make your visit to TCC a success. It is our goal to provide you with exceptional service and personal attention throughout your planning and production process.

As part of the contracting process, TCC will require each event organizer to submit Pima County Health Department's Event Application to both Pima County and to TCC. The Application will specifically describe how the licensee will conduct the event in accordance with all guidelines created to complement directives from the CDC, World Health Organization (WHO), Arizona Public Health, Pima County Health Department, City of Tucson, and ASM Global proprietary VenueShield program.

TCC Rules and Regulations, COVID-19 Specific is highly interactive, extremely flexible and may evolve based upon the direction from City, County, and State proclamations, emergency orders, and current community transmission statistics.

Please feel free to contact our management staff for clarification or comments on any of the information contained within this guide.

On behalf of TCC, we look forward to hosting you and your event.

About VenueShield

The Tucson Convention Center and ASM Global, the world's leading venue management and services company, have created VenueShield, a comprehensive and best-in-class program, that is being deployed to more than 325 ASM Global facilities around the world, providing the highest levels of cleanliness and safety, all in partnership with leading medical professionals, industry experts and public health officials. VenueShield has been activated to ensure a healthy reopening of the TCC placing highest priority on the safety and well-being of our staff, clients and guests. Key focus areas of VenueShield and further information about the program are noted below.

01. Environmental Hygiene and Health Screening

All employees, contractors, subcontractors, tenants, and talent entering the TCC will follow health guidelines recommended by CDC, Pima County Health Department, and City of Tucson executive orders and proclamations. Individuals will assume responsibility for personal safety by regularly washing hands, maintaining physical distance from others, and the use of appropriate personal protective equipment (PPE).

- **Face coverings:** City of Tucson Ordinance number 11766 and Pima County Supervisors' Resolution 2020-49 require every person over the age of five to cover their nose and mouth with a face covering when in a public setting. The TCC will require the use of face coverings for guests, employees, contractors, and visitors. Face coverings are required to be worn at all times, except for when guests are eating and drinking at their seats. Guest Services and Security will monitor and enforce compliance with face coverings per the TCC policy.
- **Surfaces:** Surfaces, especially high-touch surfaces, will be frequently disinfected to prevent virus transmission. All high-touch point surfaces will be cleaned prior to, after, and frequently during the event. These surfaces include, but are not limited to, door handles, furnishings, food and beverage areas, restrooms, trash receptacles, elevator and escalator buttons, etc.
- **Training:** All TCC workers cleaning and disinfecting applicable areas will be trained in Environmental Hygiene and Safety programs. Event organizers, contractors, and vendors are responsible for training their own employees regarding environmental hygiene and safety measures. TCC will provide all licensees with a Letter of Acknowledgement which will address exposure preparedness and prevention. The Letter of Acknowledgement must be shared with licensee contractors and subcontractors and must be signed and returned prior to event contract date.
- **Temperature Checks:** All TCC working staff and facility subcontractors, vendors and suppliers will undergo daily health screenings and temperature checks before entering the facility. In addition to TCC and affiliated event staff, TCC client, vendors and guests will undergo health screenings and temperature checks before entering the facility. Queueing lines will be configured in conjunction with the event entrance and security screening. Details about health screenings and temperature checks will be addressed in TCC Back to Business Plan.
- **Sanitization:** Hand sanitizing stations will be readily available and highly visible at facility entry and exit doors. Touchless hand sanitizing stations will be located in high traffic areas. Guest Services personnel will frequently monitor and confirm that an adequate supply of hand sanitizer is sufficient per event. Each event will be responsible for providing hand sanitizing stations on the event floor, at exhibit booths, and meeting rooms.

02. Front-of-House Operations and Customer Journey

- **Box Office Operations:** Queuing areas will be set-up in front of the open windows with floor markers placed at 6' apart. Ingress and egress patterns will be established to promote 6' distancing while exiting the window after a transaction. Depending on health and safety recommendations, TCC reserves the right to limit the number of open box office windows that are activated on event day in order to promote social distancing.
- **Guest Arrival and Queuing:** The guest arrival and experience will be managed to promote an expedient process which places social distancing at the forefront. Upon arrival, guests will be directed to follow a staggered entry using a 6' queuing methodology processed into the facility under the policy and procedures that govern health and security screening. The queuing layout will be designed to allow for a minimum of 6' for social distancing (360 degrees) of the guests, which will be supported by barricades and stanchions. Queuing layout, paver markers, signage, and external public address announcements will be implemented to promote social distancing. For a more detailed understanding of your event protocols, please refer to TCC Back to Business Plan.
- **Notice of COVID-19 Risk:** Throughout the various entry points signage will advise guests that they are assuming risk by entering the venue during the COVID-19 pandemic. There will be additional signage throughout the entry process providing guests with information on new health and safety practices at the venue.
- **Denial of Entry:** TCC reserves the right to deny entry to any staff, clients, contractors or guests who are not in compliance with applicable health and safety rules, including but not limited to, failure to comply with venue policies, including policies requiring face coverings, health and temperature screening, and requirements to practice social distancing (to the extent possible).
- **Ticket Scanning:** The personnel and number of ticket scanning areas will reflect the anticipated event attendance and total maximum capacity. Consideration of social distancing best practices will take precedence. This facility entry process will only take place after the guest has passed the health and temperature screening process, as well as the security checkpoint/magnetometer search (if applicable).
- **Non-Cooperative Guests:** TCC Guest Services personnel will be assigned to appropriate locations (i.e., entry doors, concourses, lobbies, and Galleria access points) and will remind the guest to cooperate in the spirit of health and safety for themselves and others. If a guest is deemed to be non-cooperative in following health and safety requirements, they may be subject to ejection.
- **Spaces/Capacities:** City of Tucson and Pima County Health Department guidelines will determine the capacity of each facility space. Currently, the State of Arizona and the Pima County Health Department will determine the rate of community transmission to be "Substantial", "Moderate." or "Minimal" on a biweekly basis. The amount of community transmission may determine the square footage required per attendee. For current transmission status visit [Business Reopening Status](#).

- **Public Restroom Access:** Entry and exit lanes will be set up at each restroom location, and signage will be clear and concise to ensure effective communication. TCC staff will monitor restroom capacities to encourage social distancing. During the COVID-19 Pandemic, additional restroom attendant fees may be charged back to the client to ensure social distance and facility cleaning.
- **Vertical Transportation:** Elevator occupancy will be limited to allow for social distancing. Priorities will be given to ADA guest. Each elevator will have the appropriate combination of visual markers and signage depicting the elevator policy and capacity for each elevator.
- **Sponsor Activation Areas (concert merchandise, hockey chuck a puck):** Locations and activation sizes will be coordinated to ensure social distance measures are in place. Sponsor activations will only be allowed where there is substantial contactless/ touchless interaction. No open food products will be permitted. Any staff/volunteer member distributing giveaways to ticket holders are required to utilize PPE. Provisions of hand sanitizer at the location will be required.
- **Seating Manifest and Occupancies:** Event organizers will be required to submit a seating and capacity plan for review and approval by the TCC. It is recommended that the event organizer work closely with TCC Ticket Office staff to determine seating manifests. The TCC will present the seating plans to local health officials for review.

Only seats that have been designated as ‘Ticketed’ on the seating manifest will be available for use. All “Non-ticketed” seats will be secured in the closed position with cable ties/straps, seat covers or tarps to avoid guest confusion. Ticketholders will only be granted entrance to the specific seating section in which they have purchased a Ticketed seat. They may not enter seating sections for which they do not have a Ticketed seat.

- **Set Up Requirements:** Event organizer will be required to submit a floor plan that would include a complete description of the event setup, including any tables, chairs, exhibit booths, display tables, staging, lighting, video boards, and/or rigging from or to the physical structure of the facility, or any fixture required for the event. This floor plan must be submitted to TCC for review and approval. Floor plans should include appropriate space for social distancing and include measurement between booths and equipment and in areas where congregate activity is planned. Please refer to TCC Back to Business plan for specific set up recommendations.
- **In-Venue Signage:** Signage, stanchions, and/or floor clings will be required to encourage social distancing at each event. Particular attention to trade show, meeting room and banquet floor signage and floor clings will need to be included in the Set Up Requirements. TCC Event Staff will assist with signage and flow of traffic at food and beverage stations, interactive elements, and restroom areas/facilities. Digital and static signage will be used throughout the facility to remind attendees, among other things, to:
 - Stay home if you are sick
 - Protect yourself at the event
 - Wear a cloth or disposable face covering over your nose and mouth
 - Maintain physical distancing
 - Do not touch your eyes, nose or mouth

- **Vendor and Subcontractor Requirements:** TCC vendors and subcontracted personnel will be required to pass a health and temperature screening test before entering the facility and requested to maintain physical distancing, where possible. A Letter of Acknowledgement will be provided to all vendors and subcontractors. All vendors and subcontractors are required to read, sign, and return the document to TCC Event Services Department prior to contract date.

03. Back-of-House Operation

- **Back-of-House Areas:** The artist, team, show management and vendor/exhibitor arrival process may be altered from time-to-time to promote the health and safety of all involved in the back-of-house entry process. The TCC Event Services team will work directly with event organizers to ensure the arrival process meets these requirements. Special consideration may be given to the artist and team vehicles, such as tour and team buses. Best practices related to artists and team vehicles include the following:
 - Eliminate the boarding of tour and team buses by local staff
 - Implement door drop-off policy
 - Encourage artists to arrive shortly before the scheduled time for soundcheck
 - Encourage routine handwashing by all employees
- **Health and Temperature Screening:** Messages will be sent to event personnel requesting they perform the following before leaving home: Stay home if they are not feeling well, have a cough or sore throat, or have a temperature above 100.4° F. Upon entering the facility, all event team members and event personnel will receive a contactless temperature scan and must complete a health screening before continuing into the venue. Temperature scanning procedures will be identified in the licensee TCC Back to Business Plan. Scans will be performed using either a thermal scanning device or a handheld ‘no-touch’ CDC-approved scanner. If an event personnel member has an elevated temperature reading detected from the initial test, the person will be moved to a designated secondary location for another test. If the individual passes the second reading, they will be allowed to enter the facility. If the second reading remains elevated, the individual will be asked to immediately leave the facility.
- **Dressing Rooms:** The TCC will enhance dressing room environmental hygiene measures and incorporate new social distancing measures per event. These updated and enhanced plans and procedures will be sent to the promoter or tour representative prior to their arrival.
- **Environmental Hygiene Measures.** The TCC will follow best practices procedures for maintaining health and safety within dressing rooms and locker rooms. Any additional measures required by touring companies, artists, event organizers or sport teams will be managed as requested:
 - Disinfect dressing rooms prior to load in
 - Disinfect dressing room/restrooms periodically throughout the occupancy period
- **Wardrobe Areas:** The TCC will enhance environmental hygiene measures and incorporate new social distancing measures for wardrobe areas. These updated plans and procedures will be sent to the artist and crew prior to their arrival.

- **Social Distancing Measures:** The following best practices for wardrobe areas will support social distancing:
 - Limit capacity to maintain social distancing guidelines
 - Reconfigure wardrobe workshops, villages, and dressing spaces to comply with social distancing guidelines
 - Reduce number of personnel allowed onstage
 - Work with visiting companies on quick-change positions to add curtain barrier between stations
- **Environmental Hygiene Measures.** The following best practices will be followed for wardrobe areas:
 - Stagehands and non-performing staff must wear appropriate PPE
 - Client must provide hand sanitizing stations
 - Limit use of washing machines to show laundry only
 - Encourage routine handwashing by employees
 - Clean/disinfect touch points constantly during high usage periods
- **Team Spaces:** The TCC and respective hockey and football teams will work together to adjust team space operations to incorporate updated environmental hygiene measures and new social distancing measures. Often COVID-19-related team space requirements will be recommended by league guidelines. The TCC will work closely with the team and address opportunities in order to conform to all applicable league requirements as stipulated and modified from time-to-time.
- **Equipment Deliveries:** The following best practices for equipment delivery areas will support social distancing:
 - Limit vehicle capacity in buses, vans, and other ground transportation to the extent possible. Reducing the number of passengers below the maximum passenger load may require adjusting existing plans to provide additional vehicles or multiple trips.
 - When possible, drivers should stay in their vehicle at delivery and wear face coverings
- **Materials Handling:** The handling of facility equipment and materials by event personnel should be done with care to promote the health and safety of workers and guests.
- **Loading Dock:** The following best practices for loading dock areas will support social distancing:
 - Stagger vehicle unloading to enforce social distancing
 - Enforce social distancing whenever possible

04. Food Service Requirements

- **Permanent Concession Stands:** Open Concession stands will be determined by venue capacity. Point of Sale (POS) registers will be based on capacities and limited POS locations may be utilized to create social distancing for Food and Beverage (F&B) queuing at open locations. Floor decals will be placed to assist patrons/guests with proper social distancing guidelines. A customer-facing barrier will be erected to minimize customer/patron/guest interactions. Menu items that are traditionally prepared in front of guests may be prepackaged in a sealed container for service.
- **Portable Locations:** Portable concession stands, and bars will be determined by the number of patrons that will be allowed in venue for each event. Floor decals will be placed to assist patrons/guests with proper social distancing guidelines. A customer-facing barrier will be erected to minimize customer/patron/guest interactions. Menu items that are traditionally prepared in front of guests may be prepackaged in a sealed container for service.
- **Catering Services:** Self-serve canned beverage service stations to be spaced to adhere to the distancing mandates and will require an attendant to frequently wipe down surfaces. Self-service buffets will be suspended pending regulations, recommendations, and guidance from City of Tucson and Pima County Health Department. All condiments and silverware will be prepacked (e.g. cutlery kits, Salt & Pepper condiments) and will be handed to guests.
- **Pre-Packaged Food Items:** Pre-packaged food options are encouraged and are subject to the discretion of the TCC Director of Food and Beverage. Pre-packaged items will be prepared in advance of the event and distributed at various POS areas throughout the venue. Enhancements to this service may include a food service attendant.
- **Bar Service:** Plexiglas barriers will be placed on all bar fronts creating a barrier between staff/patron/guest. All bartenders and barbacks will wear food service gloves when dispensing alcoholic beverages and pre-packaged beer. Bar service will be closely monitored to ensure that patrons practice social distancing and will be subject to local health guidelines.

05. Event Organizer Responsibilities

- **Compliance Requirements:** By attending an event at an TCC or an ASM Global venue, attendee/guest/patron agrees to abide by the protocols set forth by City of Tucson, Pima County Health Department, CDC, and ASM Global as a condition of entry (i.e. requirement to wear a face mask). Protocols set forth will be subject to change at TCC's sole discretion.
- **Workforce Safety Coordinator:** TCC will designate a Workforce Safety Coordinator to monitor and enforce the event safety protocols as set forth by TCC for all guests. This person will monitor existing safety programs identified in TCC's Back to Business document and work closely with Show Management. It is required by Pima County Health Department that the licensee assign a member of their team as a COVID-19 Safety Official.

- **Pima County Health Department Event Application:** Each event licensee will be required to submit Pima County Health Department’s Event Application at least 30 days in advance of the event date. The Application will need to be submitted to eventreview@pima.gov and to TCC Event Services Department. The Application needs to include specific event information related to the following general areas:
 - i. **Sanitation/Hygiene:** How safety and hygiene will be practiced
 - ii. **Social Distancing:** How the event will implement distancing measures for attendees, entrances/exits, floor plans, directional signage and how will the areas be monitored
 - iii. **Patron Safety:** Provide specific information on patron communication to include staying home if sick and the health and temperature screening process
 - iv. **Set Up Requirements:** Floor plans should include appropriate space for social distancing and include measurement between booths and equipment and in areas where congregate activity is planned
 - v. **Food Service:** Food service and backstage catering plan (if applicable)

- **Contracting / License Agreements:** Each Event Organizer will be required to execute a TCC License Agreement that will contain certain COVID-specific language and generally provide for the following:
 - Indemnity
 - Force Majeure
 - Letter of Acknowledgement which will address exposure preparedness and prevention
 - Pima County Health Department Event Application

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