TOGETHER AGAIN

Reopening Protocols

City of McAllen

Convention Facilities Department

Draft Updated JUNE 9

Message About Convention Facilities Reopening

Dear Guests,

We are excited to welcome you back to the McAllen Convention Center and McAllen Performing Arts Center and celebrate being *together again*. Along with our colleagues in venues across the nation, Governor Abbott's Open Texas initiative, and Event Safety Alliance recommendations we are evaluating several new and enhanced safety measures. As we prepare to open our doors, we would like to share an update with you about our plans. At the McAllen Convention Facilities, we are exploring:

- **Phased reopening:** We are evaluating a gradual reopening based on limited seating capacities, physical distancing and guest density in our event spaces. Our gradual reopening will be based on guidance from health and government agencies and will comply with local, state and federal guidelines.

- **Cleaning and Sanitization protocols:** We have enhanced our cleaning and sanitation protocols, increased cleaning and sanitation in high traffic areas, added hand sanitation stations throughout our venues, and are working with vendors and distribution partners to ensure the uninterrupted supply of cleaning supplies and necessary PPE.

- **Extensive employee training and health protocols:** All employees will receive additional COVID-19 training including new health and safety protocols. We will continue to provide ongoing training to employees, vendors and suppliers to ensure the safety of our guests and workers.

- **Screening and prevention support:** We'll follow guidance from health and government agencies regarding enhanced screening procedures and prevention measures, including those related to personal protective equipment (PPE), such as face coverings. Some measures, like employee temperature screenings and additional hand sanitizing stations have already been implemented.

We're all in this together and we will continue to do our part to allow our live events and meetings to reopen safely. We have put together a reopening guide and are implementing new rules for your protection. These practices may evolve as we consider the latest guidance, but we will share more information with you as we look towards reopening. We're looking forward to welcoming you back to our venues. Until we are together once again, we wish you and your families are safe and healthy.

Thank you,

Yajaira Flores, CVE
McAllen Convention Facilities Director

TABLE OF CONTENTS

1. REOPENING PHASES

We are implementing a gradual reopening based on reduced occupancy, physical distancing and guest density in our event spaces. Our gradual reopening will be based on guidance from health and government agencies and will comply with local, state and federal guidelines. We have attached our maximum capacity layouts ensuring a minimum of six feet of physical distancing between all seats [Addendum 1].

Each phased approach will be submitted to the City of McAllen for approval. Employees will be trained on the latest worker and health hygiene, including proper hand hygiene, respiratory etiquette, proper use of PPE, and cleaning and sanitation protocols.

We are all in this together, please accept modified codes of conduct with lists of prohibited items and behavior before entering one of our venues. There might be additional queuing times for certain events in order to ensure the safety and security of our guests.

The latest reopening phase, code of conduct, and guidance will be available at points of ingress, social media channels and website.

For the purpose of this document, McAllen Convention Center is asking to open at Phase #2 as defined in graph below.

Phase 1	• Consists of community-level physical distancing measures to "slow the spread." In addition to asking community members to remain at home, state leaders should also use Phase 1 to increase access to diagnostic testing and increase public health and medical system capacities. These capacities are needed to safely identify and treat all COVID-19 patients and to prepare for a shift from community mitigation.
Phase 2	• Businesses and sectors can begin a process of reopening, with modifications. Rather than asking everyone to stay home, states can limit SARS-CoV-2 transmission through a combination of physical distancing and case-based interventions (testing, contact tracing, and self-isolation for those with active disease or individuals who may have contracted SARS-CoV-2 and are awaiting test results), which in most places may require an expanded workforce and resources. Public hygiene will be sharply improved, and deep cleanings on shared spaces should become more routine. Shared surfaces will be more frequently sanitized, among other measures. In addition to case-based interventions that more actively identify and isolate people with the disease and their contacts, the public will initially be asked to limit gatherings, and people will initially be asked to wear fabric nonmedical face masks while in the community to reduce their risk of asymptomatic spread. Those who are sick will be asked to stay home and seek testing for COVID-19. Testing should become more widespread and routine as point-of-care diagnostics are fully deployed in doctors' offices.
Phase 3	• Phase 3 looks ahead to a time when an effective therapeutic or vaccine is available. Physical distancing restrictions and other Phase 2 measures can be lifted when safe and effective tools for mitigating the risk of COVID-19 are available, including broad surveillance, therapeutics that can rescue patients with significant disease or prevent serious illness in those most at risk, or a safe and effective vaccine.

2. CLEANING AND SANITATION PROTOCOLS

Our facilities use cleaning products and protocols, which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Spaces and Communal Areas. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, meeting spaces, storage areas, stair rails, door handles, public bathrooms, ATMs, elevators and elevator buttons etc.

Shared Equipment and back of house. Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the facilities. The use of shared food and beverage equipment in back- of- the-house office pantries (including shared coffee brewers) will be discontinued.

Cleaning and Sanitizing.
- **Cleaning** removes dirt and impurities from surfaces and objects and may lower germ counts by removing but not necessarily killing them.
- **Sanitizing** reduces and kills germs on surfaces and objects. Because sanitizing does not necessarily clean the surface, cleaning and sanitize are both essential.
- **Cleaning Technique**. Clean high-touch areas by using water and soap or cleaning solution to remove dirt and impurities from surfaces and objects and reduce germ counts.
- **Sanitizing Technique**. High-touch areas should be sanitized using materials effective against COVID-19. To quickly sanitize a seating area between events, electrostatic cleaning is a means of spraying a fine mist of positively charged disinfectant particles that adhere to surfaces and objects.
- **Frequency.** The frequency of cleaning high-touch areas should be determined based on the surface or object and how it is used, applying guidance from local health authorities.

Housekeeping & Employee PPE and Hygiene.

Hand Washing
Correct hygiene and frequent handwashing with soap is vital to help combat the spread of this virus. All Convention Center Facilities employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the facility, going on break and before or after starting a shift.

Personal Protective Equipment (PPE).

Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering our facilities will be provided a mask and encouraged to wear that mask while on property until further notice. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and security guards in direct contact with guests.

Back of the House

The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee entrances, workspaces, restrooms, loading docks, kitchen area, security office and meeting rooms.

Air Filter and HVAC Cleaning

The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

Long Term Measures.

- Enhanced Filtration – In addition to antimicrobial filters, the use of HEPA/ULPA filters may be considered but must be balanced against capabilities of existing systems and/or ability to augment them.
- FAR-UV Lights – Utilizes a different wavelength of UV light spectrum than UVC lights. Destroys viral, bacteria, and fungal cells in seconds, faster than UV-C lamps. Also safe in the presence of humans.

Uniform Control

Staff uniforms will be cleaned in accordance with CDC guidelines. Unifirst has added disinfecting chemicals and the water is at 160 degrees and goes through press at 200 degrees.

Materials Handling.

- **Production equipment and cargo should** be sanitized when loaded and unloaded at the venue. In addition to face coverings, workers should wear gloves when handling equipment and cargo to prevent surface contamination.
- **Social distancing** applies to production crew working in confined spaces, such as inside trailers. Workers should always wear face coverings and gloves when those do not interfere with essential work functions, particularly when they cannot maintain social distance. The general need for distancing should not cause other unsafe working conditions for technical and construction crew. For example, if a piece of equipment takes four people to lift, then each worker should protect themselves from infection to the best of their ability while lifting the load together.
- **High-touch equipment** such as motor controllers, microphones, mic stands, presentation remotes, and audio/video cable should be sanitized frequently, and equipment should be dedicated to individual users where possible.
- **Heavy equipment** such as forklifts, boom lifts, and scissor lifts will minimize the number of operators of each piece of equipment where feasible.
- **Equipment Deliveries.** To the extent possible, deliveries should be scheduled in shifts to minimize the time workers load or unload close together. Workers unloading deliveries should change their gloves and wash their hands between each delivery.

3. FRONT OF HOUSE CIRCULATION, INGRESS AND EGRESS

Our ingress and egress may evolve as we consider the latest health guidance, any changes to health guidelines will be communicated to guests through ticket sales, social media and signage.

Guest Arrival

- Designated personnel will greet each visitor to the facility. Visitors will be screened for temperature and recommend to use hand sanitizer, highly encouraged to wear a mask or face covering.
- Appropriate signage will be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the facility.
- Personnel will collect basic information from guests such as name, phone number and email address for better tracking of individuals "in contact".
- Internal entry doors (i.e., bathroom doors, meeting room doors, etc.) will be left open to minimize contact.

Entry Screening and Case Reporting Protocol

- Infrared non-contact thermometers or n on-invasive thermal cameras or will be placed at designated entry point to the facility. Any person displaying or complaining of a cough, fever, shortness of breath, chills, a new loss of taste or smell, repeated shaking with chills, muscle pain, headache, sore throat or other known symptoms of COVID-19 or a temperature above 100.0°F will be discreetly offered a secondary screening.

- Employees participating in a secondary screening are to follow proper hand hygiene and apply appropriate PPE, including a surgical mask and eye protection, before engaging with the visitor.

- For ticketed events, guests should be screened prior to showing their ticket. Once they have passed their screening then they can proceed to scanning ticket.

- Should guests display any of the symptoms listed above and/or fail to pass a secondary screening they will be asked to exit the facility.

Secondary Screening

- The visitor displaying an elevated temperature will be escorted to a designated, private and isolated area.
- Designated personnel will utilize a temporal thermometer to record a second temperature reading.
- If the visitor refuses the secondary reading, they will be denied entry to the facility and provided a COVID-19 information card.

Visitors with Elevated Temperature

- If a visitor refuses to provide information or cooperate with Facility Personnel, the visitor will be denied entry to the property.

PHASE 2

- Provide security staff appropriate PPE
- Implement contactless temperature screening process

- Develop and implement guest questionnaire to aid in identifying symptoms and to participate in contact tracing
- Reconfigure queuing area and install floor markings to enforce social distancing
- Review screening area configuration to allow greater distance between guest and employee --if secondary inspection is required, provide location for guest to remove contents of bag; ensure no direct contact with guest or bag
- Sanitize equipment daily/per performance
- Set up sanitization station for guests to clean bags immediately after screening
- Establish protocols/parameters for refusing entry based on observed symptoms

PHASE 3

- Set up sanitization station for guests to clean bags immediately after screening
- Review screening area configuration to allow greater distance between guest and employee --if secondary inspection is required, provide location for guest to remove contents of bag; ensure no direct contact with guest or bag
- Maintain protocols for refusing entry based on observed symptoms

IMPACT

- PPE expense
- Slower guest throughput
- Additional staffing costs
- Infrastructure expense (sneeze guards, thermal imaging technology, queuing modifications)
- Space limitations may negate social distancing guidelines
- Routine staff testing expense

External Reporting

- The designated personnel will immediately notify a manager or supervisor on duty who will then initiate the external reporting process.
- Collected information will be reported to City of McAllen Risk Management Team.
- Incidents should include those for which visitor information could not be collected due to visitor's choice.

Internal Reporting

- Designated personnel will prepare an incident report.
- The report will be submitted to the head of Risk Management.
- At a minimum, the incident report is to include the visitor name, identification information, if the temperature reading(s) was above 100.0°F and if the visitor was transported for medical care.
- The incident report will be updated as new information is available and when/if the visitor returns to property.

Guest Considerations

- Discontinue print items – QR codes, online tickets, and electronic files will be used in place of physical copies.
- Appropriate social distancing guidelines and floor plans will be posted in each event room for guest reference.
- Ushers will assist in guest movement and flow to ensure physical distancing protocols are followed by guests.

Physical Distancing Protocols

- Any area where guests or employees' queue will be clearly marked for appropriate physical distancing. This includes but is not limited to box office, facility entrances, elevator lobbies, bathrooms, admission areas and concessions.
- Implement peak period queueing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity

Room Set-up

- Seating capacities and floor plans will be reviewed on an event by event basis to ensure appropriate physical distancing that follows local, state and CDC guidelines.
- Maximum capacity layouts are attached at the end this document.

Events will be monitored to ensure maximum capacity and appropriate physical distancing based on local and state recommendations.

Sanitizer Stations. Stations with either soap and water or sanitizer containing at least 60% ethanol or 70% isopropanol will be provided at all points of ingress locations throughout the venues. Once a patron has presented their ticket and entered the venue, there should be hand sanitizer at each point of entrance.

Sales and administration

- COVID-19 Policy will be disclosed to client based on updated health and safety measures.
- Liability form, client expectation form to follow the proper protocol pertaining to COVID-19.
- Provide example of physically distanced floor plans (in coordination with Catering & Banquets).
- Front Desk Administration will sanitize their respective work areas, counters, doors and equipment at least once every hour and upon a shift change
- Request "guest list" from client to send out email blasts or text messages about current policy and protocol.
- Site inspections and meetings will be done virtually and/or appropriately physically distanced.

Booking an Event Space

Site visits and venue tours for marketing and booking should be replaced by virtual tours when possible. Companies seeking to book a space should prepare to submit a health and safety plan consistent with these guidelines regarding the risks particular to their event.

Social Distancing Performers and Musicians. Performance space, including on stage and in orchestra pits, should be arranged to maximize social distancing while allowing at least some of them to perform together. There will be a limited access to back of house, including dressing rooms to comply with social distancing standards.

PERFORMING ARTS CENTER

- Theater seating and capacity will be managed to allow for appropriate distancing between groups of guests based on local, state and CDC guidelines.
- Maximum occupancy limits and appropriate PPE usage will be enforced through all events.

INGRESS/SEATING

PHASE 2

- Load auditorium by section or to reduce overcrowding at doors and aisles
- Follow local recommendations for public gatherings
- Reduce seating capacity to conform to local social distancing guidelines; seats adjacent to aisles should be killed in accordance with distancing guidelines
- Load auditorium from front to back to eliminate crossover contact
- Limit guest movement to designated seating area only
- Eliminate usher contact with guests; self-service seating
- Increase floor marking and aisle signage to allow guests to find their seats more easily
- Contact-free playbill/program distribution – use card racks or tables
- Provide sanitation wipes to guests to sanitize their seating area

PHASE 3

- Limit guest movement to designated seating area only
- Eliminate usher contact with guests; self-service seating
- Increase floor marking and aisle signage to allow guests to find their seats more easily
- Contact free playbill/program distribution – use card racks or tables
- Provide sanitation wipes to guests to sanitize their seating area

IMPACT

- Reduced capacity
- Seating based on arrival, first come first seated
- PPE expense
- Additional staffing costs
- Infrastructure expense
- Space limitations may negate social distancing guidelines
- Routine staff testing expense

EGRESS AT INTERMISSION/END OF PERFORMANCE

- Provide usher staff appropriate PPE
- Pulse dismissal from seats to reduce crowding at bottleneck points
- Establish direct exit routes for guests – do not allow guests to congregate in lobby post show
- Reconfigure pick-up/ride share waiting areas to encourage social distancing
- Eliminate post show backstage access
- Eliminate stage door waiting for guests
- Discontinue reuse practice for playbills/programs
- Sanitize theatre between performances (spray application)

IMPACT

- Slower egress/longer intermission will be required
- PPE expense
- Additional staffing costs
- Equipment expense
  (crowd control, wayfinding)
- Space limitations may negate social distancing guidelines

High Traffic Areas

- High traffic areas, including but not limited to elevators, door handles, handrails, restrooms and front desk will be monitored to ensure appropriate physical distancing.

Lobbies and Common Areas

- Lobby areas will be limited to their corresponding event space.
- Lobby Greeter to provide guidance to arriving and departing guests to ensure physical distancing measures are followed.
- Stanchions will be structured to designate lobby areas to specific events and to minimize cross contamination throughout the facility.
- Implement peak period queueing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity
- Restrooms will be monitored to ensure appropriate maximum capacity based on local, state and federal recommendations.
- Areas outside of restrooms will be marked for appropriate physical distancing.

Parking Lots

- Parking lots will be assigned to specific events upon availability.

- Appropriate signage encouraging physical distancing and proper PPE usage will be prominently displayed throughout parking lots to remind guests.

Disability Accommodations

New health screening measures may require new accommodations for persons with disabilities[1]. An event space reducing points of ingress or egress will continue to be accessible. Events that temporarily reduce seating capacity will offer enough accessible seating as required by ADA, including companion seats, to comply with disability laws. Patrons whose disability makes them unable to wait in a long line may need a more expedited access procedure.

TICKETING

- Ticket takers should not touch the guests' ticket rather let guest hold out ticket and ticket taker will scan the ticket from a distance.
- Digital ticketing is encouraged.
- For ticketed events, guests should be screened prior to showing their ticket. Once they have passed their screening then they can proceed to scanning ticket.

PHASE TWO

- Guests are recommended to wear face coverings inside at all times
- Implement assigned entry door #s to reduce crowds at main doors

---

[1] https://www.eventsafetyalliance.org/esa-reopening-guide

- Install social distancing controls for queuing
- Adopt touchless ticket scanning -- guest retains ticket or electronic device during scanning
- Encourage routine hand washing by employees
- Relocate scanning locations away from doorway to increase distancing
- Establish employee health tracking system
- Disinfectant wipes/sanitizer available to guests at touch points

PHASE THREE

- Disinfectant wipes/sanitizer available to guests at touch points
- Establish employee health tracking system
- Adopt touchless ticket scanning -- guest retains ticket or electronic device during scanning
- Encourage routine hand washing by employees
- Establish employee health tracking system

IMPACT

- PPE expense
- Slower guest throughput
- Additional staffing costs/staffing shortage in volunteer operations
- (demographic at high risk)
- Infrastructure expense
- (sneeze guards, queuing modifications, self-service ticket scanners)
- Space limitations may negate social distancing guidelines
- Routine staff testing expense

4. VISITING COMPANY AND BOH STAFF

STAGE DOOR ENTRY
PHASE TWO
- All persons entering building are recommended to wear a face covering
- Develop and implement guest questionnaire to aid in identifying symptoms and to participate in contact tracing
- Add signage to reinforce expected guest behavior (social distancing, masks, etc.)
- Administer temperature screenings to all visitors and employees
- Provide visitors appropriate PPE as required
- Install floor markings for safe distancing
- Alter configurations of sign in/reception areas to ensure safe distancing
- Designate separate entrances for deliveries/receiving
- Security officers supplied with PPE
- Sanitation sign-in screen between each transaction
- Periodically sanitize touch points within entryway
- Explain building rules to occupants that impact how they use and move around the facility
- Eliminate all backstage tours
- Limit personnel to essential workers only

PHASE THREE

- Encourage use of face coverings
- Continue temperature screenings for all visitors and employees
- Designate separate entrances for deliveries/receiving
- Provide hand sanitizer stations inside stage door
- Regularly sanitize touch points within entryway
- Explain building rules to occupants that impact how they use and move around the facility
- Spray/sanitize reception area daily
- Assign Human Resources contact for any staff determined to need additional screening?

IMPACT
- PPE expense
- Additional staffing costs
- Signage/reconfiguration expenses
- Slower entry process

DRESSING ROOMS
PHASE TWO
- Provide visiting companies and staff with appropriate PPE as needed
- Disinfectant wipes/sanitizer available at entry and bathrooms
- Reduce dressing stations to comply with social distancing
- Limit occupancy of each room based on social distancing guidelines
- Spray and sanitize room/restrooms daily
- Reduce staff levels to enforce social distancing
- Provide safe disposal receptacles for used PPE
- Performers may not be able to wear PPE in costume
- Consult HVAC engineer to assess filter effectiveness and alter airflow patterns to turn over air more frequently

PHASE THREE
- Disinfectant wipes/sanitizer available at entry and bathrooms
- Provide safe disposal receptacles for used PPE
- Performers may not be able to wear PPE in costume
- Spray and disinfect room/restrooms daily
- Consult HVAC engineer to assess filter effectiveness and alter airflow patterns to turn over air more frequently

BACKSTAGE RESTROOMS
PHASE TWO
- Provide custodial staff appropriate PPE
- Establish restroom occupancy limits and entry controls (1 in, 1 out)
- Provide disinfectant wipes/sanitizer at entry
- Temporarily close every other stall/sink to enforce social distancing
- Eliminate air hand dryers in restrooms
- Clean/sanitize touch points constantly during high usage
- Install touch-free faucets/toilets
- Spray/Sanitize restrooms daily

PHASE THREE
- Provide disinfectant wipes/sanitizer at entry
- Eliminate air hand dryers in restrooms
- Clean/sanitize touch points constantly during high usage

- Install touch-free faucets/toilets

IMPACT
- PPE expense
- Sanitization expense
- Additional staffing

TOURING COMPANY PRODUCTION OFFICES
PHASE TWO
- Provide visiting company members appropriate PPE as required
- Limit occupancy to enforce social distancing
- Provide disinfectant wipes/sanitizer
- Sanitize room at the end of the day
- Provide written and posted protocols of refusal policies for individuals displaying symptoms

PHASE THREE
- Provide disinfectant wipes/sanitizer
- Sanitize room at the end of the day

IMPACT
- PPE expense
- Disinfecting expense
- Additional staffing
- Capacity limitations

LOADING DOCK

PHASE TWO

- Provide employees appropriate PPE
- PPE must be worn at all times
- Drivers should remain in cab of truck or be provided PPE
- Provide hand sanitizer stations
- Encourage routine hand washing for employees
- Stagger vehicle unloading to enforce social distancing
- Sanitize equipment from trucks as they are unloaded?
- Provide adequate portable ventilation in trucks?
- Enforce social distancing whenever possible

PHASE THREE
- Provide hand sanitizer stations
- Encourage routine hand washing for employees
- Stagger vehicle unloading to enforce social distancing
- Sanitize equipment from trucks as they are unloaded?
- Provide adequate portable ventilation in trucks
- Enforce social distancing whenever possible

IMPACT
- PPE expense
- Reduced capacity

- Slower operation

FLY FLOOR/GRID
PHASE TWO
- Stagehands and non-performing staff must wear appropriate PPE
- Reduce overhead work where possible or stagger timing (rig all points in advance)
- Provide hand sanitizer stations
- Implement routine show crew asymptomatic testing where possible
- Enforce social distancing whenever possible
- Encourage routine hand washing for employees
- Sanitize touchable surfaces and weight stacks daily
- Sanitize ropes regularly

PHASE THREE
- Stagehands and non-performing staff must wear appropriate PPE
- Implement routine show crew asymptomatic testing where possible
- Provide hand sanitizer stations and encourage routine hand washing frequently
- Sanitize touchable surfaces and weight stacks daily
- Sanitize ropes regularly

IMPACT
- PPE expense
- Extended load-in time frame
- Disinfectant expense
- Additional staffing
- Shows compromised to follow guidelines

ON STAGE
PHASE TWO
- Stagehands and non-performing staff must wear appropriate PPE
- Enforce social distancing whenever possible
- Reduce number of personnel allowed onstage or develop a strategy per show/event for staffing levels and on-stage locations during load-in, run and strike
- Sanitize all high-risk equipment after each use (radios, headsets, microphones, costumes, safety equipment, props)
- Routine hand washing breaks and addition of hand sanitizing stations off-stage
- Clean/Sanitize touch points constantly during high usage
- Spray/Sanitize stage daily

PHASE THREE
- Sanitize all high-risk equipment after each use (radios, headsets, microphones, costumes, safety equipment, props)
- Routine hand washing breaks and addition of hand sanitizing stations off-stage
- Clean/Sanitize touch points constantly during high usage
- Spray/Sanitize t stage daily

IMPACT

- PPE expense
- Extended load-in time frame
- Disinfectant expense
- Additional staffing
- Shows compromised to follow guidelines

CONTROL BOOTH

PHASE TWO
- Stagehands and non-performing staff must wear appropriate PPE
- Enforce social distancing whenever possible
- Reduce number of personnel allowed in booths to conform with social distancing guidelines
- Mandate that touring companies DO NOT use enclosed booth spaces whenever possible
- Install sneeze partitions where possible (follow spot booth)
- Sanitize all high-risk equipment after each use (radios, headsets, microphones, costumes, safety equipment)
- Encourage routine hand washing by employees
- Sanitize touchable surfaces daily

PHASE THREE

- Mandate that touring companies DO NOT use enclosed booth spaces whenever possible
- Install sneeze partitions where possible (follow spot booth)
- Sanitize all high-risk equipment after each use (radios, headsets, microphones, costumes, safety equipment, props)
- Encourage routine hand washing by employees
- Sanitize touchable surfaces daily

IMPACT
- PPE expense
- Extended load-in time frame
- Disinfectant expense
- Additional staffing
- Shows compromised to follow guidelines

ORCHESTRA PIT

PHASE TWO
- Stagehands and non-performing staff must wear appropriate PPE
- Enforce social distancing whenever possible
- Install sneeze guards/mute shields between musicians if possible
- Reduce number of personnel allowed in orchestra pit to conform with social distancing measures
- Sanitize all high-risk equipment after each use (radios, headsets, microphones, costumes, safety equipment)
- Encourage routine hand washing by employees and guests
- Provide hand sanitizer stations
- Reduce capacity of pit and musician lounges/waiting rooms

PHASE THREE
- Sanitize all high-risk equipment after each use (radios, headsets, microphones, costumes, safety equipment)

- Encourage routine hand washing by employees and guests
- Provide hand sanitizer stations

IMPACT

- PPE expense
- Extended load-in time frame
- Additional staffing
- Barriers could affect acoustics
- Disinfectant expense
- Shows compromised to follow guidelines

REHERSAL SPACES

PHASE TWO

- Stagehands and non-performing staff must wear appropriate PPE
- Provide hand sanitizer stations
- Limit capacity to maintain social distancing guidelines
- Sanitize all high-risk equipment after each use (radios, headsets, microphones, costumes, safety equipment)
- Encourage routine hand washing for employees
- Clean/Sanitize touch points constantly during high usage

PHASE THREE

- Provide hand sanitizer stations
- Sanitize all high-risk equipment after each use (radios, headsets, microphones, costumes, safety equipment)
- Encourage routine hand washing for employees
- Clean/Sanitize touch points constantly during high usage

IMPACT

- PPE expense
- Extended load-in time frame
- Disinfectant expense
- Additional staffing
- Shows compromised to follow guidelines

WARDROBE AREAS

PHASE TWO

- Stagehands and non-performing staff must wear appropriate PPE
- Limit use of washing machines to show laundry only
- Limit capacity to comply with 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
- Encourage routine hand washing by employees
- Clean/Sanitize touch points constantly during high usage

PHASE THREE

- Reduce number of personnel allowed onstage; work with visiting companies on quick change positions to add curtain barrier between stations
- Encourage routine hand washing by employees
- Clean/Sanitize touch points constantly during high usage

IMPACT
- PPE expense
- Extended work time frame
- Additional staffing
- Disinfectant expense
- Shows compromised to follow guidelines

TOUR BUSSES
PHASE TWO
- Eliminate the boarding of tour busses by local staff
- Implement door drop-off delivery policy
- Encourage routine hand washing by employees

PHASE THREE
- Eliminate the boarding of tour busses by local staff
- Implement door drop-off delivery policy
- Encourage routine hand washing by employees

5. OUTDOOR EVENTS

Effective June 3, 2020, outdoor events, such as July 4 celebrations and other large outdoor gatherings with estimated attendance of 500 or more, are permissible to hold in Texas. The county judge or the mayor, as appropriate, in coordination with the local public health authority, may decide if a particular outdoor event should be modified or the occupancy further limited based on the facts and circumstances of the event and COVID-19 in the particular jurisdiction, based on the factors set forth below. Please use link below to view Outdoor Events guidelines from Open Texas:
https://open.texas.gov/uploads/files/organization/opentexas/OpenTexas-Checklist-Outdoor-Events.pdf

- All Outdoor events over 500 people must have approved safety plan prior to confirming event.

- Egress Measures: Separate ingress and egress when possible to allow for social distancing

- Increase standalone hand sanitizers at all ingress and egress locations

- Encourage patrons to bring credit/debit cards instead of cash

- Individuals should avoid being in a group larger than 10 individuals (including those within the individual's household). Within these groups, individuals should, to the extent possible, minimize in-person contact with others not in the individual's household. Minimizing in-person contact includes maintaining 6 feet of separation from individuals. When maintaining 6 feet of separation is not feasible, other methods should be utilized to slow the spread of COVID-19, such as wearing a face covering or mask, washing or sanitizing hand frequently, and avoiding sharing utensils or other common objects.

Handwashing Stations
Stations with either soap and water or sanitizer containing at least 60% ethanol or 70% isopropanol will be provided at all points of ingress and other well-marked and illuminated locations throughout the

venue. These stations will allow no-touch activation if possible. Supervisors will regularly confirm there are adequate supplies.

Parking Lots

To ensure that guests observe physical distancing when leaving or returning to their vehicles, parking lot operators can kill spaces between vehicles. This will be feasible with the foreseeable smaller crowds to be expected. As guests return in larger numbers and more spaces are needed, lot operators will emphasize the need for physical distancing even in parking lots**.**

Will Call and Box Office

These location's windows are often protected by glass partitions. Where there are no physical barriers between ticket staff and guests, a clear protective shield will be added. Guest distancing will be preserved by opening fewer windows and marking appropriate queuing space, or on-site ticket purchase and pickup will be eliminated for festivals and events that accept electronic tickets by advanced purchase.

Space Requirements

Additional space may be required to accommodate longer but less densely packed lines waiting to enter the venue.
- In a six foot (two meter) physical distancing model, there will be barricade and rope set up in this area to control access through the gates.

Where to Queue for Emergency Access
- It is important to separate pedestrians from vehicle traffic, and to preserve room for other pedestrians to pass in the case of an emergency. This does present challenges in the McAllen Convention Center Facilities, as space is limited. Therefore, the festivals and emergency command center arrange with neighboring properties and other public safety authorities to determine where to safely queue guests while preserving emergency access.
- All access points within the event/festival fence line, are required to have a twelve foot emergency gate that is only accessible for emergency vehicle access.

How to Queue
- The line waiting to enter will be managed using common methods such as lines marked on the ground, rope and stanchions, fencing or bike rack, in combination with staff who provide information about anticipated wait time and ingress procedure and also enforce physical distancing. The area where guests wait will have signage showing the event's health rules, including physical distancing guidelines and face covering requirements. There will be additional signage stating "What's Allowed/What's Not Allowed" on the festival grounds.

Screening

Once guests reach the front of the line outside the venue, there will be a new screening process.
- Temperature and Health Screening
- Outside the venue perimeter, a staff member wearing a face covering, gloves, will take the temperature of every guest and conduct a brief visual screening for symptoms of fever or infection.

Bag Check

- Even during a pandemic, it remains important for security reasons to keep prohibited items out of the venue.
- Encourage guests to reduce the number of personal items they bring into the facility.
- In order to avoid touching guest's personal items, the festival may wish to enforce a small clear bag policy in which guests open their own bags for inspection.

- Alternatively, some event organizers may prohibit bags, although exceptions will likely be necessary for medicine or personal hygiene products. There is some tension between health and security that event organizers will have to address. For example, a no-bag policy will have the effect of driving away families who carry diaper bags for their young children, and a venue that offers coat check will need a sanitary security procedure to accept checked items.
- A recurring theme is that policies designed to avoid exposing staff or guests to infection will consider how to avoid increasing their exposure to other risks.

Ticket Scanning
Paper tickets and cash require physical contact between guests and staff that will be avoided at many events. Tickets will be made available in advance online and for purchase via Ticketmaster system. Electronic tickets will be scanned by ticket-takers wearing face coverings and gloves, or guests could check themselves in at self-service kiosks outside the health and security screening area. Provide handwashing stations or sanitizer nearby.

Face Covering and Glove Requirement
Guests will not be required but highly suggested to wear face coverings and gloves at the point ingress and they will put on their own.

Security Staff and Gate Personnel/Scanners
Personnel will wear face coverings and gloves whenever they are among guests, both for their own health and to model safe practices. Because contaminated gloves spread coronavirus the same as contaminated hands, staff will avoid touching Magic Money cards, money, or any personal items of guests unless their task requires it. If touching does become necessary, the staff will immediately discard the gloves, sanitize their hands, and put on fresh gloves before resuming work.

Sanitizer Stations
Once a guest has presented their ticket and entered the event grounds, there will be hand sanitizer and/or hand washing stations immediately in front of them. The festival will appoint hand sanitizer monitors at points of ingress to ensure that all guests enter with clean hands.

Disability Accommodations
New health screening measures may require new accommodations for persons with disabilities. For example, deaf guests who read lips may require screening from a staff wearing a clear face covering or one with a see-through window over their mouth. An event space that reduces points of ingress or egress will ensure continued accessibility. Venues that temporarily reduce capacity will confirm that they still offer enough accessible seating, including companion seats, to comply with disability laws. Guests whose disability makes them unable to wait in a long line may need a more expedited access procedure. In order to remain compliant and with applicable laws and provide reasonably accessible events for all guests, the CVB will consult with a local advocate for persons with disabilities.

Emergency Egress
The need for physical distancing creates significant challenges when planning to evacuate a crowd during an emergency. Where guests might be told to take refuge, such as at an outdoor event due to a forecast of severe storms, the area of refuge will be able to accommodate the crowd while maintaining six feet (two meters) between unrelated groups. Likewise, if guests will be instructed to return to their vehicles in an emergency, staff will be trained to manage the exiting crowd to avoid the risk of contagion while they flee from some other hazard. These may not be significant obstacles for the smaller crowds that will initially return to events, but event organizers will coordinate with all stakeholders, including public health and public safety officials, to reevaluate their emergency plans as larger crowds gradually return.

Note: The goal of maintaining six feet (two meters) between people would become a distant secondary consideration if there is a clear and imminent danger requiring an emergency evacuation. Even during this pandemic, emergency egress plans will reflect that moving guests away from the most urgent hazard is the first order of business.

Vendors/ Concession Stands. Vendors are required to wear appropriate PPE and meet the following requirements:

- Provide hand sanitizer stations or sanitizer containing at least 60% ethanol or 70% isopropanol
- Limit capacity to maintain social distancing guidelines
- Sanitize all high-risk equipment after each use (radios, headsets, microphones, costumes, safety equipment)
- Clean/Sanitize touch points constantly during high usage
- All food vendors are required to obtain a City of McAllen Health Permit
- Gloves
- Pre-packaged foods
- Pre-packaged utensils
- Social distancing within vendor booth/concession area

6. FOOD AND BEVERAGE SERVICE

- All products should be sanitized before being moved to warehouse or kitchen facilities.
- All high-touch areas should be sanitized in addition to all food contact surfaces prior to bringing in new food items in clean containers.
- All food entering a food service area should be transferred from original container into a clean and sanitized Lexan or hotel pan container.
- Warehouse and kitchen facilities should be cleaned and sanitized.
- Racks, floors, walls, door handles, doors, chairs, desks, computers, mouse and keypads, calculators, pens and pencils, staplers, clipboards, pallet jacks, hand trucks, flatbed carts, and forklifts (including steering wheel and all hand touch points such as propane tanks and clasps, etc.).

Corrective Action. If personnel are seen violating handwashing procedures, or not following proper procedures for coughing, sneezing, or nose-blowing the following actions should be taken:

- Stop the person and explain what the proper procedure should be.
- Instruct the person to clean and sanitize their person and clothing.
- Escort the person from the building if sanitizing efforts are insufficient to correct the problem (e.g. severely soiled uniform, etc.)

Buffet & Services
Purpose: To ensure the safety of guests and employees by establishing and following protocols to minimize the risk of any potential spread when providing buffet and suite services.

- Guests should not serve themselves from the buffet.
- Guests should be served by team members from behind the food lines.
- Culinary service staff should wear gloves at all times.

- All plates should be behind the line, and all serving utensils should be facing toward team members.
- An additional steward should be made available in the front-of-house to wipe down all public areas.
- Timed guidelines for food holding should be strictly followed and ServSafe protocols should be monitored and enforced**.**

Procedures:

- All team members should be wearing required personal protective equipment at all times, including gloves and facemasks.
    - This still assumes for hair coverings, face coverings of beards, and other grooming standards and requirements previously in place.
    - Employees should follow all proper hygiene requirements including proper handwashing techniques to assure compliance with recommendations/requirements.[2]
- Additional sanitizing stations should be placed at all entrances as well as any heavily frequented guest areas:
    - All entrances
    - Queue lines
    - Outside of internal restaurant areas
    - Entrances/exits into kitchen
    - Near host stands or payments centers

    Signage should be placed throughout communicating additional cleaning and safety measures that have been implemented[3].
- Management should provide team members with additional cleaning products, sanitizing buckets, spray bottles of sanitizer, etc.
- Refer to recommended disinfectants by the CDC at: https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2
- Refer to the CDC Recommendations for cleaning and disinfecting at: https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fprepare%2Fcleaning-disinfection.html
- Sanitizing buckets should be changed at minimum of every hour, recommended every 30 minutes.
- Upon each changing a sanitizing test strip should be used to ensure proper concentration of sanitizing solution to water.
    - Logs will be implemented highlighting guest touch points in order to document cleaning procedures including employee signature, date and time.
    Example based on outlet needs that can be modified to fit outlet needs:
    https://pos.toasttab.com/blog/on-the-line/restaurant-cleaning

[2]https://gov.texas.gov/uploads/files/organization/opentexas/OpenTexas-Checklist-Employers.pdf
https://www.cdc.gov/handwashing/pdf/wash-your-hands-poster.pdf
https://www.cdc.gov/handwashing/materials.html

[3]https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/Reopening_America_Guidance.pdf
https://www.cdc.gov/coronavirus/2019-ncov/downloads/2019-ncov-factsheet.pdf
https://www.restaurantscanada.org/industry-news/covid-19-resources-restaurant-operators-foodservice-employees/

- Employees should check in with management prior to starting their shift.
- Signage will be hung in all employee locations regarding sanitation, safety, cleanliness standards, as well as national, state, and local recommendations/requirements.
Resources include:
https://gov.texas.gov/uploads/files/organization/opentexas/OpenTexas-Checklist-Restaurants.pdf
https://www.servsafe.com/
https://www.restaurant.org/COVID19#food-safety
https://foodsafetyfocus.com/FoodSafetyFocus/media/Library/pdfs/Coronavirus_2019-nCoV_Info_TipsforRestaurants.pdf
https://www.cdc.gov/

Additional cleaning supplies should be stocked at heavily frequented front of house areas to include host stands, POS stations, and entrances.
These should follow product recommendations from the CDC and PHAC.
A full sanitizing list should be implemented and signed off for completion prior to starting each shift or event.
The list should account for all customer touch points, countertops, tables and chairs, POS stations, payment terminals, and door handles and knobs.
All handwashing sinks should be continually monitored for soap and paper towels at all times

- All handwashing sinks should also display signage to include:
  https://www.dshs.state.tx.us/coronavirus/docs/How-To-Wash-Hands-ENGLISH.pdf
  https://www.cdc.gov/handwashing/pdf/wash-your-hands-poster.pdf
  - Enhanced staff training should be developed that is focused on heightened awareness of guest safety and sanitation.
- All outlets should be appropriately vacuumed or swept and mopped following the end of service and prior to the beginning of service.
- Any and all windows within the restaurant should be cleaned frequently (suggested once per hour).
- Pre-shift meetings should be held, and topics that include cleanliness and safety should be discussed and documented.
- The recommended template is attached at the end of this document.
- Cell phones should not be used while gloves are being worn.

Cash / Host Stands
- All items that might be touched by guests, such as mints, toothpicks, etc., should be removed from the cash/host stands.
- Queue lines should be provided with physical distancing floor markers.
- Signage regarding physical distancing and congregating at host areas should be made and visible as well as communicated from team members.
- Signage should be placed discussing new procedures regarding cleanliness, including:
  - New cleaning procedures
  - Promotion of social/physical distancing
  - Reassurance on importance of guest and employee safety
  - Importance of food safety and preparation techniques

- Stanchions should be utilized if available in order to keep guests from congregating in crowded spaces. Guests should be informed of wait times.
- Hosts/cashiers should ensure social distancing measures are in place and should communicate to guests if they are congregating too closely.
- Additionally, managers should visit host/entrance areas at a minimum of every 20 minutes in order to provide guest presence as well as monitor social distancing practices.
- Waiting areas/queue lines should be closely monitored and a maximum space for guests needs to be established immediately upon opening.
- Each outlet needs to have a script identifying its additional areas of waiting, should the main waiting area exceed maximum number of guests.
- Scripts should be developed for all outlet entrances to answer any guest questions as well as to discuss any other pertinent information. These should be outlet-specific, and include:
- Additional cleaning/safety precautions being taken
- Notice about the frequency of queue rail cleaning and disinfection
- Seating procedures and why there may be open tables that cannot be sat due to distancing measures
- Any protocols for wait times and wait lists
- New policies regarding service to include staff interaction, table settings, policies and procedures, condiments, and product requests

Payment

- All forms of payment should be handled by team members wearing gloves.
- Additional payment methods should be considered, including mobile payments, paperless receipts, and other options.
- Touchpay (such as Apple Pay) should be considered and promoted if possible.
- POS stations should all be fully cleaned and sanitized at the beginning and end of each shift.

Table Settings

There should be no items preset on restaurant dining tables including banquet tables. This includes:

- Salt and pepper shakers
- Centerpieces
- Sugar caddies
- Condiments
- Glassware/silverware or utensils
- Coffee cups/saucers

- As a guest is sat at a table, the employee doing the seating should wipe the table down again with sanitizing solution using a cloth.

- All utensils should be rolled and should not be preset.

  - Rolled utensils should be fully covered by the napkin they are being rolled in. When the rolled utensils and other wares are being stored in the appropriate containers, the containers should be covered.

Service/Guest Interaction

- Efforts should be made to give a consistent message to our guests.
- All trays should be wiped down prior to the delivery of any food and beverage product.
- All condiments, including salt and paper, sugar, sweeteners, sauces, dressing, etc., should be brought to the table as requested and should be individually portioned or in packets.
- Drinkware should never be handled by the rim.
- Upon removal of anything from the table, the employee should immediately dispose of or bring to the kitchen dishwashing area.
- No bussing stations or trashcans should be visible or in guest areas.

7. WORKER AND HEALTH HYGIENE

Personal Protective Equipment ("PPE"). Until further notice, appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the venue will be required to wear a mask while on the premises. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping, public area attendants, box office, and security officers in direct contact with guests.

For workers, PPE to minimize the risk of exposure to coronavirus is as necessary as it is for patrons. Employers should ensure that in addition to face coverings and gloves, workers and volunteers have PPE appropriate for their work, and that vendors and independent contractors provide and use their own.

Employee Points of Entry Temperature Screening

- Employee points of entry will be limited to back of house entrance. Proper entry "no touch" temperature screening will be conducted before employees are allowed into the facility.
- Employees displaying an elevated temperature will be escorted to a designated, private and isolated area and provided with PPE.
- Designated personnel will utilize a temporal thermometer to record a second temperature reading.
- If the secondary reading confirms that the employee has a temperature above 100.0°F, the employee will go home, and directed to appropriate medical care.

Touching Your Face

Workers should avoid touching their eyes, nose, and mouth. Microphones, headphones, and other personal equipment should not be shared, and should be sanitized before and after each use.

Cough and Sneeze Etiquette

Workers should cover their cough or sneeze with a tissue, or an elbow or shoulder if no tissue is available, followed by thorough handwashing.

Front of House and Back of House Signage

There will be health and hygiene reminders throughout the premises including the proper way to wear, handle, and dispose of masks and face coverings[4] and the social distancing protocol.

Employee and Guest Health Concerns.

---

[4] https://www.mymcallen.net/news/docs/PPEChart.pdf

- The Minimum Health Standard Protocols[5] recommend checking the employees/attendees' temperature and asking virus-related exposure questions at point of entry. The employees and attendees demonstrating any flu-like symptoms upon entrance or screening will be discreetly directed into an isolated space for a second temperature screening[6].
- The designated supervisor will generate a Covid-19 Health Protocol Screening Log on the employee or attendee who develop flu-like symptoms and notify Risk Management Department for further action.

Employee Handwashing and physical Distancing.

- It's recommended that all employees wash their hands with soap and water or use hand sanitizer every 60 minutes after any of the following: using restroom, sneezing, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, and before or after a work shift.
- It's recommended that all employees practice appropriate physical distancing when in contact with other individuals.
- An attendant will be assigned at MPAC elevators to operate and ensure occupancy limits and social distancing regulations are enforced.

COVID Training of full-time staff and part time staff.

- All employees will receive training on the COVID-19 safety and sanitation protocols with more comprehensive training for staff in direct contact with guests including Front of House, Operations, Maintenance, and Security.
- To ensure the acknowledgement and understanding of the State and City of McAllen health and safety guidelines, employees must complete all trainings before entering phase 2[7].

COVID Training of temporary staff and volunteers. Temporary employees will receive COVID-19 safety and sanitation training before returning to their regular job duties.

Daily Pre-shift and timekeeping.

- Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees.
- Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors.
- Hand sanitizer will be available at each time clock location and employees will be required to sanitize their hands after clocking in.
- Our management team will ensure constant communication and proper PPE, cleaning and sanitation procedures are followed and updated per the latest expert guidance.

---

[5] https://gov.texas.gov/uploads/files/organization/opentexas/OpenTexas-Checklist-Employers.pdf
[6] https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html
[7] https://www.mcallen.net/covid19/re-opening.html

ANNDENDUM 1:

Venue Capacity layouts ensuring a minimum of six feet of physical distancing between seats

COVID-19 MAX CAPACITY - 6FT. DISTANCING

Classroom Style
8x18's for 55
5,190 sq ft

Meeting Room 101

Regular Capacity: 192

*Max capacity complying
with 6ft. distancing is 29%

101 C
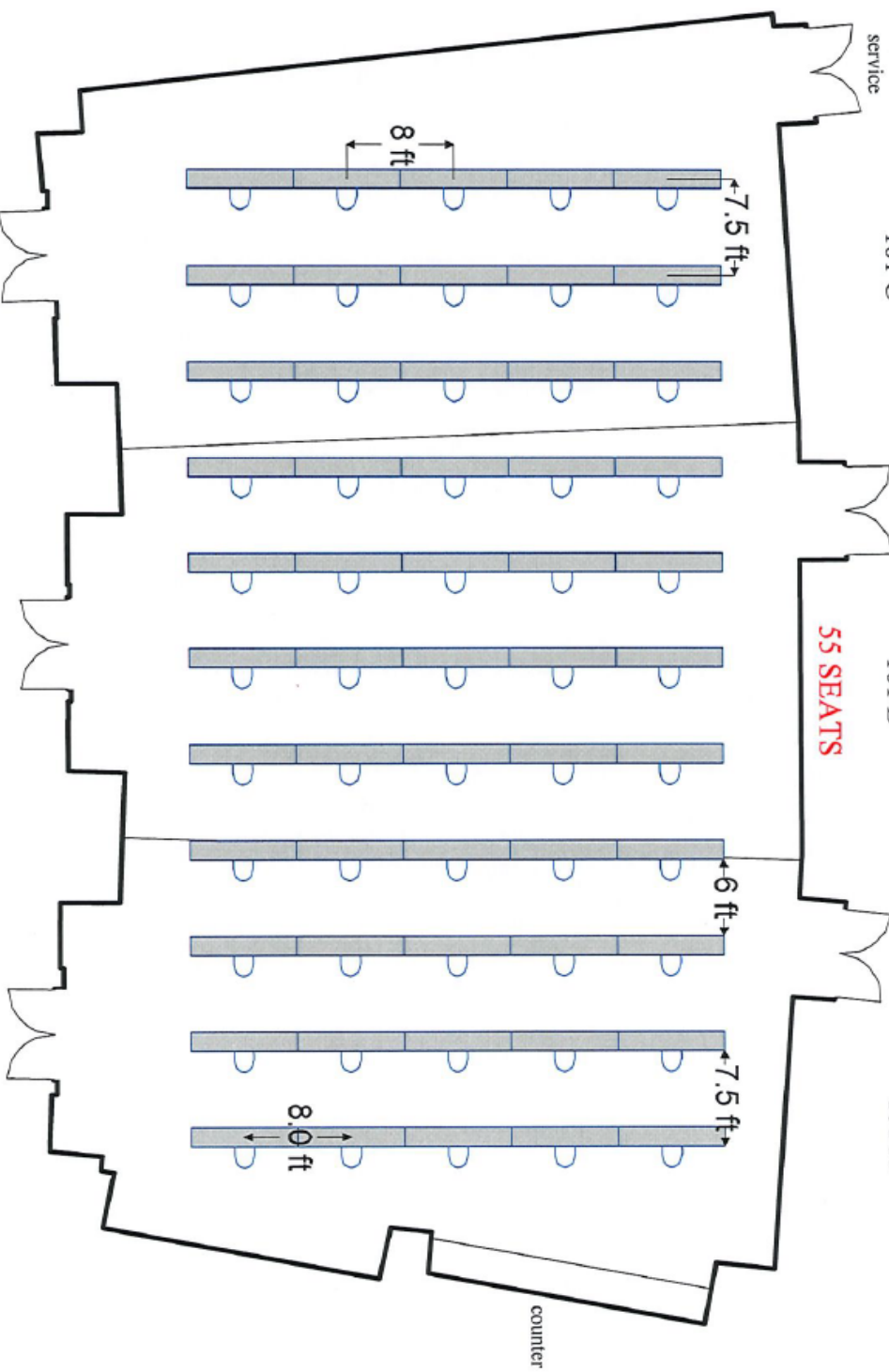
55 SEATS

101 B

101 A

service

service

service

8 ft

7.5 ft

6 ft

7.5 ft

8.0 ft

counter
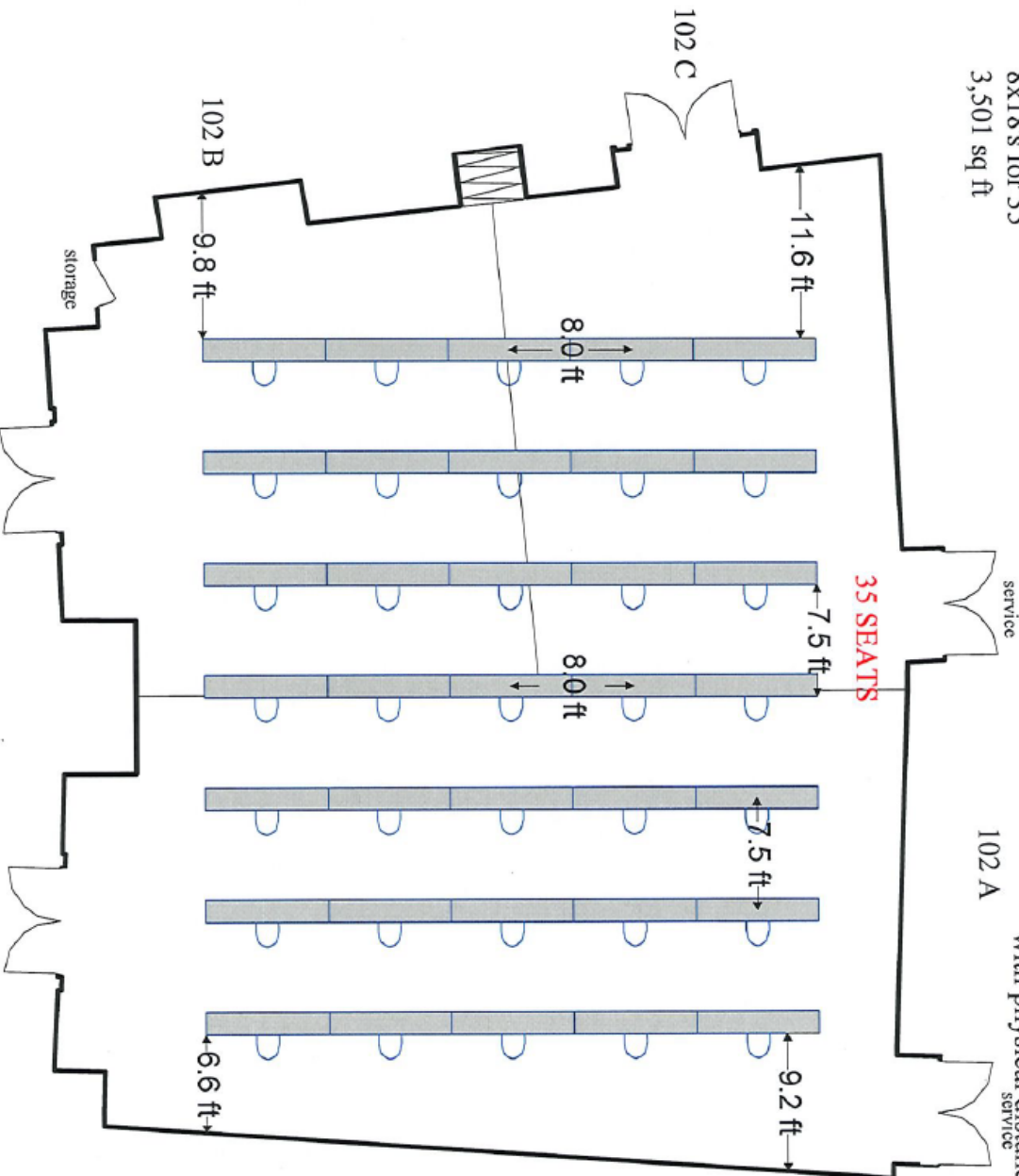
** Modifications may result in diminished capacity.

29

COVID-19 MAX CAPACITY - 6 FT. DISTANCING

Meeting Room 102

Regular Capacity: 136

Classroom Style
8x18's for 35
3,501 sq ft

*Max Capacity to comply with physical distancing is 26%

**Modifications may result in diminished capacity.

102 C

102 B

102 A

storage

service

service

service

35 SEATS

11.6 ft

9.8 ft

8.0 ft

8.0 ft

7.5 ft

7.5 ft

6.6 ft

9.2 ft

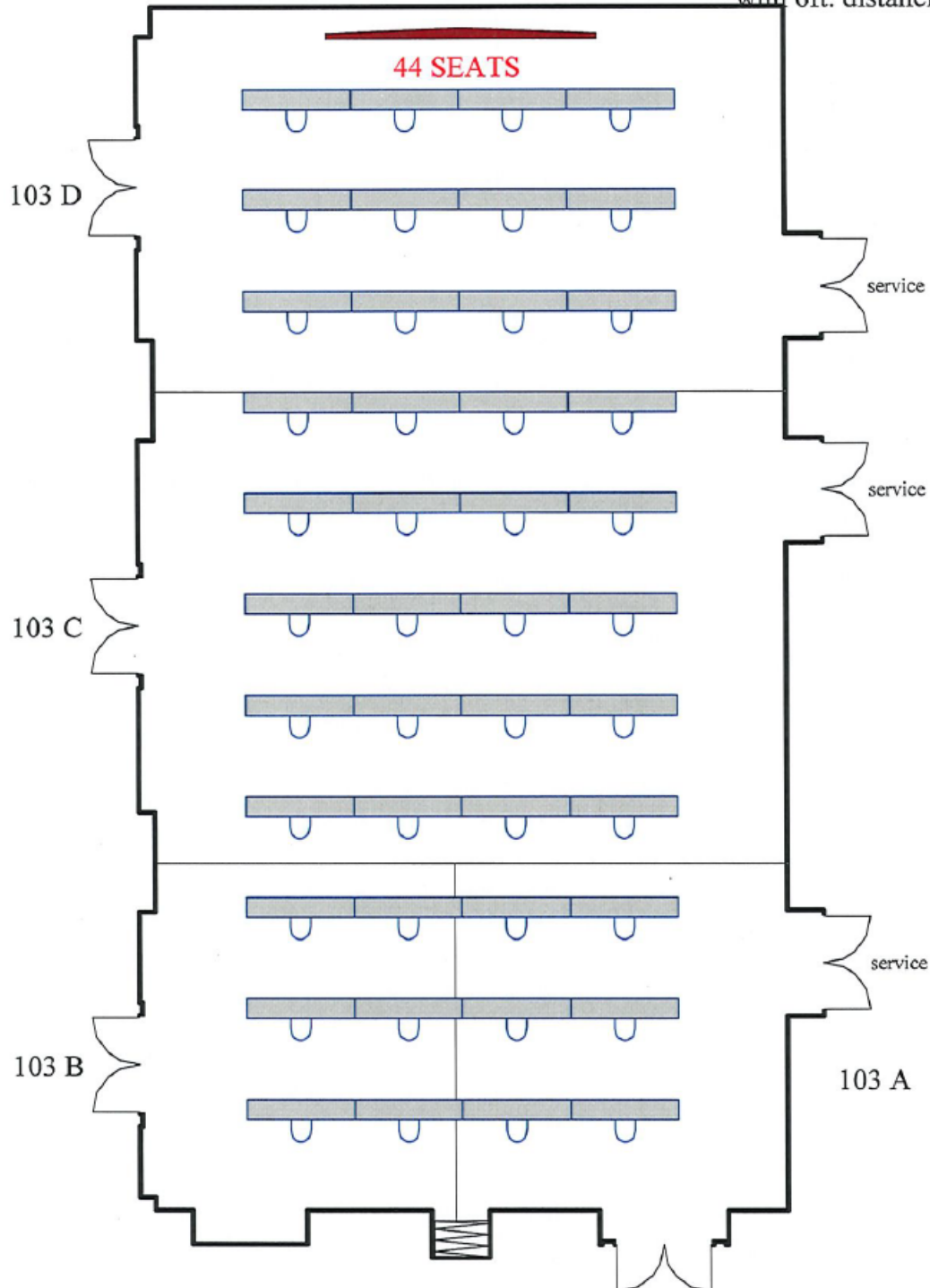Certified Room Diagram

COVID-19 MAX CAPACITY - 6 FT DISTANCING

Classroom Style
8x18's for 44
4,388 sq ft

Meeting Room 103

Regular Capacity: 192

*Max capacity to comply with 6ft. distancing is 23%

44 SEATS

103 D

service

service

103 C

service

103 B

103 A

** Modifications may result in diminished capacity.

COVID-19 MAX CAPACITY - 6 FT DISTANCING

Classroom Style
8x18's for 120
10,412 sq ft

Ballroom A

Ballroom

Ballroom B

120 SEATS

6.2 ft

6.3 ft

7.5 ft

8.0 ft

6.0 ft

service
service
service
service
service
service
service
service

Ballroom C
Ballroom D

Regular Capacity: 390
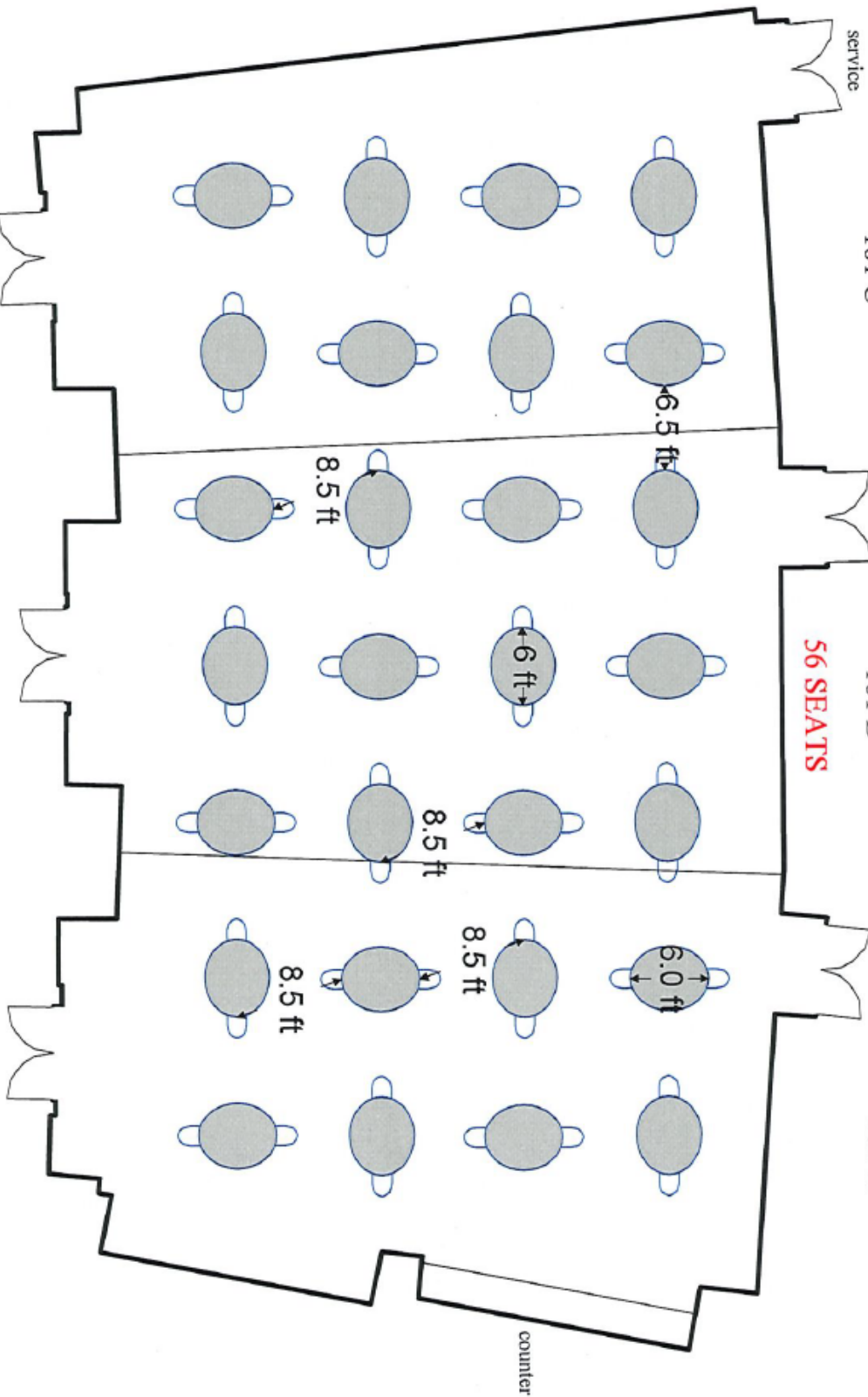
*Max Capacity to comply with
6ft. distancing is 31%

** Modifications may result in diminished capacity.

COVID-19 MAX CAPACITY - 6ft distancing

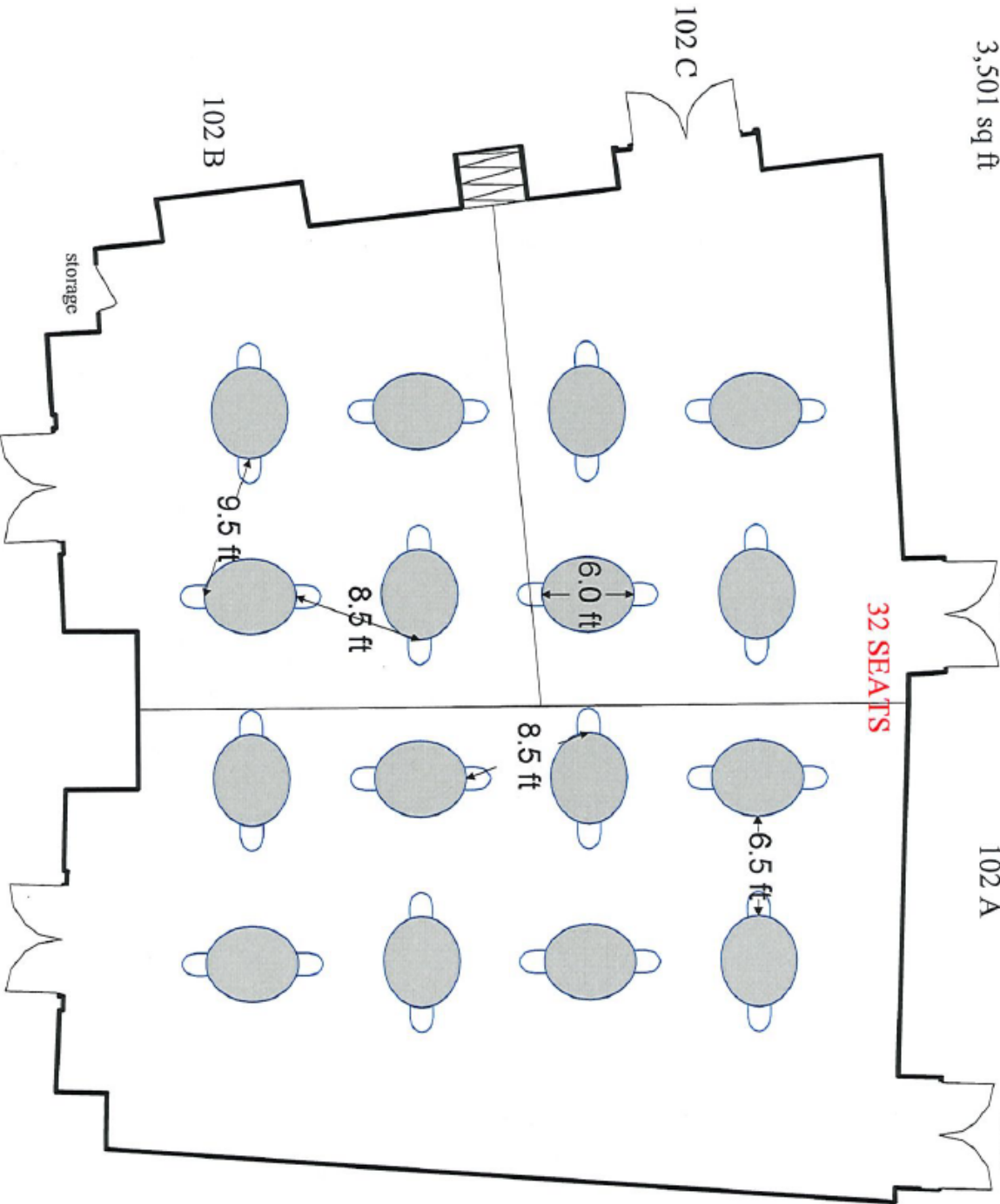Banquet Style
Ovals for 56
5,190 sq ft

Meeting Room 101

Regular Capacity: 208

56 SEATS

* Max capacity to comply
with 6 ft. distancing is 27%

101 C

101 B

101 A

service

service

service

counter

6.5 ft

8.5 ft

6 ft

8.5 ft

8.5 ft

8.5 ft

6.0 ft

** Modifications may result in diminished capacity.

COVID-19 MAX CAPACITY - 6 FT. DISTANCING

Banquet Style
Ovals for 32
3,501 sq ft

Meeting Room 102

Regular Capacity: 136

*Max capacity to comply with 6 ft. distancing is 23.5%

102 C

102 B

storage

service

service

service

32 SEATS

102 A

9.5 ft

8.5 ft

6.0 ft

8.5 ft

6.5 ft

** Modifications may result in diminished capacity.

34

COVID-19 MAX CAPACITY - 6 FT. DISTANCING

Regular Capacity: 160

Banquet Style
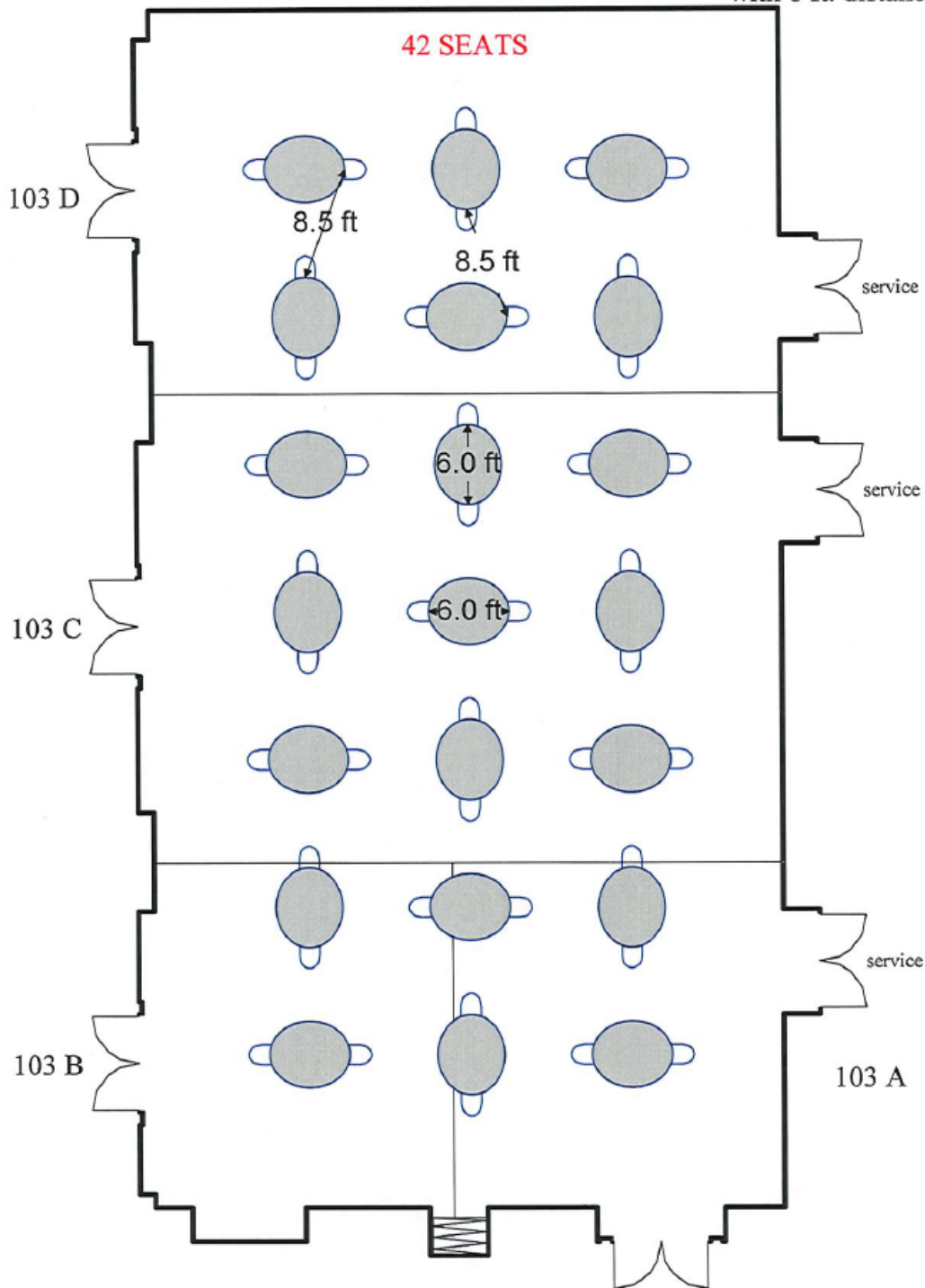Ovals for 42
4,388 sq ft

Certified
Room Diagram

Meeting Room 103

* Max capacity to comply
with 6 ft. distancing is 26%

42 SEATS

103 D

8.5 ft

8.5 ft

service

6.0 ft

service

103 C

6.0 ft

service

103 B

103 A

** Modifications may result in diminished capacity.

COVID-19 MAX CAPACITY - 6 FT. DISTANCING

Certified Room Diagram

Banquet Style
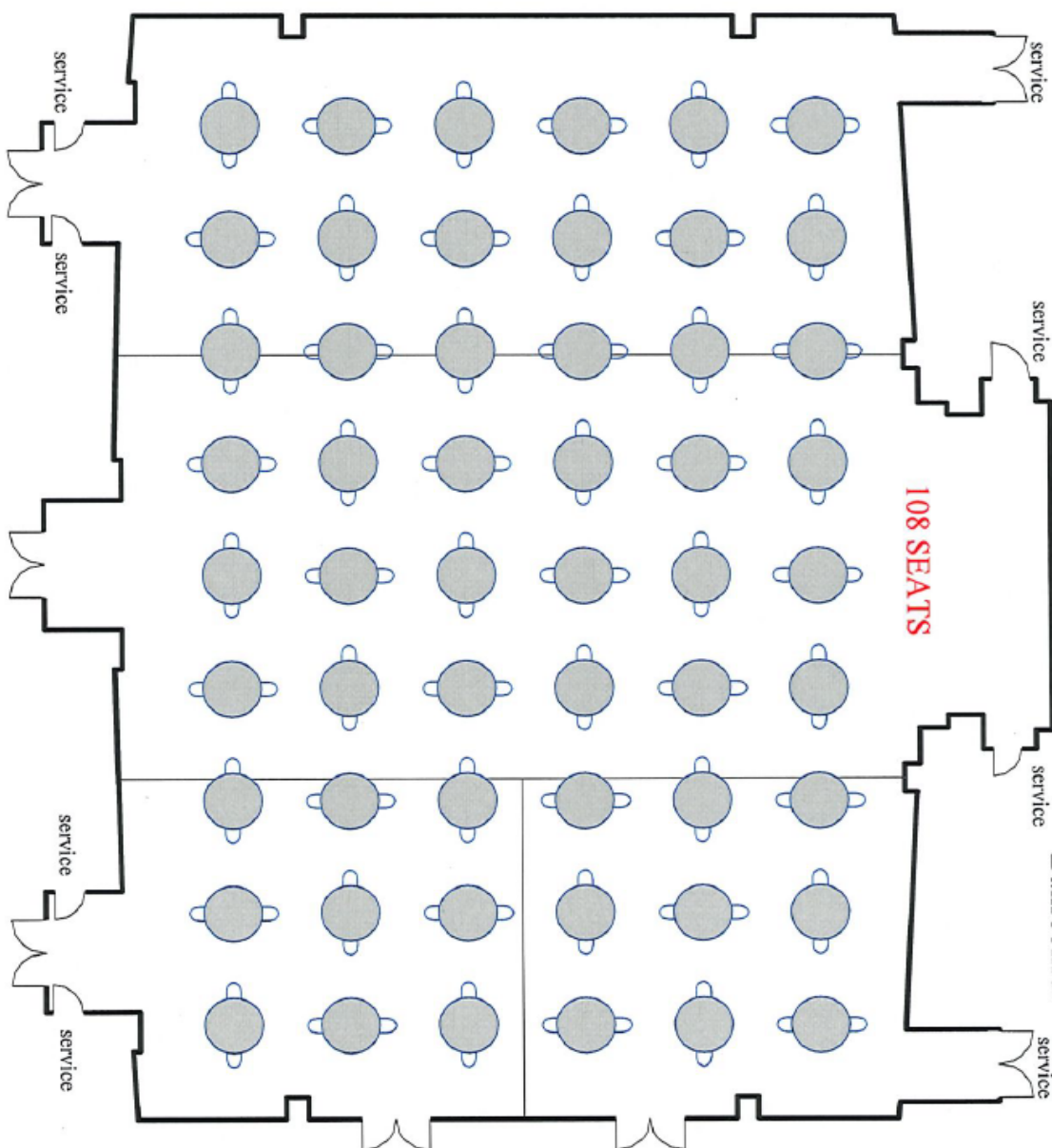Rounds of 2 for 108
10,412 sq ft

Ballroom

Ballroom A

Ballroom B

108 SEATS

Ballroom C
Ballroom D

Regular Capacity: 480

* Max capacity to comply
with 6 ft. distancing is 22.5%

service

** Modifications may result in diminished capacity.

COVID-19 MAX CAPACITY

Theatre Style
50 Seats
5,190 sq ft

Regular Capacity: 460

Meeting Room 101

50 SEATS

**Modifications may result in diminished capacity.

**Max capacity to comply
with 6 ft. distancing is 11%

service

service

service

101 C

101 B

101 A

counter

COVID-19 MAX CAPACITY - 6 FT DISTANCING

Regular Capacity: 320

Theatre Style
24 Seats
3,501 sq ft

Meeting Room 102

*Max capacity to comply with 6ft. distancing is 7.5%
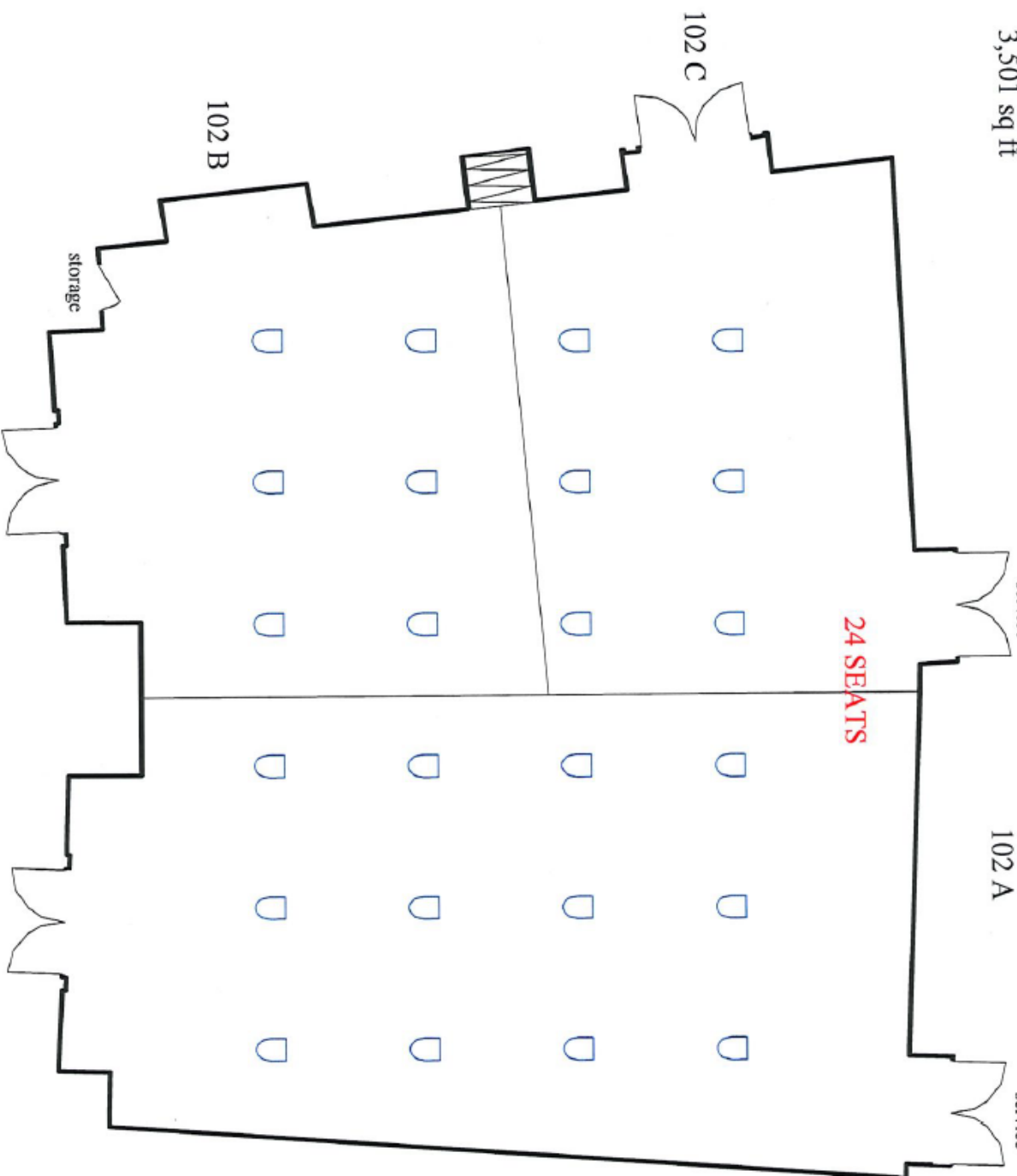
** Modifications may result in diminished capacity.

102 C

102 B

storage

service

24 SEATS

102 A

service

COVID-19 MAX CAPACITY - 6 FT DISTANCING

Theatre Style
6 ft distancing
4,388 sq ft

Certified Room Diagram

Meeting Room 103

Regular Capacity: 414

*Max capacity to comply with 6ft. distancing is 8%

32 SEATS

103 D

service

103 C

service

103 B

service

103 A
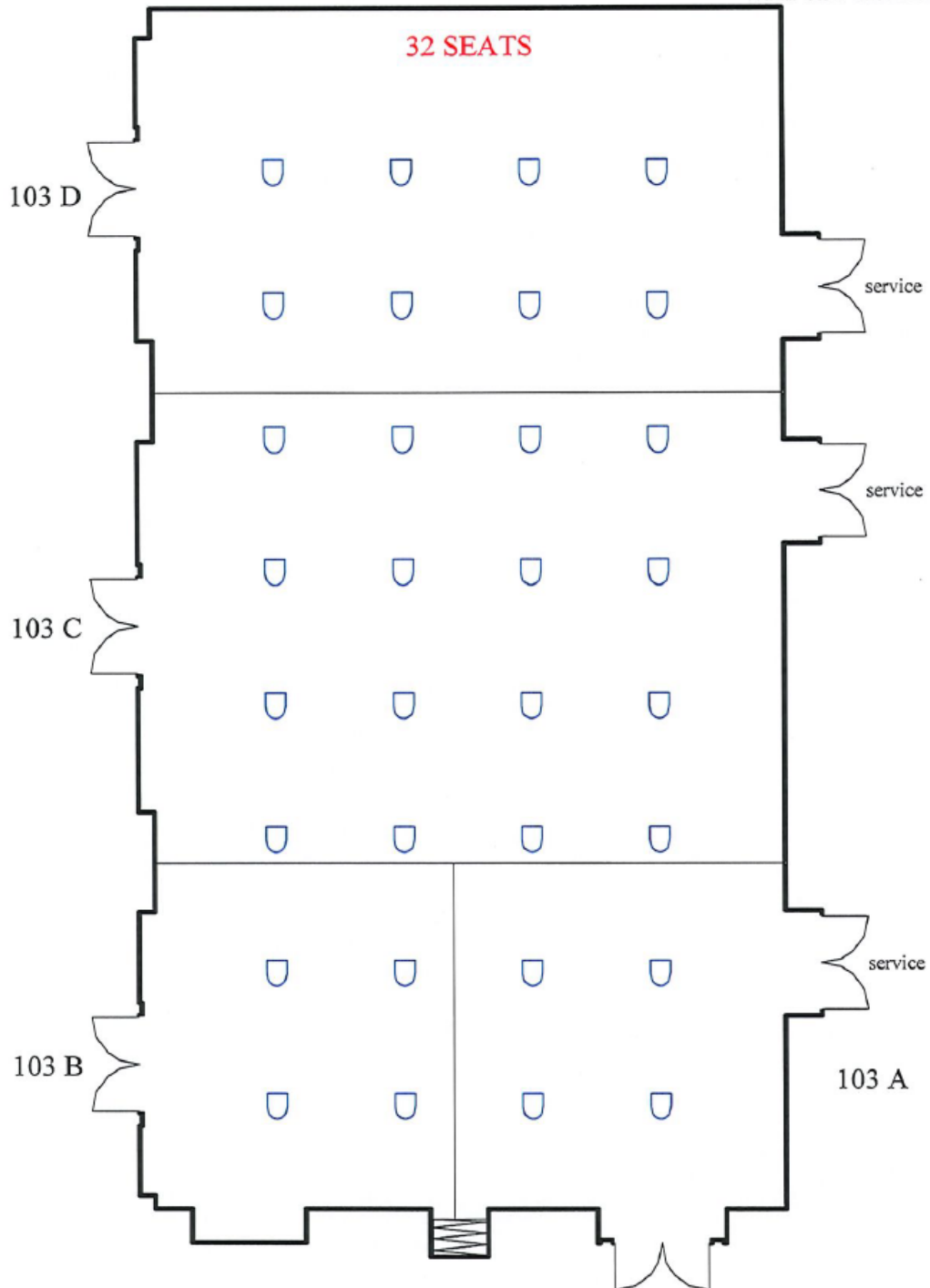
** Modifications may result in diminished capacity.

COVID-19 MAX CAPACITY

Theatre Style
6 ft distancing
10,412 sq ft   Ballroom A

Ballroom
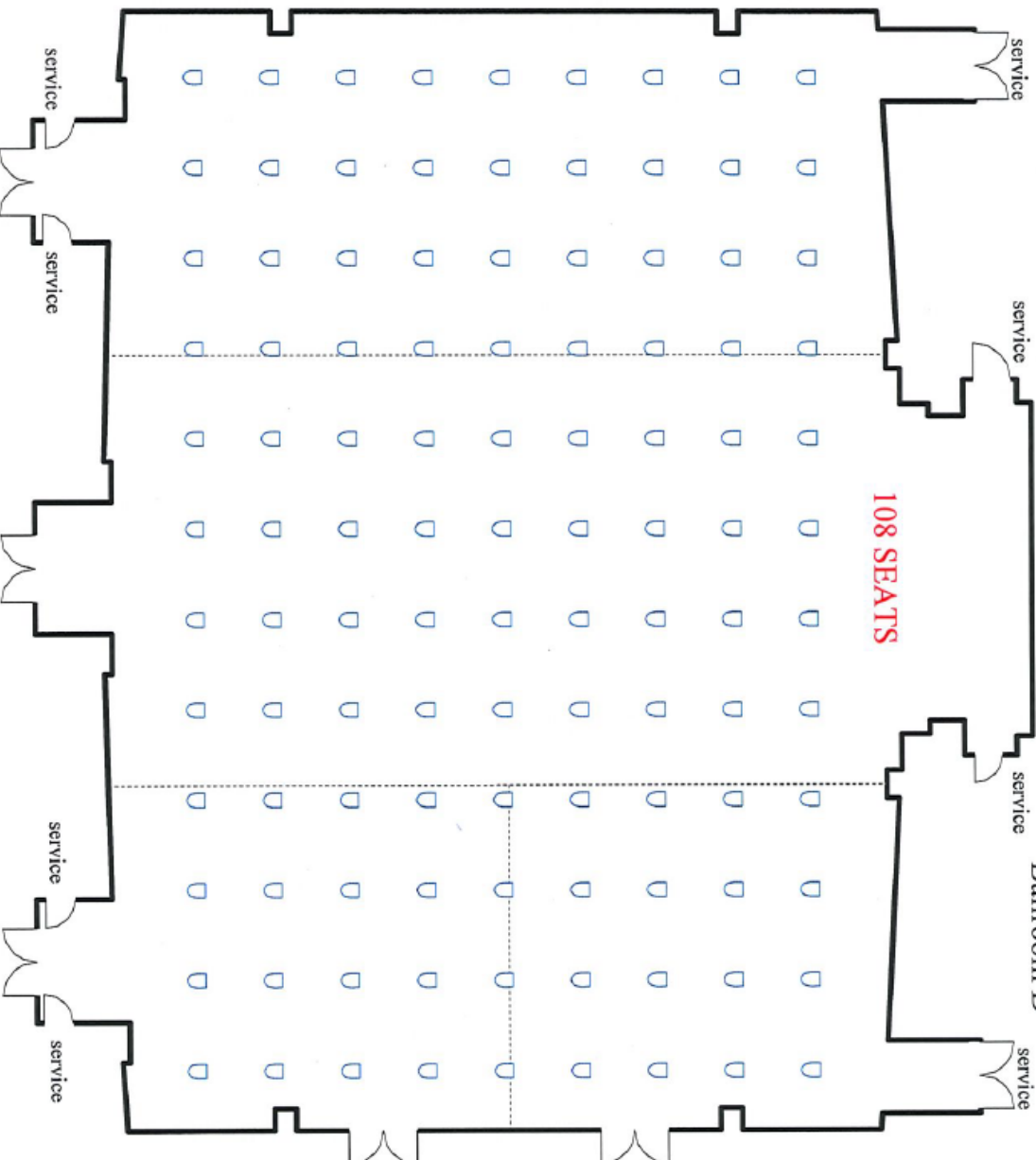
Ballroom B

108 SEATS

Ballroom C
Ballroom D

Regular Capacity: 950

*Max capacity to comply with
6 ft. distancing is 11%

** Modifications may result in diminished capacity.

service
service
service
service
service
service
service
service

COVID-19 MAX CAPACITY - 6FT DISTANCING

Regular Capacity: 5,600

Theatre Style
330 seats
60,818 sq ft

Exhibit Hall A

*Max Capacity to comply
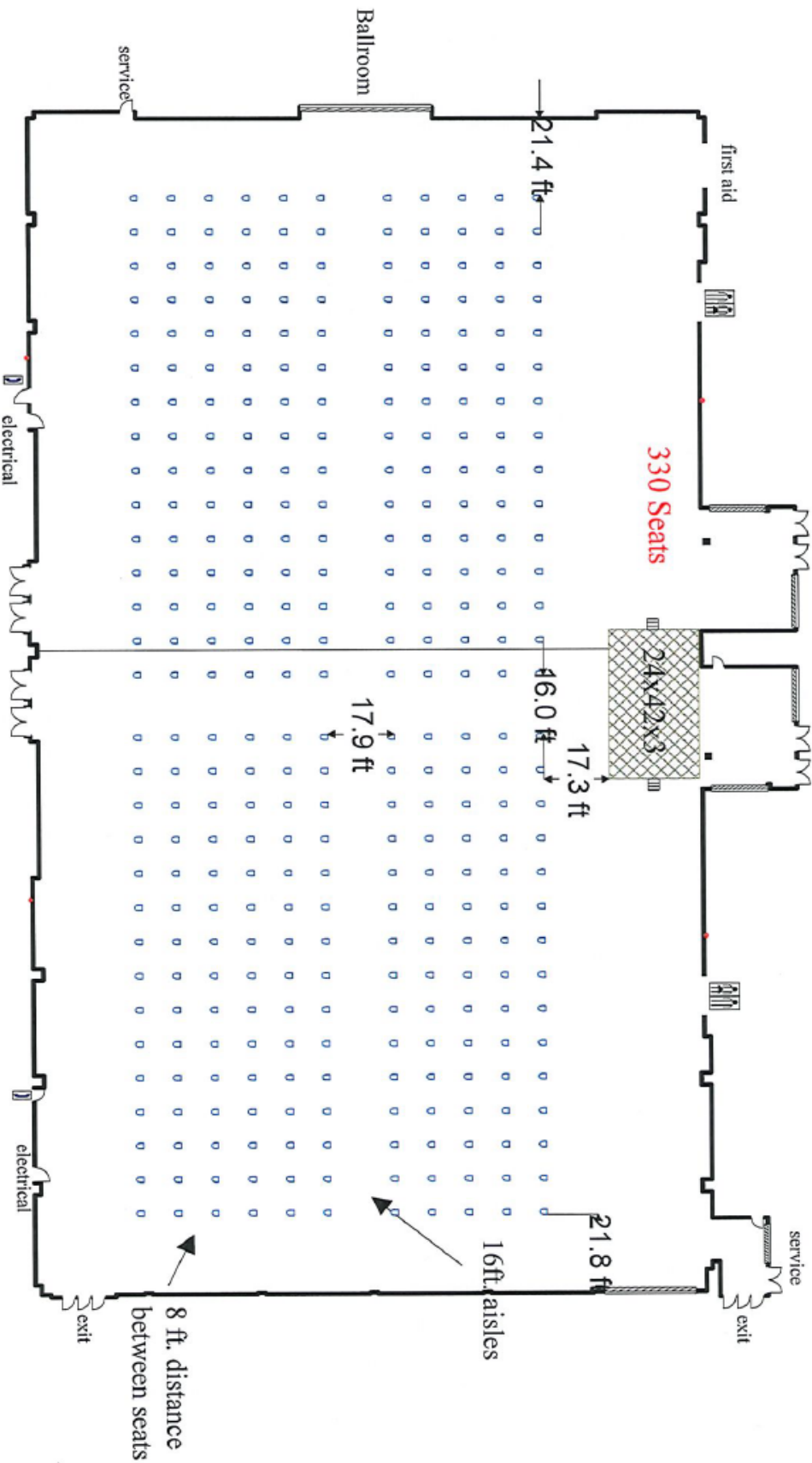with 6ft. distancing is 6%

330 Seats

Exhibit Hall

Exhibit Hall B

Ballroom

first aid

service

21.4 ft

concessions

concessions

24x42x3

16.0 ft

17.3 ft

17.9 ft

electrical

electrical

21.8 ft

service

exit

exit

16ft. aisles

8 ft. distance
between seats

** Modifications may result in diminished capacity.

Certified
Room Diagram

COVID-19 MAX CAPACITY - 6FT DISTANCING

Theatre Style
126 Seats
27,555 sq ft

Exhibit Hall A

concessions

Regular Capacity: 2,300

*Max capacity to comply with 6ft. distancing is 5%
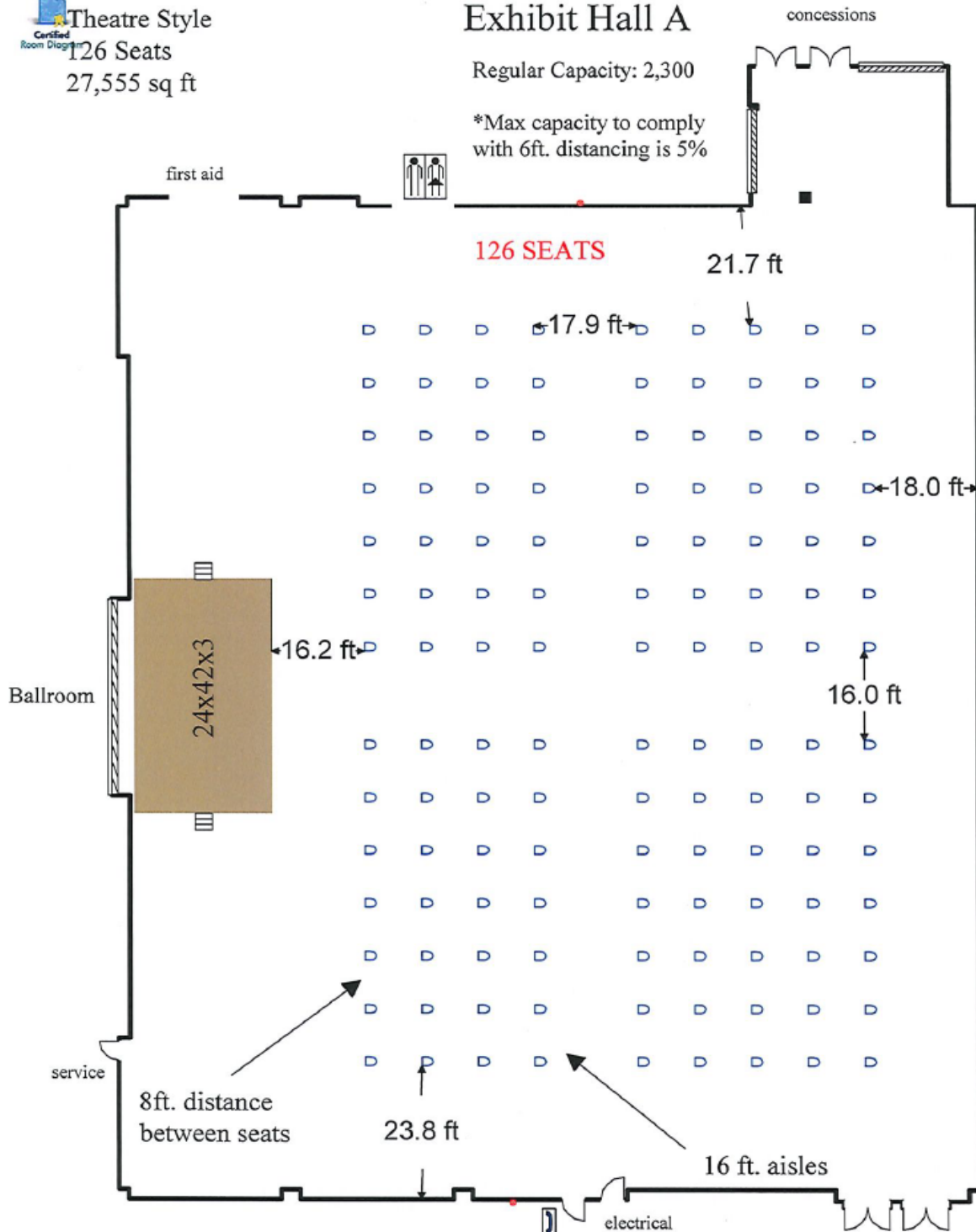
first aid

126 SEATS

21.7 ft

←17.9 ft→

←18.0 ft→

24x42x3

←16.2 ft→

Ballroom

16.0 ft

service

8ft. distance between seats

23.8 ft

16 ft. aisles

electrical

** Modifications may result in diminished capacity.

COVID-19 MAX CAPACITY - 6FT DISTANCING

Regular Capacity: 2,700

Theatre Style
168 Seats
33,236 sq ft

*Max capacity to comply
with 6ft. distancing is 7%

Certified
Room Diagram

concessions

Exhibit Hall B

service

exit

21.8 ft

168 SEATS

19.9 ft

17.9 ft

16.0 ft

16 ft. aisles

24x42x3

17.3 ft

16ft. aisles

23.6 ft

exit

electrical

8ft. distance between seats

** Modifications may result in diminished capacity.

Price Level		Base Price	Seats	Price Level Total
🟠	Price Level 2	0.00	99	0.00
🟣	Price Level 3	0.00	50	0.00
🟢	Price Level 4	0.00	119	0.00
🔴	Price Level 5	0.00	55	0.00
🔵	Price Level 6	0.00	136	0.00
🟡	Price Level 7	0.00	96	0.00
⚫	Kills	-	922	-
Total		Avg / seat: 0.00	1,477	**0.00**

ticketmaster

COVID-19 SEATING DISTANCING MODEL #2 2020 Copy
McAllen Performing Arts Center, Capacity: 1,829 Seats

Potential Revenue
0.00

May 29, 2020 3:49:12 PM   Page 1 of 2