

## Frequently Asked Questions For Guests

### What precautions are being taken to prevent the spread of COVID-19 when attending an event at Stampede Park?

Safety is the top priority at the Calgary Stampede. The following precautions are in place to provide a safe environment for guests:

- Attendees will be advised to physical distance, wear a mask and use hand sanitizer.
- Only those guests attending an event will be permitted entry to the venue.
- Hand sanitizers are provided at all entrances and throughout the venue.
- Enhanced cleaning and disinfecting procedures with special attention to high touch surfaces.
- Signage for physical distancing, safe hygiene practices and City of Calgary mask bylaw.
- Reduced capacities in washrooms and meeting rooms based on physical distancing calculations.
- Recommended reduced capacities in halls based on physical distancing calculations.
- Guest ambassadors in public concourses directing and monitoring flow.
- Touchless payment options at parking and concession retail outlets.
- Plexi dividers at concession retail outlets.
- Employees, contractors and exhibitors are screened upon entry to the venue.
- A dedicated isolation room is identified in each venue should a guest begin to display symptoms.

### Do I have to wear a mask?

Masks are required as per the City of Calgary mask bylaw. Masks are required to be worn at all times while in public areas, unless you are using a designated seating area for food and beverage service. Attendees are expected to wear a mask with the exception of those under the age of 2 or those who have an approved medical exemption. It is important to note that each event may have elevated expectations for mask wearing and event organizers have the right to refuse entry to anyone not wearing a mask. Please check the website of the specific event you are attending to ensure you have the most up to date information for that specific event.

### What food and beverage services are available? Is there a designated seating area for eating?

Food and beverage service will be event dependent. For public events, it is expected that pre-packaged food items will be available at designated concession locations. Seating may be available, but is event dependent.

### **If I have a concern related to safety or cleanliness, how can I report it?**

Concerns regarding safety or cleanliness at an event can be reported by texting 587.207.0077. These texts are monitored by the manager on duty and guest services teams who will forward those concerns to the appropriate department for resolution.

### **Can I get a refund for my tickets if I do not feel safe?**

Refunds for event tickets should be requested directly to show management for the event you are attending.

### **Where do I enter the event I am attending?**

In an effort to increase safety for guests attending different events, each event will have a designated entrance and exit. Wayfinding signage will provide direction to the closest entrance for the venue/event you are looking for.

### **Where do I park for the event I am attending?**

For guests attending events in BMO Centre, it is recommended that you park on the North side of Stampede Park in lots 10 and 11, which are accessed at 12 Ave and 3<sup>rd</sup> Street S.E. with overflow in Lots 14 and 20 at the corner of 12 Ave and Olympic Way S.E. For guests attending events in The Big Four Roadhouse, Nutrien Western Event Centre, Rotary House or The Grandstand you are encouraged to enter Stampede Park through either the North or South gates and park in Lots 2, 3, 5 and 6. View the Stampede Park map [here](#).

### **If events are limiting capacity, will line ups be inside or outside? Are tickets timed?**

Recommended reduced capacities have been provided to event organizers for planning purposes. Queuing can occur both indoors and outdoors as space permits so we recommend guests dress appropriately for the weather. Timed ticket entry has been recommended to event organizers but it is up to the individual event to determine their ticketing process. Please check the website of the specific event you are planning to attend for details on their ticketing process.

### **Will there be coat or parcel check available?**

At this time, coat and parcel check services are unavailable.

### **What forms of payment are accepted?**

Touchless payment services including tap and card payments are available at parking and concession retail locations. Cash will also be accepted.