

## Update on Operations in a COVID Environment

November 19, 2020

With the increase in the rate of infections of COVID-19 and the governor's curfew order, a number of procedural changes are being implemented beginning November 19<sup>th</sup> and continuing for the duration of the curfew.

The building will stop on-ice activity at 9:45 p.m. with the expectation that players and coaches will exit the facility by 10:00 p.m.

All scheduled activity is being reviewed to accommodate all of our customers. We will do everything we can to find ice for those events that are currently scheduled to run past 10:00 p.m. or to start at 10:00 p.m.

OHSA has stated that their expectation is that the building is empty and lights out by 10:00 p.m. As a result, high school games will be curfewed at 9:45 p.m. regardless of the time remaining on the clock. We will work with the teams and league to adjust starting times in order to comply with this; however, teams will need to follow these directives:

- Pregame warmup will be 7 minutes and the clock will start when the Zamboni doors are closed.
- There will be no National Anthem.
- There will be no announcement of starting lineups.
- Starting lines should proceed to the faceoff circle immediately upon completion of warmups.
- Ice resurfacing will occur prior to the game and after the second period.
- Post-game handshakes will be replaced with both teams lining up on their respective blue line and raising their sticks in salute.

Fans must exit the building through the side doors under the bleachers immediately upon completion of the game and should stay in their cars while they wait for their sons/daughters.

For games that are postponed in favor of rescheduling, tickets purchased will follow the event to its rescheduled date; there is no need to repurchase tickets. If patrons wish to have a refund they can email [information@sylvaniatamoshanter.com](mailto:information@sylvaniatamoshanter.com) and request a refund. Refunds will be issued through the Home Town Ticketing application. Events that are cancelled without being rescheduled will result in a refund of all purchased tickets for that event. We would ask that patrons be patient while we work with teams to reschedule activity.

Thank you for bearing with us while we work our way through these situations. The entire staff of Sylvania Tam O Shanter is working every day to keep the building safe, to provide an avenue for ice skating activities, and to offer a positive experience for our customers.