



## AFT Events Health & Safety FAQ



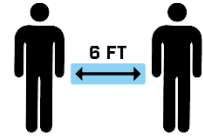
**FACE  
COVERING  
REQUIRED**



**TEMPERATURE  
CHECK  
REQUIRED**



**WASH YOUR  
HANDS OFTEN  
WITH SOAP  
AND WATER**



**KEEP SIX FEET  
BETWEEN YOUR  
TRAVEL PARTY  
AND OTHERS**

### **Q: WHAT PROTOCOLS AND PROCEDURES WILL BE IN PLACE TO ENSURE FANS' SAFETY?**

AFT Events works with state, county and local health and government officials to ensure that each venue will be ready to provide the safest possible experience for American Flat Track fans in attendance. Amended safety protocols and procedures will be in effect that include:

- Enforcing a limited venue capacity of 25%
- Strict adherence to the CDC-recommended 6' social distancing will be mandated onsite
- Mandatory face coverings will be required, and masks will be provided for all individuals
- Roaming staff, including ushers and security, will monitor and enforce social distancing and mask requirements.
- A sequenced ingress/egress procedure into the facility property/gates will be used to minimize large concentrations of personnel or guests
- Each guest will be screened prior to entering the event gates; initial screening will include a non-contact temperature check
- Entry and exit to the grandstands, along with routes to concession stands and restrooms will adhere to social distancing guidelines
- Multiple handwashing and hand sanitizing stations will be placed throughout the venue and entrances
- A cleaning staff, clearly identified for guests, will be cleaning or disinfecting at all times
- Strategically placed signage will be placed throughout facility to reinforce health and safety measurements including but not limited to physical distancing ground graphics, health and safety a-frame signage, and social distancing/health and safety signage throughout restrooms and concession areas.
- Regular PA/Jumbotron announcements will enforce health and safety messaging throughout the event.
- Once inside the venue, fans will not be allowed to exit the property and return (no re-entry)
- Cashless transactions preferred. Accepted forms of payment: Debit, Visa, Mastercard, American Express, Discover.

**[-- Click here to view AMA Pro Racing's Event Operating Protocols for AFT's Return to Racing with Fans --](#)**

**Q: WILL FANS BE REQUIRED TO GO THROUGH A SCREENING PROCESS?**

Yes. Prior to entering the event gates at the track, each guest will go through an initial screening that will include a non-contact temperature check.

For more information, please call 386.944.0924 or email [tickets@americanflattrack.com](mailto:tickets@americanflattrack.com)

**Q: WILL FANS BE REQUIRED TO WEAR MASKS AT ALL TIMES?**

Yes. All guests (age 3 and up) will be required to wear face coverings and complimentary masks will be available at the screening location.

**Q: WILL SOCIAL DISTANCING BE ENFORCED?**

Yes. A maximum of 10 seats grouped together will be allowed. Social distancing will be mandated on-site and strictly enforced by staff on-site.

**Q: HOW WILL SAFETY BE MAINTAINED REGARDING RESTROOMS AND CONCESSIONS?**

Throughout the event, there will be a designated cleaning-only crew that will frequently clean and disinfect grandstand and fan areas of the venue including restrooms and concession areas. Restrooms will have additional social distancing practices implemented, including only allowing use of every other sink, stall and urinal and monitoring to ensure social distancing of fans while washing & drying hands, etc.

For concessions, there will be no buffet or self-serve options available on site. There will be limited menus and limited food preparation onsite, as well as physical barriers between the guests and food service operations. All personnel involved in food preparation will undergo the same screenings as employees and support staff.

**Q: WILL FANS BE ABLE TO GO IN THE PADDOCK DURING EVENT WEEKENDS?**

No. For 2020, the paddock will only be open to competition-essential personnel.

**Q: WHAT HAPPENS IF A FAN FALLS ILL DURING THE EVENT?**

Fans who become symptomatic during the event will be taken to a dedicated medical screening station for assessment.

- If a fan needs immediate medical attention, they will be transported to an emergency healthcare facility.
- If the fan is symptomatic and/or has a fever above the CDC guidance on temperature, they will be informed of the potential causes of a fever, given a recommendation to seek medical attention and asked not to return to the event.

**TICKET INFORMATION:**

**Q: HOW DO I SECURE TICKETS WITH MY AFT TICKET CREDIT?**

Eligible account holders who previously selected a 120% event credit can use that credit toward these tickets. Any remaining credit will remain on the account (must be used in 2020 or 2021).

**Q: HOW WILL MY TICKETS/ADMISSIONS BE DELIVERED?**

All tickets to upcoming AFT events will be delivered to fans exclusively via **Digital Delivery**.

**AFT EVENTS TICKETING** provides fans with the flexibility to **display tickets on a mobile device** or the ability to **print tickets at home** from a computer and printer for non-contact, scanner-friendly entry at the gates on race day.

**Below are instructions for accessing your tickets via email through your mobile device or desktop computer. Please familiarize yourself with these instructions before race day. As a best practice, you may also save your tickets to your mobile device, i.e. in your digital wallet on Apple devices for easy access at the gate.**

### **MOBILE TICKETS**

Option 1 – Access from your email confirmation

- a. Ticket purchasers will receive an email confirmation once your order has been processed.
- b. A second email will include a .pdf file with your barcoded tickets (1 unique barcode per ticket).
- c. You can add these tickets to your wallet on iOS devices, or save the .pdf images to your Android device.

Option 2 – Logging in to your AFT Events account

- a. You may also log in to your online AFT account at [tickets.americanflattrack.com](https://tickets.americanflattrack.com) to access your tickets using the email address and password created when you purchased online. (If you purchased via phone, please contact AFT Events Ticketing at 386.944.0924 or email [tickets@americanflattrack.com](mailto:tickets@americanflattrack.com) for assistance with digital delivery of your tickets.)
- b. Once you have logged into your online AFTE account page, click on the MY TICKETS tab in the menu on the left side of the page. A listing of all past ticket purchases will display.
- c. Locate the event logo and date you'd like to display your mobile ticket for.
- d. Click on the '**VIEW TICKET**' option for each ticket to display the barcode to be scanned for entry.
- e. (TIP) Add the ticket to your Apple or Digital Wallet for ease of access when entering the gate (in the event of limited cellular reception at the race site.)

### **ACCESS TICKETS via COMPUTER**

Option 1 – Access from your email confirmation (comparable to mobile tickets above)

- a. Ticket purchasers will receive an email confirmation once your order has been processed.
- b. A second email will include a .pdf file with your barcoded tickets (1 unique barcode per ticket).
- c. You can save the .pdf images to your desktop device.
- d. The .pdf tickets may be printed out via your installed local (or network) printer.

Option 2 – Logging in to your AFT Events account

- a. You may also log in to your online AFT account at [tickets.americanflattrack.com](https://tickets.americanflattrack.com) to access your tickets using the email address and password created when you purchased online. (If you purchased via phone, please contact AFT Events Ticketing at 386.944.0924 or email [tickets@americanflattrack.com](mailto:tickets@americanflattrack.com) for assistance with digital delivery of your tickets.)
- b. Once you have logged into your online AFTE account page, click on the MY TICKETS tab in the menu on the left side of the page. A listing of all past ticket purchases will display.
- c. Locate the event logo and date you'd like to display your mobile ticket for.
- d. Click on the '**VIEW TICKET**' option for each ticket to display the barcode to be scanned for entry
- e. You may elect to print the ticket at this point directly from your desktop browser if you have a printer installed. (Ticket images will print on a U.S. standard 8-½ x 11 inch page)
- f. (TIP) Save each ticket to your desktop gallery for ease of access when printing.
- g. You may also elect to re-email your ticket(s) to the email address you provided at checkout.

### **Q: HOW DO I SECURE ADA SEATING?**

For fans who need assistance in securing ADA seating for this event, please call us at 386.944.0924 or email [tickets@americanflattrack.com](mailto:tickets@americanflattrack.com).