



Frequently Asked Questions – Astros Tours

Q: WHAT SAFETY PRECAUTIONS ARE BEING TAKEN?

A: In addition to following all Centers for Disease Control and Prevention (CDC) and Texas Department of State Health Services (DHS) guidelines, we are working closely with Harris County and the City of Houston to ensure all tours meet or exceed all recommended health and safety standards. We will be restricting person-to-person contact as much as possible by offering online and touchless in-person ticket sales, reducing tour group sizes and more.

All tour staff will be wearing appropriate personal protective equipment during the tours. We are also requiring that all guests and tour staff practice social distancing. Additionally, all guests and staff will be required to complete an electronic health questionnaire prior to entry. We will also be taking the temperature of all guests and staff before entry into the ballpark. Anyone with a rejected health screening or a temperature greater than or equal to 100.0 degrees Fahrenheit will not be permitted to enter the facility, and refunds will be given to these customers. All tour guests will also be required to wear face masks or face coverings.

Public health authorities recommend self-screening before you enter public places and not entering public places with any of the following signs or symptoms:

- Cough
- Shortness of breath or difficulty breathing
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- Loss of taste or smell
- Diarrhea
- Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit
- Known close contact with a person who is lab confirmed to have COVID-19

Please see the DHS website at <https://dshs.texas.gov/coronavirus/> for more information.

Anyone exhibiting symptoms of COVID-19 within 14 days leading up to their scheduled tour, should contact tour management at tourstaff@astros.com about rescheduling for a later date.

Q. WHAT SAFETY PRECAUTIONS SHOULD I TAKE DURING MY VISIT?

A: Currently, the CDC or the DHS recommends practicing the following protocols which are subject to change:

- Wear a cloth face covering in public settings. Facemasks are required by all staff and guests on tours of Minute Maid Park. A surgical mask can be provided to any guests who arrive without a mask or an Astros-themed mask may be purchased in the Team Store. NO SHOES, NO SHIRT, NO MASK, NO SERVICE.
- Maintain at least 6 feet of separation from other individuals not within the same household.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

- Wash hands often for 20 seconds and encourage others to do the same.
- If no soap and water are available, use hand sanitizer with at least 60% alcohol.
- Cover coughs and sneezes with a tissue, then throw the tissue away.

Please see the CDC website at <https://www.cdc.gov/coronavirus/2019-ncov/index.html> and the DSHS website at <https://dshs.texas.gov/coronavirus/> for more information.

You should check CDC and DSHS guidelines prior to your tour for any changes implemented by the CDC or the DSHS.

Q: HOW DO I PURCHASE A TOUR TICKET?

A: Tour tickets are available online at astros.com/tours or at the door by following the posted instructions. In order to avoid person-to-person contact, hard-copy tickets will not be able to be purchased in-person.

Q: CAN I PURCHASE TOUR TICKETS AT THE BOX OFFICE?

A: No. In order to limit person-to-person contact, the box office will be closed. Public tour tickets may be purchased online at astros.com/tours or at the door by following the posted instructions. For group tour information, please email tourstaff@astros.com.

Q: DOES EVERYONE NEED A TICKET?

A: Children 2 years old and under will not need a ticket.

Q: HOW DO I FIND MY MOBILE TICKET?

A: Getting your tickets is now easier than ever. Simply go to the MLB Ballpark app to receive mobile/digital tickets instantly.

Q: HOW WILL MY TICKET BE SCANNED?

A: Tour staff will be on site to verify tickets for admission.

Q: THE TOUR TIME I WANT IS NOT AVAILABLE. WHAT SHOULD I DO?

A: Tour sizes have been significantly reduced to aid in our social distancing efforts during this time. Tickets are available on a first-come, first-serve basis and availability is not guaranteed. If you are interested in booking a private tour, please email tourstaff@astros.com.

Q: WHAT HAPPENS IF NEW RESTRICTIONS ARE PUT IN PLACE OR A NEW STAY AT HOME ORDER IS EXECUTED?

A: In the event that new government or MLB regulations cause us to postpone your tour, we will work with you to reschedule for the earliest possible date. Details will be communicated via email and Astros social media.

Q: WHAT IF I AM UNABLE TO USE MY TICKET?

A: Except in connection with a participant exhibiting symptoms of COVID-19 within 14 days prior to the scheduled tour, all sales are final and there will be no refunds.

Q: DO YOU OFFER PRIVATE TOURS?

A: Absolutely! Private groups will be booked on a case-by-case basis. Please contact tourstaff@astros.com for availability and special requests.

Q: WHERE SHOULD I PARK?

A: The Diamond Lot and Lot A are available for free parking on a first-come, first-served basis.

Q: WHERE DOES THE TOUR BEGIN?

A: Tours begin inside the Union Station Lobby (corner of Texas and Crawford) located at 501 Crawford Street, Houston, TX 77002.

Q: WHERE DOES THE TOUR END?

A: Tours end in the Diamond Lot South parking lot, near our Clock Tower, which is near the corner of Texas and Hamilton.

Q: WHEN SHOULD I ARRIVE FOR MY TOUR?

A: Please arrive 10-15 minutes before your tour is scheduled to begin. Staff will begin processing guests for entry no later than 5 minutes prior to the beginning of each tour.

Q: HOW LONG DOES THE TOUR LAST?

A: The Classic Tour lasts for approximately one hour, and the Ultimate Fan Tour lasts for approximately two hours.

Q: WILL CONCESSIONS OR DRINKS BE AVAILABLE?

A: No. Concessions stands will not be open and water fountains are unavailable. Guests should plan accordingly and bring their own bottled water.

Q: CAN I BRING MY OWN FOOD AND DRINKS?

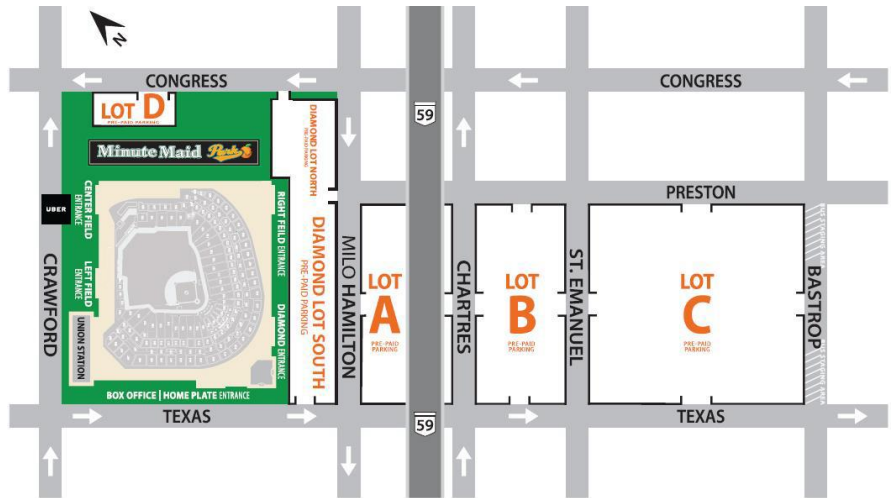
A: Aside from bottled water, outside food and drinks are not permitted on the tour.

Q: WILL I BE ABLE TO VISIT THE TEAM STORE?

A: Yes. The Team Store will be open Monday - Friday from 9AM-5PM and Saturdays from 9AM-2PM. The Team Store is closed on Sundays.

Q: CAN WE BRING A STROLLER ON THE TOUR?

A: No. The tour routes include stairs and escalators, and alternate means of carrying children will need to be employed. One elevator in the ballpark has been set aside for use, and it is restricted to ADA patrons only.



Q: HOW SHOULD I DRESS FOR MY BALLPARK TOUR?

A: Ballpark Tours are outdoor, walking activities. Please dress in weather appropriate clothing and comfortable walking shoes.

Q: ARE THERE ANY PROHIBITED ITEMS OR ACTIVITIES?

A: Yes, and due to COVID-19 some requirements have changed. Please note that failure to follow these guidelines may result in ejection from the tour and the ballpark. The following items and activities are prohibited during your Minute Maid Park visit:

- Advertising, selling or promoting any product (including, but not limited to, food and beverage items)
- Bags or purses measuring larger than 16" x 16" x 8" (see next questions for additional information)
- Cameras with lenses larger than 8 inches
- Clothing with offensive or profane language
- Violating the MLB Code of Conduct
- Food and drinks, with the exception of bottled water
- Intentional or repeated failure to adhere to social distancing guidelines
- Laser pointers
- Littering
- Noisemakers
- Smoking (including e-cigarettes, vapes or any other smoking device)
- Strollers
- Taking photos or video of or livestreaming any player workouts
- Toys including baseballs and bats
- Use of drones
- Videography
- Wagons
- Wandering away from the tour guide or into restricted areas
- Weapons of any kind, even if properly permitted or registered

Q: WHAT KIND OF BAG OR PURSE CAN I BRING?

A: In an effort to enhance public safety, Minute Maid Park will be limiting the size and style of bags allowed in the facility for tours.

Prohibited bags include but are not limited to:

- All purses, bags or containers larger than 16" x 16" x 8"
- Backpacks
- Binocular cases
- Briefcases
- Camera bags
- Cinch bags
- Computer bags
- Coolers
- Fanny packs
- Luggage of any kind

*Exceptions will be made for medically necessary items, including diaper bags, after proper inspection.

Q: WHAT CAN I EXPECT FROM MY TOUR?

A: Knowledgeable tour guides will share interesting facts and stories about the ballpark and team history throughout the tour. You will also have multiple exciting photo opportunities while visiting memorable, behind-the-scenes locations and some brand new, state-of-the-art fan areas and clubs which were added to Minute Maid Park after the 2019 season.

Q: IS THE TOUR HANDICAP ACCESSIBLE?

A: Tour locations are handicap accessible. All tour locations are subject to change and not guaranteed. A limited number of wheelchairs will be available for guest use on a first-come, first serve basis. One elevator in the ballpark has been set aside for use, and it is restricted to ADA patrons only.

Q: WILL THERE BE PLACES TO STOP AND REST DURING THE TOUR?

A: If for any reason you feel the need to rest during the tour, we will have options available to you.

Q: CAN I TAKE PHOTOS DURING THE TOUR?

A: You bet! Taking pictures of tour locations is highly encouraged unless tour staff states otherwise. Guests may bring their personal cameras and take photographs. Videography is not permitted.

Q: DO YOU OFFER LANGUAGE TRANSLATION SERVICES?

A: Yes. Spanish Language tours may be available with advanced notice. Please email tourstaff@astros.com at least 2 weeks before your tour to request a translator and we will do our best to accommodate you.