



Frequently Asked Questions – Astros Welcome Back Tours

Q: WHAT ARE WELCOME BACK TOURS?

A: Welcome Back Tours will give Astros fans a chance to get back into Minute Maid Park for the first time since the COVID-19 crisis. We will host fans on one-hour long Daytime Tours, during which fans might see Astros players working out on the field, and two-hour long Late Tours, during which the fans themselves will have an opportunity to visit the field as they make take a lap around the warning track.

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 only offering online ticket sales, reducing tour group sizes and more.

All tour staff will be wearing appropriate personal protective equipment during the tours. We will require all guests and tour staff to practice social distancing as well as 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.

Public health authorities recommend guests conduct a self-screening before entry into 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 DSHS recommends practicing the following protocols which are subject to change:

- Wear a cloth face covering in public settings. Face masks 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. 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 only at astros.com/tours. All tickets must be purchased at least 24 hours in advance. In order to avoid person-to-person contact, 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 must be purchased online at least 24 hours in advance at astros.com/tours. 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: WHAT LOCATIONS WILL I GET TO SEE DURING THE WELCOME BACK TOURS?

A: The Daytime Tour (one hour long) includes visits to the brand new Michelob Ultra Club (Upper Deck), the recently renovated Bank of America Suite Level, the new and luxurious Texas and Crawford Club, the Honda Club Level, the Milo Hamilton Press Box, the Lexus Field Club, and Astros Hall of Fame, presented by Houston Methodist.

The Late Tour (two hours long) includes all areas visited on the Daytime Tour, PLUS the Diamond Club and warning track field lap.

Q: WHEN ARE THESE TOURS CONDUCTED AND HOW MUCH DO THEY COST?

A: The Daytime Tour (one hour long) is held at 10:00AM, 12:00PM, and 2:00PM and is available daily, Monday-Sunday. This tour costs \$15 for adults (ages 15-64), \$12 for senior citizens (ages 65 and up) and military, and \$10 for children (ages 3-14). Admission for children 2 years old and under is free.

The Late Tour (two hours long) is held at 4:00PM and 7:00PM and is available daily, Monday-Sunday. This tour costs \$25 for adults (ages 15-64), \$20 for senior citizens (ages 65 and up) and military, and \$18 for children (ages 3-14). Admission for children 2 years old and under is free.

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

Q: WHERE DOES THE TOUR BEGIN?

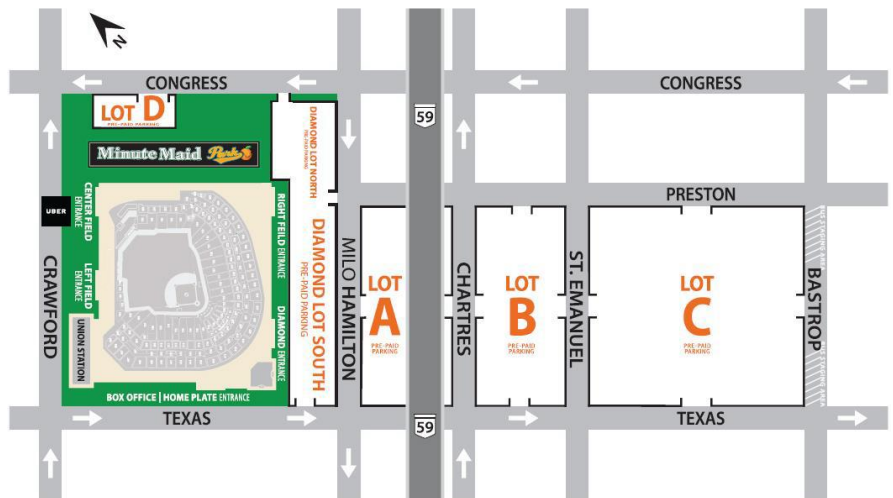
A: Tours begin inside the Union Station Lobby (corner of Texas and Crawford) located at 501 Crawford Street, Houston, TX 77002.

Q: WHERE DOES THE TOUR END?

A: Tours end at our Atrium Gate, located next to Union Station on the Texas Street side near the corner of Texas and Crawford.

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 Daytime Tour lasts approximately one hour, and the Late Tour lasts 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 manufactured 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. GUESTS MAY NOT TAKE PHOTOS OR VIDEO OF OR LIVESTREAM ANY PLAYER WORKOUTS.

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.