



We have taken enhanced health and safety measures to protect our venue guests. However, there is an inherent risk of exposure to COVID-19 in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. By entering the NOW Arena, you voluntarily assume all risks related to exposure to COVID-19, and voluntarily waive all claims and potential claims related to exposure to COVID-19 against the Village of Hoffman Estates, Global Spectrum, and Township High School District 211.

2021 GRADUATION GUIDELINES

UPDATED 5/10/21

TICKETS:

- Due to the restrictions related to mass gatherings, capacities are limited and guests from different households must maintain social distance in the seating bowl. To ensure the graduation ceremonies meet State Guidelines, all guests attending the indoor ceremony at NOW Arena will need to have a ticket to enter the arena. Once inside the Arena, there is no re-entry.
- *****NEW***** Guests must sit together in one (1) POD. Due to limited seating, you are not allowed to split your party into multiple PODs, i.e. if you're given six (6) tickets per graduate, all guests must sit in the same six seat POD.
- Each Graduate will pick up tickets from their school on a selected day organized by their school. The amount of tickets allocated to each student will vary based on the size of the ceremony.

PARKING:

- Guest will be directed by parking staff to the designated parking lot. ~~In order to enter the lot, each vehicle will need to have at least one (1) graduate in the vehicle. If you do not have a graduate in your vehicle, you will not be permitted entry into the parking lot*.~~



*****NEW***** To reduce traffic congestion, limit non-ticketed guests on property and ensure a more streamlined ingress or egress into the parking lot, **only two vehicles per graduate will be allowed.**

TIMED ENTRANCE FOR GUESTS

- Graduates should make their way to Door 11 upon arriving on property. The timed entry only applies to guests, not graduates.
- Please note: To expedite the security screening at the main entrance, the arena will be enforcing a Clear Bag Policy (detailed below).

OUTDOOR VIEWING AREA:

- *****UPDATED***** There will be an outdoor viewing area broadcasting a live feed of the ceremony in the closed portion of Hoffman Blvd directly in front of the NOW Arena. Guests without tickets to attend the ceremony in-person will be welcome to view the ceremony from this area, which includes multiple video screens and live audio. Guests are welcome to bring folding chairs, but pop-up tents and tailgating are not permitted. Folding chairs must be removed from the street at the conclusion of the ceremony as graduates will use this area to meet their guests.

F&B:

- NO Outside F&B. This allows cleaning staff to focus on disinfecting, not cleaning up food debris.
- There will be No F&B sales in the arena. This avoid lines in the concourse and the need for people to remove masks to eat and drink.
- Water Fountains will not be in use per guidelines
- Only Exceptions will be the following:
 - Snacks for young children or babies
 - Each guest can bring one 12oz bottle of water, but must adhere to mask policy at all times.

CLEAR BAG POLICY:

- NOW Arena has implemented a Clear Bag Policy, which is detailed at nowarena.com. This limits the size of bags entering the arena and requires the majority of bags to be clear to streamline the security screening process and avoid unnecessary wait times to enter the venue. Exceptions will be made for medical, family, or child care bags or small clutches no larger than 4.5"x6.5".

MASK:

- Mask are required to be worn the entire time a guest or graduate is inside the NOW Arena. If the guest is drinking bottled water, they must only remove the mask when actively drinking, and place the mask back over the nose and mouth immediately.

ENTRANCE FOR GRADUATES:



- All graduates will enter the Arena through Door 11 when they arrive on property. At this entrance, graduates will walk through metal detectors. Please have gown unzipped to expedite the screening process along.
- Schools must have representative at this entrance to help with any questions.
- Upon entering the arena all graduates must be wearing a mask

SEATING/TICKETING:

- All graduation ceremonies require guests to have a ticket to enter the NOW Arena.
- Each ticket will have a seating section number assigned. Guest must sit in the section designated on the ticket to ensure social distance.
- Arena seating sections will be setup in seating “PODs”, whereby guests will have the ability to sit with their group in a “POD” and the surrounding seats will be deactivated/covered to ensure the next group of guests will be socially distanced.
- Once guest are in their seats, they must keep their mask on the entire time.
- *****NEW***** REMINDER: The graduate’s entire party must only utilize a single POD, there is no splitting the party into multiple PODs.

ENTRANCE FOR GUEST:

- All guest will enter at the Main Entrance of the arena during their designated entry time listed on the flyer given to them once they arrived in the parking lot.
- Once guest are at the Main Entrance, please have your mask on and ticket ready!
 - No Mask and No Ticket= NO ENTRY
- Once guest are inside staff will help direct guests to their designated section.
- Once guest are in their correct section, they will have the option of sitting in any of the open “PODs” in their section. To keep a social distance between “PODs”, all chairs that are unavailable for seating will be blocked off.
- Once guests are in their seats, they must keep their mask on the entire time.

ADA:

- We will not have wheelchair escorts or wheelchairs available for guests. If a guest attending graduation needs a wheelchair or has mobility issues, they are advised to provide their own wheelchair.
- We will have ADA seating available for guests. The arena staff will handle ADA seating needs on a case-by-case base similar to previous years.

HEARING IMPAIRED GUEST:

- Guests that are hearing impaired or need to be in close proximity to the stage should be given tickets that are located in seating sections close to the stage. Furthermore, it’s best



for schools to place signage on select “POD” seating that’s designated for the hearing impaired.

- Ex: Interpreter will positioned Stage Right. I would set the Guest in Section 117 or 118 in the first POD available. Then put a 8.5x 11 sign with the Guest name.

EXIT FOR GRADUATES:

- All graduates will Exit through Door 4 and can meet up with guests in the closed section of Hoffman Blvd as in previous years.

EXIT FOR GUEST:

- All Guest will exit through the Main Entrance where they entered.
- To avoid congestions on the concourse and the main lobby, guests will be directed to exit the arena based on seating section. School staff will provide instruction from the stage.