



LAKE TRAVIS
INDEPENDENT SCHOOL DISTRICT

Lake Travis High School Class of 2020 Graduation Ceremony

Saturday, August 1, 2020

Parking Lots Open: 1:00 PM

Doors Open: 2:30 PM

Ceremony Begins: 4:00 PM

****Face coverings will be required****

Welcome to H-E-B Center at Cedar Park and congratulations on this momentous occasion! We understand this year has been very different than expected and we are very excited to be able to share one of the greatest days in a young person's life with you, your families, friends and relatives. This packet contains very important information that will help make this experience smooth and memorable. Please read through this information thoroughly, especially the COVID-19 Venue Safety Plan.



Parking

H-E-B Center at Cedar Park is equipped with 2,600 general parking spaces. Handicap parking spaces are located closest to the building in Lots B, F & G. These spaces are limited and fill up fast, please plan to arrive early. The Valet parking lot will be used as a drop off / rideshare area only.

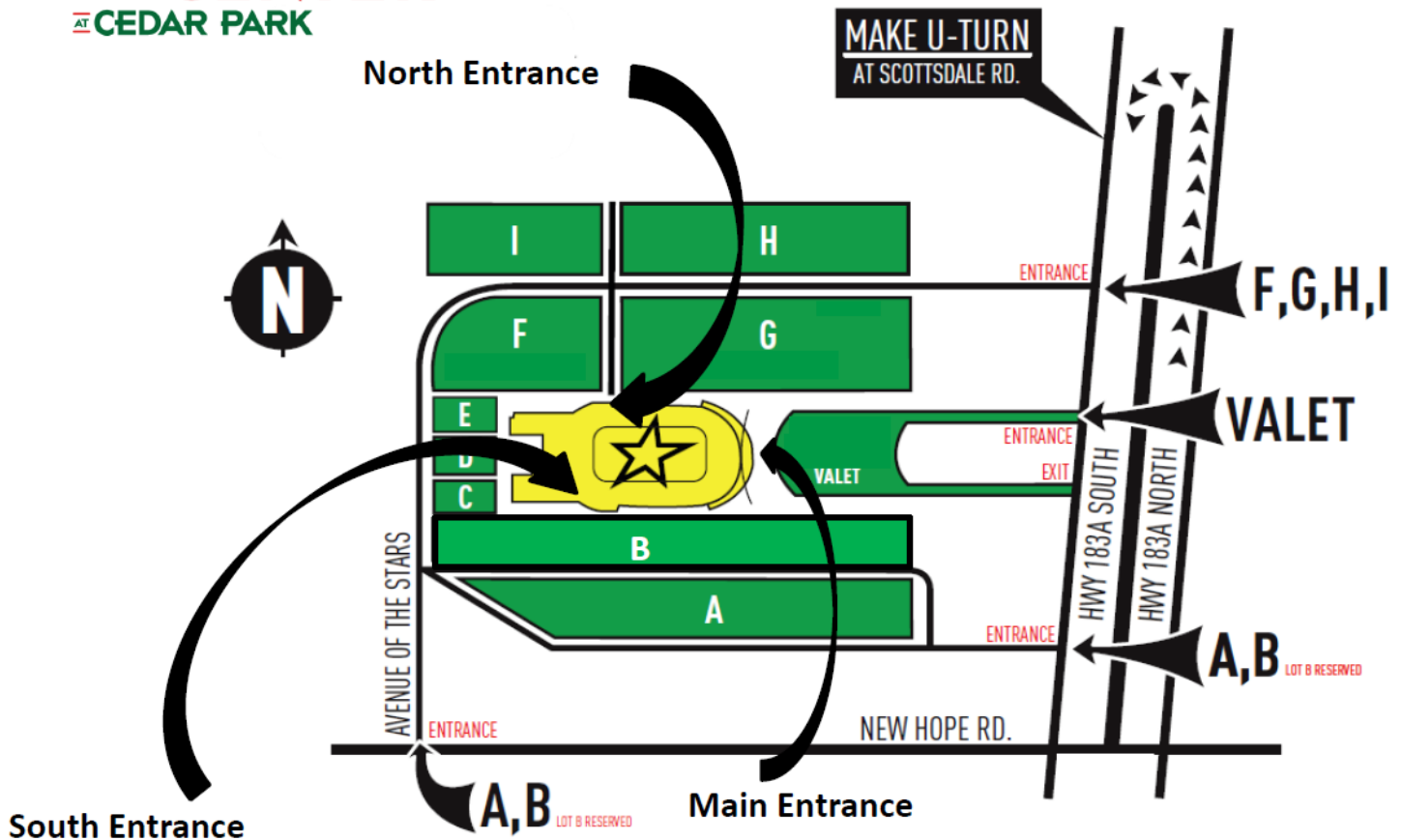
Please reference the diagram below for lot locations and entry information.

Parking Fee

- Cars, Pick-up Trucks, SUV's: \$5.75 in advance | \$6.00 day of
- Busses/Larger Vehicles: \$30 day of only
- Valet parking is not available during graduations and will be used for a drop off area

We strongly encourage pre-purchasing parking prior to the day of graduation. Passes can be purchased by going to this website: https://bit.ly/LTHS_2020Grad

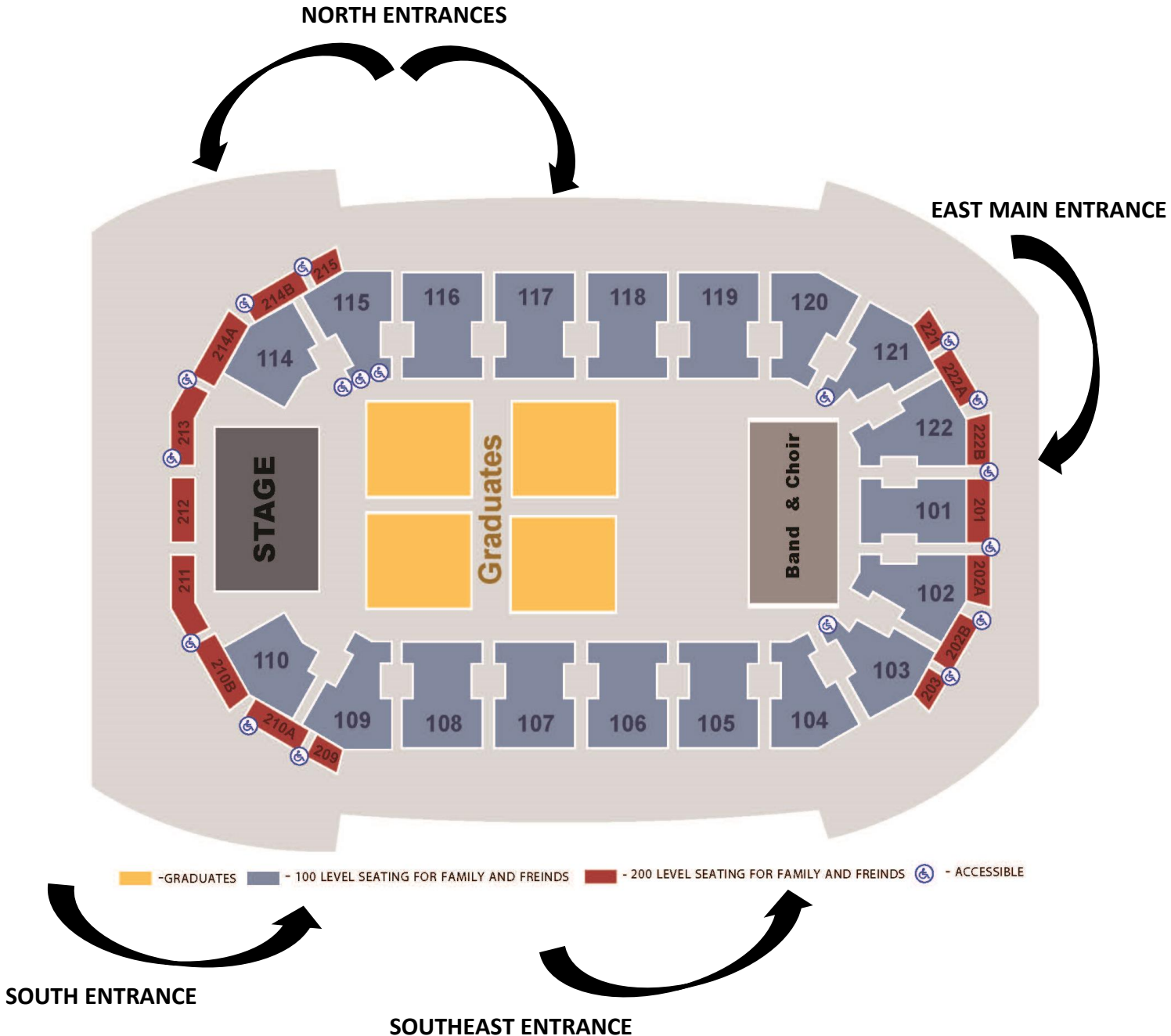
Credit card only payments will be accepted for day of parking



Entering H-E-B Center at Cedar Park

Lake Travis High School issued tickets are required for entry to H-E-B Center on the day of the ceremony. There are now FIVE (5) entrances in to H-E-B Center. Entrances have been expanded to allow for more social distancing as a COVID-19 precaution. Locations are one East Main Entrance, two entrances on the south side and two entrances on the north side. Please reference the map below to understand the building entrances as they relate to the stage and graduate seating. Seating is first come, first serve. Please plan to arrive early for your preferred seating area.

COVID-19 PRECAUTION – Seating throughout the arena bowl will be socially distanced with a minimum of 6' between groups of four (4). Overall venue capacity has been reduced to 45% to allow for proper social distancing.



Wheelchair Access and Limited Mobility Seating

- General Seating Areas
 - Wheelchair accessible and limited mobility seating areas are labeled on the above seating map with the ADA icon. The icons within the 100 Level sections are on the floor level. The icons on 200 Level Sections are on the loge level (2nd level) and are accessible by an elevator. **SPECIAL NOTE – access to all other non-wheelchair or limited mobility seating within the arena require the use of multiple steps!**
 - All entrances have ADA accommodations. Should you need to be seated on the loge level (2nd level); both North and South entrances have elevator access in the respective lobbies. The East Main entrance has an elevator southeast (to the left) of the entrance as you enter the building.
 - Wheelchair and limited mobility seating is limited, so please arrive early should someone in your party require special accommodations.
- Wheelchair Service, Hearing Assistance, and additional Assistance
 - Please visit the Guest Services Desk behind section 121 on the concourse to secure a wheelchair escort or assisted listening device. Please note both are first come first served and wheelchairs may not be kept during the ceremony. Wheelchair escorts will take you to and from your seating.
- ASL Interpreters
 - Each ceremony will have one (1) ASL interpreter that will be shown on the center hung video board for the duration of the ceremony.

Additional Important Information

Seating:

- As a COVID-19 precaution, some seating has been blocked off to allow for proper social distancing of guests while seated in the arena bowl.
- **Guests will not be allowed to save seats.** Please wait until your entire group is present before proceeding to sit down.
- A valid Lake Travis High School Graduation ticket will be required for entry into the facility.
- Guest Services Ushers will be available to assist finding seats as needed.
- Sitting in aisles is not permitted per the Cedar Park Fire Department.
- **REMINDER** – The H-E-B Center at Cedar Park will NOT allow more than the maximum capacity of guests allowed inside the arena at any point of the graduations. Due to COVID-19, overall venue capacity has been reduced to 45%.

Security:

- Please expect to go through a standard security screening process upon entering H-E-B Center at Cedar Park. The screening process includes a bag search (bags larger than 14"x14" and backpacks are **NOT** permitted), metal detection with walk-through magnetometers and hand-held wands.
 - Anyone refusing to participate in the security screening will not permitted to enter the facility.
 - If you are unable to go through a magnetometer, please let a security guard know and they will accommodate.
 - We strongly recommend the use of a clear bag to expedite the screening process.

Prohibited Items (Including, and not limited to):

- Weapons (knives, guns, pepper spray, fireworks, etc.)
- Noisemakers (air horns, whistles, rattlers, cowbells, thunder sticks and any other item that could distract others)
- Banners and/or flags
 - Signs are limited to a poster board size, 22"x28" – the sign must not obstruct the view of the stage for other guests
- **Balloons (helium, mylar, latex, etc.)**
- Coolers
- Outside food and beverage
- Tripods, monopods, and selfie sticks
- Umbrellas larger than 12" in length
- If you have specific questions regarding items that may or may not be allowed, please contact H-E-B Center at Cedar Park Security by email at events@hebcenter.com

Food and Beverage:

- The venue's concessionaire, RS3, will be operating multiple concession stands that offer a wide variety of food and beverages available for purchase. For specific food offerings please visit our website <http://www.hebcenter.com/plan-your-visit/arena-food-beverage> (NOTE: Some items may be unavailable due to COVID-19 precautions)

Smoking:

- There is NO smoking inside H-E-B Center at Cedar Park, including the use of electronic cigarettes, vapes and vape pens
- Designated smoking areas are on the north and south 2nd level loge balconies and the Craft Beer Corner & Patio

Strollers and Baby Carriers:

- All strollers and baby carriers must be checked in at the Guest Services desk behind Section 121. They are not permitted within the arena seating.

First Aid:

- H-E-B Center at Cedar Park's first aid station is located behind Section 109 in the south entrance lobby
- See an H-E-B Center at Cedar Park Guest Services or Security representative for additional assistance

Photography and Video:

- Photography and video are permitted during the ceremony, please note all camera bags will be searched upon entry
- Tripods, monopods, and selfie sticks are not permitted
- Remember to charge all batteries before coming to the ceremony, as there will be no place to plug in chargers

Cell Phones:

- Cell phones and other mobile devices can be very distracting and must be kept in silent or vibrate mode during the ceremony

Guest Services:

- The Guest Services desk is a great place to find out information, including help regarding lost guests in your party, hearing assistance devices, wheelchair services, and information about future events
- You can find the Guest Services desk behind Section 121 on the main concourse

H-E-B Floral Department:

- The H-E-B floral team will be on site selling flowers on the concourse of H-E-B Center. Please note that we allow you to bring in your own flowers, if there is no glass container included.

Graduate Exits:

- We strongly encourage you to discuss an exterior post-ceremony meeting location with your graduate prior to the ceremony. Graduates will proceed out of the building immediately after the ceremony concludes.
 - Graduates will exit out our North and South Entrances depending on how they are seated on the floor.
- We recommend using the grass area outside of the East Main Entrance (front of the building) near the flag poles, reference image below. This will help you reconnect with your graduate faster!
- Practice social distancing while outside and reconnecting with your Graduate!





H-E-B CENTER AT CEDAR PARK COVID-19 SAFETY PLAN

AN ASM GLOBAL MANAGED FACILITY

For the full venue safety plan and most up to date COVID-19 precautions visit
www.hebcenter.com/plan-your-visit/covid-19-safety-measures

GUESTS

- ✓ **Face Covering Required** – All guests must wear a cloth face mask to cover both nose and mouth. One-time use disposable masks are provided by H-E-B Center if the guest does not already have one.
- ✓ **Social Distancing** – All staff and guests must observe a minimum 6-foot distance at all times.
- ✓ **Elevator usage** is limited to one party or one family at a time and will be disinfected after each use.
- ✓ **Wash Hands** for 20 seconds often. When needed, nine touchless **hand sanitizing stations** have been added to the office spaces and high traffic walkways.

FRONT OF HOUSE

- ✓ **Adding fifty (50) hand sanitizing stations** throughout entry points and concourse.
- ✓ **Deep cleaning between events** - Fully sanitize arena seats and high touch point areas after every event with hospital grade disinfectant.
- ✓ **Continuously cleaning during events** - Add additional housekeeping staff to continuously clean restrooms throughout the event to ensure all soaps and disposables are properly stocked.
- ✓ **Social distancing & elevator etiquette signage** posted throughout the arena.
- ✓ **Social distancing floor markers** at every line queuing (Box Office, Security, Restrooms, Concessions, etc.).
- ✓ **Limiting elevator usage** to one family or one party per ride and add guest services staff at elevators to disinfect after each usage.
- ✓ **Turning off water fountains** until further notice
- ✓ **Limiting touchpoints** by propping open interior doors when possible.
- ✓ **Relocating merchandise** to team store location/Craft Corner to control access for social distancing and to allow more space on the concourse.
- ✓ **Adding additional merchandise locations outside** where applicable.

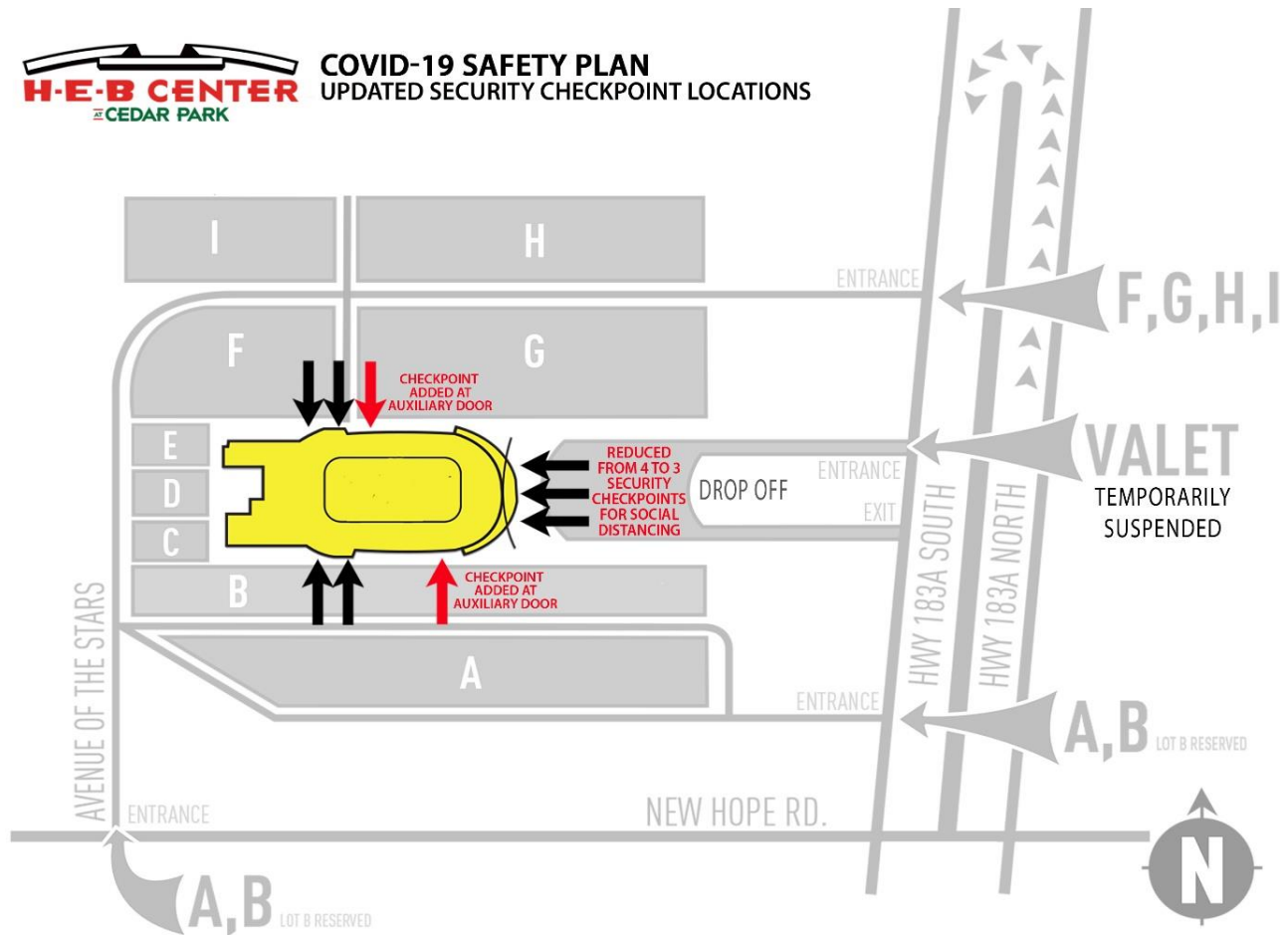


PARKING

- ✓ **Employee PPE** – All parking employees must wear masks and gloves at entry points or when customer facing.
- ✓ **Credit Card Only** – Cash is no longer accepted at lot entrances until further notice.
- ✓ **Pre-Paid Mobile parking passes** are offered online at https://bit.ly/LTHS_2020Grad
- ✓ **Valet Suspended** – Only self-park lots are available to customers until further notice.

GUEST SERVICES & SECURITY CHECKPOINTS

- ✓ **Extending door times** to 90+ minutes to allow plenty of time for guests to enter.
- ✓ **Adjusting security screening lines** to allow for social distancing.
- ✓ **PPE** – all staff are required to wear facemasks and gloves at all times.
- ✓ **Social Distancing Markers** added for line queues at all three main entrances and added auxiliary entrance doors.
- ✓ Encouraging guests to use clear bags as H-E-B Center eventually shifts to a **clear bag policy**.



FOOD & BEVERAGE / CONCESSIONS

- ✓ **PPE** – All RS3 employees must wear face masks and gloves.
- ✓ **Social Distancing** - Queue lines with stanchion toppers or floor markers.
- ✓ **Credit cards only** - Cash is no longer accepted at concessions until further notice.
- ✓ **Adding sneeze guards** at concession points of sale.
- ✓ **Removing all shared condiment & utensil stations** and replacing with single use condiment packets and pre-packaged utensils kept behind the concession stand counters.
- ✓ **Removing/relocating some beer portables/kiosks** from concourse to allow for more spacing.
- ✓ **Removing barstools and chairs** from bars and the concourse to deter any gathering and to allow for proper social distancing.
- ✓ Offering more **pre-packaged concessions**.
- ✓ Using **lids on all beverages** including soft drinks and draft beers.