



# LAUSANNE HOCKEY CLUB

## COVID-19 PROTECTION CONCEPT

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# **INTRODUCTION**

# CONCEPT DEVELOPMENT

The concept from Lausanne Hockey Club was developed in close collaboration with its Medical Partner Hirslanden including infectiologist Dr. Serge de Vallière and team doctor Vincent Chollet.

# CURRENT SITUATION

From October 1st, it is possible to hold large events again if permission is granted by the canton.

This concept forms the basis for the organization of ice hockey games (or events) in the Vaudoise aréna and should enable Lausanne Hockey Club to obtain a permit from the canton of Vaud.

The concept will be constantly adapted based on the official orders from the national and regional authorities.

# GOALS

All guidelines and policies have the goal to:

- Reduce the risk of infection
- Avoid disease transmission
- Efficient tracing of contact person

# SCOPE OF APPLICATION

The guidelines are valid for all the following games:

- All games of the NL & SL as well as U20 and U17
- Cup games with at least one team of NL / SL
- Games organized by International Ice Hockey Federation (IIHF) or Champions Hockey League (CHL) with at least one team of NL / SL

# DISCLAIMER

All spectators are attending ice hockey games at their own risk. The Swiss Ice Hockey Federation (SIHF) and the affiliated clubs refuse all liability in case of a COVID-19 infection inside the stadium or the surroundings.



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**HYGIENE CONCEPT**

# RULES LHC

- Obligation to wear a mask for people aged 12+ incl. working staff
  - Only paper / tissue masks allowed
  - Doctor certificate not sufficient to be exempted
- Seating only – no standing in the arena incl. concourses
- No away fans
- Comply with social distancing
- Obligation to register and leave contact details
- F&B consumption only at seats
- No admission with symptoms of illness

# RULES OFSP

The regulations and recommendations from OFSP are also valid.



Posters with the regulations will be placed inside and outside of the arena.

# SWISS COVID APP

LHC recommends all spectators and working staff to use the Swiss Covid app.

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**GAME OPERATIONS**

# GAME OPERATIONS

All aspects related to game operations are treated in a separate protection concept created by the Swiss Ice Hockey Federation (SIHF).

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**MEDIA**

# ACCREDITATION

All media representatives need to apply for an accreditation at Lausanne Hockey Club for all National League games.

The same procedure is valid for all photographers.



# MEDIA ENTRANCE

The media representatives can use a designated entrance through the truck tunnel.

Everyone needs to pick up its accreditation and confirm that he/she is healthy and has no symptoms of illness. Nobody with symptoms will be allowed to enter the arena.

# MEDIA SEATS

1.5m distance and sanitary policies must be ensured at all times

Mask mandatory if 1.5m distance cannot be ensured

Mask not mandatory for TV and radio commentators but seats must be separated by plexiglass if 1.5m distance cannot be ensured

16 media seats will be separated by plexiglass

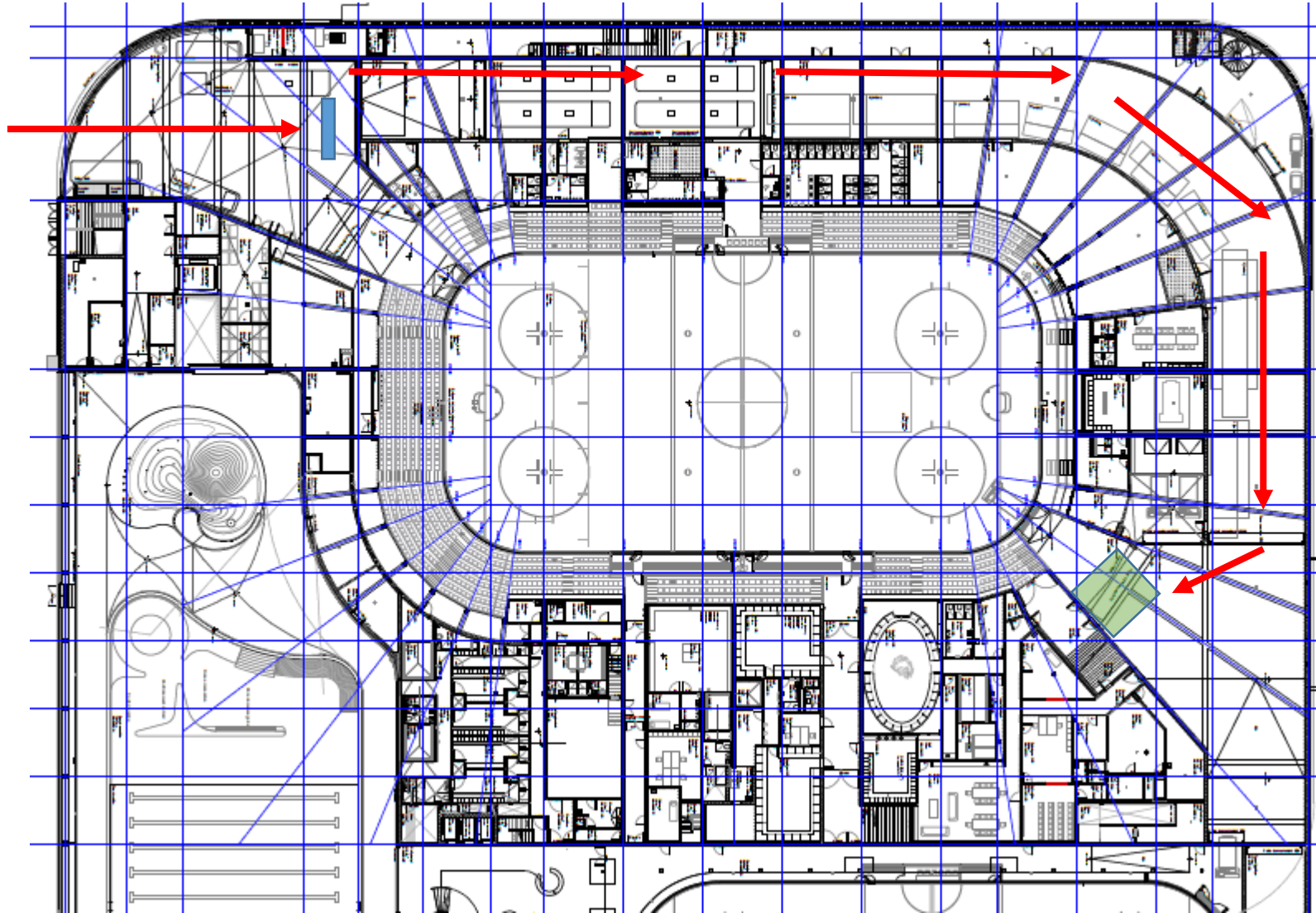
# INTERVIEWS

1.5m distance and sanitary policies must be ensured at all times

Microphones must be covered

Interviews are allowed on the ice in front of the sponsor wall with one side of the wall designated to each team

Radio, online and print media representatives are allowed to do interviews in the designated mixed zone



Accreditation desk

Mixed zone

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**SPECTATORS**

# CONFIGURATION

The arena will not be filled with more than two thirds of its seated capacity.

## Vaudoise aréna

All-seated capacity incl. Media & PMR	7'976
Max capacity according to COVID regulations	5'315

# DIVISION OF ZONES

The 3 access doors A-B-C are used according to the following flow distribution :

- Entrance A: 2000 PAX (zones 1 & 2)
- Entrance B: 960 PAX (zone VIP)
- Entrance C: 2355 PAX (zones 3 & 4)

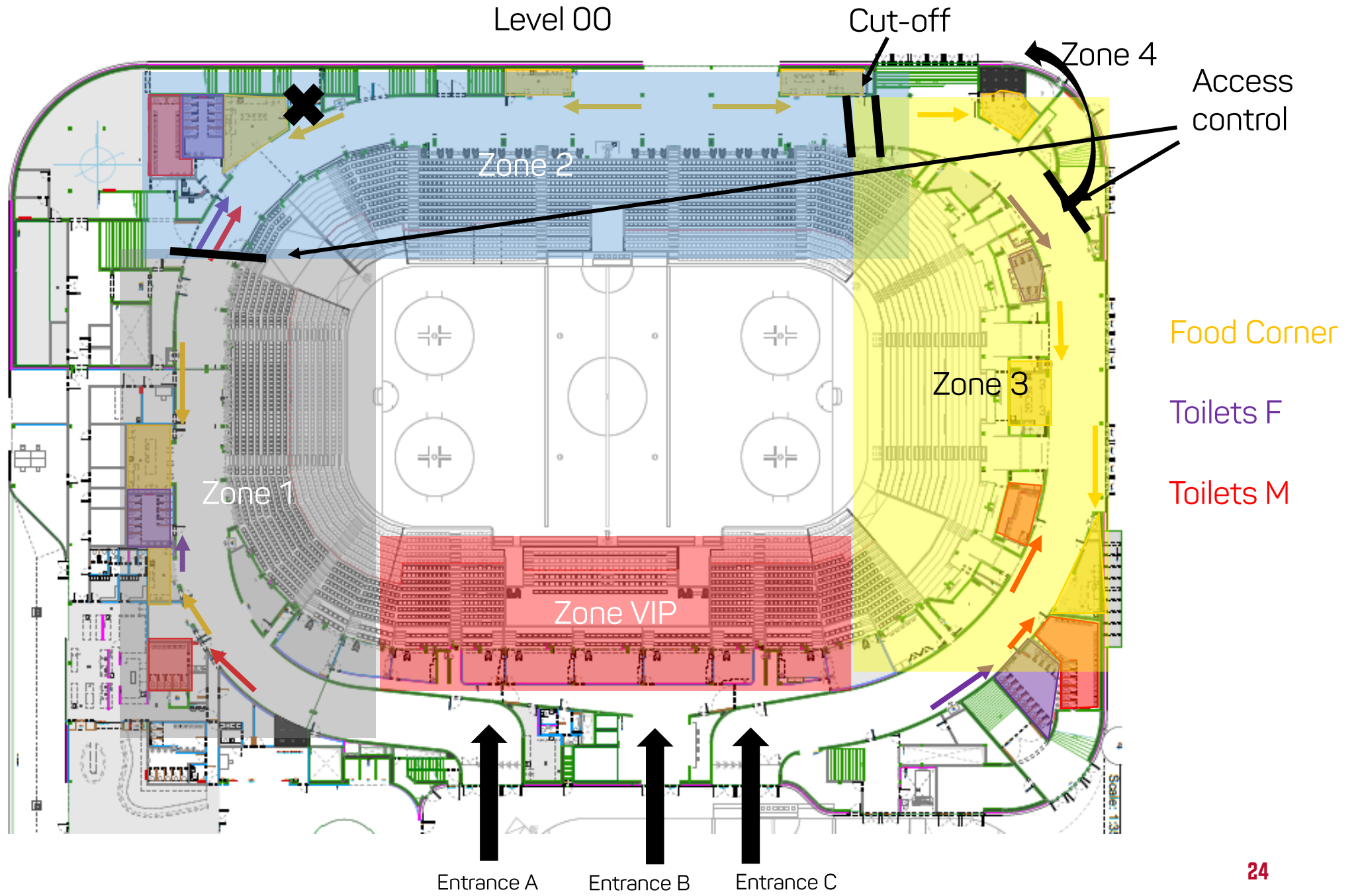
The 5 zones have been separated, each with at least 2 food corners, 1 WC M and 1 WC F.

Zone 1: 900 PAX  
Sections 108 - 114  
2 food corner  
1 WC M  
1 WC F

Zone 2: 1100 PAX  
Sections 116 - 124  
3 food corner  
1 WC M  
1 WC F

Zone 3: 1310 PAX  
Sections 101 + 125 - 128  
4 food corner  
2 WC M  
2 WC F

Zone VIP: 960 PAX  
7 hospitality zones  
10 suites  
4 WC M  
4 WC F

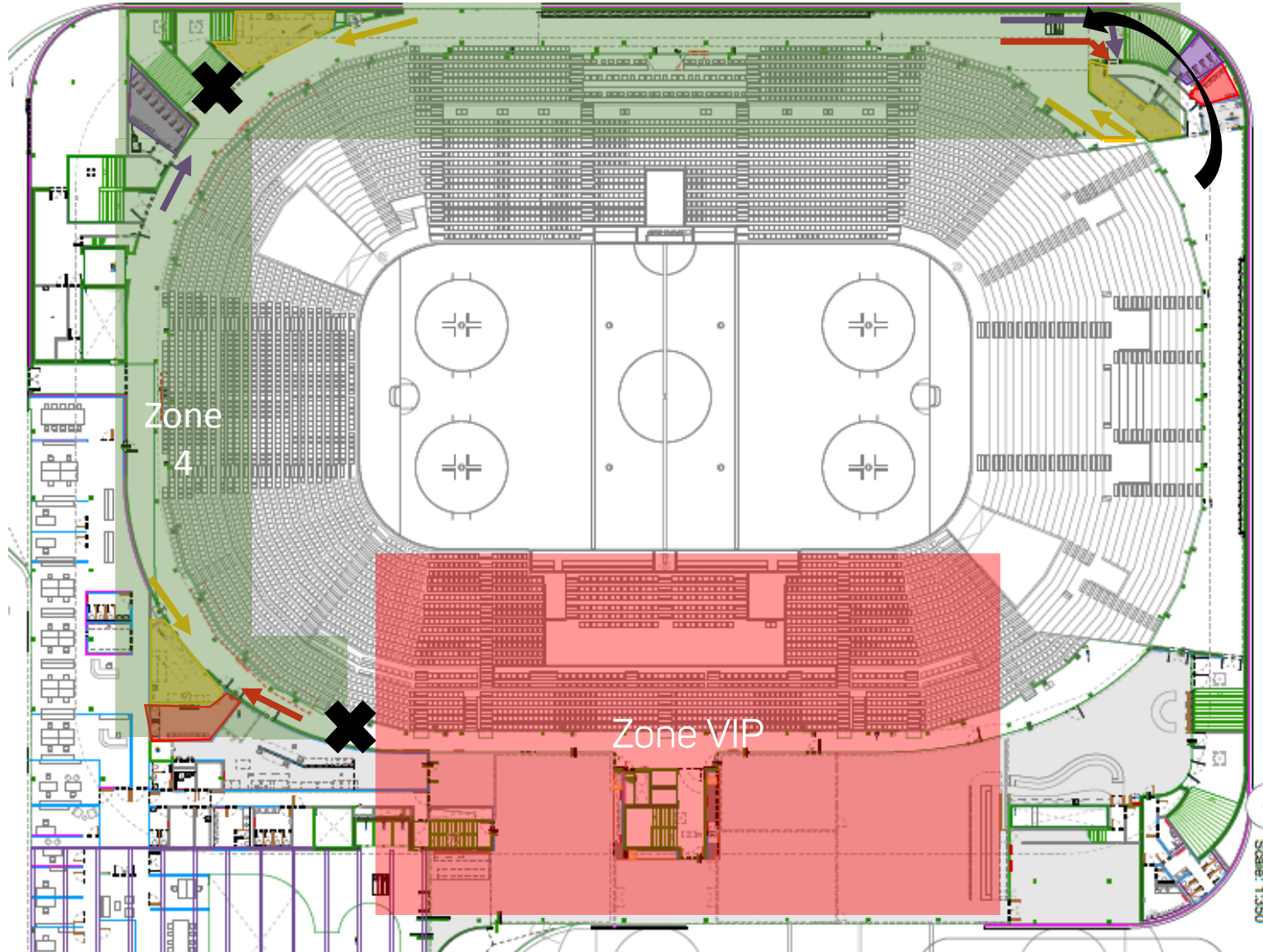




## Level 10

Zone 4 : 1045 PAX  
Sections 210 - 224  
3 food corner  
2 WC M  
2 WC F

For access to zone 4, only  
the North-West staircase  
will be used.



Food Corner

Toilets F

Toilets M

# ARRIVAL AND DEPARTURE

For guests using public transportation, Vaudoise aréna is accessible by train, métro and bus. The policies of public transportation are applicable there.

There are several public and private parking areas in the vicinity of Vaudoise aréna.

Lausanne Hockey Club and the National League recommend to wear a mask at all times.

# MERCHANDISE

The fanshop in the arena will be open and a concept to ensure social distancing is in place like with toilets and food corners.

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**SECURITY**

# STAFF PLANNING

While doing the staff planning, the Head of Security considers that:

- Only healthy employees are used,
- All employees planned for deployment are aware of the OFSP's recommendations and can implement them,
- Risk persons are not in direct personal contact,
- All employees deployed in the area of security as well as those subordinated to the security service employees can be tracked at any time (written personnel and resource planning),
- The task forces remain unchanged in terms of personnel (as far as possible no change of personnel within groups),
- The police authorities are informed with enough time about the planned measures

# TRAINING SECURITY STAFF

The Head of Security is obligated to inform and train its staff on the following topics:

- COVID-19 recommendations OFSP
- COVID-19 protection concept security company
- Procedure if tested positive on COVID-19
- Rights of access to venue
- Entrance and security check
- Behavior inside the venue
- Information of the audience
- Emergency exits

# PROCEDURE POSITIVE COVID TEST

The security service creates a plan in case an employee falls ill with COVID-19 and all or part of the security staff has to be quarantined. The security service considers in the planning that

- in case of a quarantine order against the security service, the game operation can still be ensured and implemented without delay.
- the report after the game is guaranteed in the usual way.

# ENTRANCE SETUP

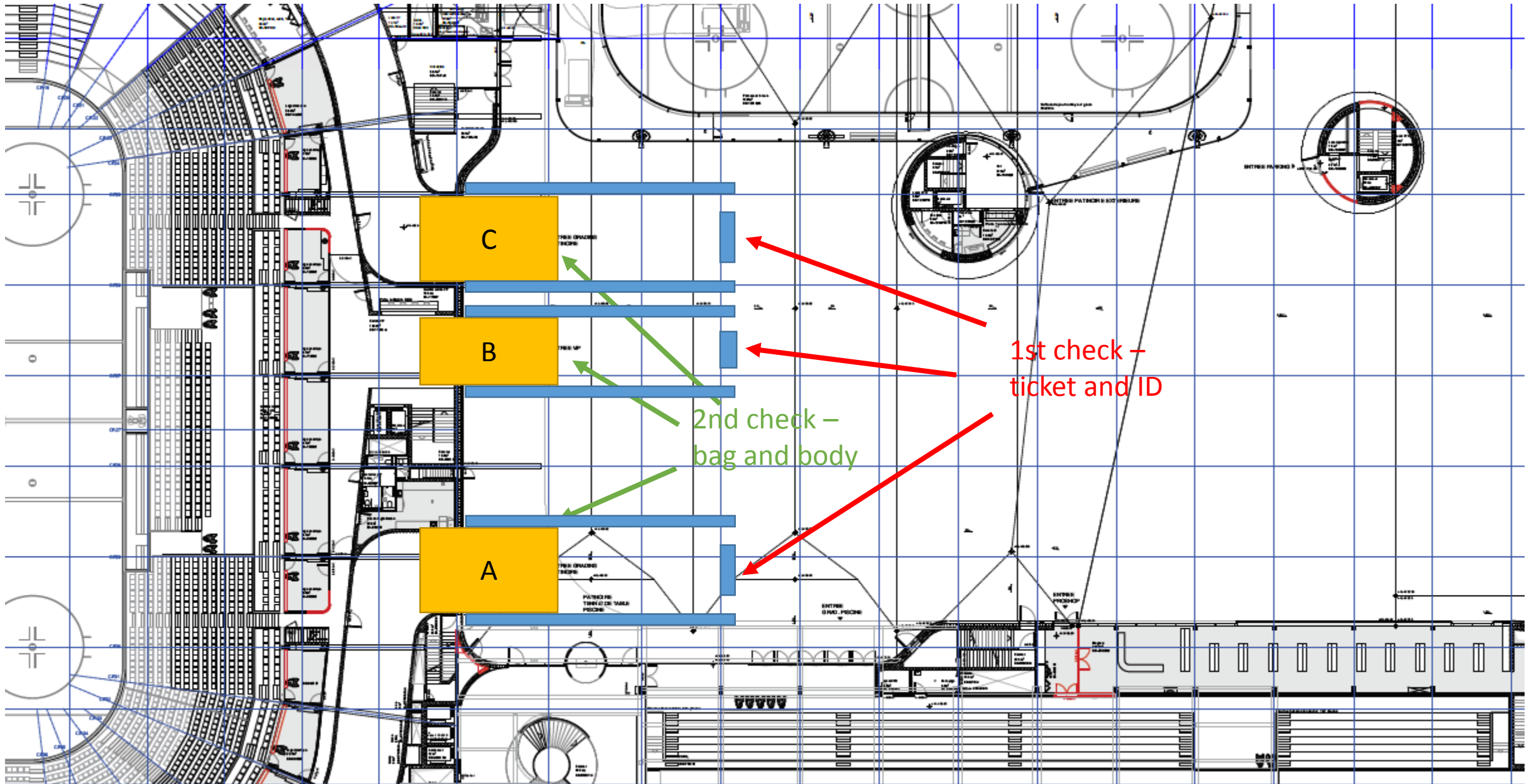
In order to guide the stream of visitors as early as possible, spectators will be welcomed 50 meters in front of the main entrance where tickets / ID and wear of mask will be checked.

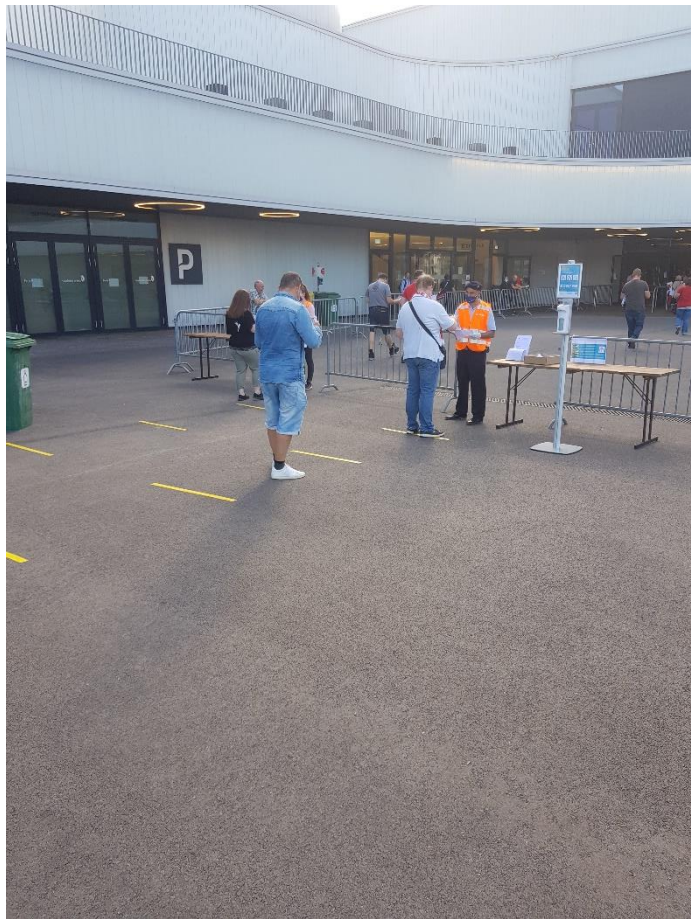
In front of each entrance (A, B & C), bag and body checks will follow. Security staff doing that are required to wear mask and gloves at all times. Afterwards, the guests get their tickets scanned and entrance to the arena is granted.

Floor markings, barriers, signage etc. is used to guide guests in waiting areas and ensure social distancing.

The separated area can be used as a smoking zone during intermissions.







1st check



2nd check

# TEMPERATURE SCAN

No temperature scans are conducted at the entrance based on the recommendation from OFSP and our Medical Partner Hirslanden to avoid long queues among other reasons.

# HOUSE RULES

The existing house rules at Vaudoise aréna are still applicable. Additionally, guests are allowed to bring plastic bottles with disinfectant (max. 100 ml) into the arena.

# ELEVATORS

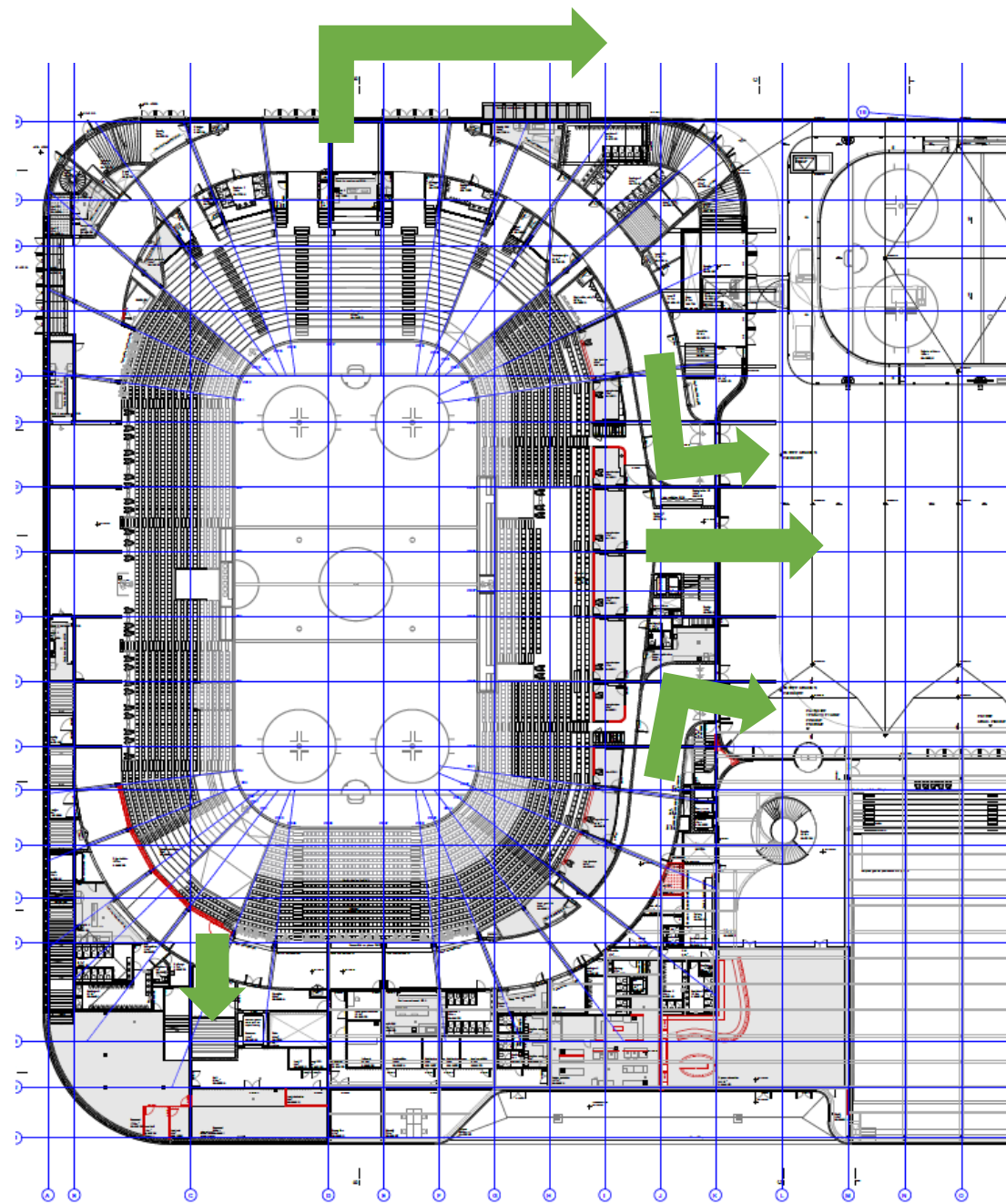
To ensure social distancing, the number of people per elevator is limited to two.

# EXIT

Because people arrive at the arena at different times but leave the venue at the same time, a controlled exit is much more difficult to achieve.

To increase exit capacities, emergency exits will be open for use additional to the regular entrances / exits (A, B & C).





# ILLEGAL BEHAVIOR

People violating the existing policies need to be informed about them and receive a warning.

If the same person violates the policies again, he/she will be banned from the stadium.

In case the person refuses to leave the arena, the police shall be called and stadium ban of 2 years can be declared.



# CHOREOGRAPHIES, FLAGS, BANNERS

Choreographies, flags and banners are prohibited in the arena.

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**TICKETING**

# CONTACT TRACING

Every guest will be assigned to a specific seat so contact tracing is ensured. Tickets will be personalized and verified with an ID check at the entrance.

Guests who are using someone else's season ticket need to complete a form online or offline in advance which will be collected by security staff at the entrance.

All personal data is going to be deleted automatically 14 days after each event.

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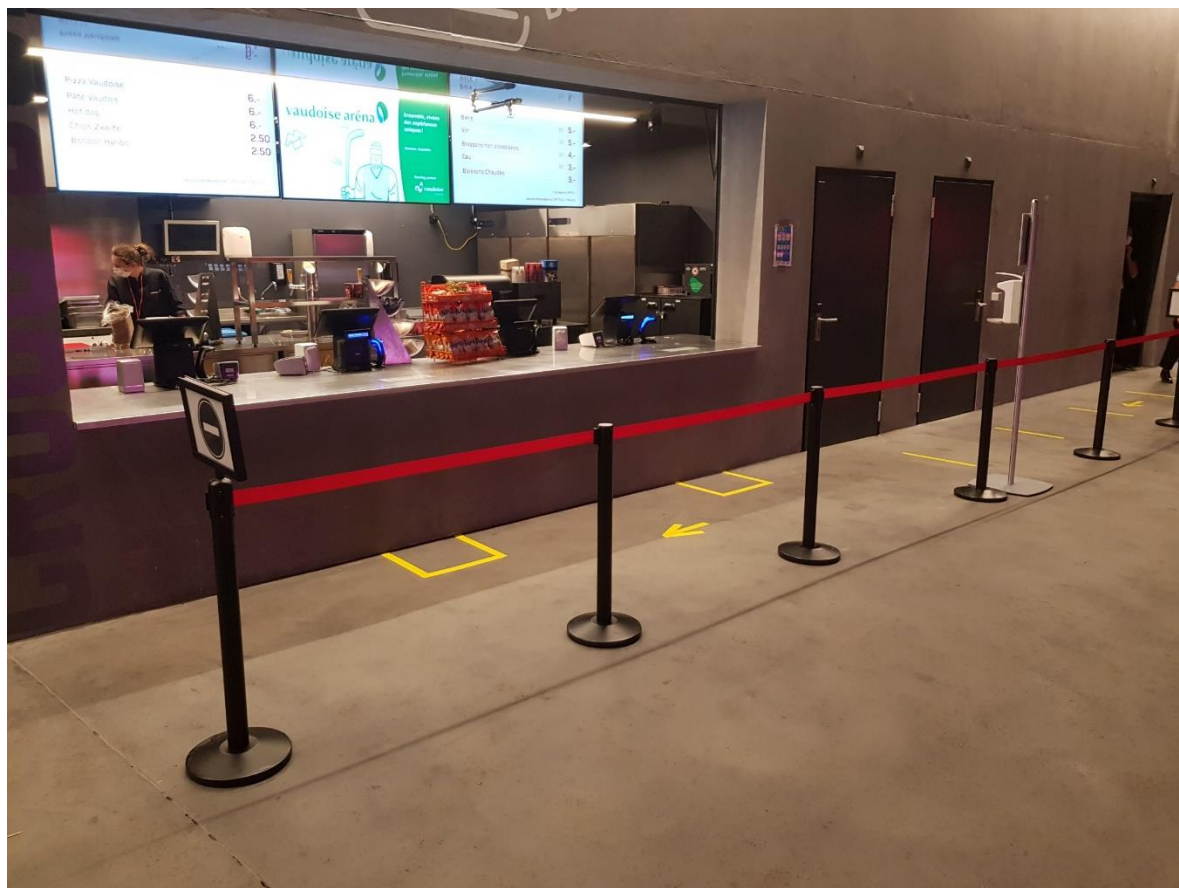
**F&B**

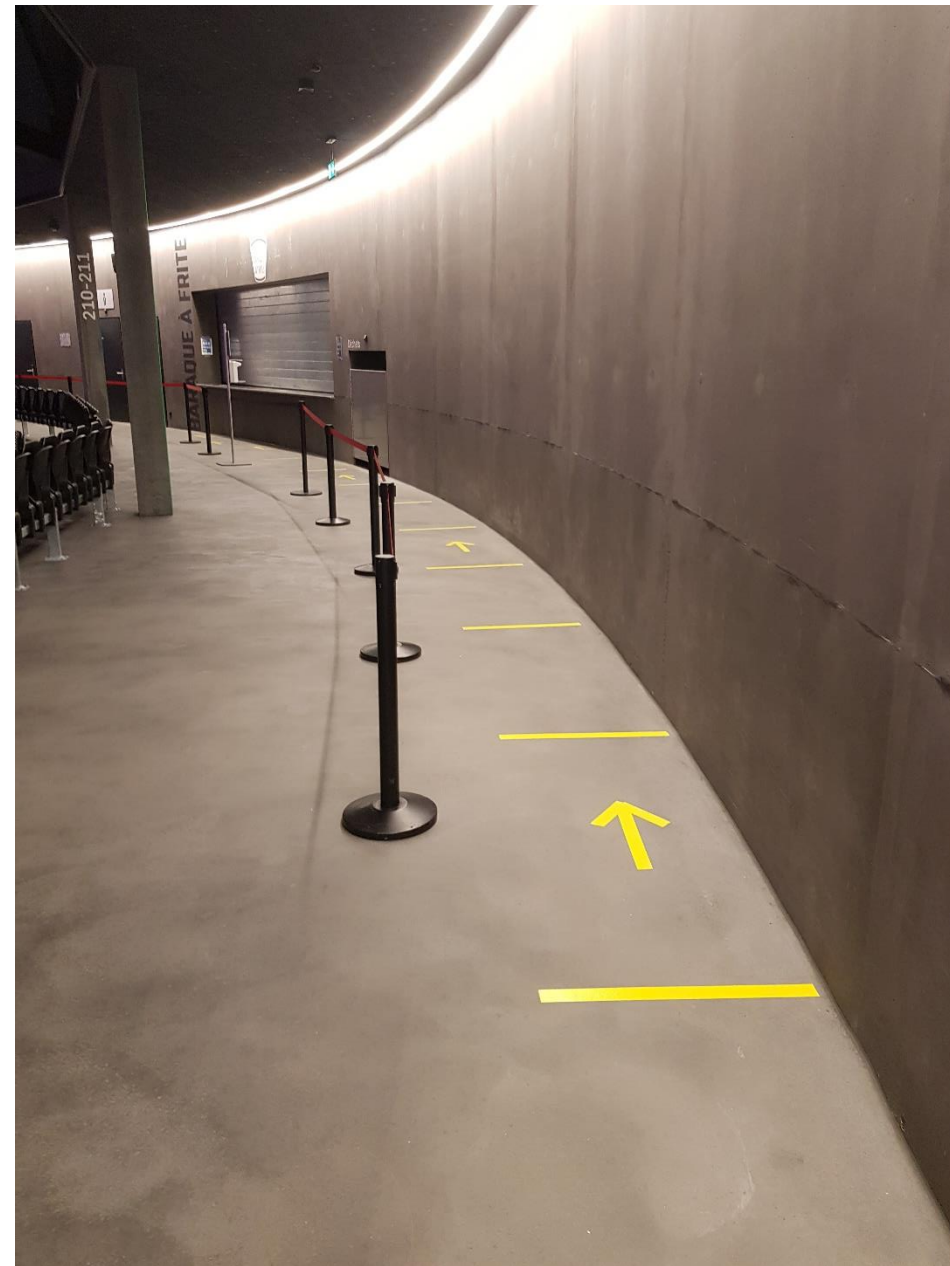
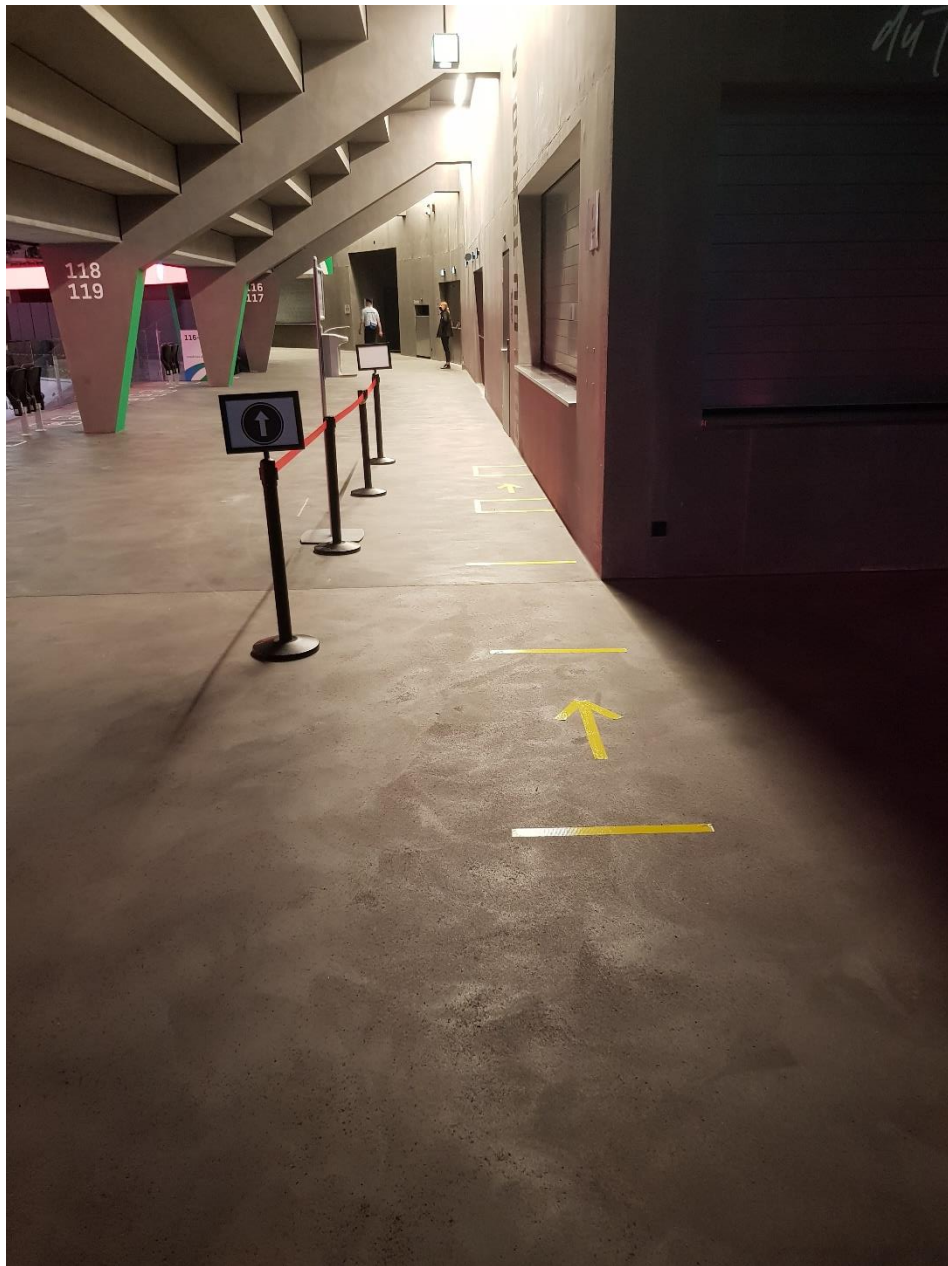
# FOOD CORNER

The setup of all food corners allow to control the flow and ensures social distancing. Guests are guided by barriers and tape marks on the floor.

Lausanne Hockey Club recommends that only one person per group gets in line to buy food and beverages.

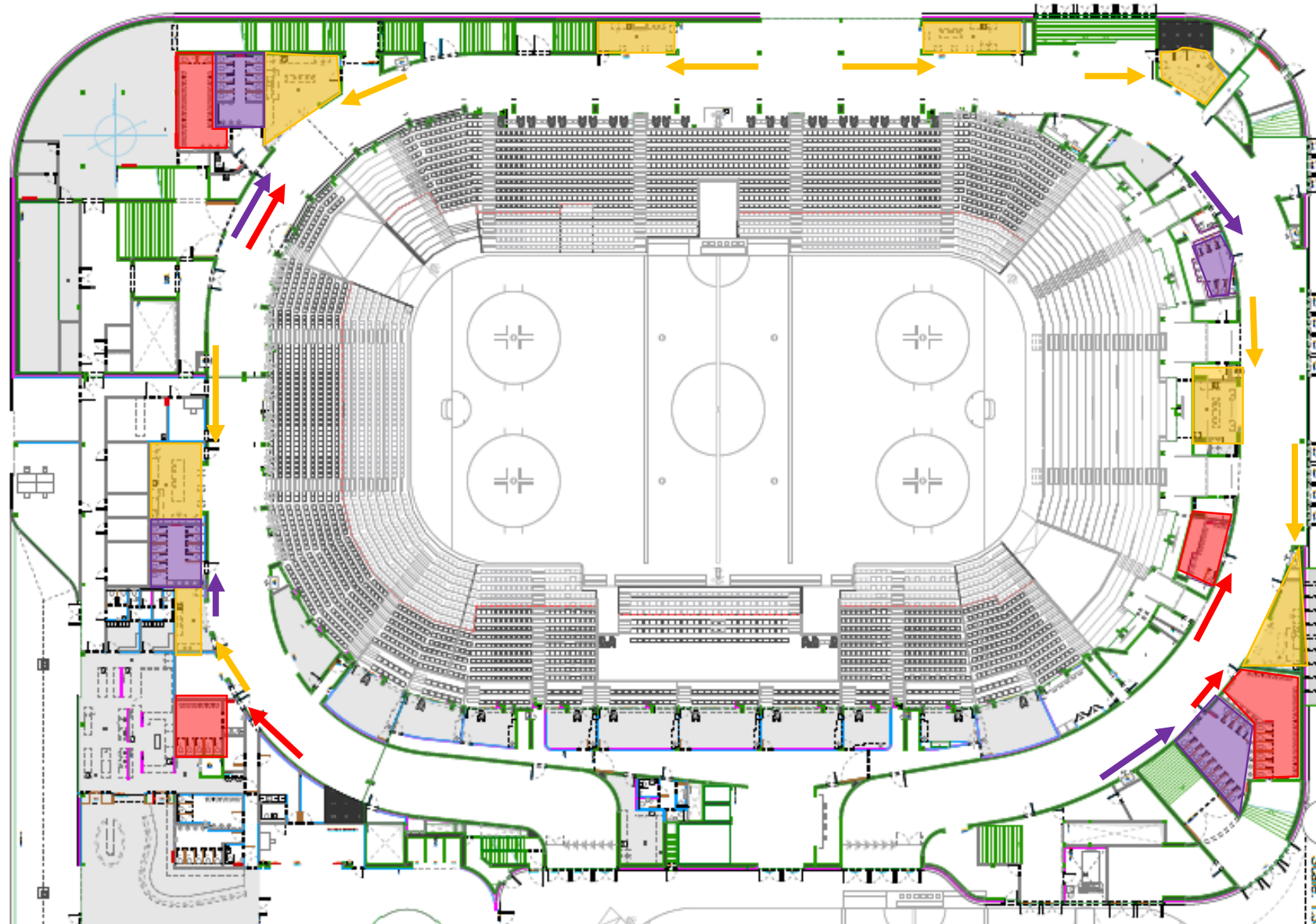
All transactions are cashless.







## Level 00



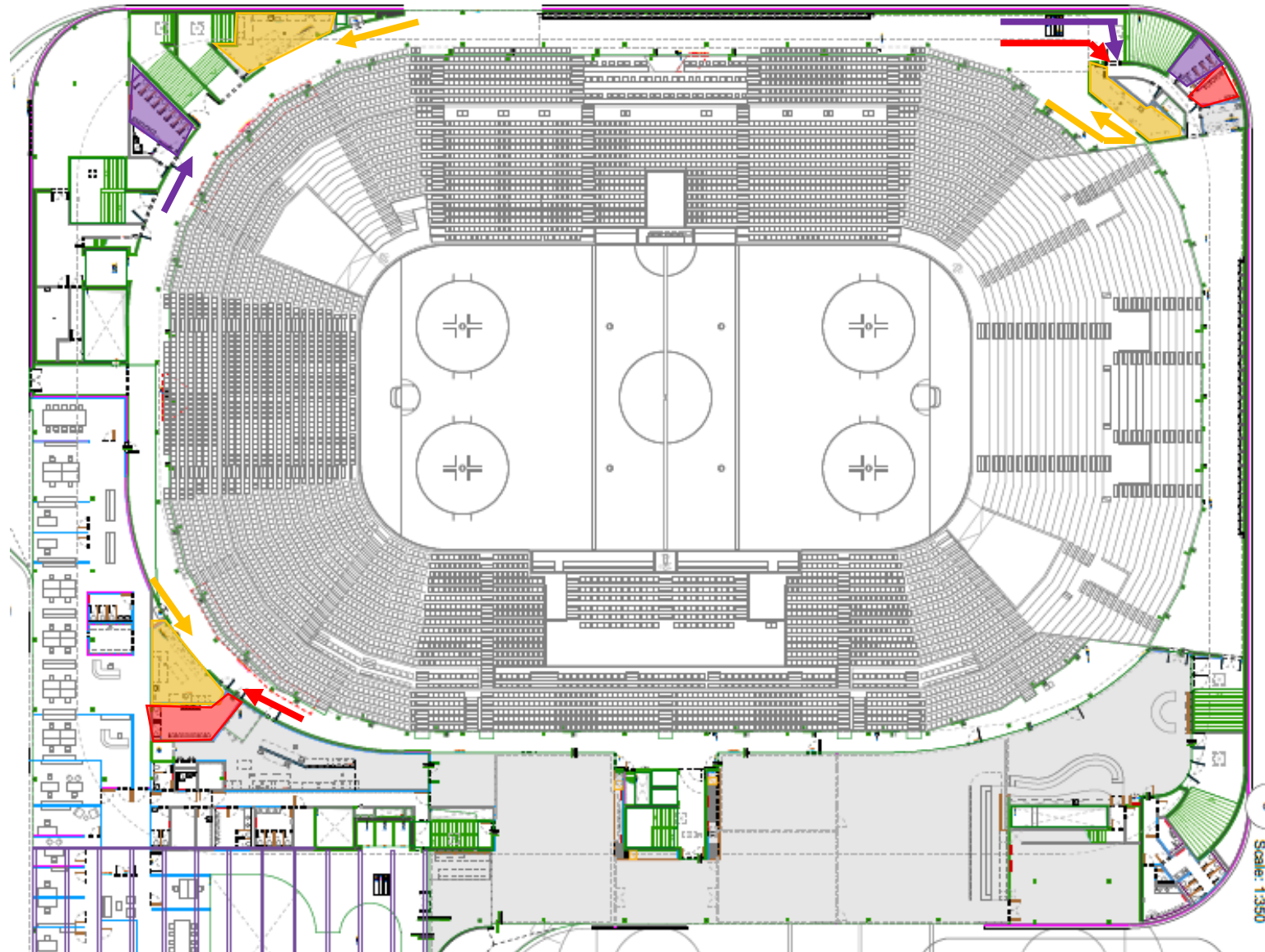
Food corner

Toilets W

Toilets M



## Level 10



Food corner

Toilets W

Toilets M

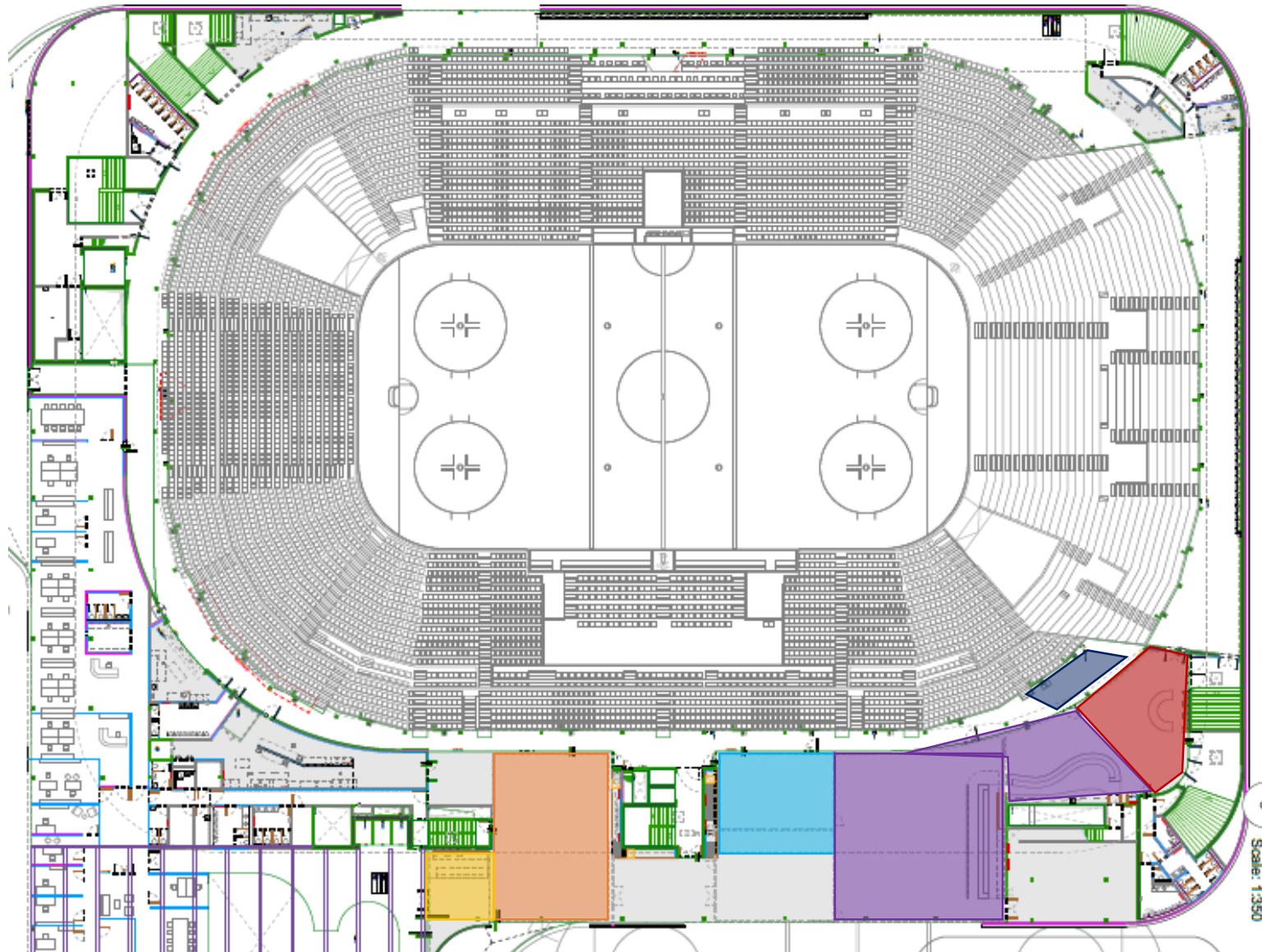
# HOSPITALITY AREA

Consumption of food and beverage is only allowed while seated.  
The main hospitality area is separated into three areas:

- Restaurant
- Buffet
- Bar VIP

Additionally, there will be two bars in separate areas for supporter clubs (all attendees known) and one private dining table (Guest Table) for 12 pax.

Mask is mandatory for all guests unless for consumption of food and beverages.



Private bar

Restaurant

Buffet

Bar VIP

Private bar

Guest Table

# RESTAURANT

The restaurant has a capacity of approximately 90 people. All tables have a minimum distance of 1.5m between each other. Guests will be served at their table.

Tables must be reserved in advance and are kept during the whole game.

Contact details of at least one guest per table must be known.

# BUFFET

The buffet area has a capacity of approximately 70 people. All tables have a minimum distance of 1.5m between each other. Guests can grab their food at the buffet. The food will be prepared as individual as possible.

Tables must be reserved in advance and are kept during the whole game.

Contact details of at least one guest per table must be known.

# BAR VIP

The open space area has a capacity of approximately 110 people. All tables have a minimum distance of 1.5m between each other. Guests can grab food and beverage at the bar and consume it either at a table or at their seat in the arena.

Tables must be reserved in advance and are kept during the whole game.

Contact details of at least one guest per table must be known.

# SUITES

All suites are separated from each other and all attendees are known.

A buffet will be set up in each suite but clients have the option to book a waiter which serves the food to each seated guest.

Mask is mandatory for all guests unless for consumption of food and beverages.

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**CLEANING**



# CLEANING

The frequency of cleaning rounds will be increased to reduce the risk of infections.

- Turnstiles every 10 minutes
- Toilet areas after every intermission
- Collection area F&B
- Handrails
- Elevators

Toilet doors will be kept open at all times to avoid people touching the doorknobs.

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**COMMUNICATION**

# VERBAL CONTENT

All season ticket holders will be informed by e-mail on the new policies and regulations. For guests buying single tickets, as much information as possible will be on the ticketing platform.

All information that customers will receive is also accessible on the LHC website under [www.lausannehc.ch](http://www.lausannehc.ch).

# DIGITAL CONTENT

A prevention clip, created by the National League, will be played on all devices at least once before the game, during each intermission and after the game.

Additionally, Lausanne Hockey Club will produce digital content to educate the audience and inform them constantly about the existing policies.

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**STAFF**

# ENTRANCE

A separate entrance is designated for all staff to avoid a mix of staff and spectators.

All staff need to confirm their presence and proper health status by signature.

# EQUIPMENT I

All staff will be properly equipped.

## Game Operations

- Mask and gloves mandatory for penalty bench officials
- Mask mandatory for all off-ice officials (except speaker)
- Mask mandatory for staff in control room

## Hospitality

- Mask mandatory for all staff

# EQUIPMENT II

## Security

- Mask mandatory for all staff
- Gloves mandatory in certain areas (e.g. bag & body check)

## F&B

- Mask and gloves mandatory for all serving staff at concessions
- Mask mandatory for cashiers
- Mask mandatory for staff in hospitality areas



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**CONTACT**

# CONTACT

Francis Buchi – Event Manager LHC

079 737 11 73

[f.buchi@lausannehc.ch](mailto:f.buchi@lausannehc.ch)

Anne-Solène Beaujouan – Event Coordinator LHC

079 399 44 79

[a.beaujouan@lausannehc.ch](mailto:a.beaujouan@lausannehc.ch)

Florian Seitz – Covid responsable LHC

076 324 78 80

[florian.seitz@lausannearena.ch](mailto:florian.seitz@lausannearena.ch)