

**Mobile Ticketing:**

For match day entry, a mobile ticket must be displayed on a smartphone. Ticket buyers and fans that bought tickets from a Riverhounds SC account executive or at the box office should reference our [Digital Ticketing Guide](#). If tickets were purchased through ticketmaster.com, we encourage you to download the Ticketmaster App and consult [Ticketmaster's "Help" Portal](#).

All mobile tickets will feature a live QR barcode. As a result, ***camera screenshots or paper printouts will not work***. If you do not have a mobile ticket for entry, you will be directed to the Box Office or a Mobile Ticket Ambassador for assistance.

**Mask Policy:**

Per current guidelines issued by the CDC and Commonwealth of Pennsylvania, patrons who are fully vaccinated against COVID-19 are not required to wear masks. Those who are not yet fully vaccinated are to wear masks or face coverings in the stadium, except when actively eating or drinking.

All protocols will be posted in the stadium, and policies are subject to change based on guidelines issued by state and local government, public health officials and the United Soccer League.

**Sanitizing Stations:**

Highmark Stadium has installed 12 hand sanitizing stations located throughout the concourse area. We encourage fans to utilize these stations, particularly after eating/drinking or using the restroom facilities.

**Gates:**

Highmark Stadium's [Clear Bag Policy](#) remains in effect. All attendees should view our [Recommended Arrival Times](#) and gate entrances based on their seat location. Gates will open 90 minutes prior to kick-off but please arrive during your recommended arrival time as much as possible.

**Food & Beverage:**

Highmark Stadium has implemented several health protocols to ensure the safe operations of concessions and other food and beverage locations. These precautions include the installation of protective barriers at food service locations, sanitizing all service areas and ensuring employees are wearing face coverings and handing products in a safe manner. All cups will be served with lids and without straws, and all condiments will be packaged with orders instead of self-service.

**Additional Recommendations:**

- The box office, concession stands and merchandise areas will be operating using cash-free options. Please use a credit card or debit card for purchases at the stadium.
- Do not attend events if you currently or in the last 14 days have been sick, experiencing a fever or other symptoms, reside with anyone who has these symptoms, or have traveled outside of the country to a location where quarantine is recommended upon return.
- Adhere to all signage, markers, and staff enforcing physical distancing.
- Only sit in the seats assigned to you. Seating at Highmark Stadium will be marked and designated to follow social and physical distancing guidelines.