

# SHARKS SPORTS AND ENTERTAINMENT COVID-19 HEALTH & SAFETY PROTOCOLS - SHARKS ICE FACILITIES

**UPDATED: AUGUST 26, 2021**

On August 24, 2021, the [City of San Jose](#) instituted a [health and safety urgency ordinance](#) that any City of San Jose-owned facility hosting indoor events with more than 50 attendees requires guests ages 12 or older to show proof of vaccination upon entry to the facility.

**This policy is effective on September 20, 2021.** As a facility owned by the City of San Jose, the directive includes Sharks Ice at San Jose. In the interest of the safety of all guests and employees of Sharks Sports & Entertainment (“SSE”) this directive has been extended to include Sharks Ice at Fremont and Oakland Ice Center operated by Sharks Ice.

SSE has partnered with CLEAR and its Health Pass technology to provide guests with a seamless, convenient way to show proof of full vaccination. To provide ample time for Sharks Ice customers to enroll in CLEAR and generate their Health Pass, this mandate will take effect on Monday, September 20, 2021.

Trust and transparency are CLEAR’s top priority, and with Health Pass, users are always in control of their health information. Personal information is only used to deliver a frictionless and secure experience between CLEAR and SSE. To view CLEAR’s full privacy policy, [click here](#) and for questions about enrolling in CLEAR, please contact [memberservices@clearme.com](mailto:memberservices@clearme.com) or tap “Get in Touch” within the CLEAR app.

**Sharks Ice guests should create their CLEAR Health Pass as soon as possible but at least 24 hours ahead of visiting a Sharks Ice location in order to enjoy the fastest entry possible! To use CLEAR’s Health Pass, you must create a free CLEAR account, which can be done by following these simple steps:**

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- Download the free CLEAR app and follow the on-screen prompts to enter your information
  - Upload your proof of full vaccination

Once you’ve created your CLEAR account, please follow these instructions to complete your Health Pass and present your confirmation prior to entering the facility:

- Open the CLEAR app and log in
- Tap the white “Health Pass” tile
- Select “Sports” then select “Sharks Ice San Jose,” “Sharks Ice Fremont,” or “Oakland Ice Center”
- Verify your identity with an identifying government issued ID and a quick selfie
- Follow the prompts to add your proof of vaccination

- Before you arrive, reopen the Health Pass tile within the CLEAR app and produce your pass. Green is good to go!
- Be ready to show your approval to arena staff for faster entry.

Rest assured that these initial steps will only need to be completed once. After creating your account and uploading your proof of vaccination, you will only need to launch the CLEAR app and sign into your account to access your CLEAR Health Pass proof of your vaccination.

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## **CLEAR HEALTH PASS ACCOUNT STEP-BY-STEP INSTRUCTIONS**

### **How do I use CLEAR Health Pass to upload proof of my vaccination status?**

Through the CLEAR app, you will need to create a free, CLEAR account and upload your proof of vaccination. These initial steps only need to be performed once. After completing these initial steps, you will only need to launch the CLEAR app and sign into your account to access your CLEAR Health Pass proof of your vaccination status.

Enroll and complete your CLEAR Health Pass by uploading your proof of vaccination anytime, but at least 24 hours before arriving at a Sharks Ice location. Here's how:

- Download the CLEAR app and tap the white Health Pass tile
- Select "Sports" then select "Sharks Ice at San Jose," "Sharks Ice at Fremont", or "Oakland Ice Center operated by Sharks Ice"
- Easily enroll or verify your identity with a quick selfie
- Follow the prompts to verify your proof of vaccination

### **To use your CDC card as proof of vaccination (recommended):**

- When prompted to add your vaccination, select 'add your vaccination card' to upload a photo of your CDC Vaccine Card
- Take a photo of your vaccination card and confirm your vaccine information
  - Please note, the photo of your CDC card is used to generate a green or red Health Pass. You will not be able to access it again after it is taken.
- Complete your Health Pass, a green Health Pass is good to go!

### **To use your SMART QR Code from California as proof of vaccination:**

- If vaccinated in California, you can generate a SMART QR code with your COVID-19 vaccination information through California's Immunization Registry (CAIR)

- When prompted to add your vaccination tap the 'SMART QR Code' to scan your QR code issued by your vaccination site or state
- Manually confirm your vaccine information
- Complete your Health Pass, a green Health Pass is good to go!

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**To use a digital link from your healthcare provider as proof of vaccination:**

- Select your vaccine provider in the menu or by searching 'other providers'. Log-in to your patient portal and follow instructions to securely link your account with CLEAR. The CLEAR app is integrated with select healthcare providers and pharmacies.
  - If you are unable to find your provider in search, CLEAR may not be able to link with them at this time. Please go back and upload a photo of your CDC Vaccine Card!
  - Check that your COVID-19 vaccine appears in your patient portal, if not we recommend you reach out to your provider directly.
  - If found, your results will link automatically. It may take up to 1 hour to verify your results within Health Pass - do not try to resync your results
  - Complete your Health Pass, a green Health Pass is good to go!
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## **FREQUENTLY ASKED QUESTIONS**

### **How long will the COVID-19 vaccine requirement for admittance to Sharks Ice locations be in effect?**

The requirement will remain in place until state and local health and safety guidance is revised. We appreciate your patience and cooperation until that time.

### **Do I need to carry my vaccination card with me?**

Sharks Ice guests who do not have a smartphone and/or access to the CLEAR app will be asked to produce and present their vaccination cards (along with a government-issued photo ID) for entry into the facility. It is recommended that all guests utilize the CLEAR Health Pass for entry to avoid additional wait times.

### **Can I provide a negative COVID test if I am not vaccinated?**

No, not at this time. Current City of San Jose health and safety protocols require that all event attendees over the age of 12 be vaccinated and do not allow for a negative COVID-19 test result as a substitute for proof of vaccination.

### **Am I able to enter a Sharks Ice facility if I'm not fully vaccinated?**

After September 20, 2021, all guests ages 12 or older entering a Sharks Ice facility must be fully vaccinated and able to provide proof of their vaccination status.

**I previously tested positive for COVID-19. Do I still need to be vaccinated?**

Yes, all guests entering Sharks Ice facilities must be fully vaccinated and able to provide proof of vaccination.

**Will the vaccination requirement apply to all Sharks Ice locations?**

Yes, beginning September 20, 2021, this policy applies to all locations operated by Sharks Ice. This includes Sharks Ice at San Jose, Sharks Ice at Fremont and Oakland Ice Center operated by Sharks Ice.

**Will I be able to enter a Sharks Ice facility if I cannot be vaccinated because of a medical and/or religious exemption?**

Currently, there are no medical or religious vaccination exemptions for Sharks Ice facilities.

**What happens if I have already registered for a program but am not vaccinated and do not intend to be fully vaccinated for the duration of the program.**

If you have already registered for any program(s) prior to the date of this notice and believe that you will not be able to comply with the vaccination requirement, please contact your program manager to discuss the specifics of your circumstances.

**Am I able to attend my event or program if I am only partially vaccinated (e.g., one dose of Pfizer/Moderna vaccine, less than 14 days from final dose)?**

All customers ages 12 and over must be fully vaccinated to enter, spectate or participate in programs at a Sharks Ice facility. "Fully vaccinated" means that it has been at least 14 days since obtaining either (a) your one dose of Janssen/Johnson & Johnson; or (b) your second dose of Moderna or Pfizer. Guests who have not yet reached fully vaccinated status will not be permitted to enter any Sharks Ice facility.

**I will be attending an event with a minor child(ren) - will they need to have their own CLEAR Health Pass account / phone?**

All guests who are minors and over the age of 14 should have their own CLEAR Health Pass account.

- **All guests aged 14 to 17:** Each guest will need an adult to create a CLEAR account and have them added as a minor to the account through the app's settings. Once added and enrolled as a minor, the minor guest will be able to download the CLEAR app on their mobile device, login to their account, add proof of vaccination, and generate their own Health Pass. If a minor guest is unable to be added to an adult's account, they will be required to provide physical proof of the minor's vaccination status at the facility. Acceptable forms of proof of vaccination include a physical CDC vaccination card or a Digital Vaccine Record, which can be found at [myvaccinerecord.cdph.ca.gov](https://myvaccinerecord.cdph.ca.gov).
- **All guests aged 12 and 13:** Current City of San Jose health protocols mandate that all guests aged 12 and over must be vaccinated to attend an event with more than 50 people in a city-owned facility. Due to current best practices, CLEAR does not provide a Health Pass for 12- and 13-year-olds. Thus, adults or guardians with minors that are 12 or 13 years old will be required to provide physical proof of the minor's vaccination status at the facility. Acceptable forms of proof of vaccination include a physical CDC vaccination card or a Digital Vaccine Record, which can be found at [myvaccinerecord.cdph.ca.gov](https://myvaccinerecord.cdph.ca.gov).
- **All guests 11 and younger:** No proof of vaccination is required.

#### **How do I set up a Health Pass for a minor?**

- Have a parent or guardian (18+) download the CLEAR app
- Click the account icon on the bottom right-hand corner
- Select "Minor Accounts"
- Parent or guardian will go through the enrollment process and then be prompted to add an email address, set up a minor account, and have the minor snap a selfie!

#### **Once parent or guardian has set up the account, next steps are as follows:**

- Download CLEAR onto the minor's smartphone
- Log in with the email and password the parent or guardian set up
- Click on the white Health Pass tile and enter select your preferred venue's icon.
- Add your proof of vaccine through the CDC card upload option

#### **What if my child/minor guest does not have a device capable of creating a CLEAR account?**

- All guests aged 14 and over: If a minor does not have a mobile device capable of accessing CLEAR, that minor's adult or guardian will be required to provide physical proof of the minor's vaccination status at the facility. Acceptable forms of proof of vaccination include a physical CDC vaccination card or a Digital Vaccine Record, which can be found at [myvaccinerecord.cdph.ca.gov](https://myvaccinerecord.cdph.ca.gov).
- All guests aged 12 and 13: Current City of San Jose health protocols mandate that all guests aged 12 and over must be vaccinated to attend an event with more than 50 people in a city-owned facility. Due to current best practices, CLEAR does not provide a Health Pass for 12- and 13-year-olds. Thus, adults or guardians with minors that are 12 or 13 years old will be required to provide physical proof of the minor's vaccination status at the facility. Acceptable forms of proof of vaccination include a physical CDC vaccination card or a Digital Vaccine Record, which can be found at [myvaccinerecord.cdph.ca.gov](https://myvaccinerecord.cdph.ca.gov).
- All guests 11 and younger: No proof of vaccination is required.

#### **What are the requirements for entry for children under the age of 12 who cannot yet be vaccinated?**

Because children under the age of 12 are not currently eligible for vaccination, they are not subject to the mandatory vaccination requirement for entry. Children under the age of 12 are not required to provide a negative test result upon entry.

**What if I do not have a smart phone, my phone battery dies, and/or I cannot download the CLEAR app?**

Anyone without a smart phone and/or the CLEAR app, will be required to show your original paper Centers for Disease Control (CDC) vaccination card and government issued identification. Please note: photos of vaccination cards will not be accepted for entry. Because of the additional screening required, guests without a smart phone and/or the CLEAR app will likely experience delays in entering a Sharks Ice facility.

**Where can I get vaccinated?**

Santa Clara County vaccination locations can be found at <https://vax.sccgov.org/>. Alameda County Vaccination locations can be found at <https://covid-19.acgov.org/vaccines>.

Visit <https://myturn.ca.gov/> for vaccination locations throughout the State of California.

**What happens if I received my vaccination outside of the United States?**

Currently, only vaccinations received within the United States can be verified within the CLEAR Health Pass; however, you will still be eligible for entry into a Sharks Ice facility by showing your original paper vaccination card and government issued identification. Please note: photos of vaccination cards will not be accepted for entry.

**Are employees working at Sharks Ice facilities also required to be fully vaccinated?**

Yes. All employees, vendors and contractors working at Sharks Ice facilities are required to be fully vaccinated, unless granted an exemption in accordance with applicable law.