COVID-19
REOPENING GUIDANCE

Considerations for the Global Attractions Industry

Second Edition
July 10, 2020

IAAPA
The Global Association
for the Attractions Industry

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ABOUT IAAPA

IAAPA is a diverse and dynamic community of global attractions professionals. As the largest international trade association for permanently located attractions, IAAPA unifies the attractions community, connects people to learn and grow together, and strives to promote the highest professional standards for excellence and safety around the world.

Founded in 1918, IAAPA represents more than 6,000 attraction, supplier, and individual members from more than 100 countries. Members include professionals from amusement parks, theme parks, attractions, water parks, resorts, family entertainment centers, zoos, aquariums, science centers, museums, manufacturers, and suppliers.

The association's global headquarters is in Orlando, Florida, US. IAAPA also maintains offices in Brussels, Belgium; Hong Kong, China; Shanghai, China; Mexico City, Mexico; and Alexandria, Virginia, US. Additional information is available at IAAPA.org and through IAAPA's social media channels: @IAAPAHQ #IAAPA

IAAPA.org

INTRODUCTION

The principles and considerations outlined in the following publication were compiled from attractions operators around the world in consultation with an epidemiologist. They are designed to provide approaches for you to consider as you reopen your attraction in the wake of the COVID-19 pandemic. Not all of these considerations will apply to your operation or facility type; however, the information outlined is intended to help you develop or review the plan that will work best for your attraction. The considerations are aimed to focus on medical science and operational expertise rather than general perceptions. You may need to adjust your approach from what is outlined here to address cultural concerns or government guidance, or you may need to take additional measures based solely on what is needed to appropriately gain consumer confidence in your market.

These guidelines are designed for opening once government officials remove "stay-at-home" orders, allow non-essential businesses to reopen, and say it is safe for citizens to move around their community. They reflect the knowledge that some carriers of COVID-19 show no symptoms. With that in mind, it is important to emphasize the recommendations of health authorities such as the U.S. Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) when encouraging frequent and effective handwashing, wearing masks/face coverings, employing an effective sanitization program (using chemicals effective against COVID-19) for high-

touch surfaces, and establishing programs and capacities that allow for appropriate levels of physical distancing.

As community transmission rates decline, these guidelines may be adjusted and relaxed, in consultation with the applicable health authorities in your area where practical. If you decide to open your attraction later in the progression of COVID-19, you may be able to do so with fewer adjustments and accommodations in place.

As you develop your operating plans, be sure they are compliant with applicable local/city, state/province, and country laws and government regulations, and are in line with guidance provided by your government health agencies. Also, you should review your plans with legal counsel before moving forward.

Within these guidelines, the word "facility" is used to refer to venues that are members of IAAPA, including theme parks, amusement parks, water parks, family entertainment centers, zoos, aquariums, museums, science centers, and other entertainment and cultural attractions. The word "attraction" is used as a synonym for an individual ride or other guest experience.

It is also important to note these considerations will change as best practices, government guidelines, and guidance from medical professionals evolves.

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SUMMARY OF TOPLINE CONSIDERATIONS

These considerations regard operational adjustments for facilities to consider before reopening prior to the development of a treatment or widely accessible vaccine for COVID-19. They may be adjusted and simplified as time goes on, conditions improve, and new best practices are identified.

These considerations are designed to be an outline, subject to discussion and adjustment as needed with input from the applicable government agencies and health authorities where the attraction operates. If government guidance is more stringent than this document, you should follow government guidance. You may want to share this document with government officials to assist them in developing their guidelines for unique facilities. You should also consider adjustments based on cultural norms in your region and review your guidelines with your legal counsel.

Topline Considerations for Reopening:

1. NEW: Considering requiring or encouraging the use of masks/face coverings for guests and employees, to the extent appropriate and in line with the guidance provided by applicable health authorities and government officials.

2. Consider providing means to wash/sanitize hands frequently.

3. NEW: Consider managing the density of people within the facility to keep individuals, those visiting from the same household, or those traveling together away from others at the distance recommended by the applicable health authorities in your area. Physical distancing guidelines may vary by region and may be reduced by wearing of masks/face coverings so it's important to ensure your plan is aligned with the guidance from the applicable health authorities in your area.

4. Where practical, consider reducing required touch points for guests and employees and evaluate cleaning frequencies, focusing on high-touch surfaces.

5. Protect employees with a combination of approaches, including with the wearing of masks/face coverings, the use of personal protective equipment (as dictated by the employee's role), barriers, protective coverings, and distancing.

6. Communicate with employees and guests effectively on how to prevent the spread of COVID-19.

7. Have a plan in place in case a guest or employee falls ill on site.

WHY ATTRACTIONS DIFFER FROM OTHER MASS GATHERINGS

It is important to remember the difference between attractions facilities and other entertainment venues for mass gatherings such as sporting events, movies, and concerts.

1. Capacity can be reduced/managed at attractions facilities to support appropriate physical distancing in line with guidance provided by applicable health authorities.

2. A large percentage of attraction attendance is made up of family members who live in the same home or other parties who travel together and thus do not need to be physically distanced from each other while visiting an attraction.

3. Many seating positions in rides and attractions are controlled by employees.

4. Guests generally move throughout their experience at an attraction, much like in an inter-city district or zone.

GENERAL GUIDELINES – ALL TYPES OF FACILITIES

The following guidelines can be applied to all facilities, regardless of attraction type. Attraction-specific guidance begins on page 38.

GENERAL HEALTH AND SAFETY

Facilities may consider practices such as:

1. Making sure employees and guests are aware of the symptoms of COVID-19 and encouraging them to not come to your facility if they are experiencing any of the sympotoms or have recently been exposed to someone with COVID-19. Consider communications that share this information prior to arrival (e.g. in employee training, on the website, through social media, in the ticketing/reservation system) and upon arrival (e.g. through signage, flyers, or announcements).

2. Encouraging frequent handwashing for all employees and guests, reminding everyone of the importance of frequently washing their hands with soap and water for 20 seconds.

3. Providing easy-to-access handwashing or hand sanitizer/hygiene stations in locations such as: on entry, in key walkways, at attractions, in food and beverage locations, in merchandise shops, at attraction exits, etc. These should also be provided in appropriate areas behind the scenes, such as in maintenance areas, workshops, offices, and break areas. Hand sanitizer should contain at least 60% alcohol.

   RESOURCES: Handwashing (World Health Organization): https://www.who.int/docs/default-source/inaugural-who-partners-forum/who-interim-recommendation-on-obligatory-hand-hygiene-against-transmission-of-covid-19.pdf

4. Requiring masks/face coverings for guests and employees, to the extent appropriate and in line with the guidance of applicable health authorities.

5. Utilizing touch-free/contactless payment options when possible.

6. Where practical, reducing attraction capacity to allow for appropriate physical distancing. The capacity should be calculated for an attraction based on the guest-accessible square footage in the attraction, queue lines, retail locations, and other common areas. These calculations should be adjusted if some of those locations are closed or not accessible even on a temporary basis. Be sure to consider how emergency procedures (i.e. a severe storm) could impact accessible space.

7. Reducing face-to-face purchase transactions. When practical, encourage guests to purchase tickets and other goods/services online. Consider all-inclusive package offers that can be purchased online.

8. Reviewing First Aid protocols to make sure they address how to manage guests or employees with COVID-19 symptoms.

    a. If First Aid is staffed internally, provide the appropriate Personal Protective Equipment (PPE). If First Aid services are subcontracted to an outside firm, insist that firm provide the appropriate PPE for their employees.

    b. Consider establishing an isolation/quarantine area for the individual and his/her party.

    c. NEW: Consider designating a separate, secondary area to handle guests with other First Aid needs, medical requirements, or non-COVID-19 illnesses.

    d. Thoroughly clean and disinfect First Aid locations visited by a guest or employee with COVID-19 symptoms. Follow professional healthcare guidelines for these processes.

8. Wherever practical, placing acrylic (plexiglass) or other types of barriers/hygiene screens between guests and employees in frequent, close interaction areas to reduce contamination, and have a program to regularly clean the barriers/hygiene screens.

9. Proactively communicating guidelines and expectations for health and hygiene procedures and precautions in the front-of-house areas for guests and in the behind-the-scenes areas for employees.

10. Consider your communication protocols to ensure you have appropriate (and discreet) ways to communicate amongst your team as needed to address COVID-19-related issues and concerns like potential COVID-related medical calls, needs for immediate cleaning and sanitizing of an area, or guests not following the COVID guidelines.

11. Marking physical distancing spaces/guidelines with floor markings, seat markings, or signs to make it easy for the guests and employees to understand what is expected.

    RESOURCES: *Physical Distancing (U.S. CDC):*
    https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/physical-distancing.html

12. NEW: Planning ahead on how you will work with applicable health authorities if a guest or employee tests positive for COVID-19 after being at your facility. This should include refining employee policies if needed and developing a

communication plan for notifying other employees who work closely with or were in contact with the COVID-19-positive employee. Work with appliable health authorities on guest/customer notifications/communications.

GUEST CONFIDENCE AND COMMUNICATION

NOTE: IAAPA recommends facilities review COVID-19-related communications with their legal counsel prior to their use.

Facilities may consider practices such as:

NEW: Communicating there is a risk of COVID-19 in public places. It is important guests, employees, and other visitors understand they may be exposed to COVID-19 in any public place. Therefore, operators should consider forewarning guests, employees, and visitors about this risk. Operators should consider providing those warnings prior to arrival (including before guests purchase tickets or employees report to work) and at points of entry to the facility.

Here are some sample communications:

Before you purchase your ticket, please note:

1) *Public health agencies warn some individuals may be at increased risk in public places. Some government health organizations recommend people 65 years and older, those who live in nursing homes or long-term care facilities, and people with underlying medical conditions (particularly if not well controlled) should either remain home or keep their distance from others. Underlying medical conditions include conditions such as chronic lung disease or moderate to severe asthma, serious heart conditions, immunocompromise, severe obesity (body mass index [BMI] of 30 or higher), diabetes, chronic kidney disease undergoing dialysis, and liver disease.*

   REFERENCE:
   https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html
   People who have increased risk: https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-increased-risk.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fneed-extra-precautions%2Fpeople-at-higher-risk.html

2) *Guests, employees, and visitors need to abide by all guidelines and recommendations to ensure their own health and safety and to ensure the health and safety of others.*

We rely on you to protect yourself:
   a. *If you're sick, please don't participate and encourage your family/traveling party not to participate until everyone is well.*
   b. *Wash your hands with soap and water or sanitize your hands often, and particularly after you touch surfaces touched by others.*
   c. *Avoid touching your face.*
   d. *Maintain appropriate physical distance from others.*
   e. *Cover your mouth and nose with a mask/face covering*

Operators may consider explaining to guests that even with precautions, there is a risk associated with COVID-19. Sample language can include:

Even with precautions in place, there is still some risk of exposure to COVID-19.

We are committed to keeping you healthy and safe and have taken a number of precautions, including those recommended by applicable health authorities, but we cannot guarantee you won't be exposed to COVID-19.

Operators may also consider:

1. Posting safety and instructional signs with health and hygiene reminders in appropriate areas. For example, signs might include reminding guests to wash hands frequently, avoid touching their face, cover their mouth and nose, and maintain physical distance from others. Signs that provide simple, clear, and consistent messaging or instructions may be most effective.

2. Placing signs/markers to remind guests of physical distancing requirements.

3. Placing signs in restrooms to remind guests of appropriate handwashing standards (soap, water, 20 seconds).

4. NEW: Communicating new operational procedures to guests prior to arrival, on the facility's website, through reservation systems, and/or through social media to establish expectations and instill confidence. Consider having guests check a box or indicate they understand your key protocols in conjunction with their ticket purchase. Some of these protocols may include:
   a. Identifying COVID-19 symptoms and messaging that asks guest to come back another day if anyone in their party is experiencing the symptoms
   b. Directives on wearing masks/face coverings for employees and guests
   c. Physical distancing guidelines
   d. Capacity limits that facilitate physical distancing
   e. Enhanced cleaning and sanitizing protocols
   f. Use of temperature checks/thermal scanning cameras (if applicable)

5. As appropriate, taking a proactive approach with messaging to guests prior to arrival, and on arrival, and within the attraction regarding the methods being deployed to enhance employee and guest safety. Consider educational campaigns with characters and kid-friendly language to help reinforce COVID-19 related guidelines and procedures for young visitors.

6. Considering marketing campaigns about the actions put in place to show the guest safety measures that are being taken.

7. NEW: Establishing a dedicated team of employee ambassadors to educate guests and employees about COVID-19 precautions and enforce adherence. These employees should be trained on the safety and operational protocols and the thinking behind them and should have excellent guest relations skills as they guide, reassure, and enforce compliance.

8. Making in-attraction cleaning teams visible to provide reassurance.

GUEST RESPONSIBILITY

Consider including the following points when communicating to guests as they arrive at your facility about their responsibility:

1. *If you or any member of your party or family is not feeling well, don't visit. Plan to come when everyone is well.*

2. *Follow the guidance of the applicable health authorities in your area as to visiting public places or travel by vulnerable individuals.*

   REFERENCE: https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html.

3. *Wash your hands frequently and practice good hygiene while visiting:*
   a. *Wash hands frequently with soap and water for at least 20 seconds throughout your visit. Use hand sanitizer as an alternative. (Wash or sanitize your hands after coughing or sneezing, before eating, after using the toilet, and when hands are visibly dirty.)*
   b. *When coughing or sneezing, cover your mouth and nose with a flexed elbow or tissue. Throw tissue into a trash receptacle after use.*

4. *Wear a mask or other face covering as requested (and in line with guidance from applicable health authorities) to protect yourself, other guests, and employees.*

5. *At some attractions, you may be asked to apply hand sanitizer before, during, and/or after the experience.*

6. *We have enhanced our cleaning protocols considering the COVID-19 pandemic. Please be patient if you experience any delays or inconvenience as a result of these procedures.*

7. *Follow social/physical distancing guidelines carefully.*

8. *To facilitate adherence to physical distancing guidelines, some capacities may be reduced and/or some attractions may be closed. Please be patient and understanding with these necessary operational changes.*

9. *NEW: In consideration for the health and safety of other guests and employees, if you experience COVID-19 symptoms during your visit, please exit the facility and consult your physician. If you need immediate medical assistance, please go to First Aid or the nurses' station.*

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HUMAN RESOURCES: GENERAL GUIDANCE

Facilities may consider practices such as:

1. Reminding employees to stay home when they are sick. Communicate that employees have a duty to take reasonable care for their own health and safety and to not adversely affect the health and safety of others.

2. Providing pre-opening training to employees to ensure they understand and feel confident managing the protocols in place for physical distancing and hygiene aspects of their roles. They should also know how to handle unsafe conditions and emergency situations. (See Human Resources: COVID-19 Training Outline on page 16.)

3. NEW: Reminding employees about the contagious nature of COVID-19 and encouraging them to follow safety guidelines (maintaining physical distance, washing hands frequently, wearing masks/face coverings, etc.) when on the job/at work, on break and traveling to/from breaks, and even after hours, when socializing with co-workers.

4. Training employees thoroughly on their core responsibilities and on new, COVID-related protocols. Provide clear direction and guidance about what is expected. They should understand:
   - When to stay away from the workplace
   - What action to take if they become unwell
   - What symptoms to be concerned about
   - How to encourage guests to follow COVID-19-related protocols

5. Instructing employees to wash their hands or use hand sanitizer frequently.

6. Evaluating employee rotation cycles to keep work teams together to reduce interactions between different groups of employees when possible.

7. Providing Personal Protective Equipment (PPE) to employees based on their role and responsibilities and in adherence to applicable country/national/federal, state/province, or local regulations, or guidance. Training on how to properly use, clean, and dispose of PPE is extremely important.

8. NEW: Evaluating employee eating and break locations and adjust seating to allow for appropriate physical distancing between employees in these spaces. This is particularly important in these areas since employees cannot wear masks/face coverings while they eat. Consider managing/alternating meal and break schedules to avoid overcrowding in dining areas and break rooms.

9. NEW: Providing mask/face covering-free areas behind the scenes where employees can remove their masks/face coverings for a few minutes while still maintaining an appropriate physical distance from others. These areas should be clearly identified by signage and markings should indicate appropriate physical distancing guidelines.

10. Reducing the use of shared equipment and supplies (computers, phones, radios, pens, calculators, etc.). If equipment must be shared, employees should wash their hands before and after using that equipment and the high-touch surfaces on the equipment should be cleaned frequently.

11. Communicating regularly with employees to keep them informed of changes in operation or COVID-19-related protocols. Remind them frequently of the importance of wearing masks and maintaining appropriate physical distances from co-workers and guests.

12. NEW: Where possible, ensuring human resource offices, hiring centers, conference rooms, training facilities, cafeterias, break areas, and other back-of-house areas are managed to facilitate physical distancing requirements recommended by the applicable health authorities in your area.

13. NEW: Evaluating laundry services and meal delivery options available to employees in company accommodations to make sure employees have access to what they need. Develop plans to manage COVID-19-positive employees in company accommodations.

14. Reevaluating procedures and policies for washing shared uniforms, props, and miscellaneous items to insure proper sanitization.

15. Consider recommending outside contractors, concessionaires, and suppliers follow the same policies, procedures, and protocols as employees while on site.

16. Thinking through how your existing policies and procedures apply when working from home, including:
    a. Notification of incidents, injuries, hazards, and changes in circumstances
    b. Consultation and review of work health and safety processes
    c. Attendance, timesheets, leave, and other entitlements and arrangements

17. Providing employees with a point of contact to discuss their questions and access to support services, including employee assistance and/or counseling programs.

18. NEW: Planning ahead on how you will work with applicable health authorities if an employee tests positive for COVID-19. This may include: developing a contact tracing program to identify potential exposure to other employees; refining employee policies to reduce the likelihood of exposure to other employees; and developing a communication plan for notifying other employees who worked closely with or came in contact with the COVID-19-positive employee.

19. NEW: Evaluating employee locker arrangements. Consider closing or rotating some sections to allow for appropriate physical distancing during high-use times; posting signs reminding employees to maintain physical distances recommened by the applicable health authorities in your area and/or positioning an employee in the locker area to limit the number of people in the space at one time.

HUMAN RESOURCES: COVID-19 TRAINING OUTLINE

Following is an example of information operators may want to include in their reopening conversations with employees to help instill confidence in managing the COVID-19 aspects of their roles.

These conversations may include:
- A basic understanding of COVID-19
- How your facility is communicating with employees and guests
- New initiatives to keep employees safe
- How employees can consider addressing guest safety protocols

Operators can tailor this training outline to their facilities and reference any applicable health authority guidelines in their protocols. Examples of these conversations and guidance on how to conduct them follow:

I.   A Basic Understanding of COVID-19

Example: Understanding COVID-19 and Our Protocols

Let's talk about what COVID-19 is and what we know about it. We'll also look at how new health and safety protocols help prevent the COVID-19 from spreading.

1. *COVID-19, is a highly contagious respiratory disease caused mainly through person-to-person contact.*
2. *It is spread through respiratory droplets released when an infected person coughs, sneezes, talks, or sings. These droplets can be passed by being close to or in direct contact with one another.*
3. *COVID-19 may be spread by people not showing any symptoms. Symptoms may include: fever of 100.4 F /38 C or higher, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore*

throat, and a new loss of taste or smell. (Check with health authorities for updated lists of symptoms as they may change.)

4. *COVID-19 can also be spread if an infected person's droplets are on a surface and another person touches that surface, and then touches his/her mouth, nose, or eyes.*

5. *High-risk groups include people over age 65 or anyone with underlying health conditions including those involving the respiratory and/or immune system.*

6. *There are several ways to reduce the risk of spreading germs to others:*

   - *Physical (or social) distancing reduces the likelihood of one coming in contact with the infected droplets of another person. When possible, keep a _____-foot (____ meter) distance from others.*
   - *Washing hands for at least 20 seconds or using hand sanitizer frequently and particularly after sneezing, coughing, or touching surfaces frequently touched by others.*
   - *Avoid touching your face.*
   - *Cover your mouth and nose with a tissue the inside of your elbow when coughing or sneezing.*
   - *Wear a mask or face covering*
     a. *Face masks/cloth face coverings may slow the spread of the virus.*
     b. *Masks/face coverings should cover the mouth and nose, in order to prevent respiratory droplets from contacting another person. To correctly wear a cloth face covering:*
        1. *Wash your hands before putting on your face covering*
        2. *Put it over your nose and mouth and secure it under your chin*
        3. *Try to fit it snugly against the sides of your face*
        4. *Make sure you can breathe easily*
     c. *Some people should not wear masks/face coverings. The United States Centers for Disease Control (CDC) cautions that cloth face coverings should not be placed on children younger than 2 years of age, anyone who has trouble breathing, or is unconscious, incapacitated, or otherwise unable to remove the cover without assistance (see link below). As a result, those individuals may not be able to experience some attractions.*

RESOURCE*: CDC information on masks/face coverings:*
https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-guidance.html

   - *Stay home if you are sick or experiencing any one of the symptoms of COVID-19.*

II. Employee Care

A classroom setting for employee training is most appropriate so all can feel and communicate the same message with open dialog and ask questions. A quiz may also be helpful to ensure understanding. Make sure you lead by example in your training environment (physical distancing, wearing of masks/face coverings, visible cleaning and sanitizing, etc.)

Example Communication:

The health and safety of our employees, your friends and family, and guests is our No.1 priority. Here are some of the things we are doing to help keep you safe as we reopen our attraction:

(Share what applies to your facility from the items below and add any additional changes that have been made: e.g. sick leave policy changes, work from home guidelines, changes to uniform cleaning standards, web and email communication about updates, virtual collaboration, team rotations, etc.)

1. *Self-care - Please take care of yourself. If you are feeling sick or not feeling well, please stay home. Do not return to work until you have been symptom-free for 72 hours or have met the criteria established by the applicable health authorities for returning to work. Follow the normal call-in procedures for your department.*

2. *Seek medical advice if you have COVID-19 symptoms such as: fever of 100.4 F/38 C or higher, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, and a new loss of taste or smell.* (Note: symptom lists are reviewed and revised periodically so operators should check the resources provided by health agencies (CDC, WHO for example) to confirm symptom list.)

3. *Temperature checks and/or health screenings before or upon arrival at work. (*Make sure employees know what to expect when they arrive at work, if applicable.)

4. *Due to the highly contagious nature of COVID-19, it's important to follow safety guidelines (maintaining physical distance, washing hands frequently, wearing masks/face coverings, etc.) at all times when on the job/at work, on break, and traveling to/from breaks, and even after hours, when socializing with co-workers.*

5. *We want everyone to stay healthy. If a co-worker, a member of your family, or a friend gets COVID-19, you may be quarantined and that could impact your ability to work.*

6. *Increased cleaning and sanitization*
   a. *Added hand sanitizing stations in the workplace*
   b. *Frequent cleaning and sanitization of high contact areas with approved cleaners*
   c. *Cleaning/sanitizing team in place*

   IMPORTANT NOTE: If you are cleaning, make sure you follow the manufacturer's instructions and wear the proper safety equipment.

7. *Additional equipment*
   (Note: please share if these items are provided by the attraction and, if so, how the employee can access them.)
   a. *Use of face shields/visors*
   b. *Use of gloves*

8. *Altered workspaces and common areas*
   a. *Desks/conference rooms may be altered to support physical distancing guidelines and room capacities may be limited*
   b. *Reduced capacity in common areas such as break areas* (Share where they can find the new capacity information)
   c. *Added barriers and protective coverings in work areas* (Provide examples of where these can be found within the attraction and images, if possible)
   d. *Explain how physical distancing markers work.*

9. *Additional training and procedures related to COVID-19*
   Training developed related to COVID-19. (For example, the plan for what to do when a guest or employee falls ill on site and new communication codes or signals to address a COVID-19-specific emergency. Address who will deliver the training to the employees and when can they expect the training.)

10. *Communication*
    a. *Additional back-of-house signage related to symptoms and safety procedures.*
    b. *Updates via facility website or email that share the latest information with employees. How often the updates are made and what information they can expect to see.*

c. *Employee feedback and ideas. Share the avenues employees can use to provide feedback on what is working and what can be improved. These may be communicated through new or existing channels (email, webform, phone number, etc.)*

11. *EAP (Employee Assistance Program)*
(Note: Operators should share employee assistance or counseling program information if they offer it to employees.)

It is important to check in on each employee's well-being after any extended absence from work. In the past few months some employees may have experienced family job losses, extreme hardship, illness, or mental health issues. Prepare your managers and human resource representatives with the right resources to support employees who need it.

III. Guest Care and Interaction

Example Communication:

The efforts we are taking to reduce the spread of COVID-19 will be transparent to guests as we reopen. Take time to ask questions today and walk the attraction before we open so you feel confident when directing guests and answering their questions. It is important you understand the "why" behind our policies, procedures, and protocols. If the rationale behind these new policies is not clear, please ask us or your supervisor as that understanding will help you explain these changes to our guests.

1. *Our message to guests: We have new guidelines in place for enjoying our facility. We are committed to keeping you healthy and safe, but we rely on you to protect yourself too:*
   - *Wash your hands often and avoid touching your face*
   - *Maintain your distance from others*
   - *Wear a face mask or face covering*
   - *Avoid touching surfaces*
   - *If you're sick, please don't participate and encourage your family not to participate until you are well*

2. *We're doing everything we can to communicate this message to guests, so they know what to expect before and during their visit including:* (Select what applies to your attraction from the following suggestions and show images and examples where possible.)
   - *Temperature screenings upon arrival*

- *Reducing the number of personal items allowed into the park*
- *Staggering arrival times*
- *Mask/face covering requirements*
- *Additional signs to reinforce COVID-19 procedures*
- *Highly visible physical distancing markers*
- *Messages to encourage guests to wear mask/face coverings*
- *Physical distancing apps*
- *Barriers and protective coverings*
- *Controlled seating positions in restaurants, attractions, and rides*
- *Touchless payment systems*
- *Locker sanitization*
- *Guest guidelines communicated via email and website prior to opening and as park reopens*
- *Additional hand sanitizing or hand washing stations.*

3. *How to address non-compliance*
   - *Examples of guest non-compliance are guests not abiding by physical distancing spacers and guidelines, those refusing to wear masks/face coverings, and those wanting to wear ineffective (made of paper towel or similar material, trying to use their shirt as a face covering) or inappropriate (offensive graphics or text) masks/face coverings.*
   - *Guest who do not comply with COVID-19 guidelines should be addressed in the same manner that other guest issues are addressed.*
   (The attraction's guest service training policies should be reiterated here.)

     1. *Remind guests of the new guidelines and explain they are in place for their safety, the safety of other guests, and the safety of the employees.*
     2. *Show them the signs, physical distancing markers, barriers, etc., that have been installed to reduce the spread of COVID-19 and explain how to use them and why they are there.*
     3. *Politely ask them to follow the guidelines. If you have solutions to help with an issue (for example, a mask/face covering-free rest location), be sure to let the guests know.*
     4. *If the guest does not comply, contact the next level of management or the physical distancing/mask/face covering ambassador team (if applicable).*
     5. *Prepare your team to respond to non-compliance.*

HANDWASHING AND HAND SANITIZERS

One recommended way to reduce the spread of COVID-19 is by washing hands frequently and thoroughly. This applies to guests and employees so operators should consider ways to encourage everyone to wash their hands frequently.

If soap and water are not readily available, hand sanitizer (alcohol-based hand rub) can also be used to clean hands because it is an anti-microbial agent that kills or renders inactive 99.9% of all known bacteria, viruses, and fungi present on surfaces. (Hand sanitizers should contain at least 60% alcohol.) Making hand sanitizer available in your attraction may remind guests to clean their hands frequently.

NEW RESOURCES: Here are some tips from the CDC on proper handwashing and hand sanitizer protocols: https://www.cdc.gov/handwashing/when-how-handwashing.html.

Here are some printable flyers from the CDC on handwashing: https://www.cdc.gov/handwashing/campaign.html

Refer to European Norm (EN) 1500 – Hygenic Handrubs for additional information on hand sanitizers.

PHYSICAL DISTANCING: CALCULATING CAPACITIES

A key tenant of this guidance is based on managing physical distancing between guests and employees in a facility, including within attractions. Physical distancing guidelines are typically provided by applicable health authorities. In some areas, physical distancing guidelines may be reduced if all parties are wearing masks/face coverings.

There are formulas below to assist you with these calculations, but you will need to take into account movement patterns and the visitor dynamics for your facility, including how many individuals visit versus people visiting the facility together. Here are some considerations to help you think about capacities that allow for physical distancing.

Facilities may consider practices to promote physical distancing, such as:

1. NEW: Keeping in mind physical distancing guidelines should be considered on all sides/in all directions … front, back, and to the sides … to ensure the appropriate separation from other individuals, families in the same household, or parties traveling together.

2. NEW: Identifying realistic capacities for your attractions based on queue length, waiting areas, pre-shows, and vehicle capacity, based on guidance on physical distancing by the applicable health authorities in your area.

Here are some examples of physical distancing calculations based on two different guidelines.

Example 1 – 6 foot (2 meter) Guideline

If the guideline for physical distancing in your area, set by your applicable health authority is for 6 feet (2 meters) between individuals, your capacity calculation may look like this:

Allowing 6 feet (2 meters) between individuals means you need a 36-square-foot square (4 square meters/per person) or a 28.3-square-foot circle per person. Both calculations maintain six feet between individuals. The 28.3-square-foot circle calculation accounts for a more efficient use of the space.

Example 2 – 3 foot (1 meter) Guideline

If the guideline for physical distancing in your area, set by your applicable health authority is for 3 feet (1 meter) between people, your calculation may look like this:

Allowing 3 feet (1 meter) between individuals means you need a 9-square-foot square (1 square meter/per person) or a 7.1-square-foot circle per person. Both calculations maintain three feet (1 meter) between individuals. The 7.1-square-foot circle calculation accounts for a more efficient use of the space.

IMPORTANT NOTES: In some countries physical distancing guidelines from health authorities may be altered and physical distancing requirements may be reduced if all parties are wearing masks/face coverings. In those cases, adjust your calculations accordingly.

In some areas, government officials may determine reopening capacities by adjusting building capacities established by the fire department. If so, those government guidelines would overrule square foot/square meter capacity calculations. Be sure to adjust your estimates based on guidance from applicable authorities.

We know many guests visit a facility with family members and/or other individuals (a group or party). If that is the case, those family/traveling party members can be closer to each other. Just be sure to consider how each individual or party from another household may be separated by the physical distancing requirements of the applicable health authorities in your area. It is important to assess this "family/traveling party" dynamic for your individual facility as it may impact your physical distancing calculations and allow you to increase your physical distancing capacity.

3. NEW: Identifying realistic capacities for common areas. Keep in mind that limiting attraction queue and attraction capacity may increase the number of people in common areas. Do not include spaces that cannot be accessed in your common areas (i.e. water fountains, landscaped areas, etc.) Only evaluate guest-accessible areas.

    - Combining the capacities for individual attractions and common areas in a facility, operators can estimate the total guest areas that can be used to measure and estimate capacity. Be careful to not include attraction queues or capacities for closed attractions.

    - It is better to be conservative on your initial estimates, monitor guest flow, resolve problem areas, and adjust your plan frequently. As health conditions improve, you may be able to gradually increase your capacities. Be sure to include the applicable health authorities in your area in those decisions to ensure alignment.

    - To calculate capacities, divide your total square footage/meters by the number of square feet required per person.

Example 1 – 6 foot (2 meter) Guideline
    If you have 50,000 square feet (4,645 square meters) of guest-accessible space and your region is requiring at least 6 feet (2 meters) as the recommended physical distance between people (which therefore requires 36 square feet or 4 square meters per person), divide 50,000 by 36 and your capacity would be 1,388 people.

    (This calculation assumes each individual must have at least 36 square feet/2 square meters of space. For family members living in the same household or parties visiting the attraction together, you can have more than one person in 36 square feet of space. Just make sure there's adequate of separation between that party and other individuals or parties.)

    Alternatively, if you use the 28.3 square foot circle per person approach, your capacity would be 50,000 divided by 28.3 and your capacity would be 1,766 people.

Example 2 – 3 foot (1 meter) Guideline
    If you have 50,000 square feet (4,645 square meters) of guest-accessible space and your region is requiring at least 3 feet (1 meters) as the recommended physical distance between people (which therefore requires 9 square feet or 1 square meter per person), divide 50,000 by 9 and your capacity would be 5,555 people.

(This calculation assumes each individual must have at least 9 square feet of space. For family members living in the same household or parties visiting the attraction together, you can have more than one person in 9 square feet of space. Just make sure there's adequate separation between that party and other individuals or parties.)

Alternatively, if you use the 7.1 square foot circle per person approach, your capacity would be 50,000 divided by 7.1 and your capacity would be 7,042 people.

FACE MASKS/CLOTH FACE COVERINGS

The wearing of face masks or cloth face coverings (covering nose and mouth) provides an additional level of safety for guests and employees and reduces the likelihood of contagious virus droplets transferring from one person to another. Masks/face coverings should fit well without gaps on the sides, top, or bottom. See the links below for additional information on how to wear and handle masks/face coverings and which mask/face covering materials are effective.

NEW: In the United States, the CDC recommends masks/face coverings should not be worn in water.

Some people should not wear masks/face coverings. The CDC cautions that cloth face coverings should not be placed on children younger than 2 years of age, anyone who has trouble breathing, or is unconscious, incapacitated, or otherwise unable to remove the cover without assistance (see link below.) Other accommodations such as face shields may be used to gain admission to a facility if medically necessary and where they do not present a safety hazard. Those individuals may not be able to experience some attractions due to safety concerns.

(Consult with the health agency in your area for their guidance and precautions for masks/face coverings.)

NEW: Operators may want to consider creating "mask/face covering-free" areas where employees and guests can remove their masks for a short period of time to take a break. The designated mask-free areas should be large and open enough to allow people to follow physical distancing guidelines for your area when they are not wearing their masks. Consider clearly identifying and marking these areas so they are easy to find.

ADDITIONAL INFORMATION ON FACE MASKS/ FACE COVERINGS:
From the CDC: https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-faq.html

How to wear face masks/coverings from the CDC:
https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-to-wear-cloth-face-coverings.html

From the World Health Organization: https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks

FACE MASKS/CLOTH FACE COVERINGS FOR EMPLOYEES

1. Consult with the guidelines established by the applicable workplace health and safety authorities in your area for wearing masks or face coverings and what must be provided by employers. Generally speaking, employees should wear face masks or face coverings to protect other employees and guests.

   NEW: Consider supplying face masks/face coverings for employees to ensure they are of the appropriate quality to be effective. If employees provide their own masks/face coverings, consider creating a uniform standard for those masks and/or suggest employees follow the guidelines for masks/face coverings from the CDC or the WHO.

   NEW: Note: In some areas masks may be considered PPE and therefore have different guidelines or regulations than those that apply to face coverings. Operators should consider checking with their local workplace health authority for clarification.

   In the United States, OSHA recommends employees wear masks/face coverings (surgical or fabric, not N95) if employees are within 6 feet of another person (co-worker or guest). https://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html.

   NEW: If an employee is unable to wear a face mask for medical reasons, and based on guidance from applicable health authorities, a face shield or visor with a cloth curtain on it may be used as an accommodation under some circumstances.

   NEW: If an employee's role requires close contact with guests or other employees (i.e. less that the recommended physical distance in your area), operators may want to consider providing goggles or face shields/visors so employees can wear those as an additional layer of protection along with the face mask/face covering.

   NEW: Here is additional information from OSHA on masks/face coverings in the workplace: https://www.osha.gov/SLTC/covid-19/covid-19-faq.html

   NEW: In Europe, operators should follow the guidance from The European Centre for Disease Prevention and Control (ECDC):

https://www.ecdc.europa.eu/en/publications-data/using-face-masks-community-reducing-covid-19-transmission

In in other countries or regions, follow the guidance of applicable health authorities in your area.

2. Different types of masks/face coverings (i.e. N95) may be required personal protective equipment (PPE) for employees in some positions, particularly those employees in First Aid, those cleaning and sanitizing First Aid facilities or equipment, or those cleaning areas that may have bodily fluids (restrooms, if someone is sick on a ride, etc.) Follow the guidance of applicable health authorities in your areas.

3. NEW: Employees in personal offices or in single-employee work locations away from other employees or guests (e.g. in a ride control booth) may not need to wear face masks or coverings while in those locations. Employees should be encouraged to wash or sanitize their hands frequently and those locations should be sanitized between employee rotations.

FACE MASKS/CLOTH FACE COVERINGS FOR GUESTS
1. Face masks or cloth face coverings provide additional safety for guests and employees. Consider encouraging or requiring guests to wear them, particularly in these circumstances:
   a. When interacting with attraction employees
   b. In areas where it would be difficult to maintain physical distancing levels recommended by the applicable health authorities in your area such as in elevators, indoor locations, or in other confined spaces
   c. On rides (note that due to the dynamics of some attractions, loose fitting masks/face coverings may not be permitted. See Rides and Attractions section below.)

2. In some cities, the government requires people wear masks/ face coverings in all public places. Be sure you understand these guidelines as they impact your operations.

3. NEW: Consider providing information to guests to help them understand which types of masks/face coverings are recommended for use at your facility and which ones are prohibited. You may also consider how to manage the guest relations implications for those refusing to wear masks/ face coverings and those wanting to wear ineffective (made of paper towel or similar material) or inappropriate (offensive graphics or text) masks/face coverings.

4. NEW: In some areas, if a person is unable to wear a mask/face covering for medical reasons, that individual may be able to wear a face shield/visor as an

accommodation. Face shields/visors may not be permitted on some rides for safety reasons. Face shields/visors are best used in conjunction with other safety precautions (i.e. physical distancing).

RESOURCES: *Cloth Face Coverings:* https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html

ADMISSION AND ENTRY

Facilities may consider practices such as:

1. Starting with smaller reopening capacity to assess physical distancing behavior.

2. Adjusting attraction capacity to promote physical distancing. It should be a calculation based on square footage (square meters) that allows for physical distancing levels recommended by the applicable authorities in your area. Families from the same household and traveling parties can stay together as long as the group follows physical distancing recommendations from the applicable health authorities in your area and stays properly distanced from other individuals or family/traveling parties. (See Physical Distancing: Calculating Capacities on page 22.)

3. NEW: Placing signs or markings on the pavement to outline physical distancing guides/spaces at the entrances and exits of the facility. Physical distancing markers can also be used at pinch points to help ensure an appropriate level of separation between individuals.

4. Where possible, staggering arrival times to minimize queue lines or crowds at the attraction entrance. Consider a timed ticketing program that staggers arrivals and/or managing vehicle traffic flow into the parking lot to stagger pedestrian arrivals at the facility entrance.

5. Encouraging (and consider incentivizing) advance, online ticket purchases to reduce transactions on site and reduce congestion at the attraction entrance. Consider offering all-inclusive package deals/wristbands that combine park admission, parking, food and beverage, and special upgrades like reserved seating and cabana rental to drive revenue and reduce transactions.

6. Encouraging guests to reduce the number of personal items they bring into the facility. Consider requiring all items fit into a clear plastic bag where they can be viewed without touching them. (Some sporting venues require all items fit into a 12x6x12 inch or 30x15x30 cm clear bag. Bags may need to be larger for water park guests.)

7. NEW: Evaluating locker arrangements where needed. Consider managing guest flow to support physical distancing guidelines and/or closing or rotating sections during busy times; posting signs reminding guests to maintain physical distances per the guidance of the applicable health authorities in your area; having employees ask guests to wait for others to vacate before approaching the locker; and evaluating the cleaning frequency of lockers.

8. Sanitizing lockers frequently.

9. NEW: Reconsidering the use of hand stamps for access control since the stamps would be high-touch surfaces.

10. NEW: Adjusting guest arrival procedures (parking, trams, buses, ticketing, etc.) and communication to support physical distancing, cleaning and sanitizing procedures, and mask/face covering guidelines.

PAYMENTS

Facilities may consider practices including:

1. Encouraging guests to make purchases online (prior to their visit) or from apps once inside the attraction to minimize on-site, close-proximity payment transactions.

2. Reducing cash handling where possible. If cash handling is required, employees should wash or sanitize their hands frequently.

3. Adjusting credit card readers so guests can insert/swipe their own cards and employees don't have to handle the guests' cards. If the credit card machines are still close to the employees, the employee should step back while the guest makes payment. Work with payment partners to increase the dollar limits for purchases that do not require a Personal Identification Number (PIN) or a signature to reduce contact.

4. Cleaning credit card and cash machines/ATMs frequently. Provide handwashing stations or sanitizer nearby.

5. Cleaning/sanitizing cash bags/employee tills prior to distribution and upon return.

6. Assigning one employee to each Point-of-Sale (POS) terminal if possible. Terminal should be sanitized between employees and after each shift. If multiple employees are assigned to one POS terminal, employees should sanitize their hands before and after each use.

7. Using physical barriers to separate staff from guests at cash registers, where practical.

CLEANING AND SANITIZING

NEW: It is important to understand the difference between cleaning, sanitizing, and disinfecting as you review the guidance in this document. The definitions below are from the United States Centers for Disease Control website: (https://www.cdc.gov/flu/school/cleaning.htm).

Cleaning removes germs, dirt, and impurities from surfaces or objects. Cleaning works by using soap (or detergent) and water to physically remove germs from surfaces. This process does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

Sanitizing lowers the number of germs on surfaces or objects to a safe level, as judged by public health standards or requirements. This process **works by either cleaning or disinfecting** surfaces or objects to lower the risk of spreading infection.

Disinfecting kills germs on surfaces or objects. Disinfecting works by using chemicals to kill germs on surfaces or objects. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

Facilities may consider practices such as:

1. Evaluating and adjusting cleaning frequencies for high-touch areas as needed such as: door handles, trash receptacle touchpoints, control equipment, phones, computers, office equipment, counters, elevator buttons, handrails, tables, seats, benches, high chairs, toilets, sink faucets and toilet handles, soap dispenser push plates, baby changing stations, ice scoops, refrigerator handles, towel dispenser handles, cleaning tools, counter tops, door knobs, light switches, sinks, queue rails, harnesses, restraints, cash machines, dining surfaces, etc. Consider removing high-touch surfaces (i.e. doors) if they aren't completely necessary.

2. NEW: Recognizing it is difficult to recommend a single approach to cleaning/sanitizing frequency as a number of factors should be taken into account when making that decision. Those factors include traffic/number of touches, environment (indoor/outdoor, warm/cold, wet/dry), location, the surface being cleaned, and the product instructions on virus kill, contact, and drying times, as well as the manufacturer's guidelines for use. As a result, throughout this document you will see phrase "frequently" used to describe how often cleaning/sanitizing should be performed. This means each facility should access the factors listed above and consult product specifications to determine how often cleaning should take place.

3. Understanding guests will appreciate seeing employees cleaning and sanitizing within the attraction, consider making those employees visible through their uniform or provide a special identity for the group, i.e. "the Clean Team."

4. Carefully selecting the right chemicals/cleaning agents to ensure they are effective against COVID-19.

5. NEW: In the United States, cleaning products should be certified for their specific use and application method by the Environmental Protection Agency (EPA). Refer to "List N: Disinfectants for Use Against SARS-CoV-2 (COVID-19)" on the EPA website for guidance or consult similar lists provided by appropriate health agencies in your region.

   RESOURCES: From the United States Environmental Protection Agency (EPA): https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

   From the United States Centers for Disease Control (CDC): https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html)

   European Norm (EN)
   EN 1500 – Hygenic Handrubs
   BS EN 14476 and BS EN 1276 – Chemical Disinfectants and Antiseptic

6. Selecting disinfectants that destroy, neutralize, or inhibit the growth of disease-carrying microorganisms. Descriptions of products of this type include the suffix "cide," meaning "to kill," e.g. bactericide, fungicide, virucide.

7. NEW: Understanding different products may be required for different surfaces and some products may impact the integrity of some surfaces. Operators should check with manufacturers and suppliers to determine the right cleaning agents for the products they supply.

8. NEW: Following cleaning chemical handling, application, safety, and storage guidelines. These guidelines help ensure the effectiveness of the cleaning agent. It is also important to follow the guidelines to avoid creating unintended safety hazards. When applying many chemicals, employees may need to take additional safety precautions including wearing Personal Protective Equipment (PPE).

9. NEW: Following and providing access to the safety information (e.g. Safety Data Sheet (SDS), Chemical Safety Data Sheets (COSHH), or REACH regulations (ECHA)) for all products used in case an accident occurs while using the product.

Train employees on the proper handling and use of all cleaning, sanitizing, and disinfecting agents.

10. Recognizing hand sanitizer (alcohol-based hand rub) should be an anti-microbial agent that kills or renders inactive 99.9% of all known bacteria, viruses, and fungi that are present on surfaces. (Hand sanitizers should contain at least 60% alcohol.) Making hand sanitizer available in your facility may remind guests to clean their hands frequently.

   RESOURCE: European Norm (EN) 1500 – Hygenic Handrubs

11. Remembering to clean and sanitize surfaces and equipment in guest and behind-the-scenes areas. Consider making hand sanitizer readily available in these areas.

12. Reminding employees that they should treat all bodily fluids as if they are infectious. They should always wear PPE if moving materials with fluids on them or cleaning areas where fluids have been.

13. Reviewing education and training of housekeeping employees and consider if content and curriculum meets current needs.

14. NEW: Establishing a process for cleaning appropriate areas if someone has indicated they are experiencing COVID-19 symptoms or is COVID-19 positive while in the facility. Employees doing the cleaning should wear appropriate PPE. In the United States, the Centers for Disease Control recommends waiting at least 24 hours before cleaning and dininfecting areas used by people who test positive for COVID-19 when possible.

15. Placing signs or posters in handwashing areas to remind guests to wash for at least 20 seconds with soap and water.

16. Remembering to sanitize strollers, electric conveyance vehicles, and wheelchairs between every rental. Consider providing additional wipes to the guests so they can also wipe down units once they rent them.

RESTROOMS/TOILETS

Facilities may consider practices such as:

1. Dedicating employees to cleaning/sanitizing restrooms frequently. Consider how to encourage physical distancing in restrooms. Some physical barriers (i.e. partitions) already existing in restrooms can be considered a layer of protection.

2. Evaluating chemicals, processes, and procedures used in cleaning restrooms to verify effectiveness, paying close attention to high-touch surfaces.

3. Sanitizing high-touch areas frequently in both guest and employee areas such as door handles, trash receptacle touchpoints, countertops, benches, toilets, sink faucets and toilet handles, soap dispenser push plates, baby changing stations, towel dispenser handles, doorknobs, light switches, and sinks.

4. NEW: Evaluating drinking fountains since they are high-touch surfaces. Consider options including: cleaning and sanitizing fountains frequently, providing disposable drinking cups, ensuring water pressure is adequate to reduce the potential for contact, or disabling fountains if drinking water is available from other sources and doing so does not violate area health authority guidelines.

5. Provide a means for employees and guests to dry their hands.

6. Replacing manual sinks and toilets with touchless valves or flushing devices.

7. NEW: Removing doors or propping them open where possible to facilitate touch-free access.

UNIFORM AND COSTUME CLEANING

Laundry should be cleaned in accordance with applicable health authority guidelines.

RESOURCE: CDC Guidelines: https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html

FIRST AID ROOMS/NURSE STATIONS

Facilities may consider practices such as:

1. Having a containment room or isolation area for guests or employees with potential COVID-19 symptoms. The guest with the symptoms and his/her party can all be moved to the containment area for further assessment of the individual's condition.

2. NEW: Holding a secondary assessment of an individual with COVID-19 symptoms or temperature over 100.4 F or 38 C (or whatever the COVID-19 temperature threshold is as recommended by applicable health authorities), which may include confirmation of the person's temperature and an assessment of other symptoms.

3. Consulting with the applicable health authorities in your area to see if there is an established local protocol for managing individuals with COVID-19 symptoms and making sure First Aid staff is trained in these protocols. Otherwise, if a person is in distress having difficulty breathing, call an ambulance. If they are not in distress, provide COVID-19 information and suggest they follow up with a medical professional.

4. NEW: While focusing on the person with COVID symptoms, provide a COVID-19 information to the entire party so they are aware of the information. Discourage the party from visiting the attraction that day if they've been in close proximity to the person displaying symptoms.

5. Maintaining proper physical distancing within First Aid rooms and nurse stations.

6. Disinfecting First Aid areas after use.

7. Providing proper Personal Protective Equipment (PPE) (following standard protocols and use guidelines for healthcare workers) when working closely with those who may have COVID-19 (or who have an inhalation risk). That PPE may include some combination of gowns, N95 masks, eye protection, and gloves.

8. Designating a separate, secondary area to handle guests with other injuries or non-COVID-19 illnesses.

FACILITY OPERATIONS AND MAINTENANCE

Facilities may consider practices such as:

1. Reducing the number of touch points for workers. For example, leaving access doors open rather than requiring someone open and close doors where appropriate.

2. Paying close attention to cleaning and sanitizing frequently touched surfaces and equipment (including tools) in back-of-house locations. Make hand sanitizer readily available and encourage employees to use it before and after they use shared equipment.

3. NEW: Increasing the introduction and circulation of outdoor air when possible by opening windows and doors, using fans, and other methods.

4. NEW: Reminding employees who handle trash and waste to do so carefully and follow their routine safety precautions. Waste handlers should wear normal personal protective equipment (PPE) that may include masks, face shields, work gloves, eye protection (such as safety glasses), and a work uniform or coveralls. According to the National Waste and Recycling Association, the management of

waste and recycling outside of a healthcare environment that is potentially contaminated with COVID-19 does not require special precautions beyond those already used to protect workers from the hazards they encounter during their routine job tasks in solid waste.

RESOURCES: The U.S Centers for Disease Control guidance on waste collection: https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/waste-collection-recycling-workers.html

National Waste and Recycling Association COVID-19 Information: https://wasterecycling.org/page/covid19workpractices

PROCUREMENT AND WAREHOUSE OPERATIONS

Facilities may consider practices including:

1. Adjusting protocols to promote physical distancing, cleaning, and good hygiene, both in receiving goods from an outside source, and for deliveries from your warehouse/storage areas to your internal operating locations.

2. Educating employees about their responsibilities when it comes to hand washing, hand sanitizing, and masks/face coverings for interactions with other guests, employees, or delivery personnel.

3. Ensuring appropriate supply of PPE and cleaning supplies for your facility. Order them as soon as possible as some items are difficult to get in a timely manner.

4. Identifying alternatives to requiring signatures to confirm delivery. Use, and ask contractors/delivery services to use, electronic records where possible, to minimize physical interaction.

5. Implementing a pre-planned delivery schedule to enable tracing, avoid cross contamination of different vendors and staff, and reduce congestion in receiving areas.

6. NEW: Asking suppliers and vendors to verify they adhere to similar COVID-19 related protocols when they are on site providing products or services to your facility.

7. NEW: Carefully evaluating COVID-19-related products and services including cleaning equipment, anti-viral coatings, and testing kits to make sure they are effective in reducing or eliminating exposure to the virus. Ask questions about/verify the science and testing behind those products with regulatory agencies before you purchase.

TEMPERATURE CHECKS

NEW: Temperature checks, particularly in outdoor environments, are not recommended as a sole operating principle. If they are used, they should be used in conjunction with other mitigating procedures including physical distancing and the use of masks/face coverings. Some government agencies may require temperature checks and specify how they are to be managed. In the absence of those mandates, here are operating guidelines to consider. (If you are conducting temperature checks, you may want to consider implementing them for all people who visit your facility including guests, employees, vendors, contractors, and visitors.)

1. If possible and where practical, temperature check locations should be close to where individuals enter the property. Ideally, the temperature check locations should be separated from other security or admissions operations.

2. The temperature check areas (including queue lines) should be set up in compliance with physical distancing protocols.

3. Temperature checks should be conducted with discretion and to maintain appropriate levels of privacy. Facilities are encouraged to review, understand, and comply with the applicable legal requirements regarding the maintenance and storage of health information for employees and guests.

4. Those performing initial temperature checks do not need to be medical professionals but should be trained on the screening procedure. They should wear the appropriate Personal Protective Equipment (PPE).

5. Temperatures should be below 100.4 F (38 C) according to the United States Centers for Disease Control.

   RESOURCE: https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID-19_CAREKit_ENG.pdf)

6. If someone's temperature is above that threshold, the individual should be given a mask/face covering and moved to an isolation area or room for further evaluation. Understand the limitations of your temperature-taking device, and be aware of the conditions under which it may provide an inaccurate reading.

7. In some regions, government health authorities may recommend a temperature check threshold that's different than 100.4 F (38 C). Be sure you understand the threshold in your area and adjust your protocols accordingly.

8. Additional testing and evaluation can include a second temperature check (in an isolated, climate-controlled space when possible) to confirm the initial result and a review of symptoms.

9. A health screening form may be helpful to determine if someone has been exposed to COVID-19 or is experiencing COVID-19 symptoms. Consult with the applicable health authorities in your area to identify the correct questions to ask.

10. According to the United States Centers for Disease Control, COVID-19 symptoms may include: fever of 100.4 F/38 C or higher, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, and a new loss of taste or smell.

    Note: This list of symptoms may change over time so operators should periodically check resources provided by health authorities for updates.

    RESOURCE: *CDC symptom list (13 May, 2020):*
    https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html

11. If the individual still presents a concern following the second temperature check and a discussion of the symptoms, he/she should leave the facility and be given information on COVID-19 and guidance to seek medical care or contact their primary care physician. Operators may also want to consult with the applicable health authorities in their area to see if there are other established procedures for those with COVID-19 symptoms.

    RESOURCES: *Sample COVID-19 information pamphlets:*
    https://www.cdc.gov/coronavirus/2019-ncov/downloads/10Things.pdf
    https://www.ecdc.europa.eu/sites/default/files/documents/covid19-leaflet-public-travellers-EC-en.pdf

12. If someone with symptoms is in distress, or having difficulty breating, call an ambulance.

13. Focus on the person with symptoms, but also provide COVID-19 information to entire party so they are aware of the information and in case they develop symptoms.

14. In China, facilities may need to use the Tencent or Alibaba Health Status apps for employee or guest clearance to enter facility. (https://www.japantimes.co.jp/news/2020/03/24/asia-pacific/china-green-light-alipay-app/#.XqoYo6hKiUk)

15. If you are requiring guests to complete a health screening form as a condition of entry, it may be best to gather the relevant data as early in the arrival or entry process as possible to avoid frustration.

   RESOURCE: *United States Centers for Disease Control guidance on setting up screening operations: https://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html*

ATTRACTION-SPECIFIC GUIDANCE

RIDES AND ATTRACTIONS

Facilities may consider practices such as:

1. Strongly encouraging and/or requiring masks or cloth face coverings on rides or in other situations that could provide additional safety for guests and employees such as:
   a. When interacting with employees
   b. In areas where it would be difficult to maintain physical distancing levels recommended by the applicable health authorities in your area such as in elevators, indoor locations, or in other confined spaces
   c. On many rides

   Note: Due to the dynamics of some attractions, loose fitting masks/face coverings may not be permitted.

2. Evaluating the speed and other dynamics of each attraction to ensure masks/face coverings of various types (i.e. common surgical masks with loops around ears, masks/face coverings with a strap that goes around the back of the head, fabric tied around head) can be safely worn and secured on rides. Masks/face coverings should not present a loose article hazard or interfere with the safe operation of the attraction. If necessary, consult with the ride manufacturer/supplier to decide which types of masks/face coverings are appropriate for specific rides.

   NEW: NOTE: The United States Centers for Disease Control advises against wearing masks/face coverings in the water so they should not be worn on water rides (flumes, spillwater rides, rapids river rides, etc.) where there is a substantial splash soaking the guests.

3. Using virtual queue systems where possible to manage capacity and facilitate physical distancing.

4. Reducing the number of guests per ride vehicle to facilitate physical distancing between riders, this might include leaving some seats or rows unoccupied.

5. Boarding family groups or parties visiting the facility together in the same vehicle when possible.

6. It may not be possible to open some attractions if physical distancing, cleaning/sanitizing protocols can't be implemented or upheld. (Evaluate the operation of soft play attractions, interactive mazes, touch pools, props-based experiences, etc.)

7. NEW: Strictly following ASTM International or European Norm standards on any and all ride modifications if changes are made to help protect guests or employees from COVID-19.

8. Establishing safety protocols as appropriate for prolonged periods of close contact between employees and guests.

9. Reminding employees to wash or sanitize their hands frequently.

10. Cleaning and sanitizing protocols are important for high-touch surfaces on rides and attractions. Approaches to consider include:
    a. Sanitizing guests' hands as they enter the queue line, just before they board, and/or as they exit. This helps reduce the likelihood of guests leaving germs behind on surfaces.
    b. Evaluate the frequency of cleaning/sanitizing ride surfaces that are repeatedly touched by guests or employees, including handrails, arm rests, restraints, lap bars, grips, seatbelts, over-the-shoulder harnesses, etc.
    c. The approach to sanitizing should be based on the guidelines provided on the cleaning chemicals, and on the surface being cleaned. (See Cleaning and Sanitizing section.) Contact the ride manufacturer for recommendations on cleaning products and processes as some chemicals may not be effective against COVID-19 or may damage some surfaces.
    d. NEW: When needed to implement cleaning protocols, employees should make sure the ride and other ride systems are secure and made safe, including safety lock outs and tag outs as needed according to standard operating procedures.
    e. You may also consider doing some combination of sanitizing guests' hands and sanitizing the ride surfaces.
    f. Sanitize control and dispatch panels frequently.
    g. Sanitize high-touch employee safety gates and railings frequently.

11. NEW: Encouraging guests and employees to wear masks/face coverings when conducting height checks according to existing protocols. Consider touch-free or reduced contact height-check processes.

12. Checking the safety and security of access gates following standard protocols; washing/sanitizing hands frequently.

13. NEW: Strictly following manufacturer guidelines/standard operating protocols to ensure restraints are locked, seatbelts are fastened, and riders are properly secured. Guests and employees should wear masks/face coverings during the process as long as the masks/face coverings do not interfere with the safe operation of the ride. Operators can also consider making goggles or face shields/visors available to employees who have close contact with guests to protect employees' eyes. Face shields/visors should fit properly and be sized to ensure the shield extends below the chin and wraps around both sides of the face. Face shields should not be worn by guests on many rides due to ride dynamics and for safety reasons.

14. Adjusting queue, waiting, and pre-show areas to allow for proper physical distancing. Consider marking the floor or adding signs to designate the appropriate physical distance space between individual parties visiting the attraction together. Be sure to consider the physical distance area both front to back and side to side (some switchback queue lanes may need to be closed to maintain appropriate physical distance). If the queue line involves steps, consider guidelines to specify some steps should remain empty between guests.

15. As a general rule, employees should avoid physically assisting/lifting guests to reduce prolonged contact. If a guest needs assistance, ask another family/traveling group member to help. (Employees may still need to physically assist/lift guests in the event of a ride evacuation.)

16. Adding a physical distancing message (e.g., signs or announcements) to remind riders to maintain appropriate distances at all times.

17. Evaluating the frequency of sanitizing ride storage areas used for guests' personal belongings.

18. NEW: Following standard protocols for ride evacuations and ensuring guests and employees wear masks/face coverings during the process as long as doing so does not restrict visibility and create a hazard. Consider encouraging employees to wash their hands following the evacuation and cleaning and sanitizing equipment used before returning it to service.

19. If employees, including operations, safety, or medical personnel are managing a rescue involving injuries, they should wear appropriate PPE as dictated by First Aid/medical protocols.

20. Eliminating single-rider lines as they are typically designed to help fill in every open seat, which may not be the right approach in a time of physical distancing.

21. Evaluating attractions that require time-consuming personal harnessing like ropes courses, climbing walls, and steel-cable swing rides because of the difficulty managing personal distancing during the harnessing process. The increased cleaning and sanitizing of the harnesses and other equipment between each use may also be difficult and time consuming.

22. NEW: Considering closing attractions at different times, or in stages to reduce crowding at facility exits at the end of the day.

WALK-THROUGH EXHIBITS (MUSEUMS, ZOOS, AQUARUIMS)

Facilities may consider practices such as:

1. Monitoring entrance and venue capacity carefully to facilitate physical distancing within the space.

2. Limiting the amount of time guests can remain in the exhibit to allow for other guests to enter.

3. NEW: Implementing one-way traffic flow through exhibits if walkways are narrow and when feasible.

4. Evlautaing the cleaning frequency of high-touch surfaces and viewing windows.

5. Providing hand sanitizer and/or handwashing stations in appropriate locations in the exhibit.

WATER PARKS

Note: These guidelines only apply to water park attractions/rides where the pool water is treated in accordance with health department regulations (typically, 1 ppm free chlorine and pH less than 7.5.) They do not apply to water rides or other aquatic facilities where the water is not treated to these standards.

Facilities may consider practices such as:

1. Facilitating physical distancing through the use of a timed/controlled entry system to control guest density.

2. NEW: Adding signs to support and reiterate physical distancing guidelines to guests. Consider control points and having employees remind guests of physical distancing in areas of concern. (Lifeguards should maintain their focus on swimmer surveillance at all times.)

3. Reducing total venue and attraction capacity to support appropriate physical distancing. (See Physical Distancing: Calculating Capacities on page 22.)

4. Where needed, placing physical distancing markers, signage, and other reminders in appropriate locations in the water park (this may include on rides, in queues, on stairs, and in other areas of the facility). Consider using recorded messages, signs, and other means to communicate physical distancing requirements to guests.

5. Closing select attractions if physical distancing cannot be managed effectively.

6. NEW: Evaluating locker arrangements where needed. Consider managing guest flow to support physical distancing guidelines and/or closing or rotating sections during busy times; posting signs reminding guests to maintain physical distances per the guidance of the applicable health authorities in your area; having employees ask guests to wait for others to vacate before approaching the locker; and evaluating the cleaning frequency of lockers.

7. Evaluating seating/lounging areas for individuals or parties visiting the facility together and adjust them to accommodate physical distancing guidelines recommended by the applicable health authorities in your area. Areas should be cleaned and sanitized frequently. Consider providing sanitizer and paper towels or sanitizing wipes for guests to use in seating areas (similar to those found in grocery stores near grocery baskets, carts, and trolleys).

8. In pools, wave pools, and water play/splash pads, consider managing entry and reminding guests to follow the physical distancing guidelines recommended by the applicable health authorities in your area.

9. In lazy rivers or other similar attractions, consider allowing someone to enter only after someone exits or limiting the number of tubes in use to maintain a reduced capacity. Remind guests to practice physical distancing.

10. Board individual parties visiting the facility together in the same vehicle when possible. If a raft or other ride vehicle accommodates more than one guest, that vehicle should only carry members of the same party.

11. Proper chlorine levels should be maintained in all pools because properly treated pool water (at 1 part per million (ppm) free chlorine and pH of less than 7.5) kills viruses. If a high-touch surface is not covered in properly treated pool water, it should be sanitized frequently.

12. Evaluating closing or removing hands-on, interactive features within play structures if they or the guests are not covered in treated pool water. If an attraction is always immersed in or constantly sprayed by treated pool water, it does not need to be specifically sanitized.

13. Posting chemical readings for guests to instill confidence in water quality. Chemical readings for water should continue as per normal (or increased) protocols/frequency and in compliance with the applicable regulations/health codes in your area.

14. NEW: Evaluating the cleaning and sanitizing frequency of high-touch surfaces. The frequency and approach to cleaning and sanitizing should be based on the surfaces and on guidelines provided on the cleaning chemicals. (See Cleaning and Sanitizing on page 29.) The attraction or surface should be secured so employees can safely access the areas they need to clean; and cleaning and sanitizing of ride and attraction surfaces is done with guidance from the manufacturer. Examples of high-touch surfaces may include: handrails, light switches, door knobs, handles, locks and keys, telephones, and communication radios.

15. NEW: Submerging the handles of water slide vehicles (i.e., rafts, tubes, mats, etc.), life jackets, swim fins, and other frequently touched items in properly treated pool water for at least five seconds provides an appropriate level of sanitizing because properly treated swimming pool water (1 ppm free chlorine and pH of less than 7.5) will inactivate viruses in seconds. Make sure any obvious dirt, oil, or other contaminating substances are cleaned off these surfaces to improve the effectiveness of sanitizing with pool water.

16. Consider providing hand sanitizer or a handwashing station in accessible areas and especially where guests pick up rafts and tubes. Encourage guests to clean their hands before they pick up a raft or tube.

17. NEW: Cleaning and sanitizing googles or swimming caps, or other personal swimming accessories if you provide or rent them to guests.

18. NEW: If you provide tubes for all-day rental and use on multiple attractions, provide them for exclusive use by a family or group traveling together for the entire day. Clean and sanitize or follow the guidance above for submersion in treated pool water before providing these items to another individual, family, or group traveling together.

19. Cleaning and sanitizing restrooms frequently. (See Restrooms/Toilets on page 32.)

20. Laundering towels in line with standard protocols including using a detergent and high-heat washer and dryer settings. Bleach can be used, but it is not necessary. Laundry staff should wear appropriate PPE based on the chemicals they're using and how they handle soiled towels.

21. Avoding the sharing of equipment (if possible) between lifeguards. If sharing must occur, rescue tubes and dispatch panels should be sanitized at each rotation.

22. Sanitizing, whenever practical, high-touch surfaces on lifeguard stands (handrails, ladders, arm rests, etc.) between lifeguard rotations.

23. NEW: Lifeguards and slide attendants can wear cloth face coverings if they cannot maintain appropriate physical distance from others. They should not wear masks/face coverings in the water.

24. Lifeguard training (including emergency response protocols), licensing, and certification should follow lifeguard training agency requirements.

25. Consider closing attractions and activities at different times in stages to reduce crowding at lockers, in changing rooms, and at exits.

26. Making sure cleaning and sanitizing activities are visible to the guests. If they don't see employees doing it, be sure to tell the guest the cleaning has been done.

27. NEW: In the United States, the CDC recommends face masks/coverings should not be worn in water. In a water park setting, operators can consider having

guests wear masks/face coverings at the park entrance, in common areas, and in food and beverage areas (when the guests are not eating or drinking). (See Face Masks/Cloth Face Coverings guidance above for additional information.)

NEW: ZIPLINES AND AERIAL COURSES

Facilities may consider practices such as:

1. Making hand sanitizer available any place a guest handles equipment and requiring use before and after handling equipment.

2. Taking precautions to ensure appropriate physical distances are maintained in areas where guests put on equipment. Employees who help guests don equipment should wear proper masks/face coverings and eye protection while in close proximity to the guests. Direct contact time should be kept to a minimum but all safety checks and instructions must be completed.

3. Cleaning and sanitizing helmets frequently before and after use according to manufacturers' guidelines. Consider having guests wear cap liners under helmets for cleanliness.

4. Limiting use of shared equipment between guides/employees.

5. Frequently cleaning and sanitizing high-touch surfaces on platforms and in common areas. These include: handrails, handles, arm rests, pulleys, trolleys, carabiners, other metallic elements, and other high-touch infrastructure.

6. Requiring guests to wear disposable plastic gloves under equipment gloves. Cleaning and sanitizing equipment gloves in accordance with manufacturer's guidelines before and after each use.

7. Cleaning and sanitizing safety harnesses and other textile equipment according to manufacturer's guidelines frequently.

8. Permitting only one guest at a time in launching stations and landing platforms to allow for physical distancing.

9. Boarding only members of the same family/traveling party unit if a zipline unit carries more than one passenger.

10. Requiring masks/face coverings to be worn by employees and guests if physical distancing is compromised. If requiring face masks/face coverings, goggles, and/or face shields/visors, facilities should consult the manufacturers' guidelines to ensure the mask, covering, or shield does not create a loose article hazard on the attraction.

FOOD AND BEVERAGE OPERATIONS

Facilities may consider practices such as:

1. Redesigning seating arrangements to support physical distancing. Ensure your approach is in line with guidelines from applicable authorities.

2. Frequently sanitizing common areas and items such as host stands, service areas, beepers and pagers used to manage wait times, trays, tray stands, pens, and check presenters.

3. Cleaning and sanitizing dining tables and other high-touch surfaces after each use.

4. Replacing reusable menus with single-use, disposable paper menus, or menu signs.

5. Using single-use placemats when possible or non-porous placements that can be cleaned and sanitized after every use.

6. Where practical, implementing technological options to reduce/eliminate queues at food and beverage locations. Use mobile ordering if possible. If a queue is required, consider creating floor or other markings that identify spaces for appropriate physical distancing. Evaluate operation layout to allow guests and employees to maintain appropriate physical distance from each other.

7. Removing self-serve condiments containers and utensils from public access and making them available from cashiers or servers. Those containers should be cleaned between each use. Alternatively, condiments can be provided in single-serving packets.

8. Providing pre-packaged plastic flatware and, upon request, wrapped straws.

9. Whenever practical, using sneeze guards or other barriers to separate people. Clean and sanitize guards and barriers frequently. Evaluate the size and position of sneeze guards to ensure they serve as an appropriate barrier between guests, employees, and food.

10. Evaluating or eliminating self-service food operations (not including pre-packaged food), including buffets and salad bars. If they must continue, manage physical distancing between guests and employees carefully and change tongs and ladles more frequently, always leaving these items in separate containers. Clean and sanitize buffet surfaces frequently. Consider having employees serve the food as an alternative approach.

11. Adding signs that remind guests to only handle what they intend to purchase. For added safety and to reduce contact, consider removing pre-packaged items and make them only available by request from an employee.

12. Reconsidering self-service options and the use of refillable drink containers to reduce the likelihood of multiple people touching the same items/cups.

13. Using touch-free payment options, including contactless payments when possible. Check with your payment partners to increase the limits for "no PIN" and "no signature" transactions to reduce contact with the equipment.

14. Avoiding cash handling when possible. If cash handling is permitted, cash should not be handled by employees who handle food.

15. Sanitizing food storage containers before and after each use.

16. Cleaning and sanitizing kitchens regularly. General kitchen cleaning should be frequent and performed according to use.

17. Following the usual procedures for washing and sanitizing dishes, silverware, and glassware in a dishwashing machine, including items that have not been used as they might have been in contact with the hands of guests or employees. If manual washing is required, follow the usual steps (wash, sanitize, rinse). Drying using disposable paper towels is recommended. Tablecloths and napkins should be washed in the usual manner.

18. Sanitizing vending machines frequently. Consider adding self-serve sanitizing wipe stations in vending areas.

19. Evaluating the facility supply chain to ensure you can secure the ingredients and products you need. Some supplies are limited, and you may need to adjust your menus accordingly. Communicate your needs with your vendors early and often as multiple food operations may reopen around the same time, putting added pressure on key suppliers.

RETAIL AND MERCHANDISE

Facilities may consider practices such as:

1. Selling hand sanitizer (with at least 60% alcohol) and masks/face coverings as guest convenience items. Coordinate with the operations department to ensure the masks/face coverings you sell are effective and appropriate for your attractions.

2. When needed, educating customers with appropriate signage to only touch what they intend to purchase.

3. Where needed, using floor or other markings to assist guests with physical distancing between customers queuing for service and/or cashiers.

4. Cleaning and sanitizing cash registers, cash register wraps, physical barriers, phones, handles, knobs, hard surfaces, handles, and high-touch surfaces frequently and upon shift changes between employees.

5. Evaluating merchandise pick-up/room delivery operations to determine if they should be temporarily discontinued.

6. NEW: Where practical, consider encouraging guests to put their purchased items into shopping bags themselves so employees don't touch them. Operators can consider instructing employees to use hand sanitizer if they handle guests' objects.

7. NEW: Using physical barriers to separate staff from guests at cash registers, where practical.

8. NEW: Reviewing merchandise return policies. If returns are allowed, consider identifying returned merchandise, keeping it separate from all other merchandise for 72 hours, and cleaning and sanitizing it before placing it back on display for sale. Consider a similar policy for items guests touch, but then decide not to purchase.

GAMES AND ARCADES

Facilities may consider practices such as:

1. Whenever possible, making hand sanitizing stations accessible in games and arcades areas.

2. Providing self-service sanitizing wipes throughout the facility so guests can help maintain cleanliness.

3. Establishing cleaning protocols for machines and game components (rings, pucks, paddles, sticks, bean bags, balls, water guns, etc.) so they are cleaned frequently.

4. Placing game machines to allow for appropriate physical distancing between players. Rather than moving machines, some machines can be turned off or otherwise inactivated to keep guests from using adjacent machines.

5. Adding physical distancing between players in multi-player games unless those players are from the same family or traveling party visiting the attraction together.

6. Considering adding physical barriers between players and between players and employees if physical distancing is difficult to maintain. Clean barriers and other high-touch surfaces frequently.

7. Reconsidering operating soft play games, ball pools, and inflatables where physical distancing and cleaning/sanitizing protocols may be difficult to manage.

8. See the "Retail and Merchandise" section on page 48 and the "Payments" section onpage 29 for guidance on managing award/redemption areas, point systems, and payments.

NEW: MINIATURE GOLF

Facilities may consider practices such as:

1. Encouraging guests to purchase tickets/play online to reduce the employee/guest interaction at the cash register.

2. Encouraging guests to schedule a start time online or by phone when possible to help spread visits out and reduce the number of people on a course any one time.

3. Installing signage to remind guests to maintain a safe physical distance from other individuals/families/parties traveling together in accordance with guidance from applicable health authorities.

4. Encouraging all guests to practice frequent handwashing and considering placing hand sanitizing stations around the facilitiy.

5. Encouraging guests to only handle their own golf ball during play to reduce contact.

6. Encouraging only household/traveling party groups to golf together.

7. Recommending guests use their personal own putter. Putters, balls, and pencils provided by the facility should not be shared between players and should be cleaned and sanitized before they are given to another player.

8. Modifying golf holes to reduce touch surfaces by removing flags and "hole-in-one" cups and adding a plug or other spacing device in the bottom of the holes to reduce their depth. This allows customers to retrieve the ball without touching the cup.

9. Directing guests to stay on their golf hole until the group ahead of them has advanced to the next golf hole to facilitate physical distancing.

NEW: BOWLING

Facilities may consider practices such as:

1. Using every other lane to allow for appropriate physical distancing between individuals/family members in the same household/traveling parties.

2. Limiting the number of bowlers per lane.

3. Marking a spectator seating area to encourage appropriate physical distancing.

4. Setting up online or call-in reservations for lane bookings. Enter bowler information at the front desk or online before bowlers arrive to reduce contact with the bowling console. If using a console, issue a stylus for use and clean the console after each group.

5. Cleaning and sanitizing high-touch surfaces frequently including bowling consoles, ball return area, reset and call buttons, tables, and other lane furniture before and after lane use. Consider providing single-use sanitizing wipes for guests to use to help keep the area clean.

6. Providing a variety of house balls at each ball return, rather than stocking racks— this will limit the number of house balls employees should sanitize before and after every use. Or, if using ball racks, provide single-use wipes for bowlers to wipe down balls as they bowl. Sanitize all house balls before and after use.

7. Asking guests to leave house balls and shoes on ball return for collection and cleaning by staff.

8. Cleaning and sanitizing all shoes, including hook-and-loop fasteners and laces, and house balls after use. Consider sealing items in individual bags to communicate cleanliness to guests.

9. Limiting the amount of guests in the pro shop or providing concierge pro shop service, with delivery of products to lanes.

NEW: BIRTHDAY PARTIES

Family entertainment center operators may consider practices such as:

1. Requiring employees and guests to wear masks or face coverings in accordance with the guidelines provided by the health authorities in your area. (See Masks/Cloth Face Coverings section on page 25.)

2. Using touch-free payment options, including contactless payments when possible or asking guests to pay for all party charges online, prior to arrival on site. Check with your payment partners to increase the limits for "no PIN" and "no signature" transactions to reduce contact with the equipment.

3. Encouraging guests to wash their hands or use hand sanitizer with at least 60% alcohol when entering and leaving the party room. Dispensers with hand sanitizer should be placed inside party rooms. Encouraging frequent handwashing or the regular use of hand sanitizer for all party guests during the party. Make it fun for the children by providing activities that reinforce the importance of handwashing.

4. Provide a box with the birthday boy's or girl's name on it where the guests can deposit their gifts as they enter the party room. Sanitize the birthday boy's or girl's hands frequently while he/she opens gifts.

5. Providing bags with participants' names on them for party favors and giveaways.

6. Reducing capacities in party rooms to allow for appropriate physical distancing between guests, parents, and party hosts as outlined by applicable health authorities. Rather than hosting parties in smaller rooms, host parties in outdoor spaces or block off space in a main area/larger room to allow for appropriate physical distancing.

7. Marking physical distancing spaces off in fun and creative ways so young guests will understand where they are supposed to stand/sit during the party. Keep in mind that people living in the same household can be closer together. (See section Physical Distancing: Calculating Capacities on page 22.)

8. Enforcing the physical distancing guidelines as outlined by the applicable health authorities in your area in guest/employee interactions with mascots, costume

characters, and animals. Up-close greetings and contact should be avoided. Consider appearances on stages to provide visibility from an appropriate physical distance. (See section Physical Distancing: Calculating Capacities on page 22.)

9. Explaining physical distancing guidelines to the children at the beginning of the party.

10. Replacing cakes with cupcakes and/or providing single serving containers for food to reduce the passing of food/plates between party participants. Discourage the practice of blowing out birthday candles.

11. Following the guidelines outlined in "Food and Beverage Operations" on page 46.

12. Evaluating or eliminating self-service food operations (unless food is pre-packaged), including buffets. Reduce choices and options to reduce the likelihood of having multiple people touch the same items.

13. Cleaning and sanitizing dining tables and other high-touch surfaces frequently and between uses.

14. Using single-use placemats when possible or non-porous placements that can be cleaned and sanitized after every use. As an alternative, consider using disposable paper or plastic tablecloths that can be discarded after each party.

15. Removing self-serve condiments containers and utensils from public access and making them available from the party host. Those containers should be cleaned between each use. Alternatively, condiments can be provided in single-serving packets.

16. Providing pre-packaged plastic flatware and, upon request, wrapped straws.

17. Reconsidering the use of refillable drink containers to reduce the likelihood of multiple people touching the same cups/items or provide individual bottles or cans.

18. Communicating new operating procedures to parents and children before they arrive at facility on your website, through social media, in party invitations, and/or in confirmation emails to parents and party guests.

SHOWS AND ENTERTAINMENT

Facilities may consider practices such as:

1. Managing capacity for indoor and outdoor show venues to allow for proper physical distancing in seating areas. Individual parties visiting the attraction together can sit closer together. All individuals should be physically distanced otherwise. This may require marking (with signs, tape, etc.) the seating areas to reinforce physical distancing guidelines.

2. NEW: evaluating physical distancing, be sure to consider the distance from others both side to side and front to back.

3. Increasing the number of performances since the capacity per performance may be reduced for physical distancing.

4. Allowing extra time for guests to enter stadiums, theaters, and forums to facilitate the new seating arrangements. Consider providing hand sanitizers at all entrances.

5. Adding end-of-show announcements to encourage guests to take their time exiting the show venue or stagger exits (by seating sections or rows) to allow for physical distancing guidelines to be followed as guests leave.

6. Reconsidering the show offerrings based on physical distancing requirements.

7. NEW: Cleaning and sanitizing high-touch surfaces in show venue seating areas at the conclusion of each performance.

8. Temporarily closing attractions that require wearable items such as VR headsets, 3-D glasses, helmets, or other accessories to allow time for additional cleaning protocols related to the COVID-19.

9. Reconsidering atmosphere/street performances and audience interactions that may involve pulling audience members up on stage if those interactions cannot be managed while physical distancing is maintained.

10. Reconsidering animal feeding/interaction experiences as it may be difficult to manage physical distancing in those environments.

11. Reviewing/reconsidering procedures for close contact meet-and-greet interactions with face characters, costume characters, or animals based on physical distancing requirements. Consider "drive-by" character experiences in vehicles or appearances on stages to provide visibility from a distance.

12. Limiting certain equipment sharing (microphones, headsets, etc.) between employees where possible.

13. Reviewing procedures and policies for washing costumes, wigs, and props.

RESOURCES, ADDITIONAL QUESTIONS, AND NOTES

Gloves – Gloves may give a false sense of security and are therefore not recommended as a part of general protocols. If someone wears gloves, touches an unclean surface, then touches their face or another surface, they will spread germs. Rather, frequent hand washing is important to ensure hands are clean. Hence, gloves are not included in most of this guidance. This guidance does not apply to protocols that require gloves (i.e. food handling, cleaning functions with chemicals, First Aid operations), which should be strictly followed.

Hot vs. Cold Water for Hand Washing – The United States Centers for Disease Control recommends handwashing be performed for 20 seconds using warm or cold water and soap. Hot water is not required, and warm and cold water are equally effective. The key is in the duration (20 seconds or more) and the use of soap because soap interferes with the fats in the virus shell and help lift the virus from surfaces while the water washes it away. (https://www.cdc.gov/handwashing/show-me-the-science-handwashing.html)

Liability Waivers – Liability waivers and warning signs should be discussed with your legal counsel.

Temperature Checks/Screening on Entry – Temperature checks are not necessarily recommended as a singluar operating principle due to the inconsistent nature of readings, particularly in outdoor environments. Individuals carrying COVID-19 can be asymptomatic, including maintaining a normal body temperature. As a result, this type of screening is not necessarily going to keep individuals with the virus out of a facility. Thus it is important to use the other available procedures and take the necessary precautions to avoid spreading the disease (handwashing, physical distancing, use of face masks, cleaning, and sanitization).

FEEDBACK?

If you have any feedback, comments, or suggestions to improve this resource, please email IAAPA@IAAPA.org.

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