

COVID-19

# REOPENING GUIDANCE

## Considerations for the Global Attractions Industry

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# IAAPA®

The Global Association  
for the Attractions Industry

# 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 gain consumer confidence in your market.

These principles 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. As a result, these guidelines are based on the knowledge that some carriers of COVID-19 show no symptoms. With that in mind, it is important to encourage frequent and effective handwashing, advise employees and guests wear masks/ face coverings, enact an effective sanitation program (using chemicals effective against the coronavirus) for high-touch surfaces, and establish programs and capacities that allow for appropriate levels of social distancing.

As community transmission rates decline amongst your population of visitors, these guidelines may be adjusted and relaxed, preferably in consultation with local health authorities. 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 local/city, state/province, and country laws and government regulations, and are in line with guidance provided by your government health agencies. Also, review your plans with legal counsel before moving forward.

Within these guidelines, the word “attraction” is used in two ways. It can refer to the varied types of facilities or 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. There are also references where the word “attraction” is used as a synonym for an individual ride or other guest experience.

It is also important to note that these considerations will change as best practices, government guidelines, and guidance from medical professionals evolves. IAAPA will periodically update this document with additional information as it becomes available.

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## **SUMMARY OF TOPLINE CONSIDERATIONS FOR REOPENING**

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 will be adjusted and simplified as time goes on, conditions improve, and new best practices are identified.

These considerations are designed to be a rough outline, subject to discussion and adjustment as needed with input from the local 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 attractions.

### **Topline Considerations for Reopening:**

1. Allow healthy people to enjoy the facility and encourage the use of masks/face coverings for guests and staff.
2. Provide means to wash/sanitize hands frequently.
3. Manage density of people within the facility to keep people or family units that have been isolating together 6 feet (2 meters) apart. Physical distancing guidelines may vary by region and can be reduced by wearing of masks/ face coverings—ensure your plan is aligned with local official guidance.
4. Reduce touch areas where possible and sanitize high touch surfaces frequently.
5. Protect employees with various approaches, including barriers, protective coverings, and distancing.
6. Communicate with employees and guests effectively on how to prevent the spread of germs.
7. Have a plan in the event a guest or employee falls ill on site.

## **WHY ATTRACTIONS ARE DIFFERENT FROM OTHER MASS GATHERINGS**

It is important to remember the difference between attractions and other venues for mass gatherings such as sports arenas, movie theaters, and concerts:

1. Capacity can be reduced/managed to allow for appropriate social distancing.
2. Seating positions in rides and attractions are controlled by employees.
3. Exposure time is limited. Guests generally move throughout their experience, much like in an inter-city district or zone. The guests are not sitting in a single location, elbow-to-elbow, for an extended period.
4. A large percentage of attraction attendance is made up of family members and others who live in the same home and thus do not need to be physically distanced from each other.

## **GENERAL GUIDELINES – ALL TYPES OF ATTRACTIONS**

The following guidelines can be applied to all facilities, regardless of attraction type. For attraction-specific guidance, see page 23.

### **GENERAL HEALTH AND SAFETY**

1. Frequent handwashing is essential and is the responsibility of all employees and guests. Facilities should remind everyone of the importance of frequently washing their hands with soap and water for 20 seconds.
2. Provide additional handwashing or hand sanitizer hygiene stations throughout facilities: on entry, in key walkways, at all attractions, in food and beverage locations, in merchandise shops, at attraction exits, etc. These should also be provided behind the scenes in maintenance areas, workshops, offices, and break areas.

### **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>

3. All employees should wear masks/face coverings while on the job, interacting with others. Guests are encouraged to wear masks/face coverings as well.
4. Utilize touch-free/contactless payment options when possible.
5. Reduce attraction capacity to allow for appropriate physical distancing. The capacity should be calculated for an attraction based on the guest-accessible square footage in attractions, 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.
6. Reduce face-to-face purchase transactions when possible. Encourage guests to purchase tickets online if possible. Consider all-inclusive package offers.
7. Ensure your First Aid protocols 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. Develop an isolation/quarantine area for the individual and his/her immediate party while assessment is completed.

- c. Thoroughly clean and sanitize locations visited by a guest or employee with COVID-19 symptoms. Follow professional healthcare guidelines for these processes.
8. Place acrylic (plexiglass) or other types of barriers/hygiene screens between guest and staff in frequent, close interaction areas wherever practical to reduce contamination. Clean the barriers/hygiene screens regularly.
9. Proactively communicate 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. Do you need to add codes or signals to address: COVID-19 specific emergency medical service calls? Physical distancing violations? A need for an immediate cleaning or sanitation service?
11. Limiting face-to-face contact with others is the best way to reduce the spread of COVID-19. Clearly mark physical distancing spaces/guidelines with floor markings, seat markings, or signs to make it easy for the guests to understand what is expected.

#### **RESOURCES:**

Physical Distancing (U.S. CDC): <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html>

#### **GUEST CONFIDENCE/GUEST COMMUNICATION**

1. Consider the importance of warning guests about the risk of contracting COVID-19 in any public space, including posting signs/messages like the following example:

*We are committed to keeping you healthy and safe, but we cannot guarantee you won't be exposed to COVID-19. We rely on you to protect yourself too:*

- *Wash your hands often and avoid touching your face*
- *Maintain your distance from others*
- *Cover your mouth and nose*
- *Avoid touching surfaces*
- *If you're sick, please don't participate and encourage your family not to participate until you are well.*

2. Signs with health and hygiene reminders should be visible throughout the property.

3. Communicate new operational procedures to guests prior to arrival, on the attraction's website, and through social media to establish expectations and instill confidence, including:
  - 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 social distancing
  - e. Enhanced cleaning and sanitizing protocols
  - f. Use of temperature checks/thermal scanning cameras (if required)
4. Take a proactive approach with messaging to guests prior to arrival and on arrival of methods being deployed for employee and guest safety.
5. Consider marketing campaigns about the actions put in place to show the guest safety measures that are being taken.
6. Signs should be placed to remind guests of physical distancing requirements.
7. Signs should be placed in restrooms and throughout facilities to remind guests of appropriate handwashing standards (soap, water, 20 seconds).
8. Ensure in-attraction cleaning/sanitizing team is highly visible to provide reassurance.
9. Consider a guest tip line (phone number) or build the functionality into an app that would allow guests to report health, safety, or cleanliness concerns to management in a timely manner.

*Note: Consider placing back-of-house signage reminding employees of the proper way to wear, handle, and dispose of masks/ face coverings and other PPE. Also remind them to wash hands frequently, how to cough or sneeze into their elbow, and to avoid touching their face.*

*Tip: Employees could wear buttons to remind guests they are there to help, but the guests should do their part by maintaining physical distance when talking with the employee.*



## **GUEST RESPONSIBILITY**

Consider the following points when communicating to guests 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. Currently, government health organizations are recommending people 65 years and older, those who live in a 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 chronic lung disease or moderate to severe asthma, serious heart conditions, immunocompromised, severe obesity (body mass index [BMI] of 40 or higher), diabetes, chronic kidney disease undergoing dialysis, and liver disease.

**REFERENCE:** <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html> and <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>.

3. Please wear a mask/ face covering throughout your visit if you can safely do so. This is for your own protection and for the protection of other guests and employees in the attraction. Employees will also be wearing masks/ face coverings. Masks/ face coverings can be purchased from various sources or homemade as long as they cover your nose and mouth. Some masks/ face coverings may not be permitted on some attractions if they cannot be properly secured based on the dynamics of the attraction.
4. Wash your hands frequently and practice good hygiene while visiting an attraction:
  - a. Wash hands frequently with soap and water for at least 20 seconds throughout your visit. Use hand sanitizer as an alternative. (Wash them after coughing or sneezing, before eating, after toilet use, 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.
5. At some attractions, you may be asked to apply hand sanitizer before, during, and/or after the experience.
6. We have enhanced our already-stringent cleaning protocols considering the COVID-19 pandemic. We apologize if you experience any delays or inconvenience as a result of these procedures.

7. Follow social/physical distancing guidelines carefully, maintaining 6 feet (2 meters) of space from others. Family members and others (a “family unit”) who live in the same household can be closer together. All others should strictly adhere to the physical distancing guidelines. This will apply throughout the attraction including on rides in queue lines, in exhibits, in food and beverage facilities, in show venues and theaters, and in restrooms.
8. To facilitate adherence to physical distancing guidelines, attractions may reduce capacity or close some attractions. Please be patient and understanding with these necessary operational changes.
9. If you feel ill once you are at the attraction go to First Aid or let an employee know. You and your party may be asked to move to a special area within a facility for further assessment.

## **HUMAN RESOURCE MANAGEMENT**

1. It is important to understand and communicate to employees that they 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. Provide pre-opening training to employees to ensure they understand and feel confident managing the physical distancing and hygiene aspects of their roles. They should also know how to handle unsafe conditions and emergency situations.
3. Train 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
4. Instruct employees to wash their hands or use hand-sanitizer at frequent intervals and after any of the following: using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, eating, drinking, smoking, entering or leaving a guest area, and before starting their shift. This is a critical protocol to keep employees and guests healthy.
5. Review employee sick leave policies and update as needed. Make sure policies don't inadvertently encourage employees to come to work when they aren't feeling well. Remind them to stay home if they are sick or not feeling well and not return to work until they are symptom-free for 72 hours. Encourage them to seek medical advice if they have a fever, cough, sore throat, loss of sense of taste or smell, or shortness of breath.

6. Consider operating only with essential personnel. Others (who can) should work from home, particularly in the early stages of reopening.
7. Separate work teams into groups (i.e. a Team A and Team B structure) to keep employees separate on different working days in case one person tests positive for COVID-19. That will allow operations to continue if one entire team or work group must be quarantined. Carefully consider employee rotation cycles to keep work teams together to reduce interactions with different groups of employees.
8. Personal Protective Equipment (PPE) should be worn by employees based on their role and responsibilities and in adherence to country/national/federal, state/province, or local regulations, or guidance. Training on how to properly use, clean, and dispose of PPE is extremely important.
9. If possible, based on capacity or budget concerns, a facility can consider not opening all attractions for the entire day. Instead, some attractions/areas can be open in the morning, while others are operated later in the day. This allows guests to enjoy the entire experience during their visit. Be sure to communicate these operational changes to guests prior to their visit and as they enter the park. Consider cross-training employees so they can operate one or two attractions in the morning and then move across the park to operate other attractions in the afternoon.
10. Alternate schedules to avoid employees taking breaks at the same times in the same locations.
11. Consider reducing the use of shared equipment (computers, phones, radios, etc.). If equipment must be shared, employees should wash/sanitize their hands before and after using that equipment and the high-touch surfaces on the equipment should be sanitized frequently.
12. Employee/guest interactions should not be prolonged and social conversation that would extend interactions should be minimized.
13. Communicate regularly with employees to keep them informed of changes in operation or COVID-19-related protocols.
14. Ensure human resource offices, hiring centers, conference rooms, and training facilities are managed to facilitate physical distancing and to provide 6 feet (2 meters) of space between individuals.
15. Evaluate laundry services and meal delivery options available to staff in company accommodations to make sure they have access to what they need.

16. Reevaluate procedures and policies for washing shared uniforms, props, and miscellaneous items to insure proper sanitation.
17. Outside contractors and concessionaires should follow the same policies, procedures, and protocols as employees.
18. Think 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
19. Provide employees with a point of contact to discuss their concerns and access to support services, including employee assistance programs.

## **PHYSICAL DISTANCING: CALCULATING CAPACITIES**

A key tenant of this guidance is based on managing physical/social distancing between guests in a facility and within attractions and other spaces within your attraction. There are formulas below to assist you with these calculations, but you will need to take into account movement within your facility and the visitor dynamics for your attraction, including how many individuals visit versus family units (a group of individuals living in the same home together.) Here are some guidelines to help you think about capacities that allow for physical distancing.

1. Identify realistic capacities for your attractions based on queue length, waiting areas, pre-shows, and vehicle capacity, adjusted to allow for 6 feet (2 meters) of physical distancing between individuals. This calculates to a 36-square-foot (4 square meters/per person) square or 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. It is important to confirm these guidelines with your local health officials. (Note: In some countries physical distancing guidelines from government health agencies may be altered to at least 3 feet (1 meter) or 4.5 feet (1.5 meters) if all parties are wearing face mask/ face covering. In those cases, adjust your calculations accordingly.)
2. When considering physical distancing, we know many guests visit with family members and others living in the same household. If that is the case, those family members can be closer to each other. Just be sure each individual or party from another household is separated by the physical distancing requirement of 6 feet (2 meters). It is important to assess this “family” dynamic for your individual facility as it may allow you to increase your physical distancing capacity.

3. Identify 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.
4. Combining items 1 and 3, you can estimate your guest areas that can be used to measure and estimate capacity for your facility. Be careful to not include attraction queues or capacities for closed attractions.
5. 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 your local health authorities in those decisions to ensure alignment.
6. To calculate capacities, divide your total square footage/meters by the number of square feet required per person. For example, if you have 500,000 square feet (46,000 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 500,000 by 36 and your capacity would be 13,888 people. (This calculation assumes each individual must have at least 36 square feet of space. If family members living in the same household are visiting the park together, you can have more than one person in 36 square feet. Just make sure there's at least 6 feet of separation between parties.) Alternatively, if you use the 28.3 square foot circle per person approach, your capacity would be 500,000 divided by 28.3 and your capacity would be 17,668 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 also fit well without gaps on the sides, top, or bottom.

It is also important to note that some people should not wear masks/ face coverings. The CDC in the United States 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.

#### **ADDITIONAL INFORMATION ON FACE MASKS/ FACE COVERINGS:**

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-faq.html>

## **FACE MASKS/CLOTH FACE COVERINGS FOR EMPLOYEES**

1. Consult with the guidelines established by local workplace health and safety agencies for wearing masks/ 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.
2. In the United States, OSHA is recommending employees wear face 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>.
3. 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>
4. 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 cleaning areas that may have bodily fluids (restrooms, if someone is sick on a ride, etc.) Follow local guidelines for the roles requiring a higher level of PPE.
5. 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. Those locations should still 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. Guests should be encouraged to wear them, particularly in these circumstances:
  - a. When interacting with attraction employees
  - b. In areas where it would be difficult to maintain at least 6 feet (2 meters) of physical distance from others including 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. 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 some other similar material) or inappropriate (offensive graphics or text) masks/face coverings.

### **RESOURCES:**

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

### **ADMISSION AND ENTRY**

1. Reconsider attraction capacity. It should be a calculation based on square footage (square meters) that allows for 6 feet (2 meters) of physical distancing per person. Family groups residing at the same physical address can stay together in one 6 foot (2 meter) space as long as the group is at least 6 feet (2 meters) away from any other individuals or family groups.
2. Place signs or markings on the pavement to outline physical distancing guides/spaces.
3. It is better to start with a smaller initial capacity, assess physical distancing behavior, and increase capacity gradually.
4. Where possible, stagger arrival times to minimize queue lines or crowds at the attraction entrance. Consider a timed ticketing program that staggers arrivals.
5. Encourage (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. Encourage 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 reviewed without touching them. (Some sporting venues require all items fit into a 12" x 6" x 12" (30x15x30 cm) clear bag. Bags may need to be larger for water park guests.)
7. Evaluate locker arrangements. Close or rotate some sections to allow for appropriate physical distancing during busy times. Post signs reminding guests to maintain physical distances of 6 feet (2 meters) and to wait for others to vacate before approaching the locker. Consider positioning an employee in the locker area to limit the number of people in the space at one time.
8. Sanitize lockers frequently.

## **PAYMENTS**

1. Encourage guests to make purchases online (prior to their visit) or from apps once inside the attraction to minimize on-site payment transactions.
2. Cash handling should be avoided if possible. If cash handling is required, employees should wash or sanitize their hands frequently.
3. Try to arrange credit card readers so guests can insert/swipe their own cards, so the employees don't have to do it for them. If the credit card machines are still close, the employee should step back while the guest makes payment. Work with your payment partners to increase the dollar limits for purchases that do not require a Personal Identification Number (PIN) or a signature.
4. Clean credit, cash machines/ATMs frequently. Provide handwashing stations or sanitizer nearby.
5. Clean/sanitize cash bags/employee tills prior to distribution and upon return.
6. Assign one person to each Point-of-Sale (POS) terminal if possible. Terminal should be sanitized between each user and after each shift. If multiple employees are assigned to one POS terminal, servers should sanitize their hands before and after each use.
7. Use physical barriers to separate staff from guests at cash registers where possible.

## **SANITATION/HOUSEKEEPING/CLEANING OPERATIONS**

1. Sanitize high-touch areas frequently. Those include: 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, ATM machines, dining surfaces, etc. Consider removing high-touch surfaces (i.e. doors) if they aren't completely necessary.
2. 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 cleaning agent properties (including virus kill times and drying times)/guidelines/instructions. As a result, throughout this document, you will see the term that cleaning/sanitizing should be done "frequently." That means each facility should access the factors



listed above and consult product specifications to determine how often cleaning should take place.

3. Guests will appreciate seeing employees cleaning and sanitizing within the attraction. Consider making them visible through their uniform or provide a special identity for the group, i.e. “the Clean Team.”
4. The frequency and approach to sanitizing should be based on the guidelines provided on the cleaning chemicals, which should be determined based on the surface being cleaned. Make sure virus kill times/drying times are considered carefully prior to reopening an area for guest access.
5. Carefully select the right chemicals/cleaning agents to ensure they will kill COVID-19. (Cleaners that kill the coronavirus should be effective.) Follow application guidelines and safety precautions carefully. Follow product guidelines on application frequency and PPE required. Remember that different products may be required for different surfaces. Here are some helpful resources on cleaning agents:  
From the U.S. Environmental Protection Agency (EPA):  
<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>  
From the U.S. Centers for Disease Control (CDC):  
<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
6. Require and keep the Material Safety Data Sheet (MSDS) safety sheet for all products used in case an accident occurs while using the product. Train employees on the proper handling and use of all disinfectants, sanitizers, and other cleaning agents.
7. 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.)
8. Disinfectant is an agent that destroys, neutralizes, or inhibits the growth of disease-carrying microorganisms. Descriptions of products of this type include the suffix “cide,” meaning “to kill,” e.g. bactericide, fungicide, virucide.
9. Remember to clean and sanitize surfaces and equipment in guest and behind-the-scenes areas. That includes sanitizing control and dispatch panels after each employee rotation as well as employee safety gates and railings.
10. Employees should treat all bodily fluids as if they are infectious. They always wear PPE if moving materials with fluids on them or cleaning areas where fluids have been.

11. Review education and training of housekeeping employees and consider if content and curriculum meets current needs.
12. If an employee has been exposed to COVID-19 at the workplace or in the attraction, thoroughly clean areas where the employee/guest has been.
13. Consider placing signs or posters in handwashing areas to remind guests to wash for at least 20 seconds with soap and water.
14. Remember to sanitize strollers, electric conveyance vehicles, and wheelchairs between every use. Consider providing additional wipes to the guests so they can also wipe down units once they rent them.

### **RESTROOM CLEANLINESS**

1. Consider dedicating employees to cleaning/disinfecting restrooms frequently. They should also monitor/control restroom capacity to uphold physical distancing guidelines in those facilities. Consider closing or otherwise disabling every other (or every two) toilets to ensure guests maintain physical distancing protocols in restrooms.
2. Be extra vigilant with cleaning, disinfecting, and sanitizing protocols. Document processes and procedures to ensure they are effective.
3. Pay extra attention to high-touch surfaces in restrooms including 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. Be sure to sanitize common use items like water fountains or disable them if allowed by the health department.
5. Provide a means for employees and guests to dry their hands. Paper towels that can be disposed of in the trash are preferred.
6. Evaluate replacing sinks and toilets with touchless valves or flushing devices where possible.

### **UNIFORM AND COSTUME CLEANING**

1. Laundry should be cleaned in accordance with government health authority guidelines.
  - a. CDC Guidelines: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

## **MEDIC / FIRST AID ROOM**

1. Have a containment room or isolation area for guests or employees with potential COVID-19 symptoms. The guest with the symptom and his/her party should all be moved to the containment area for further assessment of the individual's condition.
2. Secondary assessment of an individual with COVID-19 symptoms or temperature over 100.4 F or 38 C may include confirmation of the person's temperature and an assessment of other symptoms.
3. Consult with local government health agency to see if there is an established local protocol for managing individuals with COVID-19 symptoms. Otherwise, if a person is in distress or having difficulty breathing, call an ambulance. If they are not in distress, provide a COVID-19 information pamphlet and suggest they follow up with a medical professional. Instruct them they should not use public transportation when leaving the property (no subway, taxi, ride-share service, bus, etc.)
4. Focus on the person with symptoms; provide a COVID-19 pamphlet to his/her 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. Consider providing discounted/complimentary admission for them to return when everyone is well and symptom free.
5. In First Aid rooms, space beds at least 6 feet (2 meters) apart to maintain appropriate physical distancing.
6. Be sure to disinfect this area thoroughly after it is used.
7. Designate a separate, secondary area to handle guests with other injuries or non-COVID-19 illnesses.
8. Insure employees wear proper PPE (following standard protocols 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, N-95 masks, eye protection, and gloves.

## **FACILITY OPERATIONS/ MAINTENANCE/ TECHNICAL SERVICES OPERATIONS**

1. Consider 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. Pay close attention to cleaning and sanitizing frequently touched surfaces in back-of-house locations. Consider establishing procedures to address cleaning and sanitizing shared equipment before and after each use.

## **PROCUREMENT MANAGEMENT**

1. Ensure appropriate supply of PPE and cleaning supplies. Order them as soon as possible as some items are difficult to get in a timely manner.
2. Set up alternatives to requiring signatures. Use, and ask contractors/delivery services to use, electronic records where possible, to minimize physical interaction.
3. Implement a pre-planned delivery schedule to enable tracing and avoiding cross contamination of different vendors and staff.

## **HEALTH SCREENING/TEMPERATURE CHECKS**

Due to the unreliable nature of advance screening and temperature checks, particularly in outdoor environments, they are not recommended as a primary operating principle. Some government agencies may require them and specify how they are to be managed, however. In the absence of those mandates, here are operating guidelines to consider.

1. If you are conducting health screenings, you may want to ensure they are done for guests, employees, vendors, contractors, and visitors.
2. Screening locations should be positioned as close to an individual's point of entry to the property as possible and away from other security or admissions operations.
3. Screening areas should be set up in compliance with physical distancing protocols.
4. Screening should be conducted with discretion and to maintain 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.
5. Those performing initial screenings do not need to be medical professionals but should be trained on the screening procedure. They should wear the appropriate Personal Protective Equipment (PPE.) That may include gowns, surgical masks, eye protection, and gloves.

6. Health screening forms may be helpful to determine if someone has been exposed to COVID-19 or if they are experiencing symptoms. Consult with local health experts to identify the correct questions to ask.
7. Temperature should be below 100.4 F (38 C) according to the U.S. Centers for Disease Control. ([https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID-19\\_CAREKit\\_ENG.pdf](https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID-19_CAREKit_ENG.pdf)) If 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. Make sure you are using accurate temperature-taking devices and understand that instrument's limitations (+/- .01 can be significant) as well as the conditions under which the device may provide an inaccurate reading.
8. This isolation area should be separate from the initial screening area and provide a climate-controlled environment.
9. Additional testing and evaluation should include a second temperature check to confirm the initial result and a review of symptoms.
10. According to the U.S. Centers for Disease Control, (<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html> as of April 25, 2020), COVID-19 symptoms include: fever 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.
11. If the individual still presents a concern following the second screening, he/she and his/her entire party (including all family members/people living in the same household, or employees who live in the same household or commute together) should be denied entry to the attraction and given guidance to seek medical care.
12. Consult with your local government health agency to see if there is an established local protocol for those with COVID-19 symptoms. Otherwise, if person is in distress or having difficulty breathing, call an ambulance. If they are not in distress, provide a COVID-19 information pamphlet and suggest they follow up with a medical professional as soon as possible. Instruct them that they should not use public transportation when leaving the property (no subway or bus.) Ideally, they would not use taxi/ ride-share if possible, but if alternate transportation is not available, all those in the vehicle should wear masks/ face coverings (including the driver.)
13. Focus on the person with symptoms but also provide a COVID-19 pamphlet to entire party so they are aware of the information. Discourage the individual's party from visiting the attraction that day if they've been in close proximity with the person displaying symptoms. Consider providing discounted/complimentary admission for them to return when everyone is well and symptom free.

14. In China, attractions 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 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.

*Note: As a general rule, attractions should clearly communicate to both guests and employees that if they are not feeling well, are running a fever, or displaying any symptoms of COVID-19, they should stay home. This information should be communicated prior to arrival on property and on arrival.*

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

## **SPECIFIC GUIDANCE BASED ON ATTRACTION OR OPERATION TYPE**

### **RIDES, ATTRACTIONS, EXHIBITS**

1. Face masks/coverings are recommended for riders to reduce the likelihood of airborne virus droplets transferring from one person to another during the ride.
2. Face masks or cloth face coverings provide additional safety for guests and employees and guests should be encouraged to wear them, particularly in these circumstances:
  1. When interacting with employees
  2. In areas where it would be difficult to maintain at least 6 feet (2 meters) of physical distance from others including in elevators, indoor locations, or in other confined spaces
  3. On many rides (Note that due to the dynamics of some attractions, loose fitting masks/ face coverings may not be permitted.)
3. Evaluate 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 what 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.
4. Use virtual queue systems where possible to manage capacity and facilitate physical distancing.
5. It may not be possible to open some attractions if physical distancing/sanitation can't be implemented or upheld (i.e. soft play, interactive mazes, touch pools, props-based experiences, etc.)
6. Employee/guest interactions should not be prolonged and social conversation that would extend interactions should be minimized.
7. Employees should wash/sanitize their hands frequently.
8. Cleaning and sanitizing protocols are important for high-touch surfaces on rides and attractions. Approaches 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. Sanitizing ride surfaces frequently touched by guests or employees, including handrails, arm rests, restraints, lap bars, grips, seatbelts, over-the-shoulder harnesses, etc.
  - c. The frequency and approach to sanitizing should be based on the guidelines provided on the cleaning chemicals, which should be determined based on the surface being cleaned. Make sure virus kill times and drying times are considered prior to opening the attraction or loading guests for the next cycle. Also make sure the ride is secured (including safety lock outs as needed) so employees can safely access the areas they need to clean.
  - d. If you have questions about cleaning and sanitizing an attraction, contact the ride manufacturer for recommendations on cleaning products and processes.
  - e. You may also consider doing some combination of sanitizing guests' hands and sanitizing the ride surfaces.
  - f. Sanitize control and dispatch panels between each employee rotation.
  - g. Sanitize employee safety gates and railings frequently.
- 9. Conduct height checks according to existing protocols to ensure they are accurate. The guest and employee should wear face masks/ face coverings during the process. Consider refining height check operations to make them touch-free and easy to manage/view from a few feet away (highly visible height markers, elevated bar for the guest to stand under.)
- 10. When physically verifying that safety gates are locked and secured, operators can use their feet or knees to check movement. If hands must be used to ensure a gate is locked, operators should wash/sanitize hands before moving on to another task.
- 11. Follow manufacturer guidelines/standard operating protocols to ensure restraints are locked, seatbelts are fastened, and riders are properly secured. The guests and employees should wear face masks/ face coverings during the process as long as the masks/ face coverings do not interfere with the safe operation of the ride.
- 12. Adjust queue, waiting, and pre-show areas to allow for proper physical distancing. Mark the floor or add signs to designate the appropriate 6 feet (2 meters) of physical distance space between individuals or family members/others who live in the same house. Be sure to consider the social distance area both front to back and side to side (some switchback queue lanes may need to be closed to maintain appropriate social distance). If the queue line involves steps, consider guidelines to specify some steps should remain empty between guests.
- 13. Consider reducing the number of guests per ride vehicle to facilitate physical distancing between riders.



14. Board family members/others living in the same household in the same vehicle when possible.
15. As a general rule, employees should avoid physically assisting/lifting guests. If a guest needs assistance, ask another family member to help. (Employees may still need to physically assist/lift guests in the event of a ride evacuation.)
16. Consider adding a physical distancing message (sign or announcement) to remind riders to maintain appropriate distances as they exit an attraction.
17. Remember to sanitize ride storage areas used for guests' personal belongings.
18. During ride evacuations, employees and guests should wear face masks/ face coverings if doing so does not restrict visibility and create a hazard.
19. If employees, safety, or medical personnel are managing a rescue involving injuries, they should wear appropriate PPE as dictated by First Aid/medical protocols.
20. Consider 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. Carefully evaluate 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. For walk-through exhibits (museums, aquariums, art galleries, etc.):
  - a. Monitor entrance and venue capacity carefully to ensure guests can maintain physical distancing within the space.
  - b. Consider limiting the amount of time guests can remain in the exhibit to allow for other guests to enter.
  - c. Consider implementing a one-way traffic flow through the exhibit when feasible.
  - d. Frequently sanitize high-touch surfaces and viewing windows.
  - e. Provide hand sanitizer and/or handwashing stations throughout the exhibit.

## **WATER PARK OPERATIONS**

*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 where the water is not treated to these standards. For those attractions, see the “Rides and Attractions” section above.*

1. Physical distancing is critical and can be effectively managed in a water park. Consider if physical distancing can be facilitated by a timed/controlled entry system to control guest density.
2. Install signs at the entrances of all attractions regarding physical distancing. Establish control points of entry to monitor capacity and have employees remind guests to adhere to the guidelines.
3. Total venue and attraction capacity should be reduced to ensure appropriate physical distancing can occur. (See section above on determining attraction capacity.)
4. In queues, place distance markers at least every 6 feet (2 meters) to designate appropriate physical distancing positions on the ground, stairs, or other locations where guests wait. Consider using recorded messages, signs, and other means to communicate physical distancing requirements to guests. Consider providing timed entries for popular rides, which might reduce queue lines that are so long they interfere with other operations.
5. If physical distancing cannot be managed effectively for a specific attraction, you should consider not opening it.
6. Evaluate locker arrangements. Close or rotate some sections to allow for appropriate physical distancing during busy times. Post signs reminding guests to maintain physical distances of 6 feet (2 meters) and to wait for others to vacate before approaching the locker. Consider positioning an employee in the locker area to limit the number of people in the space at one time. Sanitize lockers between each use or provide bags so guests can stow their personal items in those bags before placing them in a locker.
7. Evaluate seating/lounging areas and adjust them to accommodate physical distancing guidelines to allow 6 feet (2 meters) of space between individuals or family units. 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, manage entry and remind guests to stay 6 feet (2 meters) apart. There must be 6 feet (2 meters) of space between individuals and family units. (Family units are family members/people living in the same household and they may enjoy some attractions as a group if they stay together.)
9. In lazy rivers or other similar attractions, consider allowing someone to enter only after someone exits to maintain a reduced capacity. Remind guests to stay 6 feet (2 meters) apart.
10. If a raft or other ride vehicle accommodates more than one guest, that vehicle should only carry members of the same family/household.
11. Guests should wear masks/ face coverings in common areas, near other guests, and when interacting with employees.
12. Whether or not guests should wear masks/ face coverings on water park attractions depends on the attraction. Operators should assess with their lifeguard training company or the ride manufacturer to determine the appropriate guidelines. Masks/ face coverings should not present a loose-article hazard, interfere with the safe operation of the attraction, or present a concern on attractions where guests are or may be fully immersed in water.
13. Appropriately treated swimming pool water at 1 part per million (ppm) free chlorine and pH of less than 7.5 kills viruses in seconds. Therefore, if a surface is covered in chlorinated pool water, that surface does not require additional sanitization. If a high-touch surface is not covered in chlorinated pool water, it should be sanitized frequently.
14. If an attraction is always immersed in or constantly sprayed by treated pool water, it does not need to be specifically sanitized. Evaluate closing or removing hands-on, interactive features within play structures if they are not covered in treated pool water.
15. Chemical readings for water should continue as per normal (or increased) protocols/frequency and in compliance with local regulations/health codes. Consider posting chemical readings for guests to instill confidence in water quality.
16. All high-touch surfaces, regardless of location, should be sanitized. The frequency and approach to sanitizing should be based on the surfaces and on guidelines provided on the cleaning chemicals. Make sure virus kill times/drying times are considered prior to cleaning. Also make sure the attraction or surface is secured so employees can safely access the areas they need to clean. Make

sure cleaning and disinfection of ride and attraction surfaces is done with guidance from the manufacturer.

17. 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.
18. Clean and sanitize life jackets between uses.
19. Be extra vigilant with cleaning, disinfecting, and sanitizing protocols in restrooms and changing areas. (See previous guidance on restrooms.)
20. Towels should be laundered as usual 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. Equipment should not be shared (if possible) between lifeguards. If sharing must occur, rescue tubes and dispatch panels should be sanitized at each rotation.
22. High-touch surfaces on lifeguard stands (handrails, ladders, arm rests, etc.) should be sanitized between lifeguard rotations.
23. Lifeguard training (including emergency response protocols), licensing, and certification should follow lifeguard training agency requirements.
24. Consider closing attractions and activities at different times in stages to avoid crowding at lockers, in changing rooms, and at exits.
25. Make sure your 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.

## **FOOD AND BEVERAGE OPERATIONS**

1. Reduce seating to support physical distancing in seating areas. Families/people residing in the same house can be seated together. The World Health Organization Guideline recommends having a maximum of four persons for 108 square feet (10 square meters) of space.
2. Tables should be arranged such that the distance from the back of one chair to the back of another chair should be more than 3 feet (1 meter) apart and that guests face each other from a distance of at least 3 feet (1 meter). Check with local health officials or government guidelines on seating configurations as they may have different guidelines.

3. Host stands and service areas should be frequently sanitized.
4. If you use beepers or pagers to manage waiting times, be sure to sanitize them between each use.
5. Replace reusable menus with single-use, disposable paper menus, or menu signs.
6. Use single-use placements or non-porous placements that can be machine sanitized after every use.
7. Implement technological options to reduce/eliminate queues at food and beverage locations. Use mobile ordering if possible. If a queue is required, create floor or other markings that identify spaces for appropriate physical distancing. Make sure pick-up areas are arranged so guests and employees can remain 6 feet (2 meters) away from each other.
8. Dining tables, stools, and tables should be sanitized after each use.
9. Self-serve condiments containers and utensils should be removed from public access and available from cashiers or servers. Those containers should be cleaned between each use. Alternatively, condiments can be provided in single-serving packets.
10. All straws should be wrapped. Consider pre-packaged plastic flatware.
11. Make sure sneeze guards or other barriers are in place where needed and sanitized frequently. Evaluate the size and position of sneeze guards to ensure they serve as an appropriate barrier between guests, employees, and food.
12. Self-service food operations (not including pre-packaged food), including buffets and salad bars should be carefully evaluated or eliminated. If they must continue, physical distancing between guests and employees must be managed and it is necessary to 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.
13. Only pre-packaged food should be placed in self-service counters. Add 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 from an employee.
14. Self-service options and refillable drink containers should be avoided if possible, to reduce the likelihood of multiple guests touching common surfaces. Use single-use cups instead. Employees should staff beverage service operations,

rather than allowing guests to serve themselves to minimize contact and keep equipment clean and sanitary. Alternatively, self-serve stations can be used if an employee cleans the machine after every use. At beverage locations where employees fill the cups, beverage refills can be orchestrated by giving a new, full paper cup to each guest for each refill. Consider selling refillable drink containers but seal them in plastic and explain by showing (not using) the container. They will receive unlimited refills in single-use cups.

15. Sanitize trays thoroughly after every use. Sanitize all tray stands frequently.
16. Touch-free payment options, including contactless payments should be used when possible. Check with your payment partners to increase the limits for “no PIN” and “no signature” transactions to reduce contact with the equipment.
17. Avoid cash handling when possible. If cash handling is permitted, cash must not be handled by employees who handle food.
18. Check presenters, pens, and other reusable guest contact items should be single use or sanitized after every use.
19. Storage containers should be sanitized before and after each use.
20. Kitchens should be thoroughly cleaned and sanitized regularly. General kitchen cleaning should be frequent and performed according to use.
21. Follow usual procedures for washing and disinfecting 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, disinfect, rinse). Drying using disposable paper towels is recommended. Tablecloths and napkins should be washed in the usual manner.
22. Vending machines should be sanitized frequently. Position self-serve sanitizing wipe stations in vending areas.
23. Evaluate your 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**

1. Sell hand sanitizer (with at least 60% alcohol), masks/ face coverings, and face coverings as guest convenience items. Coordinate with the operations department to ensure the masks/ face coverings you sell are appropriate for your attractions.
2. Educate customers with appropriate signage to only touch what they intend to purchase.
3. Create floor markings that provide minimum guide distances between customers queuing for service or cashiers.
4. Use physical barriers to separate staff from guests at cash registers and in merchandise pick-up locations where needed. Many businesses are using plexiglass/acrylic panels for these barriers to provide optimum visibility.
5. Cash wraps, physical barriers, phones, handles, knobs, hard surfaces, handles, and frequently touched surfaces should be sanitized frequently and upon shift change.
6. Evaluate merchandise pick-up/room delivery operations to determine if they should be temporarily discontinued.
7. All sales should be final until further notice.
8. Some items should be placed in plastic packages to reduce handling/facilitate sale.
9. Allow guests to put their purchased items into shopping bags themselves so employees don't touch them.

## **GAMES, ARCADES, AND FAMILY ENTERTAINMENT CENTER ATTRACTIONS**

1. Hand sanitizing stations should be easily accessible in games and arcades areas.
2. Establish cleaning protocols for machines and game components (rings, bucks, bean bags, balls, water guns, etc.) to insure they are cleaned frequently.
3. Consider providing hand sanitizer and self-service sanitizing wipes throughout the facility so guests can help maintain cleanliness.



4. Machines should be placed to allow for 6 feet (2 meters) of 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. Consider adding physical barriers between players and between players and employees. Clean barriers and other high-touch surfaces frequently.
6. In multi-player games, physical distancing should be maintained between players unless those players are family members/people who all live in the same household in which case, they can sit closer to each other.
7. For miniature golf courses, consider ways to reduce surfaces guests touch frequently. Several approaches to reduce guest contact with the holes on the course include placing a piece of round coated foam (like a swimming pool noodle) in a mini-golf hole to reduce the depth of the hole or removing routes where balls drop into hole-in-one cups and have them roll onto the carpet instead. For courses that print custom scorecards, allow guests to get their own ticket out of the printer. Sanitize balls, putters, and pencils before and after each use.
8. Reconsider operating soft games, ball pools, and inflatables where physical distancing and sanitation protocols may be difficult to manage.
9. See the “Retail and Merchandise” and “Payments” sections above for guidance on managing award/redemption areas, point systems, and payments.

### **THEATERS, ENTERTAINMENT, SHOWS, AND ANIMAL EXPERIENCES/INTERACTIONS**

1. Manage capacity for indoor and outdoor show venues to allow for proper physical distancing in seating areas. Families/people living in the same house 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 for guests.
2. When evaluating physical distancing, be sure to consider the distance from others both side to side and front to back.
3. Consider increasing the number of performances since the capacity per performance may be reduced for physical distancing.
4. Allow extra time for guests to enter stadiums, theaters, and forums to facilitate the new seating arrangements. Provide hand sanitizers at all entrances.



5. Consider end-of-show announcements that encourage guests to take their time exiting the show venues or stagger exits (by seating sections or rows) to allow for physical distancing guidelines to be followed as guests leave.
6. If physical distancing accommodations of 6 feet (2 meters) between guests and employees cannot be accommodated in the show venue, the performance should be cancelled.
7. Theater seating and public areas should be sanitized at the conclusion of each performance.
8. Consider temporarily closing venues that require VR headsets, 3D glasses, helmets, or other accessories to allow time to activate appropriate additional cleaning protocols related to the coronavirus.
9. Reconsider 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. Reconsider animal feeding/interaction experiences as it may be difficult to manage physical distancing in those environments.
11. Review/reconsider procedures for close contact meet-and-greet interactions with face characters, costume characters, or animals. Be sure to address physical distancing requirements. Consider “drive-by” character experiences in vehicles or appearances on stages to provide visibility from a distance.
12. Eliminate equipment sharing (microphones, headsets, etc.) between employees where possible.
13. Review procedures and policies for washing costumes, wigs, and props.

## **ADDITIONAL QUESTIONS AND NOTES**

**Gloves** – Gloves provide 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 U.S. 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. The chemical make-up of soap/soap bubbles break the walls of the bacteria and the water washes it away.

**Liability Waivers** – Many governments do not honor/accept liability waivers and can be socially unacceptable in some parts of the world, limiting their effectiveness. As an alternative, operators may want to post signs/notices to ensure guests understand there is known risk associated in being in public spaces with others. These conversations should take place with your legal counsel.

**Temperature Checks/Screening on Entry** – Temperature checks are not recommended as a primary 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, screening is not an effective way to keep individuals with the disease out of a facility. It is effective to assume everyone is COVID-19 positive and take the necessary precautions to avoid spreading the disease (handwashing, physical distancing, cleaning, and sanitization).

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