



**Guidelines & Resources for
Reopening & Operating Attractions**

Document Date: May 20, 2020

Acknowledgment

A special thanks to the following individuals for their input and guidance in developing these guidelines:

William Calloway, South Carolina State Museum

Jerry Helms, Carowinds

Mark Lazarus, Lazarus Entertainment Group

Kevin Mills, South Carolina Aquarium

Tommy Stringfellow, Riverbanks Zoo & Garden

Overview

These recommendations are intended to provide general operating guidelines for all types of attraction facilities, including but not limited to aquariums, zoos, museums, historic buildings and sites, waterparks, amusement parks, live production theaters and movie theaters.

It is recognized that individual consumer visitation at attractions is less common and that, most often, consumers visit attractions in family groups. Therefore, operating guidelines may inherently differ from other types of businesses, in which individual use is more common.

This document is intended to serve as a baseline resource that each attraction may use to develop its own guidelines and protocols. All attractions are encouraged to establish their own procedures respective to their particular services and facilities.

These guidelines were developed based upon social conditions and other information concerning COVID-19 as of May 20, 2020. The health and safety measures outlined in this plan were formed utilizing CDC and SCDHEC recommendations at this time. It is recognized, however, that the information and circumstances concerning COVID-19 remains fluid and variable. Therefore, these guidelines are subject to change in correspondence with new knowledge of COVID-19 or changing social conditions.

General Preparation Guidelines & Recommendations

NOTE: Until further notice, the maximum occupancy of any indoor facility is limited to no more than 50% of the occupant load as determined by the Fire Marshal.

NOTE: Attractions in which surfaces cannot be sanitized between users should remain closed until further notice. This may apply to specific sections of an attraction or the entire facility, dependent upon attraction-type.

In general, it is recommended that attractions develop social distancing plans and modified operational protocols, as well as consistent sanitizing procedures, in order to make their staff and their guest experience more comfortable and as safe as possible. Below is a list of recommended activities specifically created for attractions as they prepare to reopen for business. Additional information may be found in the Additional Resources section of this document.

- Review federal, state, and local health department recommendations relevant to the attraction and the services it provides. Where applicable, integrate recommendations into operational plans.
- Ensure all licenses and inspections are up-to-date prior to opening.
- Procure an adequate inventory of cleaning supplies and PPE for staff use.
- Identify a staff person or team to serve as a central communication resource to ensure that employees and customers have access to accurate and current information.
- Establish new training protocols for staff to account for social distance guidelines, particularly for common staff areas.
- Provide training, educational or informational material about business-essential job functions and employee health and safety. Ensure all employees receive training prior to re-opening.
- Establish protocols to follow to account for possible exposure in the work place, including requiring employees to self-disclose to their HR departments if they have tested positive for COVID-19.
- Establish procedures for third party workers, vendors and suppliers that enter the facilities to wear proper PPE while on premises.
- Update routine building and attraction checklists to incorporate sanitizing procedures as recommended by [SCDHEC](#).
- If applicable, develop Membership Admissions processes that account for any reduced capacities.
- Communicate ticketing, membership, operational procedures via press release, social media and/or website to inform the public of any process changes made in response to COVID-19.
- If needed, create a guest flow plan of modified queue lines to and within the attraction. Determine areas likely to become bottlenecks or pinch points and adjust guest flow accordingly. Display the modified guest flow plan in both public and staff-only places to ensure awareness.
- Install visible markers for queue lines that indicate correct social distance.

- Create social distance communication tools, including static signs, kiosks, audio announcements or video announcements. Display visual communication tools throughout the attraction for guests to view easily.
- Determine appropriate guest capacity levels for each facility to ensure compliance with social distancing requirements and in consideration of facility size, layout, and operational needs.
- Where possible, install sneeze guards in front of commonly used point-of-sale or guest service stations.
- Create a consistent sanitizing schedule for surfaces frequently used by guests or employees.
- Provide accessible sanitizing/cleaning locations throughout the facility, including but not limited to restrooms, guest lockers, changing areas, bag storage areas, and facility entrances, taking into consideration, tables, buttons, handles, and other high-touch surfaces.
- Reconfigure seating areas to be consistent with social distancing by eliminating/closing select tables, seating or spreading them out to allow for adequate spacing.
- Ensure exits of attraction are configured to reduce the occurrence of bottlenecks and large gatherings.

General Operating Guidelines & Recommendations

Below is a list of recommended operational guidelines attractions may use to inform operational processes.

- Adjust sales systems to account for modified attraction capacity and consider timed ticketing, if possible.
- Encourage cashless payment methods through online payment pre-payment for ticket and gift card purchases, and credit card payments for all purchases within the attraction.
- Identify possible exposures and health risks to employees while following HIPAA guidelines.
- Adequately communicate any service reductions or limitations to guests to avoid confusion or frustration.
- Where feasible, encourage guests to wear masks.
- Where feasible, require mask use by staff during guest-facing shifts.
- Encourage guest compliance with social distancing through periodic announcements or audio recordings.
- Consistently monitor crowd levels and adjust entry/exit points and guest flow patterns as needed.
- For souvenir photography areas, guests should not sit or touch prop equipment and should be at least 6 feet away from photographer.
- Follow all current food safety standards provided by [SCDHEC](#).

- Continue to follow SCDHEC standards for sanitation practices.

In addition to the general guidelines that may be utilized by all types of attractions, the following section provide recommended guidelines for specific types of attraction facilities.

Outdoor Attractions – Supplemental Guidelines

- Remain cognizant of the potential for overheating or breathing difficulties caused by mask usage by outdoor staff.
- Outdoor queue lines should follow social distancing guidelines allowing 6-foot space between parties.
- Any outdoor equipment used by a guest, such as mini golf clubs, golf balls, athletic equipment, harnesses, helmets, or other shared equipment, must be sanitized by staff after each use. In addition, sanitizing wipes should be made available for guests to use at their discretion.
- Outdoor common seating areas should be sanitized throughout the day on a consistent schedule.

Indoor Attractions – Supplemental Guidelines

- When possible, prop doors open in high traffic buildings to reduce hand contact with surfaces
- Make sanitizing wipes available throughout the indoor facility for guests to use on common contact surface areas
- Sanitize retail and redemption counters after each guest has been served.
- Increase cleaning routine to include disinfection of high traffic/high hand contact areas in both public and staff spaces.

Exhibit-Oriented Attractions (Zoos, Aquariums, Museums, Historic Sites)

- Remove all printed collateral material, including maps, guides, brochures, flyers, etc.
- Communicate ticketing, membership, operational guidelines via press and website to reflect re-opening plan
- Control capacity by counting guests in and out.
- Consider tailoring guest experience to exhibits that offer limited surface contact, and can be easily controlled or cleaned between guest usage.
- If applicable, consider limiting usage of highly interactive exhibits and guest experiences.
- Conduct roaming gallery monitoring to ensure visitor compliance with social distancing.
- Ensure proper distancing between staff and guests is maintained during interpretations or presentations.
- Limit facility rentals and special events based on current social distancing requirements and gathering restrictions.

Theater Attractions (Live Production and Movie Theaters)

- Note: The 50% maximum occupancy limit for theaters applies to each individual screening room. For example, if a movie theater has two screening rooms and each room has 100 seats, then each room's maximum occupancy limit is 50 persons.
- Encourage performers to bathe or shower and get prepared (hair and makeup) as much as possible at home, not at the theater.
- Disinfect key backstage areas two hours before cast arrives.
- Minimize rehearsals where possible.
- Plan backstage activities to allow for distancing between employees and cast members.
- Provide assigned seating with reduced usher staff and sectioned seating with blocked off seating or rows to account for social distancing guidelines.
- Where possible, increase booth seating to enhance social distancing.
- Follow all recommended guidelines for sanitizing shared equipment, including microphones, stands, and other equipment shared by staff and/or performers.
- Minimize wardrobe changes and plan them to allow distance between performers.
- Alter choreography and blocking to allow for distance between performers.
- Change out towels on a daily basis, and increase towel service and deliveries.
- Stagger dressing times and reconfigure flow of show to minimize quick, large-scale cast transitions.
- Temporarily eliminate or reduce direct performer/guest interactions during the performance and intermission, as well as after the performance (e.g., playbill signings).
- Temporarily eliminate or reduce any performances in which performers go into the audience or audience members are encouraged to go on-stage.

Amusement Park Rides & Go-Kart Tracks

- Consult manuals for manufacturer's directions for re-opening and operating rides following extended closures.
- Follow cleaning and sanitation schedule for ride after each cycle.
- Adjust posted wait time estimates for rides to account for sanitization between cycles.
- For amusement park rides, provide hand sanitizer stations for guests to use both before and after the ride.
- Staff should wipe down and disinfect lapbars, handles, restraints, seatbelts or harnesses after each cycle of use by a guest.
- For go-kart tracks, sanitation wipes may be provided at tracks to allow guests to sanitize their kart before use.

Walking Tours

- Walking tour group size will be reduced to follow social distancing guidelines allowing 6-foot space between parties.
- Reorganize all walking tours to be compliant with area of travel.
- All participants will be encouraged to bring their own face mask. Recognizing the potential for overheating or breathing difficulties caused by mask usage, tour time length should be evaluated on a daily basis based on weather.
- Require all customers to sign a waiver (online, if possible) that states they are healthy and have not exhibited any signs of illness (COVID-19) in the last 14 days.
- All tour guides will wear a face mask when in close proximity of guests, and be equipped with hand sanitizer.
- Update online marketing materials to alert customers of new hygiene standards.

Waterparks

- Actively ensure proper social distancing at splash pads, wave pools and lazy rivers.
- Provide slide attendants in dispatching positions with gloves.
- Lifeguards should clean and sanitize their rescue tubes using the provided sanitizing solution and allowing their rescue tube to air dry at the end of each shift.
- Clean and sanitize the handles of guests tubes at the end of each day before prior to placing in overnight storage.
- Require staff to wear gloves when organizing lounge chairs.
- All lounge chairs should be sprayed with disinfectant at the end of each day.

Weddings

- Wedding size should follow social distancing guidelines, allowing a six-foot space between attendees.
- Weddings should be held in compliance with guidelines set forth by the location of the event.
- Health checks are the responsibility of the bride, groom or their representative and should be conducted prior to allowing guests entrance into the wedding.
- Any equipment used by a guest must be sanitized by staff after each use. In addition, sanitizing stations should be made available for guests to use at their discretion.
- Additional staffing may be required to minimize congestion in high traffic areas, and ensure social distancing guidelines are enforced.

Additional Staff Recommended Guidelines

The State of South Carolina, OSHA and the CDC recommend taking a systematic approach to planning for employee safety during a disruptive event. Please review all the information below and adjust procedures as needed for your business.

- Time clock areas must have hand sanitizer within reasonable reach and sanitizing wipes made available, if possible.
- Staff must follow all uniform and hygiene guidelines.
- Staff must wash hands for no less than 20 seconds after each restroom use and as needed throughout their shift.
- Staff must follow recommended social distance guidelines when possible, while still abiding by required safety precautions set forth by the attraction.
- Staff must self-disclose to appropriate HR department if tested positive for COVID-19 or feel ill for any reason and follow all recommendations from the CDC in regards to isolation.
- Staff should sanitize all multi-use and sharable equipment used to complete job duties, before and after each shift.
- Staff should be responsible for sanitation of personal work stations.
- Require self-certification of ability to return to work following illness or personal contact with individuals infected by COVID-19.
- Stagger break schedules in breakrooms to allow social distancing among employees.
- If possible, create staggered rotational shifts that minimize disease transfer within essential working groups.
- If feasible, allow for the continuation of work location flexibility for appropriate personnel (e.g., finance, marketing, human resources).
- Utilize tools, such as the sample decision tree below, to develop back-to-work plans for staff after possible COVID-19 exposure.

Disclaimer

The information provided this document is for general informational purposes and to help you make informed decisions. Notwithstanding any and all Federal and State requirements, re-opening activities are at your own discretion.

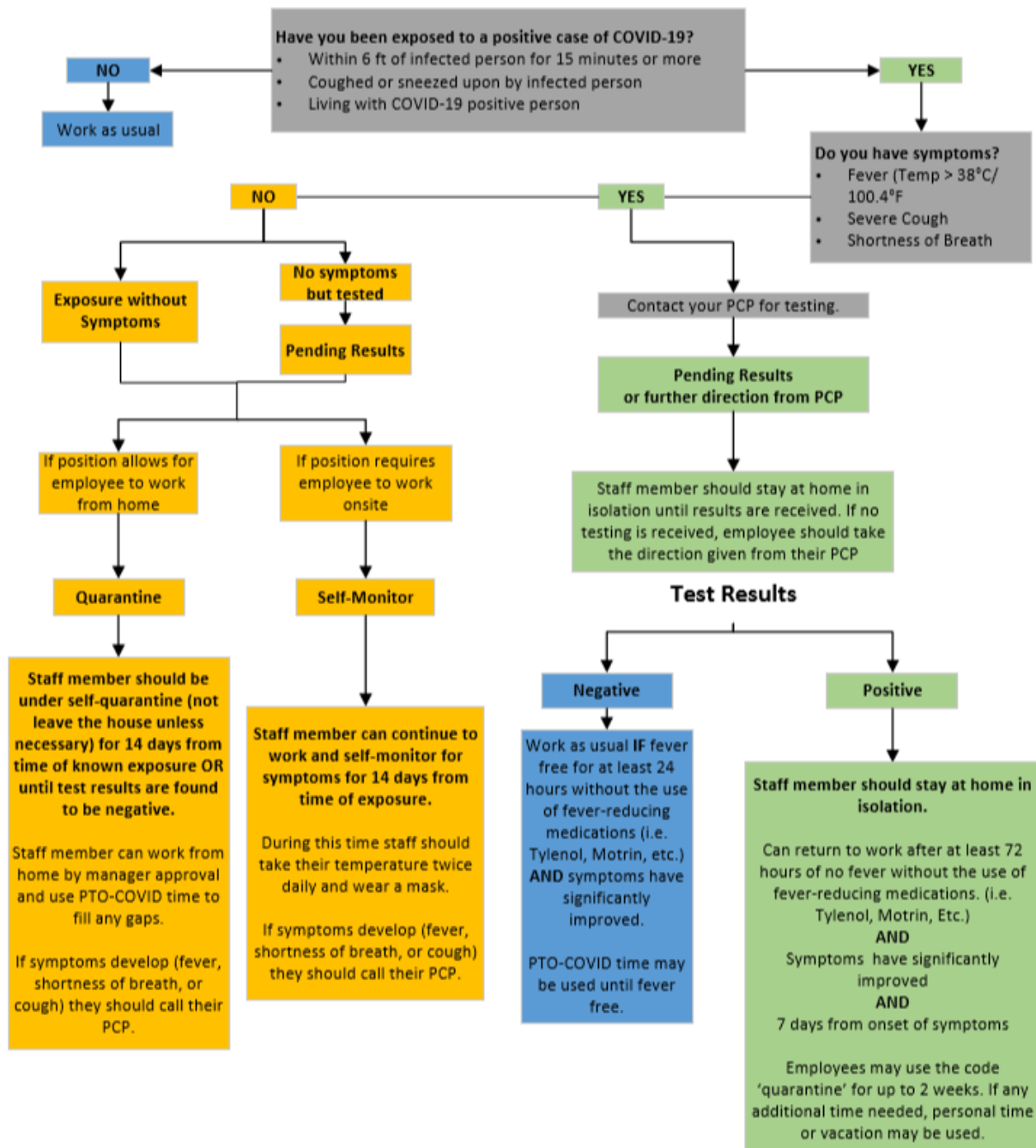
Although all information in this document is provided in good faith, we make no representation or warranty of any kind, express or implied, regarding the adequacy or completeness of these guidelines.

Under no circumstance shall we have any liability to you for any loss or damage of any kind incurred as a result of the use of these guidelines or reliance on any information provided

in this document. Your reliance and use, or your non-reliance, on any information provided in this document is solely at your own risk.

Sample Decision Tree for Possible COVID-19 Exposure

Work After Possible COVID-19 Exposure



Additional Information Resources for Attractions

[accelerateSC Website](#)

[International Association of Amusement Parks & Attractions](#)

[American Alliance of Museums](#)

[Association of Zoos and Aquariums](#)

[World Waterpark Association](#)

Food Safety/Restaurant Guidelines

[SCDHEC: Retail Food Service Establishments & COVID-19](#)

[SCRLA: Guidelines for Reopening Restaurants](#)

Workplace Guidelines & Training Resources

[CDC: COVID-19 Factsheet](#)

[CDC: What To Do If You Are Sick](#)

[CDC: Visiting Parks and Recreation Facilities](#)

[CDC: Interim Guidance for Businesses](#)

[CDC: Cleaning and Disinfecting Your Facility](#)

[CDC: Use of Cloth Face Covers](#)

[CDC: Keeping Hands Clean](#)

[CDC: Coughing and Sneezing](#)

[EPA: List of Disinfectants for COVID-19](#)

[OSHA: Preparing the Workplace for COVID-19](#)

[USDOL: Handwashing Video](#)

