

Optimizing the Capacity Managed Guest Experience Inside your Attraction

GTS Statement



Discuss



Get Help



Asking Questions

The screenshot displays the Cisco WebEx Event Center interface. The main window title is "Cisco WebEx Event Center". The menu bar includes "File", "Edit", "View", "Communicate", "Participant", "Event", and "Help". The "Event Info" tab is active, showing details for the host (Conference Manager), audio connection instructions, and the event number. On the right side, there is a "Participants (7)" panel listing "Panelists: 1" (Conference Manager) and "Attendees: 1 (1 displayed)" (Joe Bloggs). Below the participants list is a "Q&A" panel, which is highlighted with a red box and a blue circle labeled "1". The Q&A panel shows a dropdown menu for "Ask:" with "All Panelists" selected, highlighted with a blue circle labeled "2". Below the dropdown is a text input field with a placeholder message: "Select a panelist in the Ask menu and then type your question here. There is a 256-character limit." This field is highlighted with a blue circle labeled "3". To the right of the input field is a "Send" button, highlighted with a blue circle labeled "4". At the bottom right of the interface, there is a "Connected" status indicator.

Optimizing the Capacity Managed Guest Experience Inside your Attraction

Wednesday, April 22, 2020





WEBINAR AGENDA

Webinar Agenda

- 75 Minutes in length
- Community discussion and presentation of best practices
- Question and answers from the community
- Press & Public Viewing

www.gatewayticketing.com/community



COMMUNITY

BLOG COMPANY NEWS CASE STUDIES
VIDEO TUTORIALS WEBINARS EVENTS
GATEWAY GET-TOGETHERS



COMPANY CAREERS CONTACT Q

SOLUTIONS SERVICES SUPPORT STRATEGY MARKETS BLOG / COMMUNITY

LET'S GET STARTED

BLOG COMPANY NEWS CASE STUDIES VIDEO TUTORIALS WEBINARS EVENTS GATEWAY GET-TOGETHERS

CATEGORY: WEBINARS



WEBINAR APRIL 15: REOPENING STRATEGIES AND TRANSITIONING TO A CAPACITY MANAGED ATTRACTION
Updated: April 13, 2020
Webinar Time: April 15, 2020 at 2:00 PM EST
[READ MORE →](#)



WEBINAR: THE NEW GUEST EXPERIENCE
Updated: April 13, 2020
[READ MORE →](#)



WEBINAR: OPERATIONAL STRATEGIES FOR NOW AND THE NEXT NORMAL
Updated: April 3, 2020
[READ MORE →](#)



WEBINAR: MANAGING PASS UPDATES, MEMBERSHIP



WEBINAR: GALAXY BEST PRACTICES DURING A TIME OF

NEWSLETTER SIGN UP

Email *

First Name *

Last Name *

Company Name *

I am a current customer *

Yes

CAPTCHA

I'm not a robot

[SUBMIT](#)

We'll never share your email address, and you can unsubscribe anytime. More about your privacy.



Webinar Wednesdays - 11 AM PDT/2 PM EDT

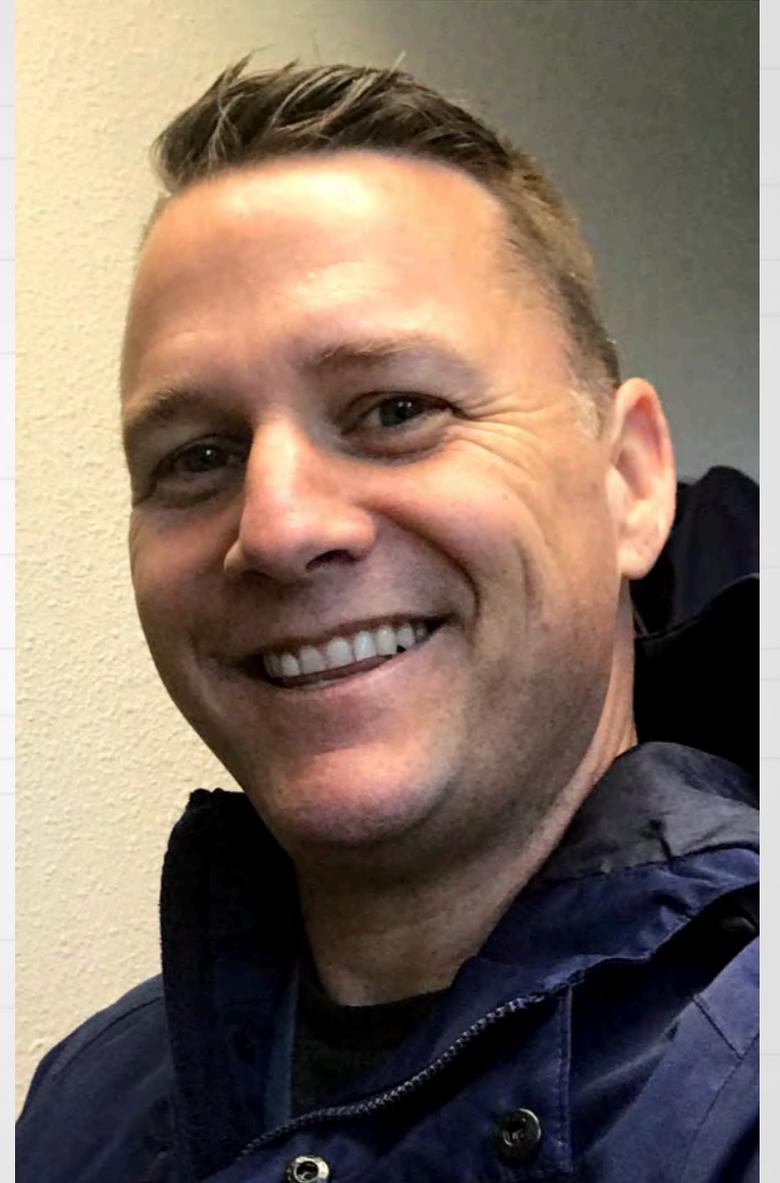
- Galaxy Best Practices in a Time of Crisis (3/18)
- Managing Pass Updates, Renewals and Bulk Orders (3/25)
- Operational Strategies for Now and the Next Normal (4/1)
- The New Guest Journey (4/8)
- Reopening Strategies and Transitioning to a Capacity Managed Attraction (4/15)
- **Optimizing the Capacity Managed Guest Experience Inside Your Attraction (4/22)**
- Re-Creating Trust With Your Guests and Re-Training Your Staff (4/28)
- Pricing the Guest Experience in a Post Covid World(5/6)

Moderator

Randy Josselyn

rjosselyn@gatewayticketing.com

Wildlife and Conservation Principal



Moderator

Matthew Hoenstine

mhoenstine@gatewayticketing.com

Destinations Principal

Gateway
TICKETING SYSTEMS®



Panelist

Ella Baskerville

ella.baskerville@blooloop.com

Business Development Manager

blooloop.
networking the attractions business

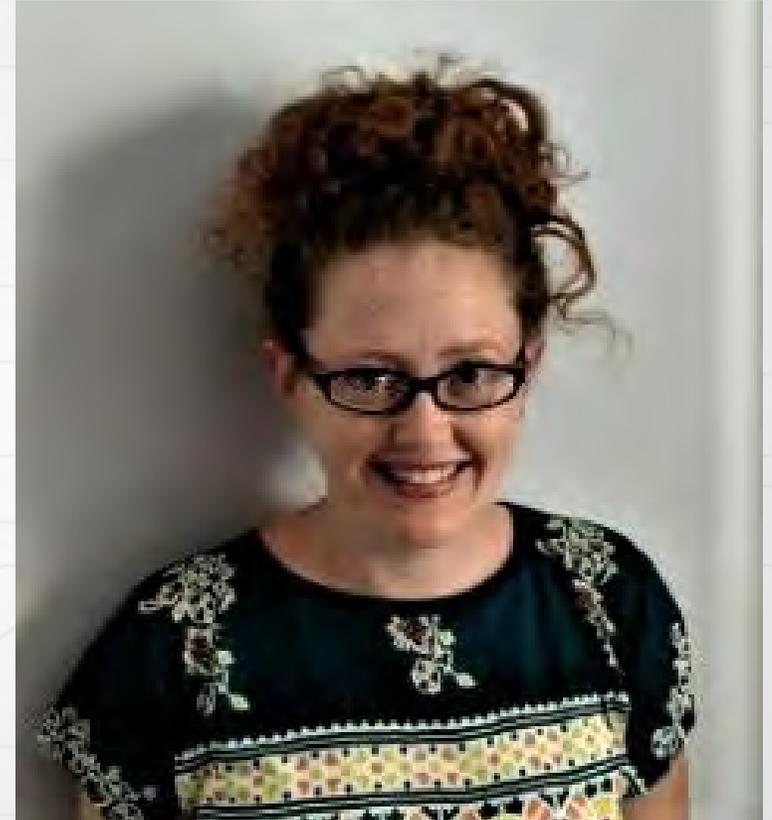


Panelist

Andrea Froehle

andrea@eventnetwork.com

Vice President of Marketing &
Communications

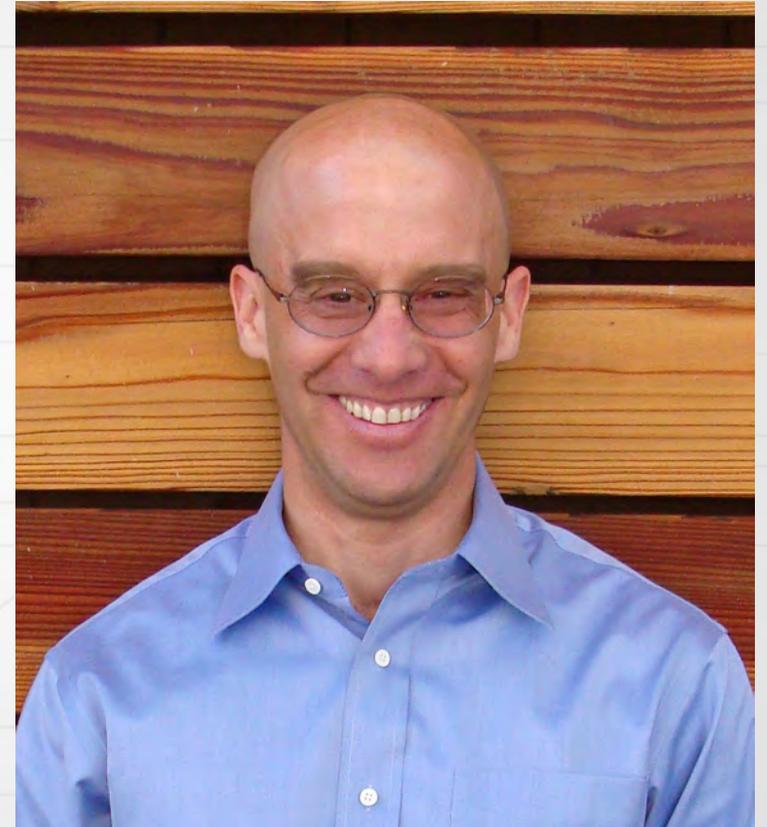


Panelist

Larry Gilbert

Larry.Gilbert@eventnetwork.com

Chief Executive Officer

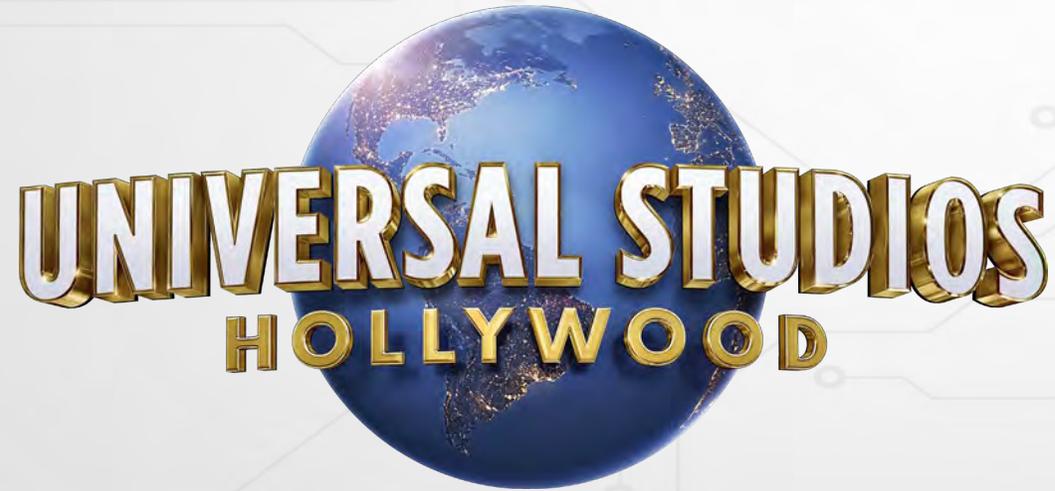


Panelist

Kevin Kopeny

kevin.kopeny@nbcuni.com

Director of Operations



Panelist

Mark Berlin

mberlin@midway.org

Director of Operations



Host

Bill D'Angelo

bdangelo@gatewayticketing.com

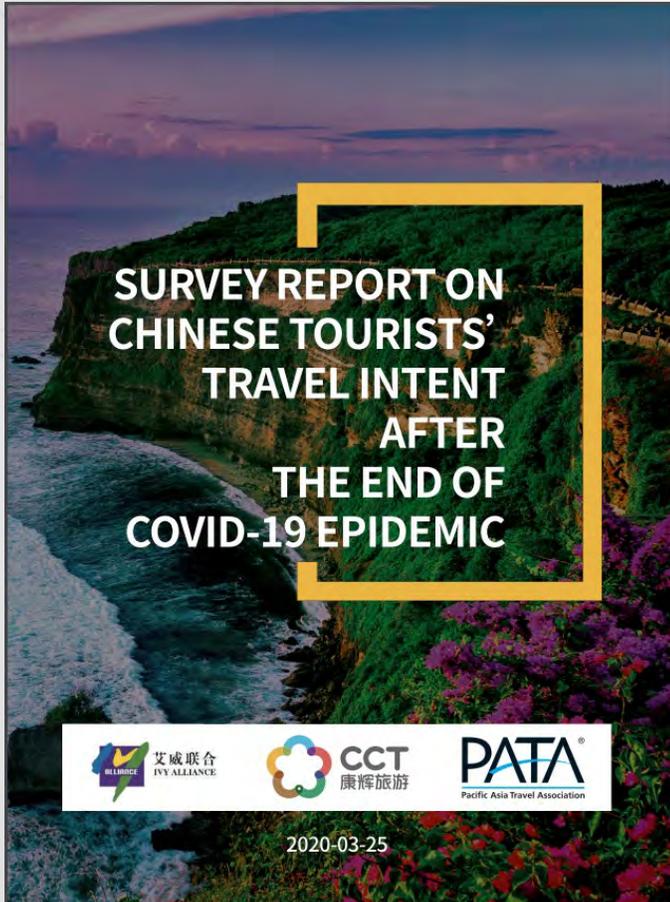
Product Communications Manager





INDUSTRY UPDATE

Industry Update - China



Top 3 Factors Deterring the Travel Intent

- Worries about health and safety issues in traveling, better wait and see – 67%
- Worry that the epidemic may spread again – 44%
- May have less income this year, saving money – 32%

<https://pata.org/store/publications/survey-report-on-chinese-tourists-travel-intent-after-the-end-of-covid-19-epidemic/>

Industry Update - China

Shanghai Haichang Ocean Park

- Originally closed on January 24, 2020
- Reopened on March 20, 2020 with limitations
- Closed on March 30, 2020 to prevent second wave
- Reopened on April 17, 2020 with additional limitations

春意盎然，阴霾渐散
4月17日
上海海昌海洋公园及度假酒店
正式恢复开放
想见你
在这明媚的春日海洋~



◆ 开放公告 ◆

一、运营时间：9:30-17:30

二、公园及酒店预定方式：
上海海昌海洋公园将实行游客实名制购票预约入园，可于上海海昌海洋公园售票窗口、上海海昌海洋公园官方微信、官方网站及各大官方授权互联网购票平台进行门票购买，无现金支付，刷身份证实名制入园。
上海海昌海洋公园度假酒店将实行游客实名制预订，可于上海海昌海洋公园度假酒店前台、上海海昌海洋公园官方微信、官方网站及各大官方授权互联网平台进行酒店预订，无现金支付，实名制入住。

<http://www.haichangchina.com/shanghai/>

<https://blooloop.com/features/asian-attractions-coronavirus/>

Industry Update - China

Free admission for healthcare workers at reopening through end of 2020

- Fantawild Oriental Heritage
- Shanghai Haichang Ocean Park



To pay tribute to healthcare workers, Changsha Fantawild offers free admissions to all these countermarching heroes in harm' s way. They can upload their ID and Certificate of Medical Practitioner or Nurse Practitioner onto the "Fantawild Travel" App and enter the park completely for free (valid ID card required) upon approval. This policy will last until Dec. 31st, 2020.

<http://www.haichangchina.com/shanghai/>

<https://www.fantawild.com/en/NewsList/Show/2173.htm>

Industry Update - Europe



networking the attractions business

Home News Features Blog Events Directory Video

Bellewaerde plans safety measures for reopening

15th April 2020



While theme parks across Europe are closed to prevent the spread of COVID-19, Belgian attraction, Bellewaerde, is already planning how to reopen smoothly and safely.

The management of the popular Belgian visitor attraction, Bellewaerde Amusement Park and Bellewaerde Aquapark, is preparing a plan of action ahead of a confirmed reopening date. Measures likely to be put in place include face masks, visitor number caps and distance markers.

"We are taking measures to keep the staff working safely and still provide visitors with unforgettable day of fun and adventure," said Bellewaerde spokesman **Filip Van Dorpe**. "Once the government provides more clarity about a possible opening date, we want to sufficiently prepared to guarantee our visitors a pleasant and safe visit, without losing sight of the safety of our own people."

Facebook Twitter LinkedIn Pinterest + Leave a comment



networking the attractions business

Home News Features Blog Events Directory Video Jobs

Toverland plans safety measures for reopening

17th April 2020



When theme parks reopen after the coronavirus pandemic passes, things may look very different. Even once the worst is over, social distancing measures are likely to be in place for a while. Some parks, such as Toverland, are considering a limit on visitor numbers when they reopen.

While theme parks and other attractions across the globe are closed to the public, operators are busy planning extra health and safety measures to ensure that they are able to open in a safe way, once the pandemic is over.

Toverland, the popular Dutch amusement park, has said it may need to put a cap on visitor numbers once it opens the gates once again.

Limiting visitor numbers

In a report from *EenVandaag*, Toverland's director **Jean Gelissen** said, "We are thinking about working with time slots." Talking about the practicalities of having people inside the park once again, he said, "We will have to spread. People who don't know each other will probably no longer be able to coexist."

Other attractions in Europe are also planning a series of extra measures in order to

Facebook Twitter LinkedIn Pinterest + Leave a comment

Bellewaerde, Belgium

- Face masks
- Social distancing rules
- Extra cleaning and sanitization
- Security to check social distancing
- Ride safety rails cleaned after every turn
- More signage
- 4,000 cap on visitors

Toverland, Netherlands

- Time-slot tickets
- Preparing now for when they do open

Industry Update - Europe



Kolmården Zoo, Sweden

- Weekends and pass holders only
- No more than 50 in ride queue, not facing each other (digital soon)
- Group families on the two rides open
- No indoor areas open
- Social distancing methods
- Rides sanitised
- Book online



Skånes Djurpark, Sweden

- 100 extra signs throughout the park, sanitisation, no indoor spaces open
- Also festival style entrance to funnel guests at safe distance
- No advertised animal feeding times

Kolmården Zoo, Sweden

Industry Update - Europe



Safariland Stukenbrock, Germany

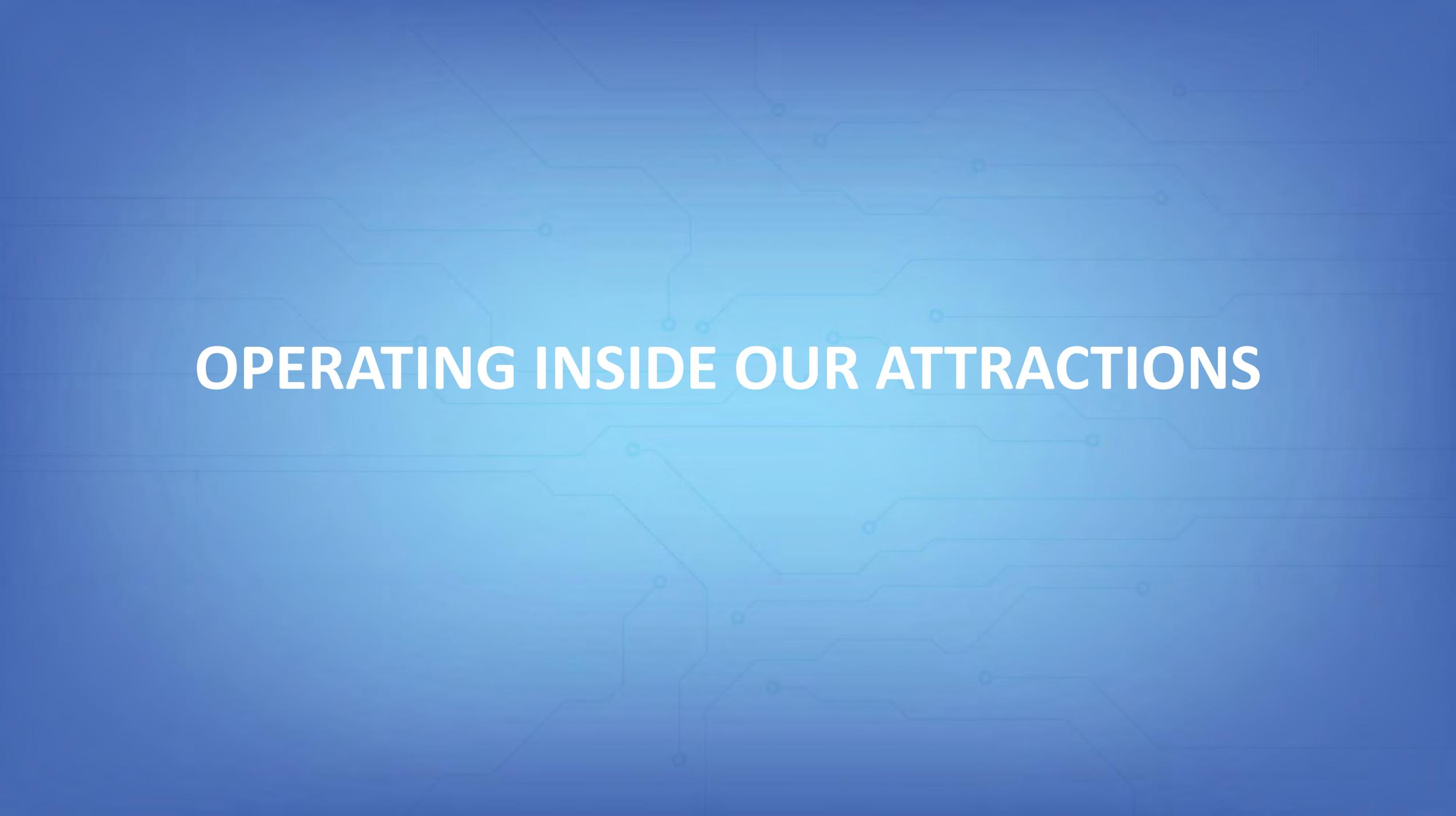
Safariland Stukenbrock, Germany

- Tickets scanned through glass
- Toilets socially distanced and sanitised after every use

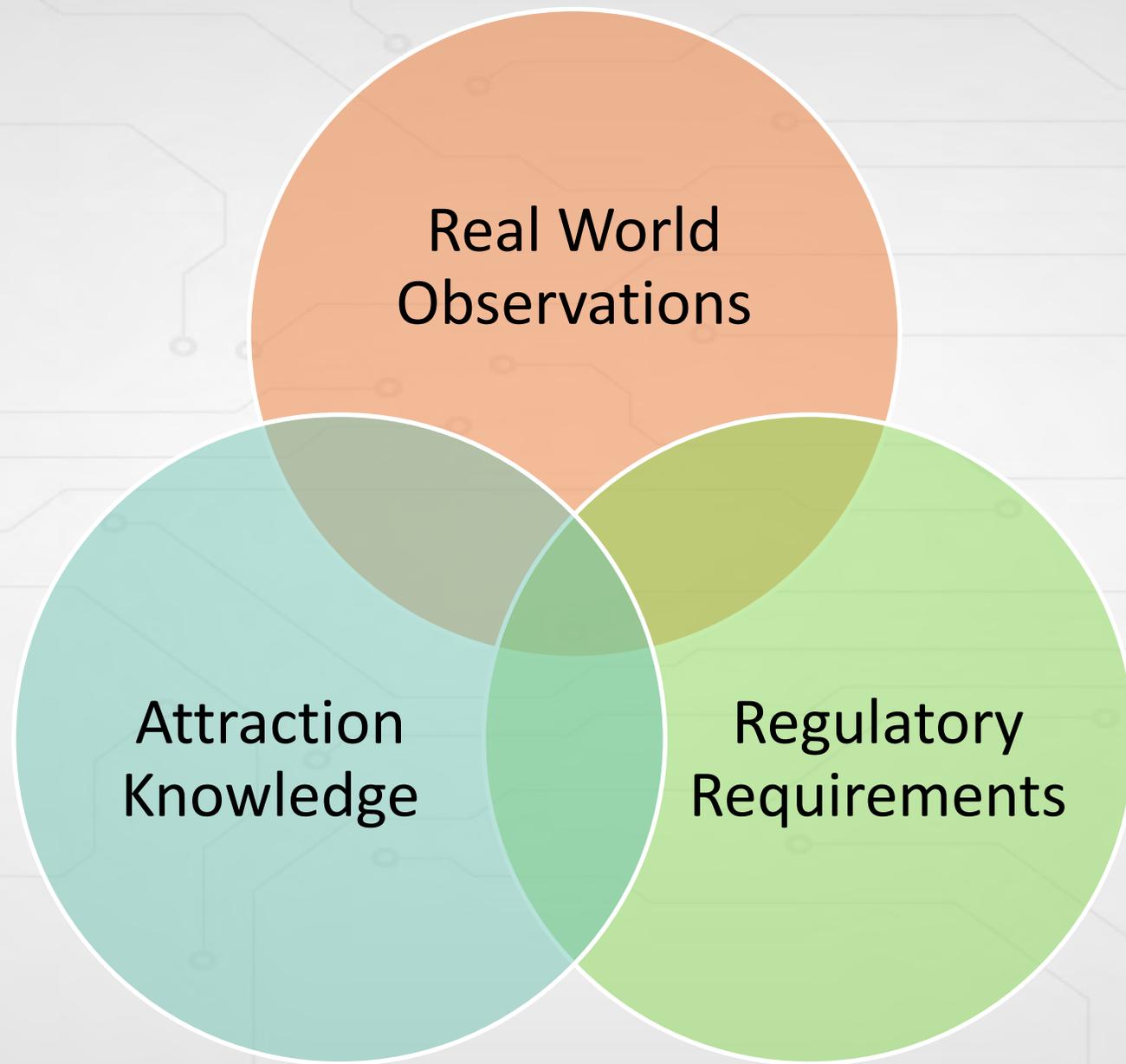


Holovis: Crowd Solo

- Free app developed to managed crowds
- Heat map, manage guests
- Control social distancing for guest



OPERATING INSIDE OUR ATTRACTIONS



**Real World
Observations**

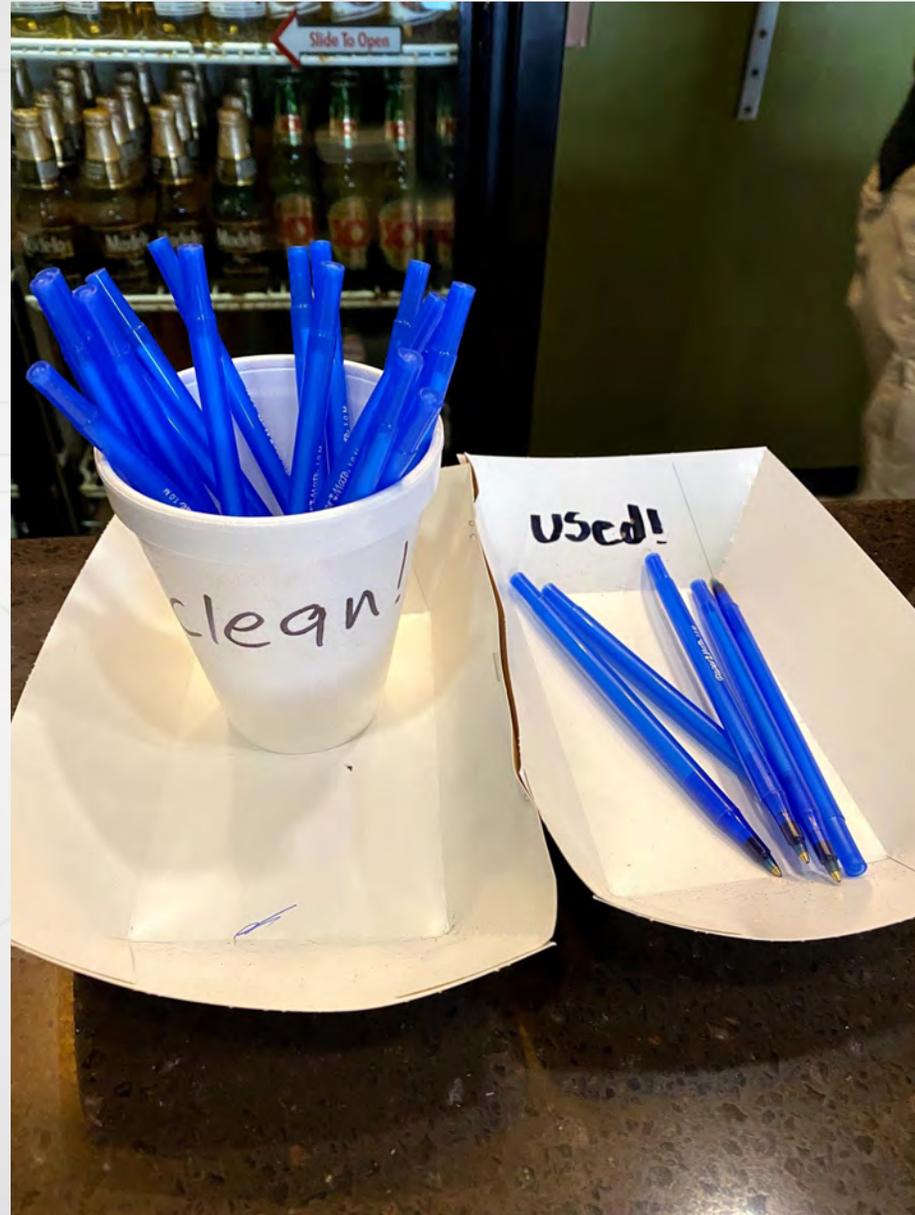
**Attraction
Knowledge**

**Regulatory
Requirements**

Real World Observations



Real World Observations



Operating Attractions Post COVID-19



- Develop a plan
- Train employees
- Communicate externally
- Train guests

Planning



Objective

- Create an environment where guests and employees are safe

Key Focus Areas

- Employee Safety
- Guest safety
- Governmental regulations

Social Distancing



Social Distancing



Shanghai Happy Valley, People's Republic of China



Everland, Republic of Korea



Everland, Republic of Korea

Social Distancing



USS Midway Museum, San Diego CA



USS Midway Museum, San Diego CA

Social Distancing

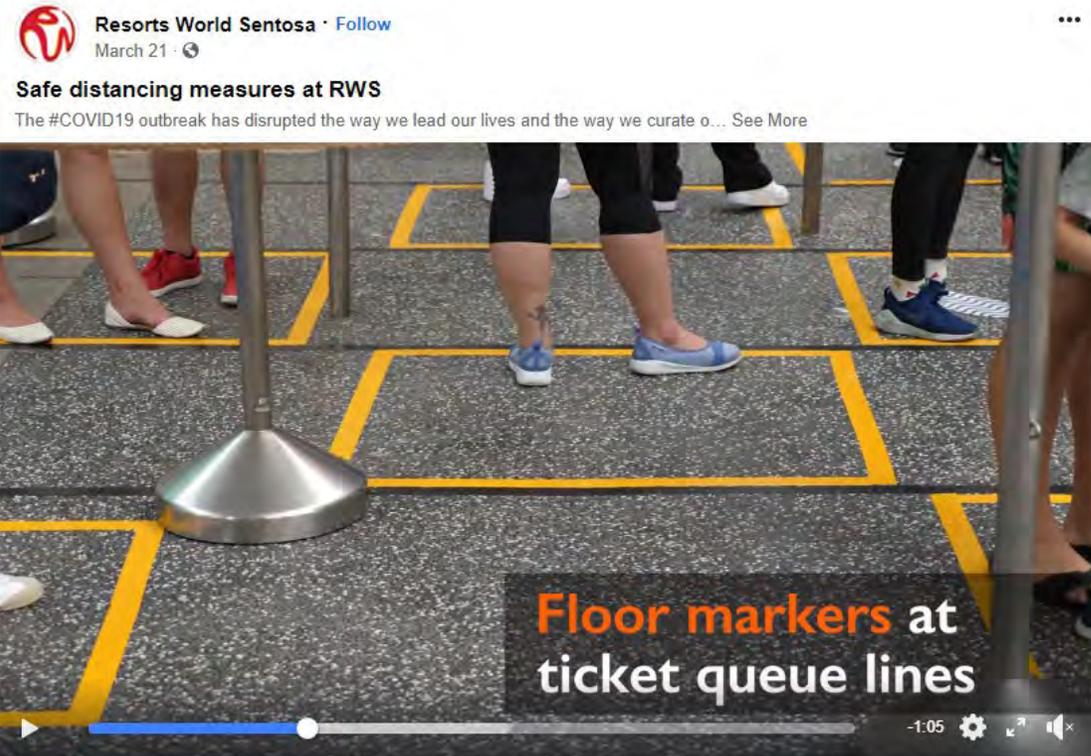


Fantawild, People's Republic of China
Blooloop 4/22/20

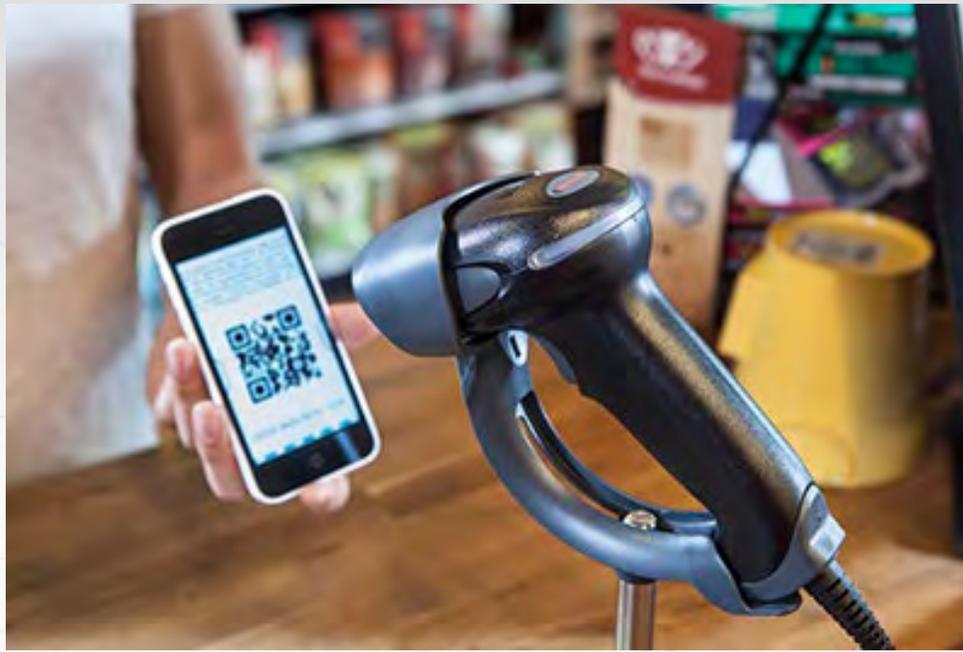
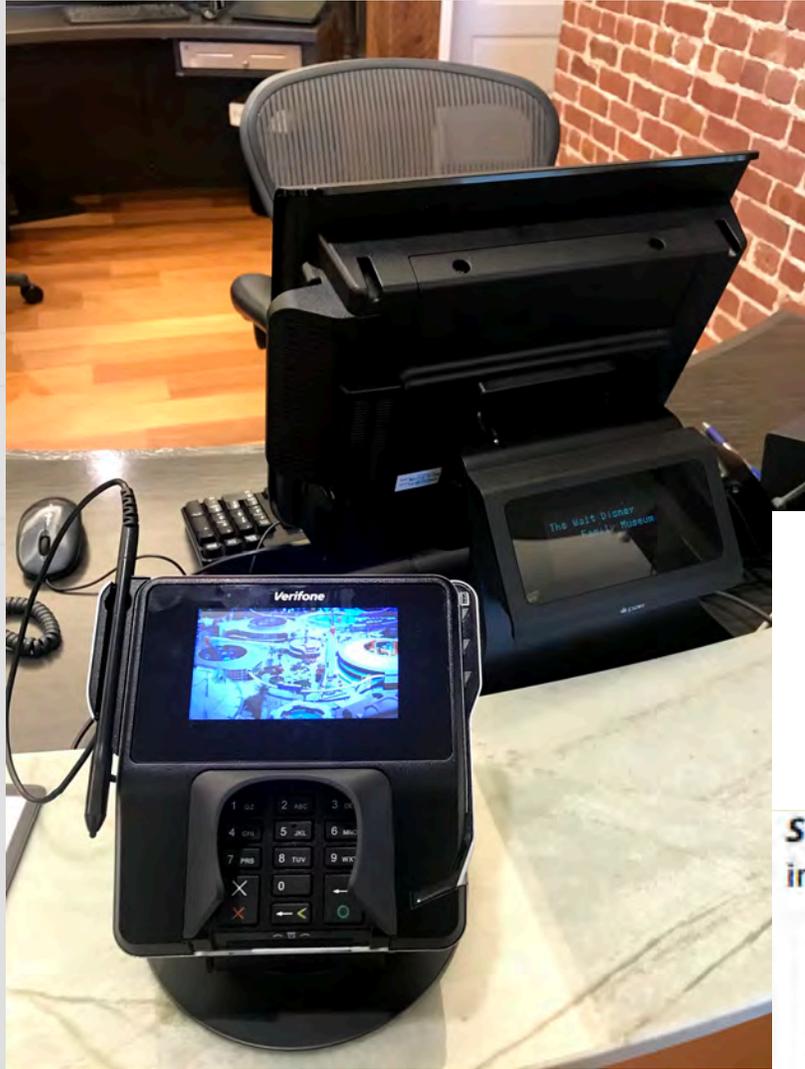


People queue for essential services in Chittoor, Tirupati, India – India Today 3/27/20

Social Distancing



Social Distancing



Honeywell

Standard Presentation Mode is based on what internally is known as **Trigger Mode 3**



TRGMOD3.

Honeywell Scanners



*Enable Hands-Free (Presentation) Trigger Mode
(1)

Zebra Scanners

Social Distancing



Lincoln Park Zoo - Chicago

Maintaining Cleanliness



Maintaining Cleanliness



Shanghai Haichang Ocean Park, People's Republic of China



Fantawild, People's Republic of China



Shanghai Happy Valley, People's Republic of China



Shanghai Happy Valley, People's Republic of China



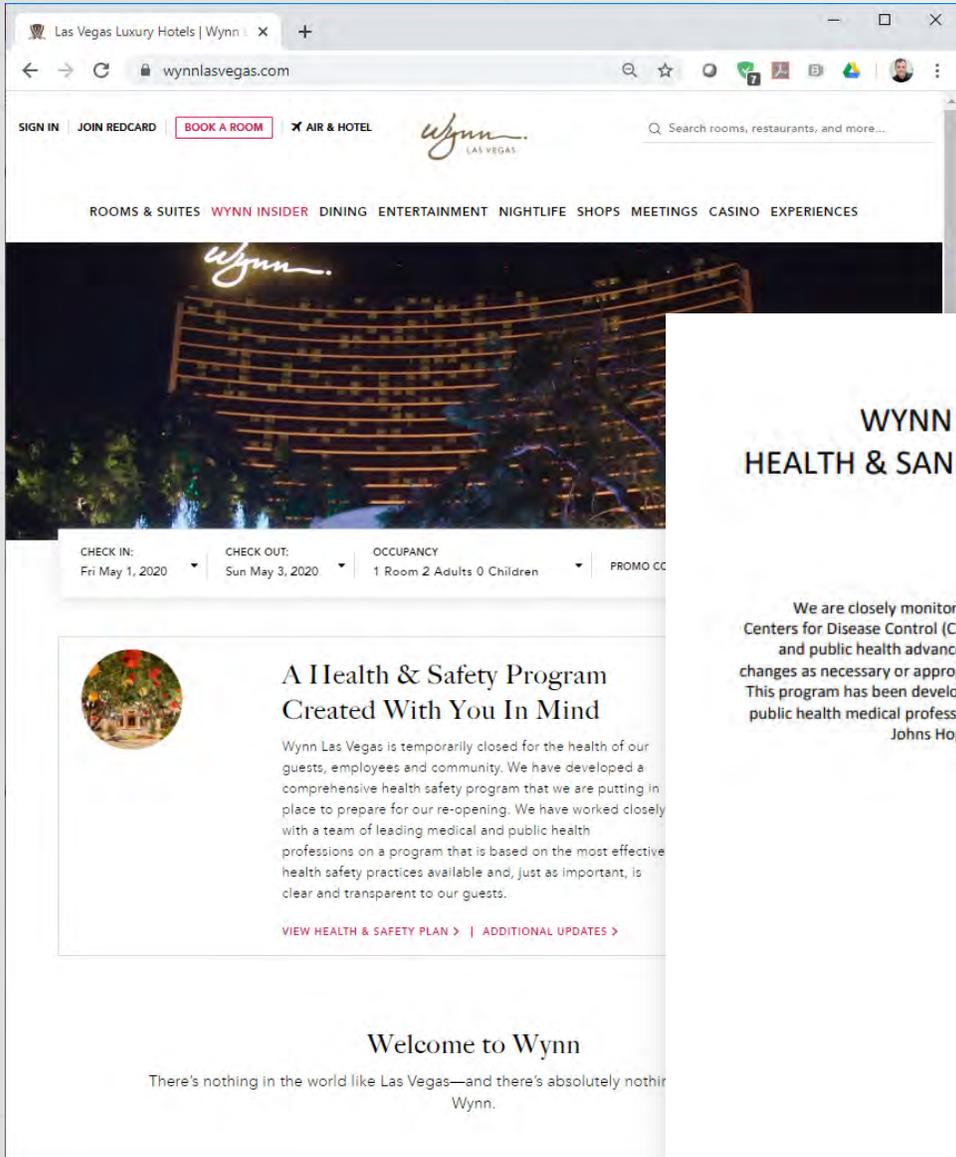
Cincinnati Zoo

Training Employees



- Virtual trainings
- Clear/documented procedures unique to each attraction
- Ensure every employee knows the role they play
- Reinforce every shift procedures and any evolution of them

Communicate Externally



The screenshot shows the Wynn Las Vegas website with a navigation bar including 'SIGN IN', 'JOIN REDCARD', 'BOOK A ROOM', and 'AIR & HOTEL'. Below the navigation is a search bar and a menu with categories like 'ROOMS & SUITES', 'WYNN INSIDER', 'DINING', 'ENTERTAINMENT', 'NIGHTLIFE', 'SHOPS', 'MEETINGS', 'CASINO', and 'EXPERIENCES'. A large banner image shows the Wynn Las Vegas building at night. Below the banner is a booking section with fields for 'CHECK IN:', 'CHECK OUT:', 'OCCUPANCY', and 'PROMO CODE'. The main content area features a circular image of a resort building and a headline: 'A Health & Safety Program Created With You In Mind'. The text below the headline states: 'Wynn Las Vegas is temporarily closed for the health of our guests, employees and community. We have developed a comprehensive health safety program that we are putting in place to prepare for our re-opening. We have worked closely with a team of leading medical and public health professions on a program that is based on the most effective health safety practices available and, just as important, is clear and transparent to our guests.' Below this text are two links: 'VIEW HEALTH & SAFETY PLAN >' and 'ADDITIONAL UPDATES >'. At the bottom of the page, there is a 'Welcome to Wynn' section with the text: 'There's nothing in the world like Las Vegas—and there's absolutely nothing like Wynn.' and the Wynn Resorts logo with 'Version 2.1' below it.

- Share your plan
- Be transparent

Communicate Externally



場域寬廣、空氣清新
散發濃郁芬多精
創湖山世界與大家一起守護健康！

園內防護措施

1. 各項設施皆定時清潔消毒，請安心遊玩。
2. 園區備有乾洗手及潔手露，勤洗手隨時保持清潔。
3. 入園前，請配合測量體溫，如體溫超過37.5度者，禁止入園。
4. 請配合社交距離原則，室外空間請保持1公尺間隔，室內保持1.5公尺間隔，依CDC建議若未能保持社交距離請戴口罩。
5. 彩虹劇場－蒙古國極限特技秀移至戶外演出。

幸福愛一起 防護要徹底

Janfusun Fancy World, Taiwan, Republic of China



Shanghai Happy Valley, People's Republic of China

Additional Resources

SAFE WORK PLAYBOOK
An interactive guide for COVID-19 Pandemic Preparedness and Response

A NOTE TO ALL READERS
The information contained in the Lear Safe Work Playbook represents Lear's current practices regarding the recommended operation of its manufacturing facilities, where and when permitted by law, during this time of the unprecedented COVID-19 pandemic. The health and safety of our employees is our number one priority, and our hope in sharing this information is that it may be of assistance to others.

April 06, 2020 | Version 1
Created by **LEAR**

<https://www.lear.com/Site/Company/Safe-Work-Playbook.aspx>

**WYNN LAS VEGAS
HEALTH & SANITATION PROGRAM**

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures. This program has been developed in consultation with three leading public health medical professionals and fellows of Georgetown and Johns Hopkins Universities.

Wynn
RESORTS
Version 2.1

<https://www.visitwynn.com/documents/Wynn-Health-Plan.pdf>

At all times...

- 1 Encourage your staff or community members to [protect their personal health](#).
- 2 Post the signs and [symptoms of COVID-19](#): fever, cough, shortness of breath.
- 3 Clean surfaces that are frequently touched - things such as shared desks, countertops, kitchen areas, electronics, and doorknobs.
- 4 Limit events and meetings that require close contact.
- 5 Stay up to date on developments in your community.
- 6 Create an emergency plan for possible outbreak.
- 7 Assess if community members are at higher risk and plan accordingly.

Guidance Highlights for Parks and Recreational Facilities

For park visitors:

- Do not visit if you are sick or have symptoms of COVID-19.
- Practice [social distancing](#) by staying 6 feet away from others.
- Use [everyday](#) preventive actions.
- Avoid gathering in groups.
- Do not use playgrounds (including water playgrounds), hot tubs, or spas.

[Get detailed guidance](#)

For park administrators:

- Promote [social distancing](#) and [everyday preventive actions](#).
- [Require staff who are sick to stay home](#).
- Keep bathrooms well-stocked with handwashing supplies.

<https://www.cdc.gov/coronavirus/2019-ncov/community/parks-rec/index.html>



QUESTIONS / COMMUNITY FORUM

REGISTER FOR OUR NEXT WEBINAR

Re-Creating Trust With Your Guests and Re-Training Your Staff



Or visit: <https://bit.ly/2XWmQOH>



If you would like to receive information about our future Webinar Wednesdays, please send your full name and organization from your preferred email address to:

marketing@gatewayticketing.com

Or, just register for our newsletter distribution list here:

GatewayTicketing.com/community

P.S. Please fill out the webinar survey. They help a ton. Check your inbox!



Industry Update – United Kingdom



- Still on strict lockdown
- Government furlough scheme will pay 80% of workers wages until the end of June. 140,000 businesses have done so already.
- Huge support for NHS, 500,000 volunteers, clapping every Thursday, Harry Potter buses!
- Some shops not taking cash, contactless payment
- Attractions are all closed
- Arts Council funding £160m/US\$190m
- Projects still continuing - Museum of London

blooloop
networking the attractions business

Now is the time to stay connected
Access COVID-19 resources here

Home News Features Blog Events Directory Video Jobs

Museum of London issues £140m EOI for first phase of construction

58 minutes ago



The Museum of London has issued a £140 million EOI for the first phase of construction work for its new site.

The Museum of London is due to move to a new site in Smithfields Market in 2024, where it will make its home in a historic Victorian building.

The deadline for the expression of interest (EOI) is the end of May 2020 and the museum will then shortlist four or five contractors. Invitations to tender are likely to be given in August.

This first phase is worth £140 million and will include initial strip out and structural works, as well as repairs to the outside of the building, alongside refurbishment and M&E