

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 is titled "Cisco WebEx Event Center" and includes a menu bar with "File", "Edit", "View", "Communicate", "Participant", "Event", and "Help". The "Event Info" tab is active, showing details about the event, including the host (Conference Manager), audio connection instructions, and the event number.

On the right side, there is a sidebar with icons for "Participants", "Chat", and "Q&A". The "Q&A" icon is highlighted with a red box. Below the sidebar, a "Participants (7)" panel is visible, showing a list of participants: "Conference Manager (1 lost)" and "Joe Bloggs (mc)".

At the bottom of the interface, there is a "Q&A" section. A red box highlights the "Q&A" dropdown menu, which is labeled with a blue circle containing the number "1". Below this, there is a "Ask:" dropdown menu with "All Panelists" selected, labeled with a blue circle containing the number "2". A text input field for asking a question is labeled with a blue circle containing the number "3". A "Send" button is labeled with a blue circle containing the number "4". The "Send" button is disabled, indicating that a question must be asked first. The status bar at the bottom right shows "Connected".

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



Gateway
TICKETING SYSTEMS


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[LET'S GET STARTED](#)

[BLOG](#) [COMPANY NEWS](#) [CASE STUDIES](#) [VIDEO TUTORIALS](#) [WEBINARS](#) [EVENTS](#) [GATEWAY GET-TOGETHERS](#)

CATEGORY: WEBINARS




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 →](#)




Webinars

WEBINAR: THE NEW GUEST EXPERIENCE

Updated: April 13, 2020

[READ MORE →](#)

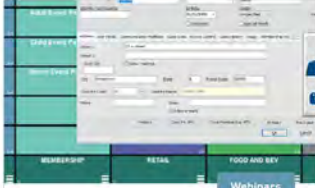


Webinars

WEBINAR: OPERATIONAL STRATEGIES FOR NOW AND THE NEXT NORMAL

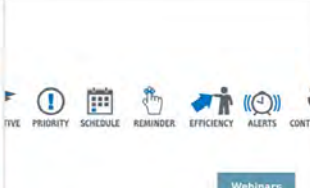
Updated: April 3, 2020

[READ MORE →](#)



Webinars

WEBINAR: MANAGING PASS UPDATES, MEMBERSHIP



Webinars

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


HCAPTCHA
Privacy - Terms

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

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Moderator

Matthew Hoenstine

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Destinations Principal



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Business Development Manager

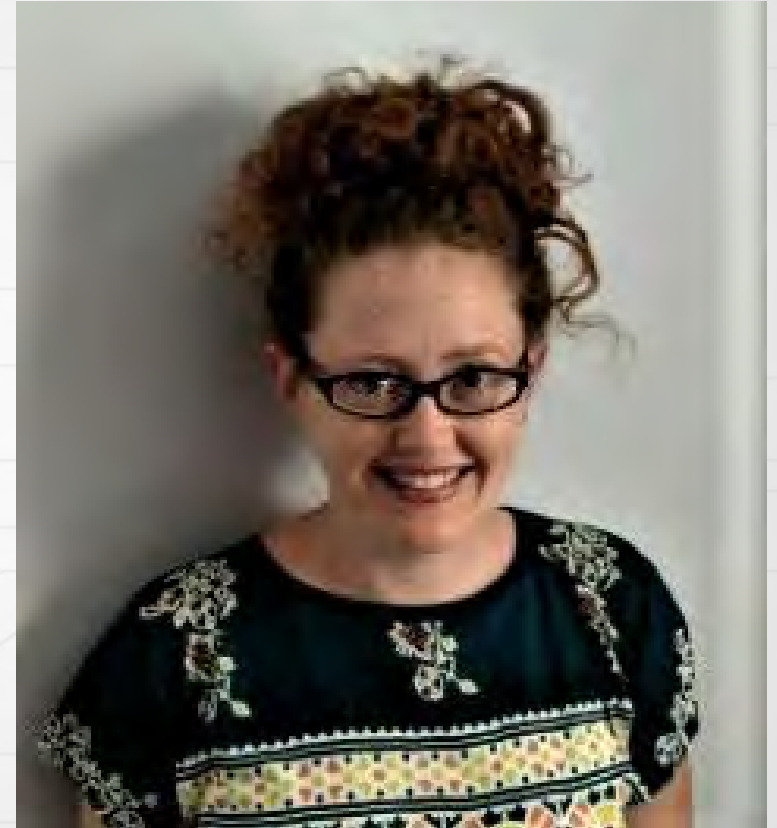


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Host

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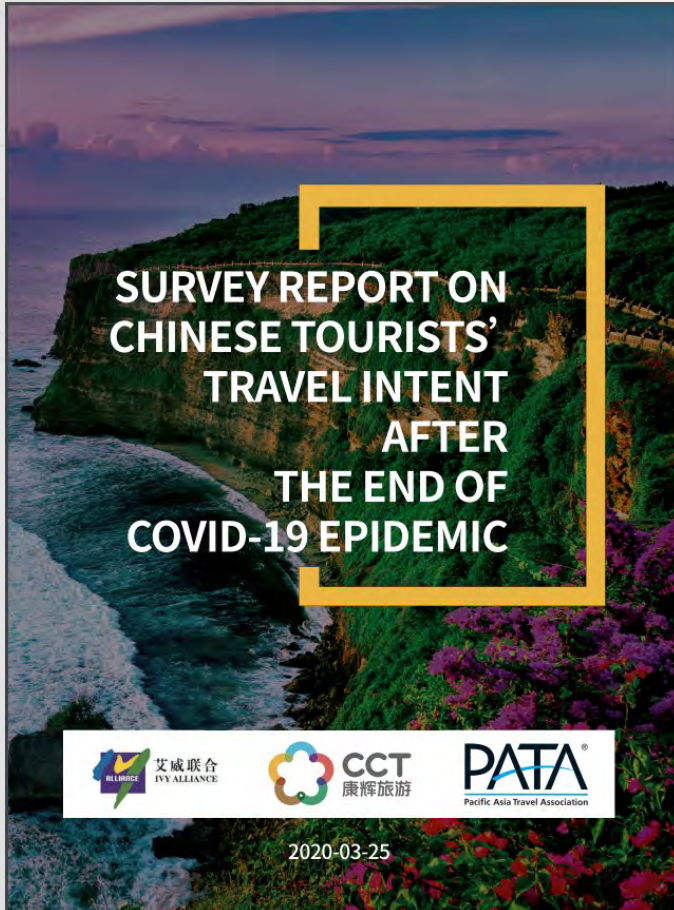
Product Communications Manager



The background is a solid blue color with a white circuit board pattern. The pattern consists of various lines, including straight horizontal and vertical lines, and diagonal lines forming a grid-like structure. Small white circles are placed at various points along these lines, resembling solder points or vias on a PCB. The overall effect is a technical, digital aesthetic.

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



上海海昌海洋公园

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



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.

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

Industry Update - Europe



networking the attractions business

Home News Features Blog Events Directory Video



Media Based Attractions

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."

 [Leave a comment](#)



networking the attractions business

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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

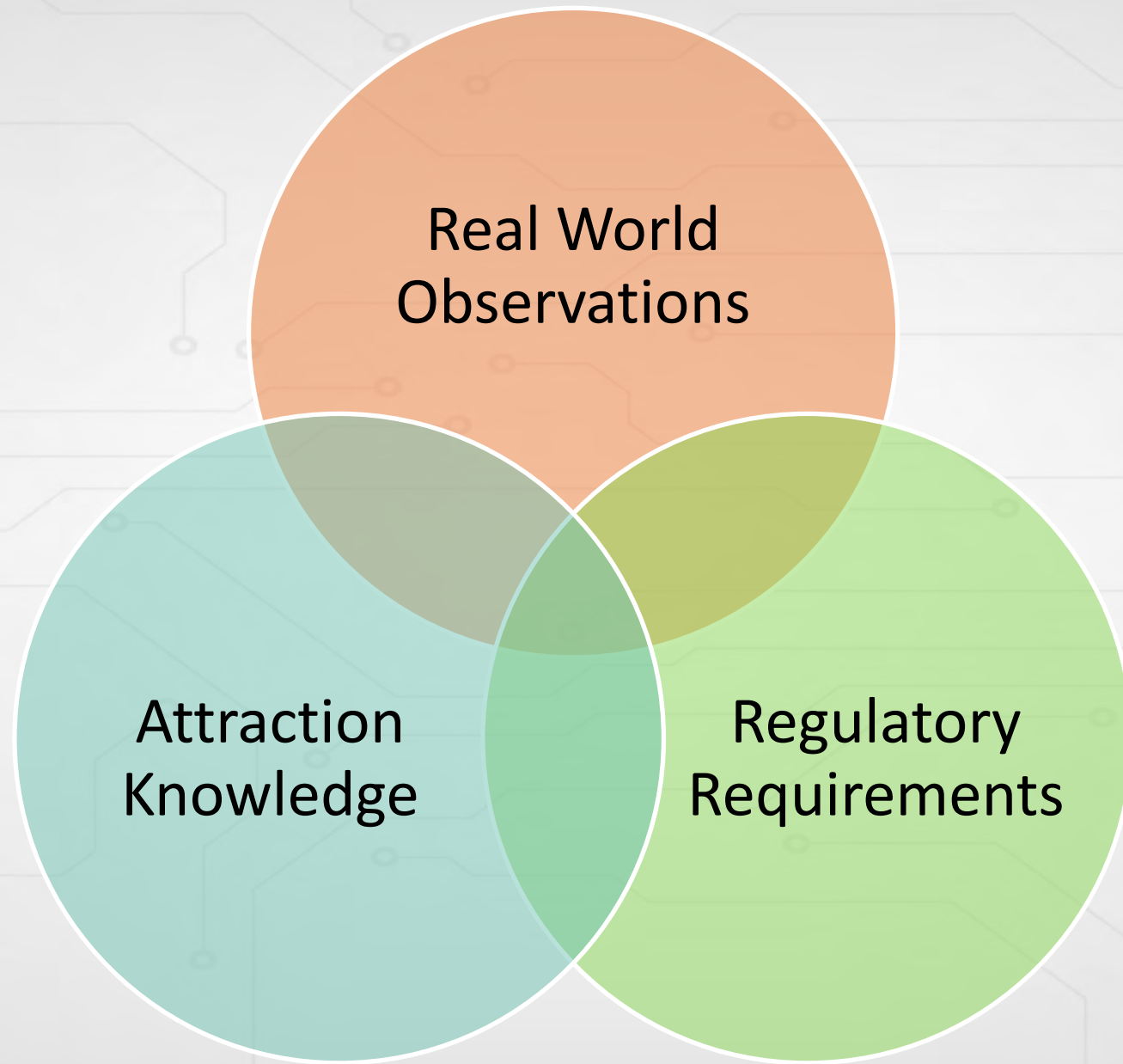
- Tickets scanned through glass
- Toilets socially distanced and sanitised after every use



Holovis: Crowd Solo

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

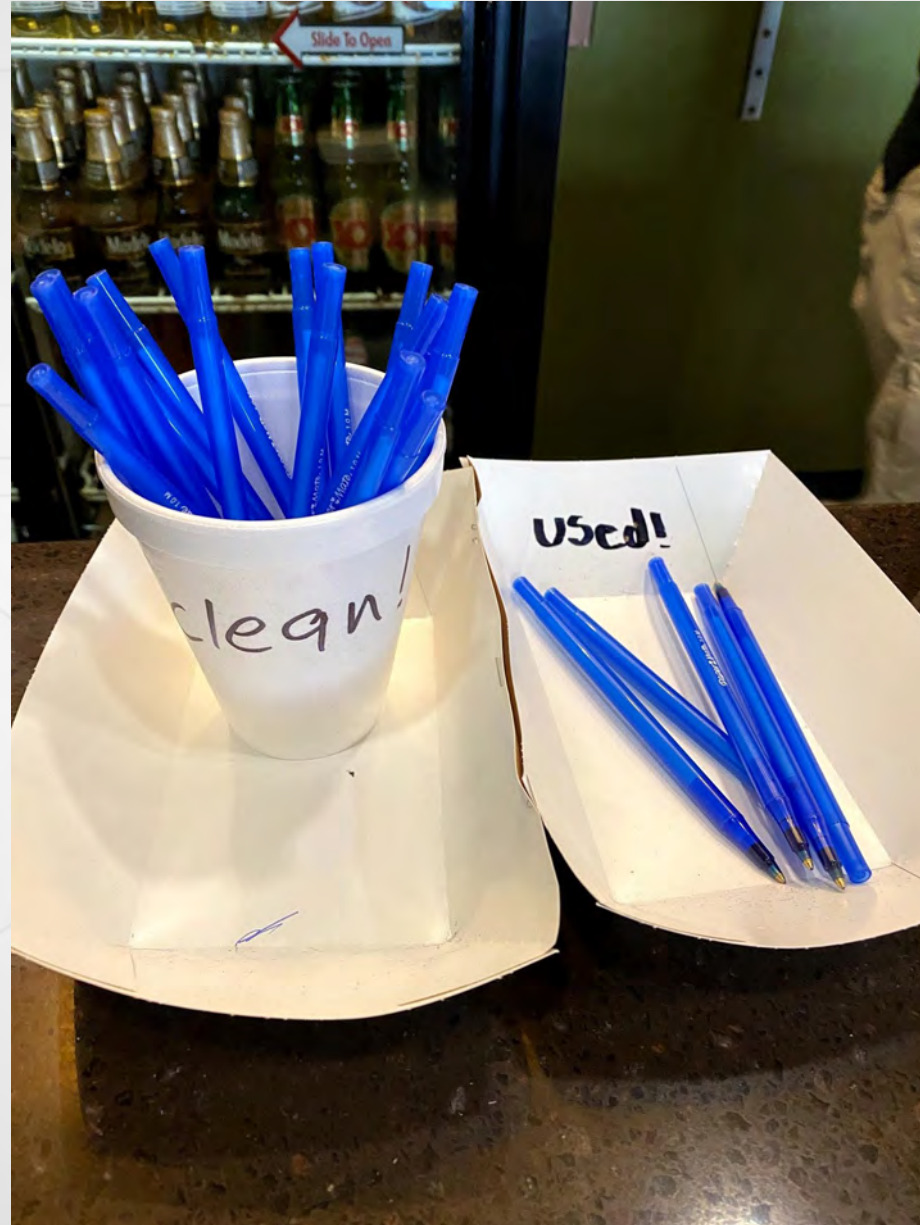
OPERATING INSIDE OUR ATTRACTIONS



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

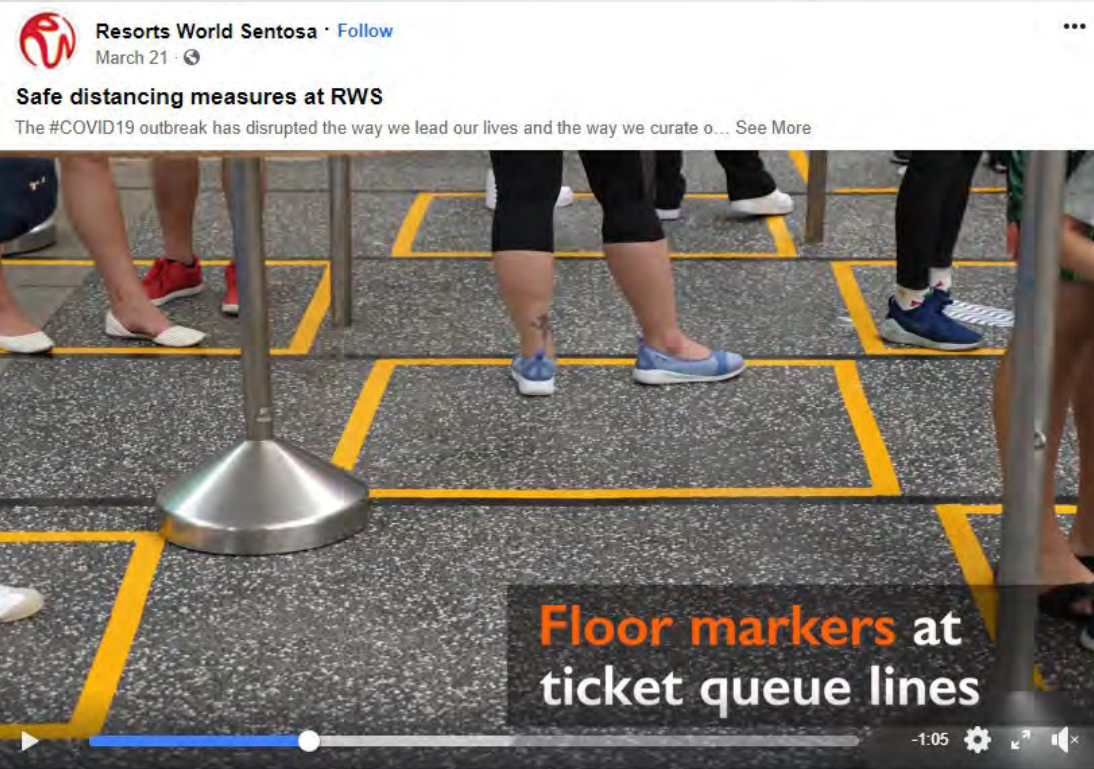


Fantawild, People's Republic of China
Blooloop 4/22/20



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



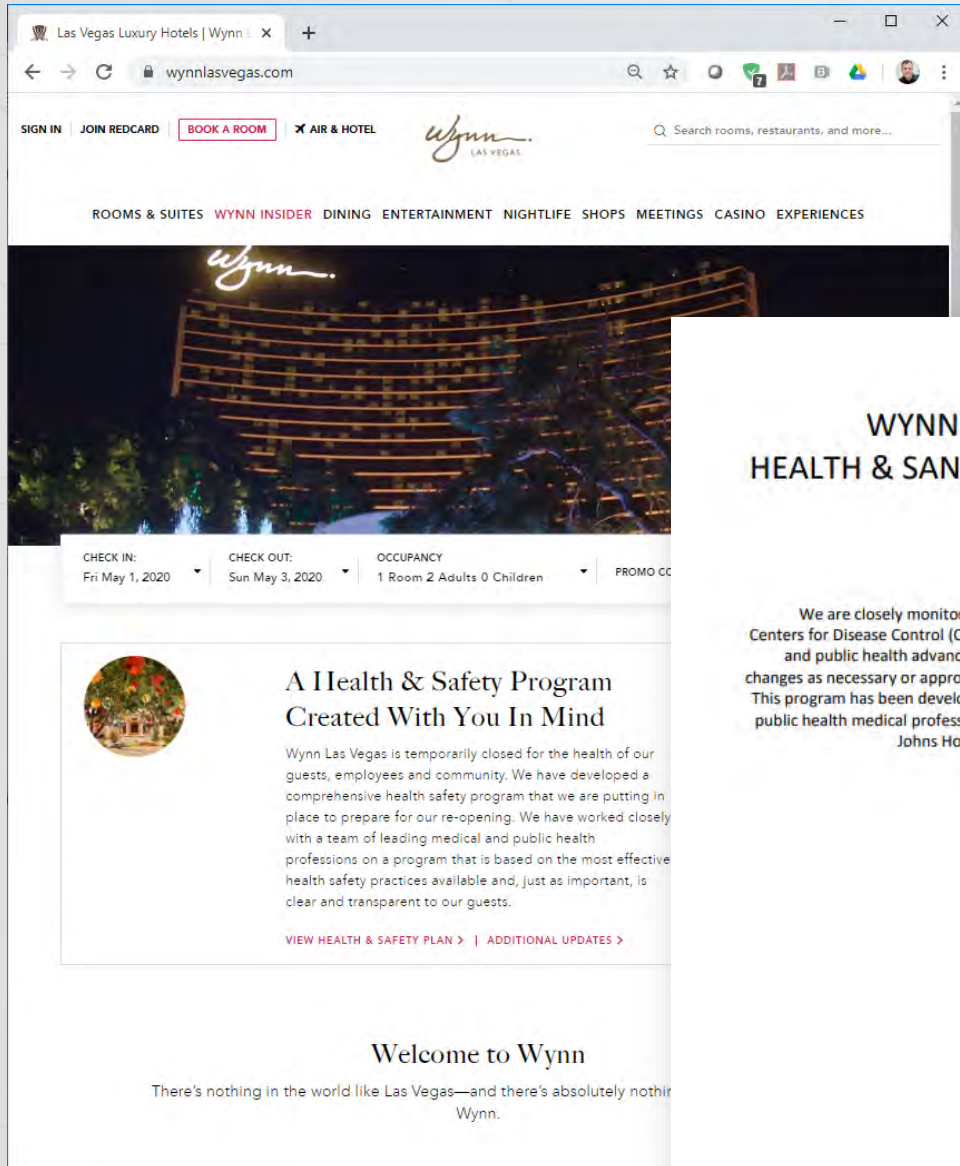
Cincinnati Zoo

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



- 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

The advertisement for Janfusun Fancy World features a family of four (father, mother, and two children) posing in front of a Ferris wheel and a carousel. The text is in Chinese and emphasizes safety measures within the park.

Janfusun Fancy World, Taiwan, Republic of China

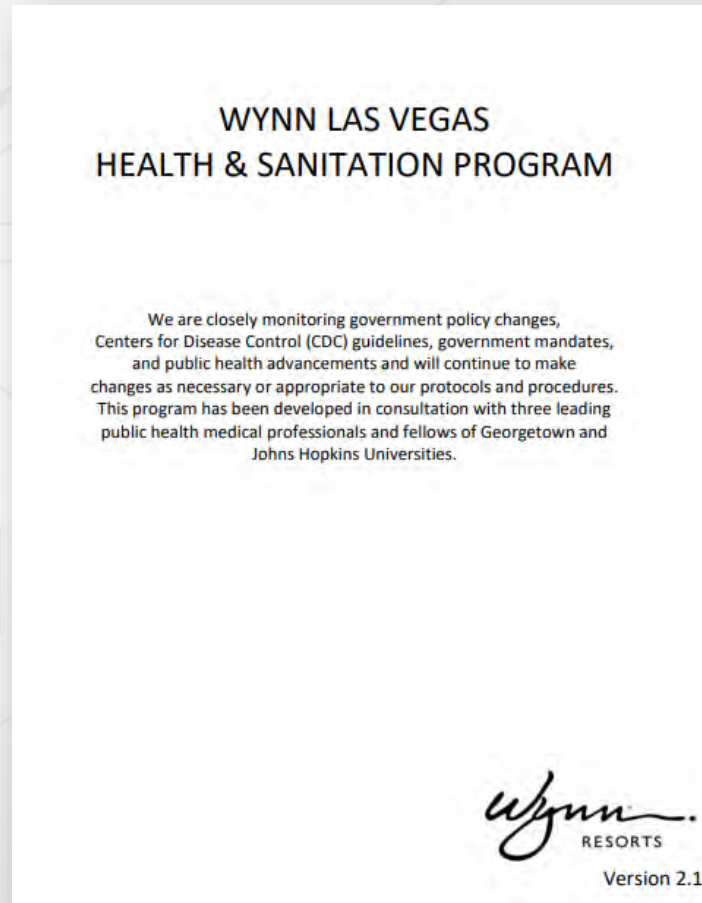


Shanghai Happy Valley, People's Republic of China

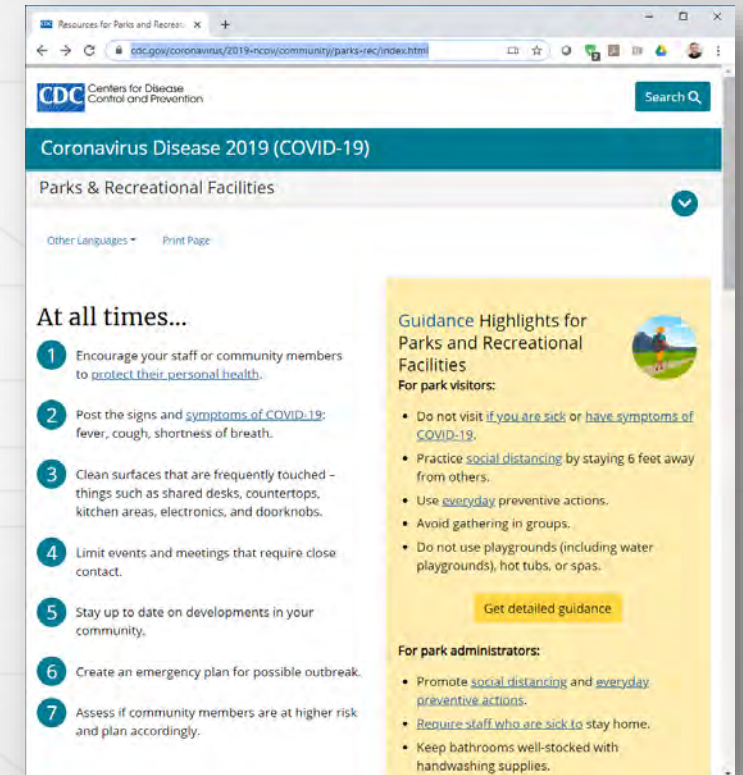
Additional Resources



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



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



<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>



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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