

Reopening Strategies and Transitioning to a Capacity Managed Attraction

GTS Statement



Discuss



Get Help



Reopening Strategies and Transitioning to a Capacity Managed Attraction

Wednesday, April 15, 2020



The background is a solid blue gradient. Overlaid on this are white, thin, circuit-like lines that meander across the frame. These lines are composed of horizontal segments connected by diagonal segments, creating a network-like pattern. Small white circles are placed at various points where the lines intersect or terminate, resembling nodes or solder points on a circuit board.

WEBINAR AGENDA

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 "Attendees: 1 (1 displayed)". The attendee "Joe Bloggs (mc)" is listed.

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". To the right of the "Ask:" dropdown is a text input field for asking a question, labeled with a blue circle containing the number "3". A "Send" button is located to the right of the input field, labeled with a blue circle containing the number "4".

The interface also shows a "Connected" status at the bottom right.

Bulk Order Returns Function Available in Galaxy 7.3.20

Read



Watch



Discuss



Webinar Agenda

- 60 Minutes in length
- Community discussion and presentation of best practices
- Some Galaxy training
- Question and answers from the community

www.gatewayticketing.com/community



Gateway
TICKETING SYSTEMS


COMPANY CAREERS CONTACT

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




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 →

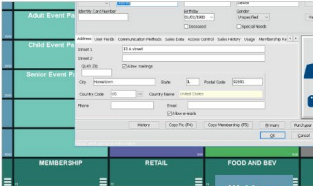


Webinars

WEBINAR: OPERATIONAL STRATEGIES FOR NOW AND THE NEXT NORMAL

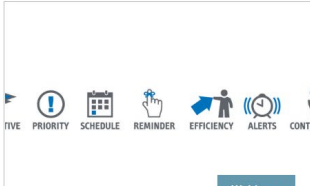
Updated: April 3, 2020

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



reCAPTCHA
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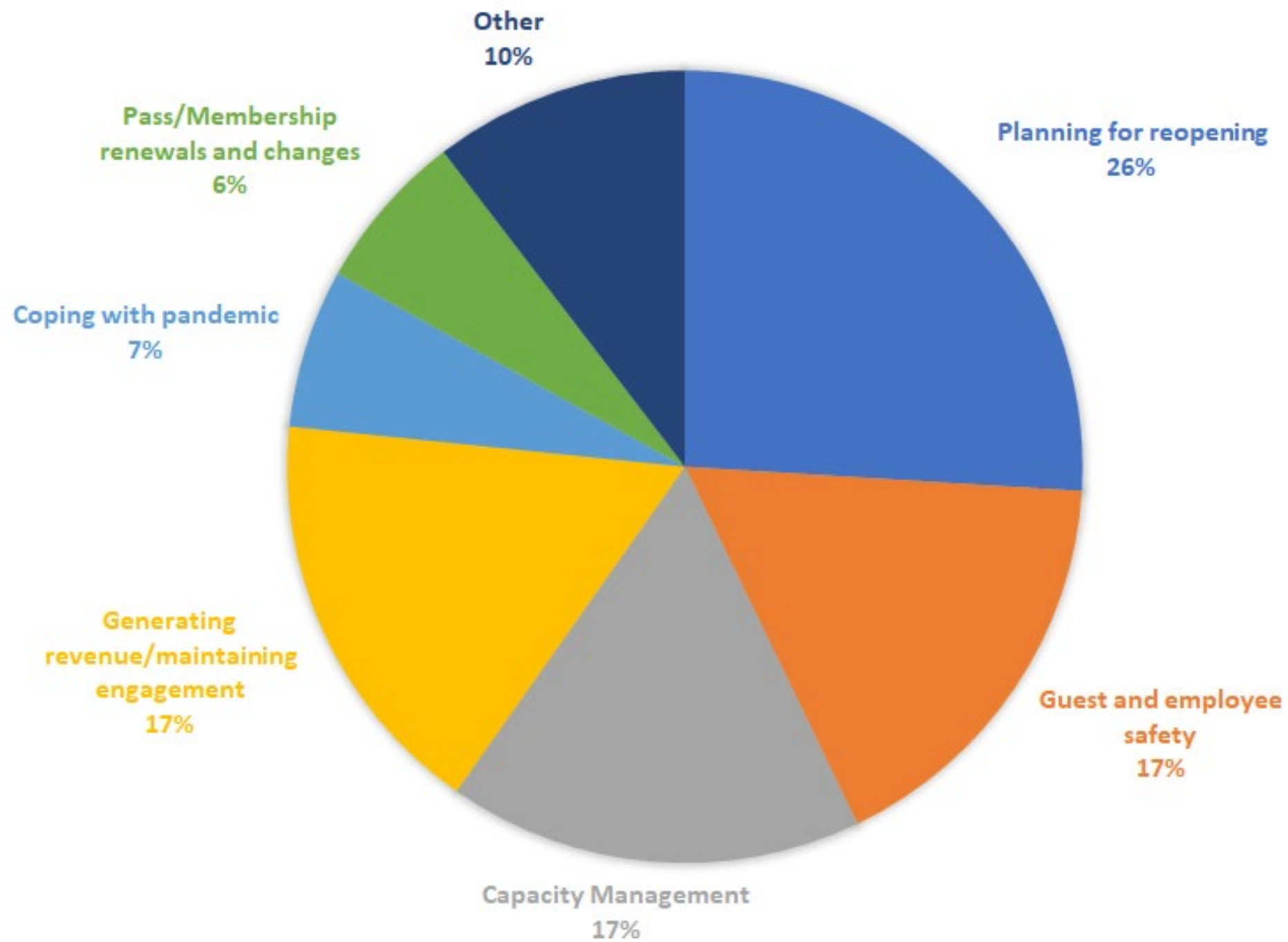


Webinar Wednesdays - 11 AM PST/2 PM EST

- 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)
- TBD (4/28)

A word cloud of various sizes and colors (blue, green, purple, red, orange) arranged in a circular pattern. The words are related to business operations, reopening, and safety. The background is white with four large geometric shapes in the corners: a blue diamond in the top-left, an orange diamond in the top-right, a blue diamond in the bottom-left, and an orange diamond in the bottom-right.

revenue Getting best
visits visitors all
pandemic manage work reopen
Group distancing Raising working
communication look strategy
Members Tram concerns like timed Keeping
back reopening solutions Pass
sure smaller renewals money Reservations everything
Waterpark date b/c plans communications online
donations safety numbers Refunds
new staffing late entry capacities open
attraction sales due Financial Managing practice Dealing Planning
Possible Financial go Counterpoint social
guest forward uncertainty normal limits tickets
team closure return programs Extend able physically
Staying touch closed access deals ticketing limited
things use cancelled re-opening
number safe just sustainability keep capacity
member maintaining move Garden
events



Moderator

Randy Josselyn

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Wildlife and Conservation Principal



Moderator

Matthew Hoenstine

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Destinations Principal



Panelist

Eddie Jones

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Ticketing Administrator

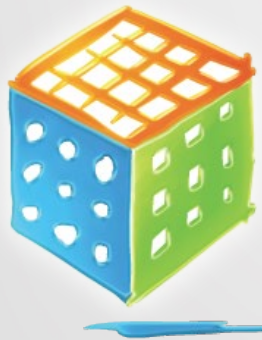


Panelist

Luis Almonte

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Sr. Director of IT, Systems Architect



DiscoveryScience
FOUNDATION



Presenters

Matthew Steckiel

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Presenters

Carrie Basta

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Instructor, Learning Solutions



Presenters

Dan Haviland

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Business Solutions Engineer



Presenters

Bill D'Angelo

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Product Communications Manager





INDUSTRY UPDATE

Industry Update



Chinese tourist sites packed as country comes out of lockdown, but experts say risk still high

Industry Update

- Flexibility
- “Soft Re-opening”
- Safety

Industry Update – Taiwan

Janfunsun Fancy World

- Closing one day a week (Tuesdays) for focused cleaning and training
- Routine cleaning regularly
- Hand sanitization available in-park
- Checking temperature prior to park entry, denying entry at 37.5°C/99.5°F
- Encouraging 1m/3.28ft distancing outdoors and 1.5m/4.92ft distancing indoors
- Indoor show moved outdoors

http://fancyworld.janfunsun.com.tw/news_show.aspx?DataKey=519&Title=%E5%9C%92%E5%8D%80%E9%98%B2%E8%AD%B7%E6%8E%AA%E6%96%BD

http://fancyworld.janfunsun.com.tw/news_show.aspx?DataKey=521&Title=2020%E5%B9%B4%E5%9B%9B%E6%9C%88%E4%B8%BD%E4%BC%91%E5%9C%92%E5%85%AC%E5%91%8A

創湖山世界 與大家一起守護健康

為推動台灣好樂園防疫
2020年四月份逢每週二

當日休園

期間將持續防疫清潔及人員
確保旅遊安全品質
竭誠歡迎大家於營業日造訪

休園日期

4/7 (二)、4/8 (三)、4/14 (二)
4/21 (二)、4/22 (三)、4/28 (二)

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

Industry Update – China

THE ART NEWSPAPER

Comment News Market Museums & Heritage Art's Most Popular Van Gogh blog Podcast


NEWS → CORONAVIRUS

China, South Korea and Japan start to reopen museums after strict coronavirus lockdown

Shanghai's Power Station of Art and Shanghai Museum welcomed visitors today after China's tough measures helped curb the spread of the disease

LISA MOVIOUS
13th March 2020 12:41 BST

MORE



Shanghai's Power Station of Art reopened to the public today. Visitors must have their temperature checked and keep 1.5-metre distance

© Power Station of Art



Visitors to Shanghai museums must have their temperatures checked and may stay no more than two hours
© Power Station of Art, Shanghai

According to its announcement, the Shanghai Museum similarly requires advance bookings via WeChat, restricted to one ticket per person and 2000 visitors per day, or 300 at a time. Visitors' temperatures are checked, and they may stay no more than two hours.

MMCA plans similar precautions for its reopening, "to pre-booked visitors starting 23 March, but the exact plan will be decided based on the atmosphere next week," says MMCA's public relations representative Tiffany Yun. Government guidelines including regular disinfectant of handles and toilets, and "hand sanitiser is provided." The reopening "will require a time reservation system to maintain the distance in accordance with the two-meter social distance maintenance policy. The maximum number of people per hour will be set for each floor area and the maximum daily reservation will be [set] for each of the four museum venues" with visit length curtailed to one to two hours. "As a prolonged shutdown would create a bad atmosphere for the economy and society, I think it would be better for the nation's cultural and artistic museums and institutions, with thorough disinfection and management, to open their facilities first."

South Korea was one of the first countries besides China, where the novel coronavirus originated, to experience a widespread outbreak of the disease, which is now starting to overwhelm Europe and North America. With Covid-19 there now contained, after 7,979 cases and 67 fatalities to date, the government there will tentatively allow cultural venues and schools to

Shanghai Museum

- Capacity managing attraction, daily limit of 2,000 and in-attraction limit of 300
- Visitor dwell limit of 2 hours
- Checking temperatures

National Museum of Modern and Contemporary Art

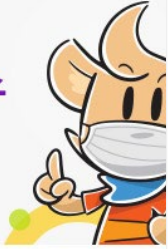
- Per floor capacity limits
- Capacity managing/timing entry to attraction
- Implementing visitor dwell limits

<https://www.theartnewspaper.com/news/china-south-korea-and-japan-start-to-reopen-museums>

Industry Update – South Korea

EVERLANDRESORT

신종 코로나 바이러스 관련 이용 안내



코로나 바이러스 감염 예방과 확산 방지를 위해
아래와 같이 고객 여러분들의 협조를 당부 드립니다.

1. 입장 전

에버랜드는 사회적 거리두기에 적극 동참하는 차원에서
매표 및 정문 게이트 입장 시 일정 간격을 두고
줄을 서도록 안내하고 있습니다.

또한 고객과 직원들의 안전을 위해 입장 전 발열 체크 및
마스크 착용 확인을 실시하고 있습니다.

37.5도 이상이거나 마스크를 착용하지 않은 고객은
셔틀버스 탑승 및 입장이 제한됩니다.



2. 파크 이용시

상대적으로 좁은 실내 놀이시설과 퍼레이드의 운영을 잠정 중단하고,
여유롭게 산책하실 수 있도록 튜립과 봄꽃 가득한
포시즌스 가든, 하늘매화길 등 야외 여러 장소를 조성했습니다.

또한 어트랙션별 특징과 대기시간을 고려하여 운영 매뉴얼을 변경,
탑승 시 좌석 간 거리 두기 실시를 하고 있습니다.

이로인해 App 등에 표기된 어트랙션 대기시간이 실제 입장객 수 대비
평소보다 증가할 수 있습니다.

불편하시더라도 손님 여러분의 협조 부탁 드립니다.

에버랜드는 모든 시설과 어트랙션에 대해 매시간 소독과 방역을 실시하고
정문을 포함한 주요 매장에 손소독제를 비치해
언제든 이용하실 수 있게 하였습니다.



또한 감염 예방을 위해 모든 임직원들이 마스크 착용, 체온 측정, 손씻기를
의무화하고 있으며 고객 여러분들이 안심하고 이용하실 수 있도록
최선의 노력을 다하고 있습니다.



Everland Resort

- Employees wearing masks
- Establishing social spacing in all queues (entrance and attraction)
- Hourly disinfection of all facilities/attractions
- Hand sanitization available in-park
- Checking temperature prior to park entry, denying entry at 37.5°C/99.5°F or if guests are without masks
- Encouraging 1m/3.28ft distancing outdoors and 1.5m/4.92ft distancing indoors
- Limiting use of indoor facilities, created new outdoor facilities
- Communicating employee procedures to guests

http://www.everland.com/web/everland/now/news/1220322_10436.html

Industry Update

OMNIPLEX CINEMAS		COVID-19 UPDATE	
<p>In-cinema seat separation.</p>	<p>Self-scan your tickets.</p>	<p>Online booking & contactless payment encouraged.</p>	<p>Hand-sanitising stations in all foyers.</p>
<p>Cough or sneeze into a tissue...</p>	<p>...Bin the tissue and wash your hands.</p>	<p>Sit in your assigned seat.</p>	<p>When using the WC - wash your hands for 20 sec.</p>



LATEST

ernate care sites ■ FEC Intern

Navigation Menu



Sustaining the mission: Zoos and aquariums in the age of COVID-19

📅 Apr 09, 2020 👤 Joe Kleiman 📁 Attractions,
Business, COVID-19, Events, Features, Headlines,
Museums, News, North America, People, World
markets, Zoos & Aquariums Comments Off



THE ROAD TO RE-OPENING

Both Monterey Bay Aquarium and San Diego Zoo Global are looking to federal, state, and local guidance as to when and how to reopen. Dixon believes the reopening may follow the orders for closures, but in reverse order – from groups of 10 to 50 to 100 to 500 and so on.

For Rosenberg, the immediate future looks much like our current way of life, with limited admissions, restricted hours, and social distancing. In the long term, while operations may change, he sees the visitor experience returning to normal. “People like to be together in large groups,” he says. “And attractions help bring us together to create memories.”

Inpark – 4/9/2020

Visitor attractions move to Animal Crossing during coronavirus lockdown

14th April 2020



Leave a comment

As cultural institutions remain closed because of COVID-19, many attractions



Monterey Bay Aquarium

Explore the wonders of the ocean in a gif-ferent way, as we tumble through the beauty and science of the sea. Our mission is to inspire conservation of the ocean.

[ASK ME ANYTHING](#) [ARCHIVE](#)

Hey fronds! We're so excited to announce that we will be hosting the wonderful Emily Graslie from Chicago's Field Museum on our Animal Crossing island this afternoon at 2PM PT/4PM CT on Twitch!



There will be a lot of nerding out over fossils and fishes—it should be fun! [Sea you then!](#)

#monterey bay aquarium #animal crossing #field museum #emily graslie #nerd time fun hour



ATLANTA BOTANICAL GARDEN





ATLANTA BOTANICAL GARDEN





ATLANTA BOTANICAL GARDEN





DiscoveryScience
FOUNDATION

- Managing Capacity for Free Visit days
- Guest / Group journey in the museum
- “Pods”





GATHERING ARRIVAL AND CAPACITY METRICS

Gathering Metrics

- How do you capture your capacity metrics?
- Exit scanning
- Length of stay - in Galaxy - exit scanning at ACS / ACS
Hardware example
- Pathway / Guest Experience Journey
- Custom itinerary based on Entry Time

In-Attraction Count

- Simple mathematic equation
 - $\text{Entries} - \text{Exits} = \text{In-Attraction}$
- Methods to count entries:
 - Scan tickets
 - Manually count non-scanned via turnstile button (e.g. children under 3)
- Methods to count exits:
 - Turnbar rotation
 - Manually count
 - People counters

In-Attraction Count

04/15/2020 2:02 PM

MHoenstine

Node 1

Large empty blue rectangular area for data entry.

7	8	9	Under 3 Admitted	Record Exits
4	5	6	Operation Controls	Turnstile
1	2	3	Administrator	Return to
BACK	0	ENTER	Ticket Lookup	CAN

Entry Mode 1

896

JNL

FKey Tasks

File Edit View Options Window Help

Index

- FKey Tasks
 - 0
 - F1: <3
 - F2: Exit
 - F3: MultPrk
 - F4: Turnst
 - F5: Admin
 - F6: Exit
 - F7: SCAN
 - 1
 - 2
 - 3
 - 4

FKey Task 629 <3

FKey: F1

Task Name: <3

Function: Enter a pre-defined scan, or allow entry from keyboard

Data: 303010001000003698

Menu: 0

Title: Under 3 Admitted

Toggle form size 800/1024

Galaxy 1 entry

FKey Tasks

File Edit View Options Window Help

Index

- FKey Tasks
 - 0
 - F1: <3
 - F2: Exit
 - F3: MultPrk
 - F4: Turnst
 - F5: Admin
 - F6: Exit
 - F7: SCAN
 - 1
 - 2
 - 3
 - 4

FKey Task 630 Exit

FKey: F2

Task Name: Exit

Function: Group exit

Data:

Menu: 0

Title: Record Exits

Galaxy 1 entry

In-Attraction Count

ACS32 Options

General Hardware Counting Validation Web Display Scanning Self-Service InfoPane

General
Lights
Sounds
Message
Database
Lead/MWS
TCON
Positive Files
Overrides
Guest Display
Ticket Lookup
ACPs
Station 1

Software Settings

Journalization frequency 1 minute

Entry access code 1

Exit access code 2

Reentry access code 3

Hardware Settings

Use the Counting Wizard to easily configure hardware settings.

Port access driver User Port

Port read method Write, followed by read

Port address 0 hex

Delay 0 ms

Entry direction mask 0 hex ☐ Switch no

Exit direction mask 0 hex ☐ Switch no

Add ACP Remove ACP OK Cancel

Time Statistics Report

Start Time 04/15/2020 12:00 AM

Stop Time 04/15/2020 11:59 PM

Facility All Facilities

Attraction No Attraction

Interval 60 minutes 15 30 60

Time	Entries	Reentries	Crossovers	Exits	In Park
09:00	36	0	0	6	30
10:00	74	0	0	24	80
11:00	140	0	0	101	119
12:00	223	0	0	136	206
13:00	306	0	0	203	309
14:00	117	0	0	175	251
Total	896	0	0	645	

Refresh Cancel Print Close Help




In-Attraction Count

Time Statistics Report

Start Time 04/15/2020 12:00 AM
Stop Time 04/15/2020 11:59 PM
Facility All Facilities
Attraction No Attraction

Interval 60 minutes 15 30 60

Time /	Entries	Reentries	Crossovers	Exits	In Park
09:00	36	0	0	6	30
10:00	74	0	0	24	80
11:00	140	0	0	101	119
12:00	223	0	0	136	206
13:00	306	0	0	203	309
14:00	117	0	0	175	251
Total	896	0	0	645	

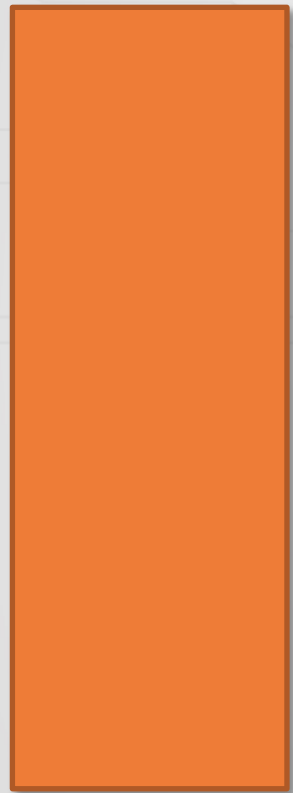
 Refresh  Cancel  Print Close Help

- Average length of stay/dwell
 - Add up each hour's In-Park = 995
 - Find number of unique entries = 896
 - Divided 995 by 896 = 1.11 or 1 hour 7 minutes
- Maximum In-Attraction
 - 13:00 – 309

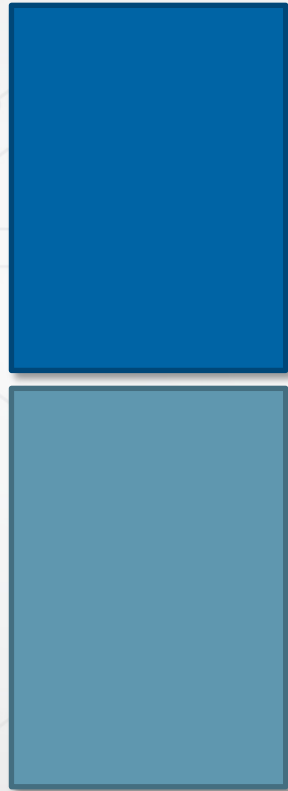


SHIFTING TO A CAPACITY MANAGED ATTRACTION

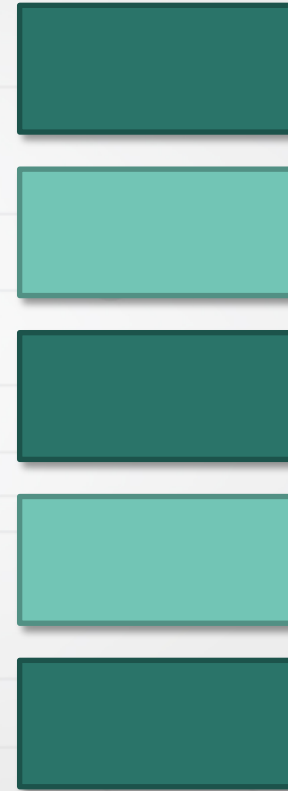
Determining your capacity



Full Attraction
Attendance



Split
Attendance
Times



Group
Attendance by
Arrival Time

Setting up your attraction as a resource

The screenshot displays the Galaxy software interface with the 'Add Resource - General Admission' dialog box open. The 'Resources' folder in the left-hand menu is highlighted, and the 'General' tab in the dialog is active. The 'Name' field is set to 'General Admission', and the 'Manage Capacity' checkbox is checked with values of 0 for Minimum and 2500 for Maximum.

Galaxy Interface:

- Menu: Home, Accounting, Central Data Maintenance, Local Data Maintenance, Network, Order Entry, Photo Pass, Resource Management, Sales Channel Maintenance, Stored Value, Web Store Maintenance, Kiosk, Gifts, Loyalty, Galaxy Connect.
- Resource Management > Resources >

Add Resource - General Admission Dialog:

- General tab selected.
- ID: 49
- Name: General Admission
- Type: General Admission
- ☒ Manage Capacity
 - Minimum: 0
 - Maximum: 2500
- ☐ Manage child capacity

Attributes Table:

Attribute	Value
-----------	-------

Buttons: OK, Cancel, Help

Create an event for General Admission

The screenshot shows the Galaxy software interface with the 'Add an Event' dialog box open. The left sidebar shows a tree view of the application structure, with 'Events and Shows' highlighted under 'Resource Management'. The 'Add an Event' dialog box has tabs for 'General', 'Advanced', 'Notes', 'Sales Details', 'Sales Channel', 'Holds', 'Roster Information', 'Wait List', and 'Files'. The 'General' tab is active, showing the event name 'General Admission', event type 'General Admission', and event program '<None>'. The event start time is 06/01/2020 at 10:00 AM, and the end time is 06/01/2020 at 8:00 PM. The 'Sale' section shows 'Default On Sale' from 04/01/2020 at 12:00 AM to 06/01/2020 at 12:00 AM, and 'Default Off Sale' from 06/01/2020 at 10:00 AM to 06/01/2020 at 10:00 AM. The event list at the bottom shows 'General Admission *' as the selected event. The time slot grid shows the event is scheduled for 10:00 AM, 11:00 AM, 12:00 PM, 1:00 PM, 2:00 PM, and 3:00 PM.

Galaxy

Main Setup

Navigation Applications Menu Shortcuts

Menu

- Home
- Accounting
- Central Data Maintenance
- Local Data Maintenance
- Network
- Order Entry
- Photo Pass
- Resource Management
 - Events and Shows**
 - Resources
 - Reservations
- Sales Channel Maintenance
- Stored Value
- Web Store Maintenance
- Kiosk
- Gifts
- Loyalty
- Galaxy Connect

Resource Management > Events

Event Types

Feature Types Audio Types Distribu

Add an Event

General Advanced Notes Sales Details Sales Channel Holds Roster Information Wait List Files

Name
General Admission

Event Type
General Admission

Event Program
<None>

Clear

Event Start
06/01/2020 10:00 AM

End
06/01/2020 8:00 PM

Sale
Default On Sale
04/01/2020 12:00 AM

Default Off Sale
06/01/2020 10:00 AM

Attributes

Add Remove

Attribute	Value

Add Remove Exclusive Manage Move Up Move Down Time Interval Refresh

9:00 AM 10:00 AM 11:00 AM 12:00 PM 1:00 PM 2:00 PM 3:00

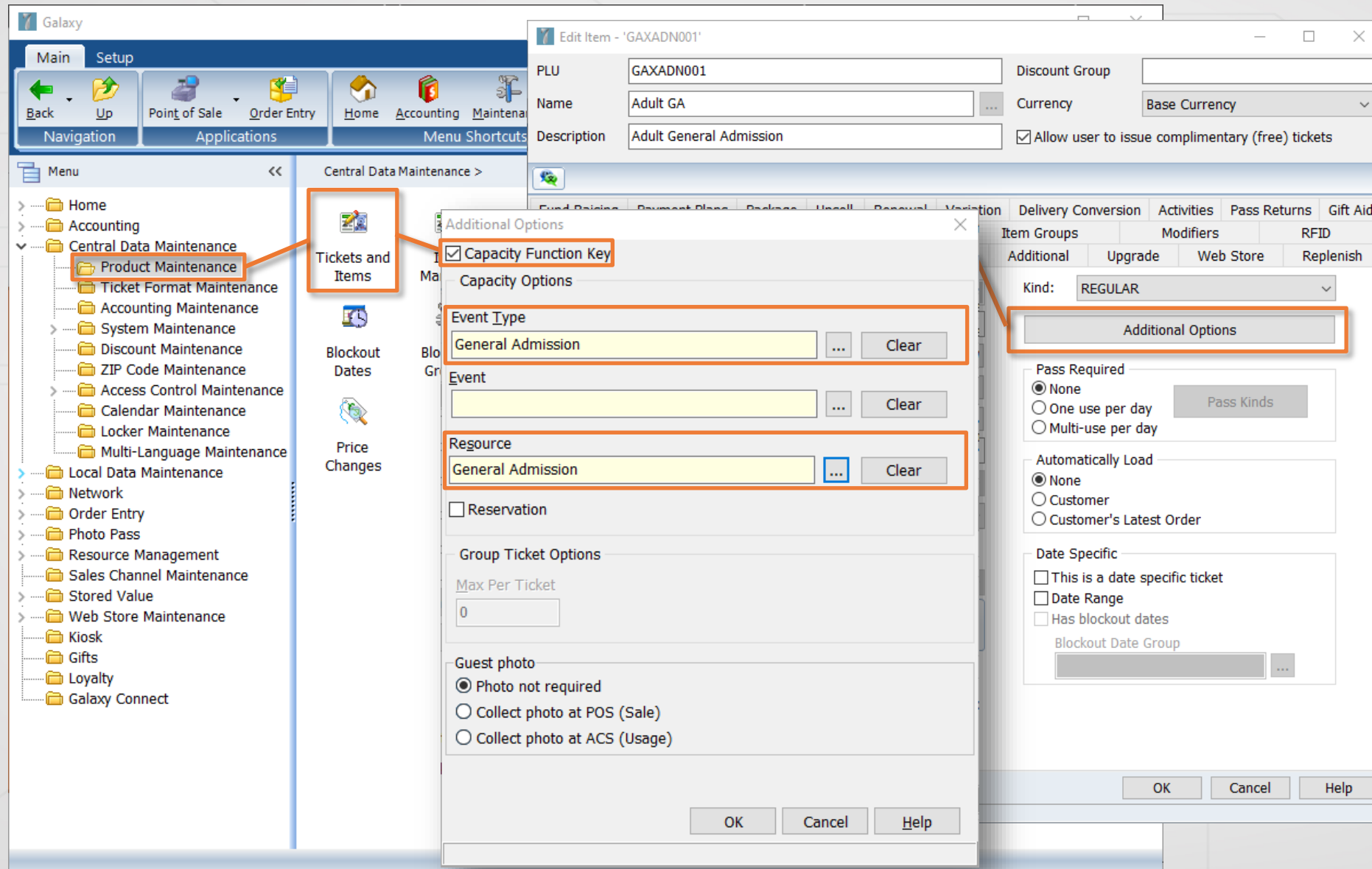
General Admission *

General Admission

OK Cancel Help

* Capacity-managed resource

Link tickets to General Admission event



The background is a solid blue color with a pattern of white, stylized circuit lines. These lines are composed of horizontal and vertical segments connected by small circles, resembling a printed circuit board (PCB) layout. The lines are scattered across the entire frame, creating a technical and digital aesthetic.

DEMO OF SELLING ONLINE WITH EVENT SELECTION

Making capacity adjustments

The screenshot shows the Galaxy Planner application. The main window displays a calendar for June 2020. On Monday, June 1st, there is a yellow event block for 'General Admission' from 10:00 AM to 8:00 PM. A context menu is open over this event, with options including 'Notes', 'Availability', 'Modify This Event', 'Delete This Event', 'Roster', 'Waitlist', 'Holds', and 'Search Events'. The 'Modify This Event' option is expanded, showing a sub-menu with 'Rename This Event', 'Change Capacity', 'Deactivate This Event', 'Make Private', 'Move This Event', 'Release Holds', and 'Edit This Event...'. The 'Change Capacity' option is highlighted with an orange box. An orange arrow points from this option to the 'Change Capacity' dialog box on the right.

Change Capacity

Mon 10:00 AM General Admission

New capacity

This is a recurring event. What do you want to do?

- ☒ **One instance**
Change this specific event
- ☐ **All instances**
Change all instances of this event
- ☐ **Same day**
Change all instances that occur on Mondays
- ☐ **Same time**
Change all instances that occur at 10:00 AM
- ☐ **Same day/time**
Change all instances that occur on Mondays at 10:00 AM

Let me select which ones to change >

☒ Only include future events

ChangeCancel

Making capacity adjustments

Galaxy Planner

Main Reports System

Menu New Revise Book Day Week Month Resources Events Groups Time Autofit Filter Refresh

Planner Quote Calendar Arrange By Layout Database

June 2020

Sun Mon Tue Wed Thu Fri Sat

31 1 2 3 4 5 6

7 8 9 10 11 12 13

14 15 16 17 18 19 20

21 22 23 24 25 26 27

28 29 30 1 2 3 4

5 6 7 8 9 10 11

Today Tuesday 04/14/2020

Summary Filters Attributes

Selected Resources

10:30 PM - 11:00 PM

General Admission

Create Event

Show Itinerary

Tuesday 02 Jun 2020 0 Guests, General Admission Filter

General Admission

9 00 AM

10 00 AM 250 General Admission

11 00 AM 250 General Admission

12 00 PM 250 General Admission

1 00 PM 250 General Admission

2 00 PM 250 General Admission

3 00 PM 250 General Admission

4 00 PM 250 General Admission

5 00 PM 250 General Admission

6 00 PM 250 General Admission

7 00 PM 250 General Admission

8 00 PM

9 00 PM

10 00 PM

Notes

Availability

Modify This Event

Delete This Event

Roster

Waitlist

Holds

Search Events

Rename This Event

Change Capacity

Activate This Event

Make Private

Move This Event

Release Holds

Edit This Event...

Activate Events

Tue 10:30 AM General Admission

This is a recurring event. What do you want to do?

- ☐ **One instance**
Activate this specific event
- ☐ **All instances**
Activate all instances of this event
- ☒ **Same day**
Activate all instances that occur on Tuesdays
- ☐ **Same time**
Activate all instances that occur at 10:30 AM
- ☐ **Same day/time**
Activate all instances that occur on Tuesdays at 10:30 AM

Let me select which ones to activate >

☒ Only include future events

Activate Cancel

The background is a solid teal color with a white circuit board pattern. The pattern consists of various lines, right-angle turns, and small circles, resembling a printed circuit board (PCB) layout. The lines are of varying thicknesses and are distributed across the entire background.

DEMO UPDATING CAPACITY AND ACTIVATING EVENTS IN PLANNER

Account for all attendance types

- Partner Attendance
- Walk Up Sales
- Groups
- Passholders
- Existing General Admission Sales

Control Capacity - Holds

- Create a new product to sell from a capacity set aside for a specific purpose

Edit Event - 'General Admission'

General | Advanced | Notes | Sales Details | Sales Channel | Holds | Roster Information | Wait List | Files

Name: General Admission

Event Type: General Admission | Event Program: <None> | Attributes: Add Remove

Event Start: 04/14/2020 10:00 AM | Event End: 04/14/2020 10:00 PM

Sale Default On Sale: 04/03/2018 2:00 PM | Sale Default Off Sale: 04/14/2020 7:00 PM

Buttons: Add Remove Exclusive Manage Move Up Move Down Time Interval Refresh

	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00
General Admission *		Advanced Purchase					

OK Cancel Help

Capacity-managed resource

Add Hold

Hold Group ID: 747717

Event Type: | Name: ABC Travel

Description: Hold for valued travel partner

Hold Quantity: 250

Current quantities for this Hold

	Available	Pending
Allow release of this Hold	250	0
	0	0

Items/Item groups to hold

Item / Group	PLU	Description
ITEM	3GZ00101T	Adult Admission

Add Edit Remove

OK Cancel Help

Control Capacity - Sales Channel Allocation

- Limit total to specific channels preserving capacity for others

The image shows two overlapping software windows from a ticketing system. The background window is 'Edit Event - General Admission' and the foreground window is 'Edit Event - Advanced Purchase'.

Edit Event - 'General Admission'

General | Advanced | Notes | Sales Details | Sales Channel | Holds | Roster Information | Wait List | Files

Name: General Admission

Event Type: General Admission | Event Program: <None>

Event Start: 04/14/2020 10:00 AM | End: 04/14/2020 10:00 PM

Sale Default On Sale: 04/03/2018 2:00 PM | Default Off Sale: 04/14/2020 7:00 PM

Buttons: Add, Remove, Exclusive, Manage, Move Up, Move Down

General Admission * | 9:00 AM | 10:00 AM | 11:00 AM | 12:00 PM | Advanced Purchase

Capacity-managed resource

Edit Event - 'Advanced Purchase'

General | Advanced | Notes | Sales Details | Sales Channel | Holds | Roster Information | Wait List | Files

☒ Percentage capacity limit ☐ Quantity capacity limit

Sales Channel	On Sale Date	On Sale Time	Off Sale Date	Off Sale Time	Capacity
Default	04/03/2018	2:00 PM	04/15/2020	7:00 PM	100%
Webstore	04/03/2018	2:00 PM	04/15/2020	10:00 AM	85%
Advance Sales (OE)	04/03/2018	2:00 PM	04/15/2020	2:00 PM	70%
Kiosk	04/03/2018	2:00 PM	04/15/2020	7:00 PM	100%

Buttons: OK, Cancel, Help

General Admission – Block out/Upgrade

- Add blockout dates to an access calendar preventing anytime access, direct guest to a sale station for upgrade to a capacity controlled ticket.

Edit Access Calendar

Tools

Description: 1 YEAR DOS Operation: All Operations

Absolute Rules - Month **Absolute Rules - List** Relative Rules - List

Description	Applies To
Rule 00001	

Edit Calendar - Rule 00001

Description: Rule 00001

☐ This calendar only applies to the following

Facility: All Facilities
Attraction: All Attractions
Operation: All Operations

Scope:
☐ Valid Dates
☒ Block Out

☐ This is a Master calendar
All Master details must be valid and at least one non-master detail must also be valid for a calendar to be considered valid

From: Absolute Date Date: 04/15/2020
Absolute Time Time: 12:00 AM

Thru: Absolute Date Date: 05/15/2020
Absolute Time Time: 11:59 PM

Days:
☒ Sun
☒ Mon
☒ Tue
☒ Wed
☒ Thu
☒ Fri
☒ Sat

Daily From Time: 12:00 AM
Daily Thru Time: 11:59 PM
Relative to: Absolute Date and Time

General Admission – Replacement Tickets

- Replace General Admission ticket with a timed admission upon scan.

04/14/2020 4:55 PM

888

Node 20

ACP 20

7

4

1

BACK

Select Event for Adult General Admission Replacement

Event

Adult GA Replacement

Next: Advanced Purchase

10:00 AM

Qty: 1

Avail: 1995

Events from 04/15/2020 to 04/15/2020

Refresh

First Available

☐ Search by date range

☐ Show All Off Sale

☐ Show Additional Capacity

	Time	Event Name	Event	Available	Status
<input type="checkbox"/>	04/15/2020 9:00 AM	General Admission General Admission	General Admission	500	
<input type="checkbox"/>	04/15/2020 11:00 AM	General Admission General Admission	General Admission	500	
<input type="checkbox"/>	04/15/2020 1:00 PM	General Admission General Admission	General Admission	500	
<input type="checkbox"/>	04/15/2020 3:00 PM	General Admission General Admission	General Admission	500	
<input type="checkbox"/>	04/15/2020 5:00 PM	General Admission General Admission	General Admission	500	

Selected Events

Date	Time	Event Name	Sold	Pending	Held	Releasable	Quantity
04/14/2020	10:00 AM	Advanced Purchase	5	0	0	0	1

OK

Cancel

Clear

Help

Admit Guest

Turnstile Functions

Return to Point of Sale

CANCEL

DEMO OF REPLACEMENT SCANNING

PASS AND MEMBER RESERVATIONS

Pass and Member Reservation

- Online Membership Portal
- Online Reservations

QUESTIONS / COMMUNITY FORUM

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Optimizing the Capacity Manages Guest Experience Inside Your Attraction



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