

Practices and Learnings From Attractions That Have Already Reopened

Webinar will begin at 2:00 PM EDT,
please participate in the poll now.



Join us on
Wednesday, June 10th
at 2:00 PM EDT for
our next
webinar. Topic and
registration available
soon.

<https://www.gatewayticketing.com/community/>

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". 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 status "Connected" is shown at the bottom right.

Practices and Learnings From Attractions That Have Already Reopened

Wednesday, May 27, 2020



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 more complex, stepped lines that resemble traces on a PCB. Small white circles are placed at various points along these lines, representing solder points or vias. The overall effect is a technical, digital aesthetic.

WEBINAR AGENDA

Webinar Agenda

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

Webinar Wednesdays

3/18: Galaxy Best Practices
in a Time of Crisis

4/1: Operational Strategies
for Now and the Next
Normal

4/15: Reopening Strategies and
Transitioning to a Capacity
Managed Attraction

3/25: Managing Pass
Updates, Renewals and Bulk
Orders

4/8: The New Guest Journey

4/22: Optimizing the Capacity
Managed Guest Experience Inside
Your Attraction

5/6: Pricing the Guest
Experience in a Post COVID
World

5/20: Creative & Out-of-the-Box
Ideas to Generate Revenue Now
and When You Reopen

4/29: Re-Creating Trust With
Your Guests and Re-Training
Your Staff

5/13: What Are Your Consumers
Saying: An Inside Look at Recent
Industry Surveys

5/27: Practices and Learnings
From Attractions That Have
Already Reopened

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COMPANY CAREERS CONTACT

LET'S GET STARTED

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

CATEGORY: WEBINARS




Webinars

#TUESDAYTALKS ON MAY 26, 2020: CONFIGURING CAPACITY MANAGEMENT, HOLDS & PASS REQUIRED TICKETS

Updated: May 20, 2020

Community Forum on May 26 at Noon EST

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Webinars

WEBINAR MAY 27: THESE ATTRACTIONS HAVE ALREADY REOPENED – HERE'S WHAT THEY'VE LEARNED SO FAR

Published: May 19, 2020

READ MORE →



Webinars

WEBINAR MAY 20: CREATIVE & OUT-OF-THE-BOX IDEAS TO GENERATE REVENUE NOW AND WHEN YOU REOPEN

Updated: May 14, 2020

READ MORE →

NEWSLETTER SIGN UP

Email *


First Name *

Last Name *

Company Name *

I am a current customer *

Yes



Moderator

Matthew Hoenstine

mhoenstine@gatewayticketing.com

Destinations Principal



Moderator

Randy Josselyn

rjosselyn@gatewayticketing.com

Wildlife and Conservation Principal



Moderator

Kelly Bules

kbules@gatewayticketing.com

Business Solutions Manager



Panelist

Alan Mahony

Alan.Mahony@atlantissanya.com

Vice President, Marine & Waterpark
Operations

ATLANTIS

SANYA

三亚·亚特兰蒂斯



Panelist

Heather Doggett

Heather.D@TheLivingPlanet.com

Chief Operations Officer



Panelist

Becky Mackie

Becky.Mackie@NationalWW2Museum.org

Sr. Vice President / Chief Operations Officer



THE NATIONAL
WWII MUSEUM
NEW ORLEANS



Panelist

Angelina Davanzo

Angelina.Davanzo@NationalWW2Museum.org

Director of Visitor Services



Host

Bill D'Angelo

bdangelo@gatewayticketing.com

Product Communications Manager





INDUSTRY UPDATE

Industry Update – Tools for Reopening Safely



SSAFETY

During this unprecedented time, the safety of our partners is made up of subject matter experts in food, retail and operational guidance for our partners.

The SSAfetyFirst taskforce provides a central resource

- Safety training and communication
- Best practices, SOPs and protocols for operations & admissions
- PPE – acquiring and distributing PPE for staff

Much like SSA being an equal in the fight for stronger safety best practices to exceed new guidelines.

Giving Back to Our Industry

Because we are better together, SSA Group has decided to share sense for every attraction to spend the time creating the same

Training:

- SSAfety First Manager Training
- SSAfety First Employee Training
- SSAfety First Cleaning & Sanitizing Training

ABC

Food & Beverage: COVID-19 Cleaning & Sanitizing Guidelines

Click [HERE](#) to check out the "Cleaning & Sanitizing" Tik Tok video with Marty, our GM at Denver Merchandise Mart:



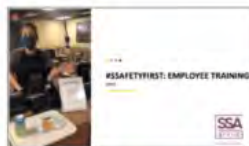
Cleaning & Sanitizing Guidelines Include:

- Between each guest and as needed:
 - Tables, chairs, & highchairs
 - Cashier stations, counters, and credit card machines (there is a staffing change as well)
 - Self-order kiosks
- Every 30 minutes and as needed:
 - Condiment & drink stations
 - Ice scoops
 - Front-of-house surfaces & high touch points
- Every 60 minutes and as needed:
 - Refresh sanitizer buckets
 - POS keyboards and printers (clean when they are as well)
- As frequently as possible:
 - Back-of-house surfaces & high touch points

- Team Member RTW Self-Certification_COVID-19
- Daily Symptom Tracker_COVID19
- Health & Safety Incident Protocol Form



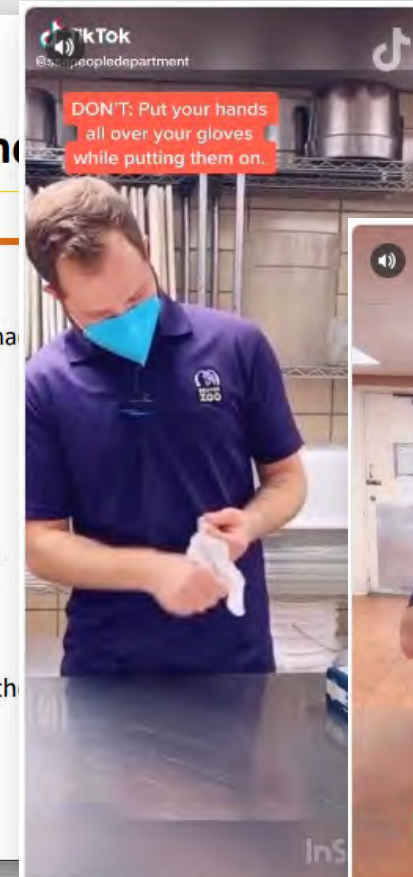
Team Leadership to Drive
#SSAFETYFIRST



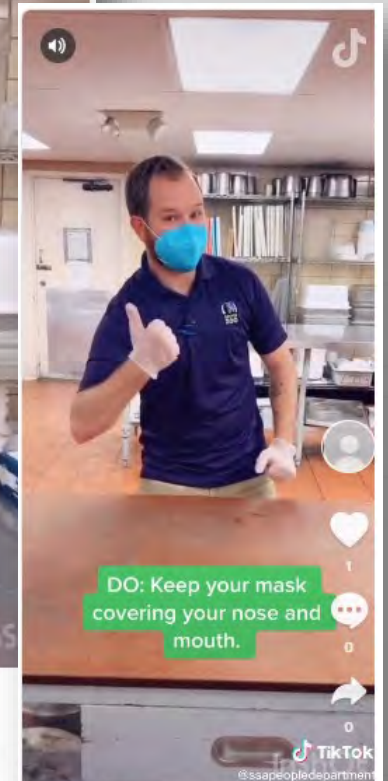
SSA's Commitment to
#SSAFETYFIRST



How-To: Clean & Sanitize
#SSAFETYFIRST



@ssapeopledepartment
SSA Group: Disposable Glove Use
Happy Mood - AudioCoffee



@ssapeopledepartment
Uplifting Pop - AShamaluevMusic

Industry Update – Creative Uses for Assets

TOP EVENTS

German Bundesliga

12:30 PM ET
DOR
MUN

2:30 PM ET
WER
MON

2:30 PM ET
EINF
FREI

2:30 PM ET
LEV
WOLF

Costa Rican Pri

ESPN

MLB

Home

Home

When could MLB return?

KBO League

Draft

Teams

Scores

Schedule

Standings

Stats

More

Pensacola Blue Wahoos list stadium for Airbnb rentals

ESPN


May 23, 2020

If the idea of late-night batting practice or eating a meal at home plate sounds appealing, the Pensacola Blue Wahoos are willing to make that a reality.

The team, the Double-A affiliate of the [Minnesota Twins](#), has listed Blue Wahoos Stadium in Pensacola, Florida, [on Airbnb](#). The Blue Wahoos say it is the first time that a baseball stadium is available on the rental service.

For \$1,500 per night (plus fees), up to 10 guests are granted access to the stadium, which includes use of the team's clubhouse, batting cage and field, along with a batting practice setup.

"Guests are welcome to hit from home plate, play catch in the outfield, run the bases, enjoy a picnic in the outfield, or find other creative uses for the field!" the listing reads.



Add a location

Add dates

Add guests

Help

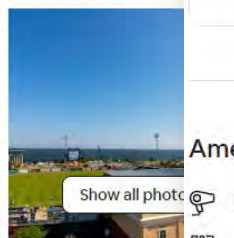
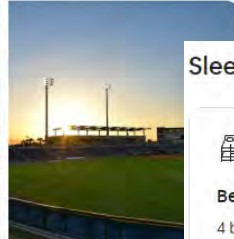


Sign up

Pensacola Blue Wahoos Stadium

Pensacola, Florida, United States

Share

Save



Shared room in bed and breakfast hosted by Pensacola Blue Wahoos

10 guests · 1 bedroom · 10 beds · 3 shared baths

Welcome to the ULTIMATE baseball experience!

For the first time ever, a professional baseball stadium is available for rent on AirBnB, giving fans the most intimate, behind-the-scenes ballpark experi... [read more](#)

[Contact host](#)

CHECK-IN

Add date

CHECKOUT

Add date

GUESTS

1 guest

\$1,500 / night

Check availability

Sleeping arrangements

Bedroom 1

4 bunk beds

Common spaces

2 queen beds

Amenities

Show all photos

Hair dryer

Essentials

First aid kit

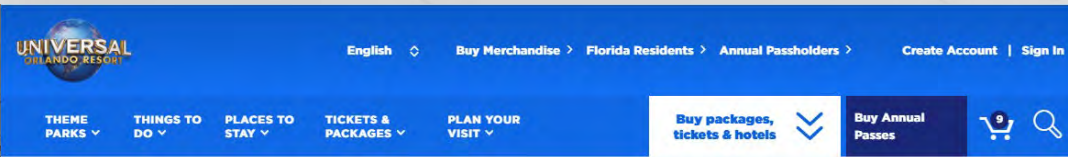
Carbon monoxide alarm

Smoke alarm

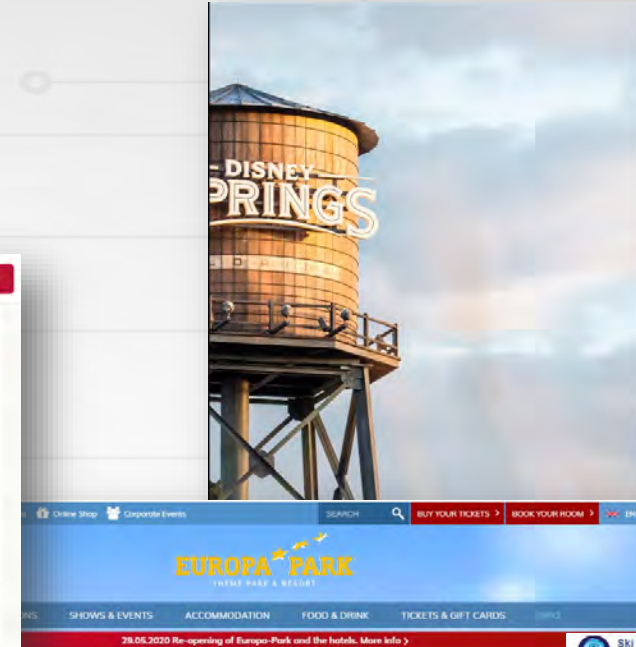
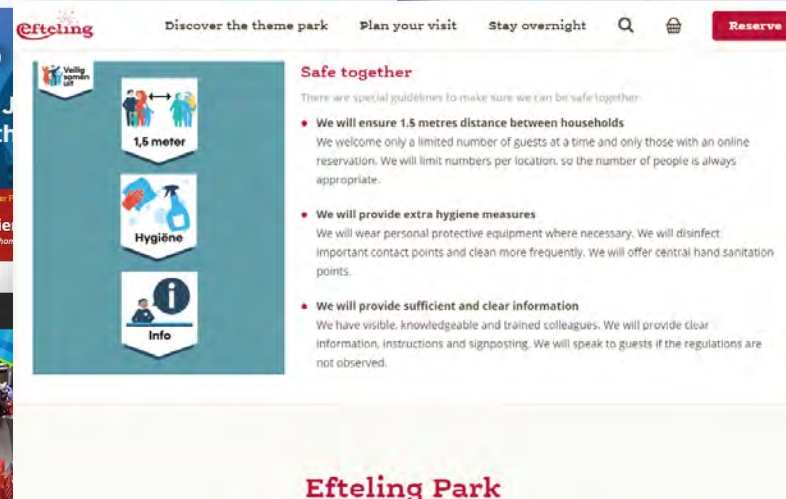
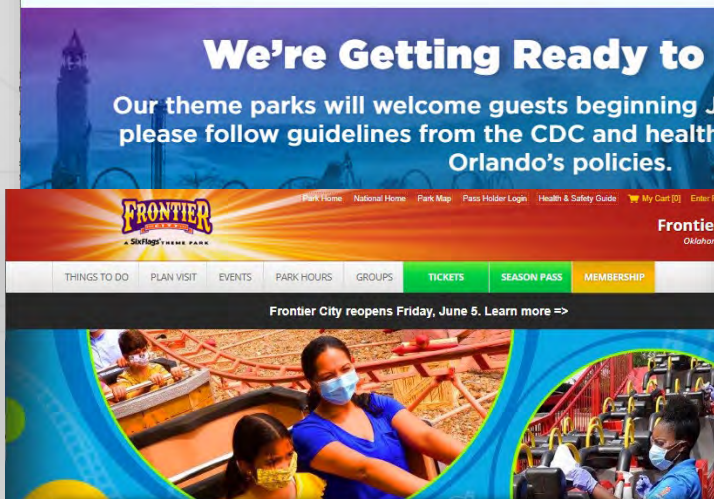
https://www.espn.com/mlb/story/_/id/29213732/pensacola-blue-wahoos-list-stadium-airbnb-re

<https://www.airbnb.com/rooms/4348>

Industry Update – Reopening Communications



Exposure to COVID-19 is an inherent risk in any public location where people are present; we cannot guarantee you will not be exposed during your visit. [Get details](#)



For Cast Members, Operating Participant employees and Guests, there are 6 key things to know before arriving at Disney Springs, and they include:

- Limited parking and reduced entrances
- Temperature screenings prior to entry
- Face coverings required for Guests ages 3 and up
- Physical distancing practices including physically-distanced queues and physical barriers
- Temporary operation modifications, including reduced hours at select locations and no scheduled entertainment offerings or high-touch interactive areas
- An increased focus on disinfecting and sanitation, including the addition of hand-washing stations and hand sanitizers in key areas

Since many of these measures will be new, and may evolve, we want to be sure Guests, Cast Members and Operating Participant employees are aware of all these changes.

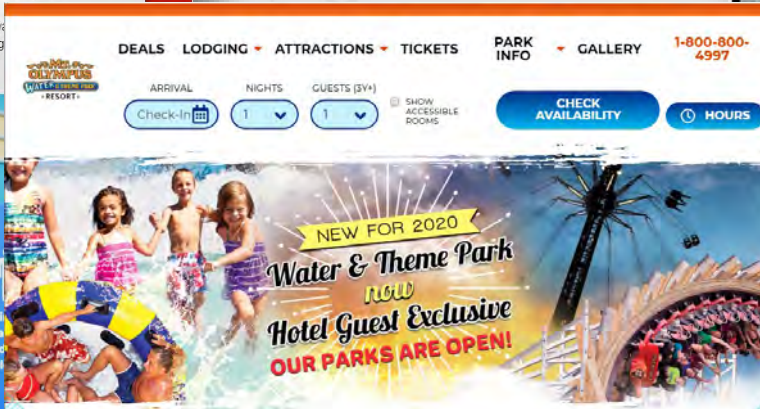
COVID-19 Warning

We have taken enhanced health and safety measures—for you, our other Guests, and Cast Members. You must follow all posted instructions while visiting Disney Springs.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and Prevention, COVID-19 is a new virus that is currently spreading.

Six Flags Health and Safety Plan

The safety and health of our guests is our top priority. The Six Flags Re-Opening Plan was developed in coordination with expert epidemiologists and is designed to protect Six Flags guests and Team Members from potential exposure to COVID-19.



Industry Update – Reopening Guidance

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California theme parks unlikely to reopen for months, until treatment found

90th April 2020



Disney

[f](#) [t](#) [in](#) [p](#) [+](#) [Leave a comment](#) 1

The Governor of California Gavin Newsom and California's Department of Public Health director Dr. Sonia Angell have released a four-part plan for reopening the state.

Museums and theme parks like Disneyland have been closed since March because of the coronavirus pandemic. This plan sets out how the state is going to reopen safely.

According to the plan, California is currently in phase one, which includes making the essential workforce environment as safe as possible. Testing, contact tracing and ensuring that PPE is widely available are key stages of this 'Safety and Preparedness' stage.

The OCR reports that during the livestream presentation of this plan, Newsom said that stage two is "weeks" away and stage three is likely to be "months" away. Stage four will require some form of coronavirus treatment.

Stage two allows lower risk workplaces to gradually open with modifications, such as retail, manufacturing and schools.

Theme parks likely to fall into stage four

Theme parks, museums, zoos and aquariums were not mentioned in this plan, so it is unclear which category they fall under. It is likely to be in stage four, the end of the stay-at-home order.


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CREATIVE
T

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California theme parks can open in Stage 3 of state's reopening plan

2 hours ago



Disney

[f](#) [t](#) [in](#) [p](#) [+](#) [Leave a comment](#)

Disneyland, Universal, SeaWorld and other theme parks in California can reopen in Stage 3 of California Governor Gavin Newsom's four-part reopening plan.

According to The OCR, state officials confirm that theme parks are slated to reopen in Stage 3, but only "if the rate of spread of COVID-19 and hospitalizations remain stable".

Attractions that could reopen in Stage 3 of the roadmap include Universal Studios Hollywood, Knott's Berry Farm, Six Flags Magic Mountain, SeaWorld San Diego and Legoland California.

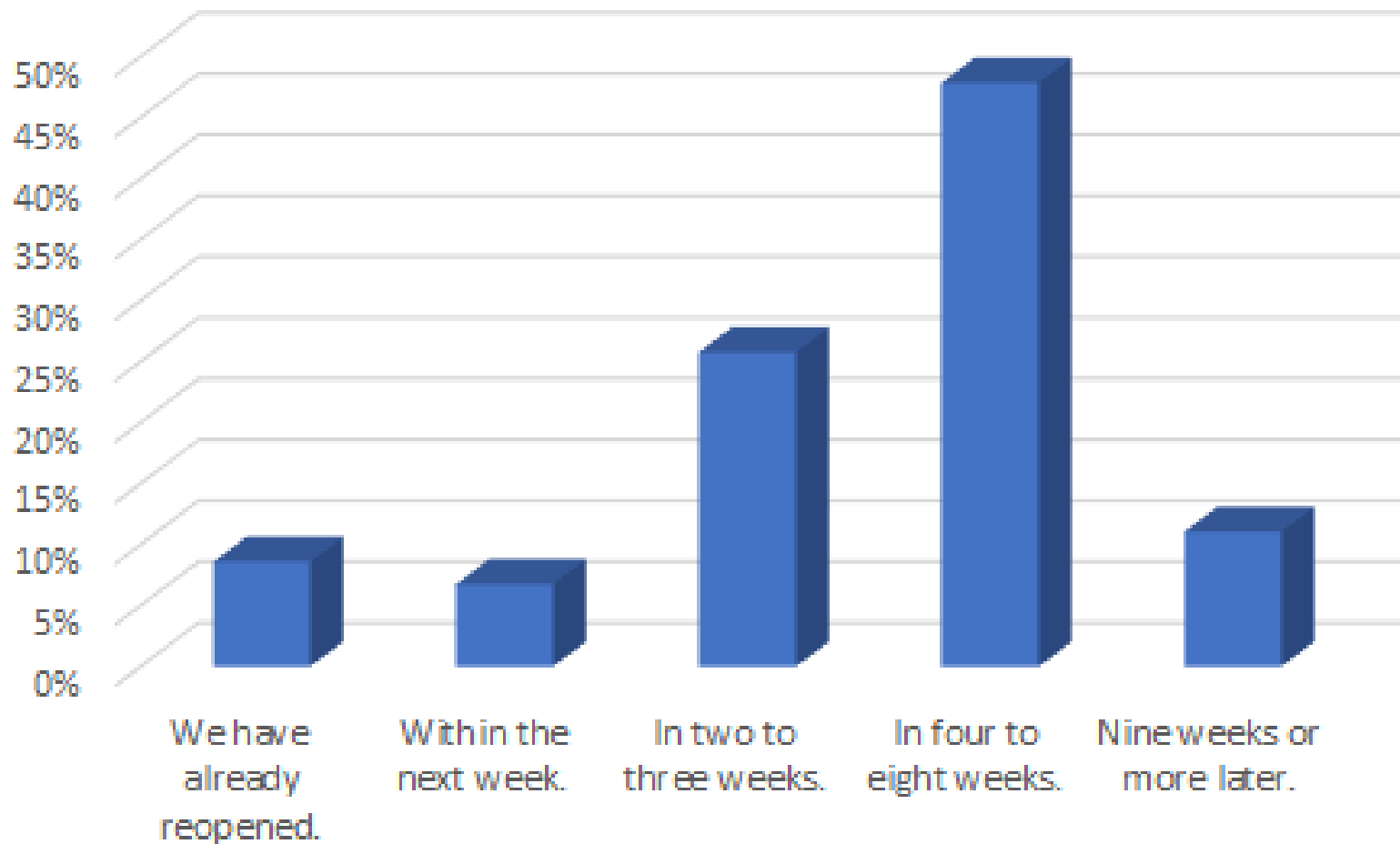
<https://blooloop.com/news/california-theme-parks-reopen-covid19-coronavirus/>

<https://blooloop.com/news/california-reopening-theme-parks-stage-three/>

The background is a solid blue gradient, darker at the edges and lighter in the center. Overlaid on this are thin, white, stylized circuit lines that meander across the frame. Small white circles, resembling solder points or data nodes, are placed at various intersections and endpoints of these lines.

REOPENING

WHEN ARE YOU PLANNING ON REOPENING?



The background features a light gray circuit board pattern with various lines and small circular nodes.

ATLANTIS

SANYA

三亚·亚特兰蒂斯

CHINADAILY

中国日报网

Global Edition

May 27, 2020

HOME

OPINION

VIDEO

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TECHNOLOGY

BUSINESS


CULTURE

TRAVEL

Industries

Sanya becoming case study for tourist cities in business recovery

By Wang Zhuoqiong | China Daily | Updated: 2020-03-19 10:07



Visitors watch a white whale at the aquarium in Atlantis Sanya, a landmark resort in Sanya, Hainan province, on Feb 20. [Photo by Sha Xiaofeng/For China Daily]

Tourism in Sanya, a tropical city in South China's Hainan province, has seen signs of recovery since early March as hotels, catering and recreational facilities gradually resume operations.

Atlantis Sanya, a landmark resort in the seaside city, has developed a series of measures to revive business step by step.

Encompassing a hotel, a water park, an aquarium and water-themed performances, the resort has resumed partial operations since the end of February and plans to open all facilities on March 28.

To boost its occupancy rate, the resort rolled out advance sales of special room rates as well as promotional ticket prices for its water park to attract vacationing families.

"So far Sanya's tourism is in recovery," said Tao Yi, senior vice-president for sales and marketing at Atlantis Sanya.

"With the virus-prevention measures that have taken place, our occupancy rate has been gradually improving," he said.

<http://global.chinadaily.com.cn/a/202003/19/WS5e72d3e6a31012821728055a.html>

Forbes

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Money

Business

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Lifestyle


EDITORS' PICK | 2,136 views | Apr 16, 2020, 03:00am EDT

Club Med Resorts To Reopen 'One By One' Starting With Those In China, Fosun Tourism CEO Says

Forbes

Forbes Guest Contributor

Forbes Asia Contributor Group



Jim Qian, chairman and CEO of Fosun Tourism Group. FOSUN TOURISM GROUP

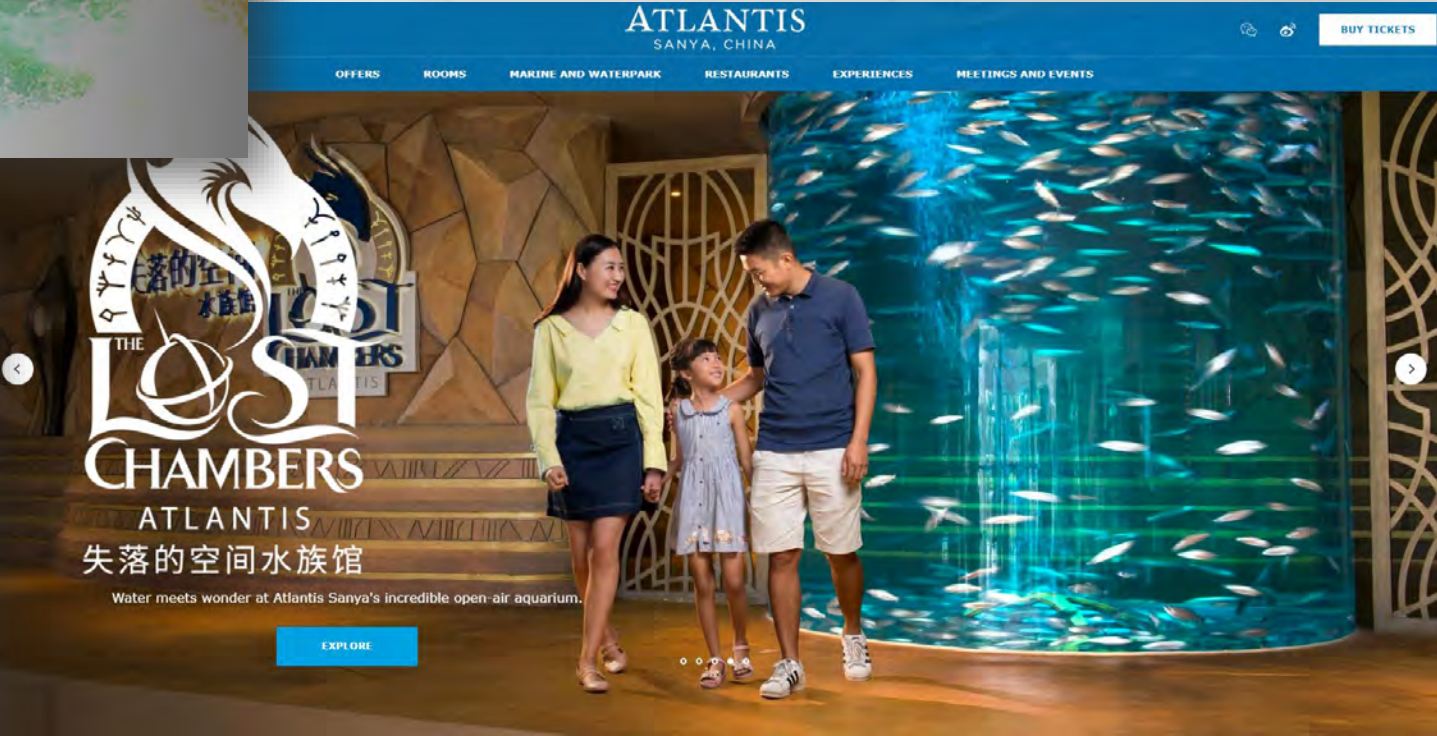
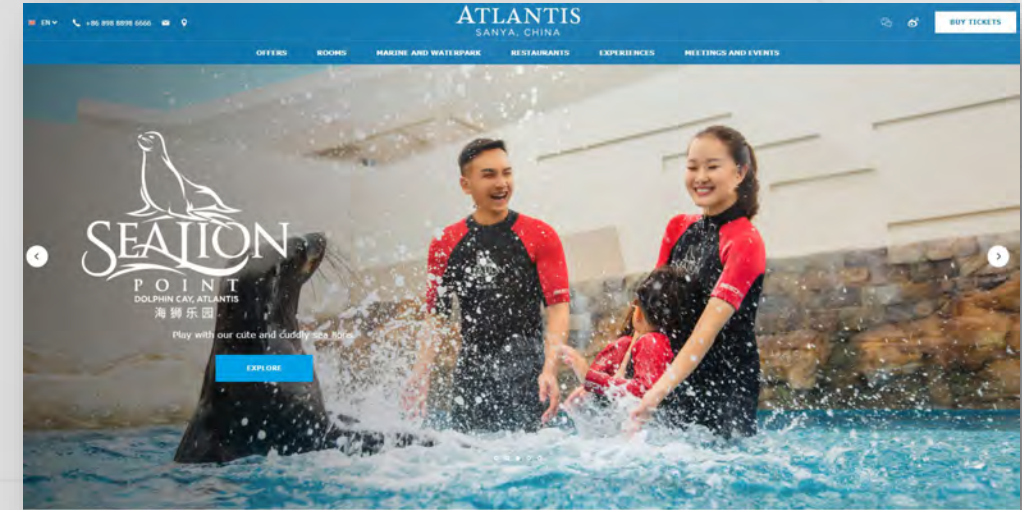
As China gradually lifts its containment measures, Atlantis Sanya on the country's popular Hainan Island reopened for business on March 28 with an occupancy rate of 70%. The majority of those guests were from outside Hainan, mainly Shanghai, Hangzhou, Nanjing, Guangzhou and Chengdu.

The early indications look promising to [Jim Qian](#), chairman and CEO of Hong Kong-listed Fosun Tourism Group, which owns Atlantis Sanya and Club Med.

First, Chinese travelers are showing they have an appetite for travel, having been recently deprived of their Lunar New Year holidays and family weekend getaways. Second, the local market is now much bigger. Qian says the domestic travel market, which was already generating substantial demand, has been bolstered by some 120 million to 140 million outbound travelers who cannot go abroad due to travel restrictions. Joining them are Chinese students who have returned home and also want to travel.

<https://www.forbes.com/sites/forbesasia/2020/04/16/club-med-resorts-to-re-open-one-by-one-starting-with-those-in-china-fosun-tourism-ceo-says/#6bad8e8d29d7>

Atlantis, Sanya, China





THE NATIONAL
WWII MUSEUM

NEW ORLEANS

World War II Museum reopens to entry, social distancing rules

BY JOHN POPE | STAFF WRITER PUBLISHED MAY 25, 2020 AT 3:38 PM | UPDATED MAY 25, 20



A C-47 transport plane looms above as guests follow social distancing rules as they line up to enter the National WWII Museum on Memorial Day Monday May 25, 2020, in New Orleans. The museum is reopening today on Memorial Day.

STAFF PHOTO BY SCOTT THRELKELD

TODAY: National WWII Museum reopens to Memorial Day guests



After temporarily closing its doors on March 13, The National WWII Museum will officially reopen to the public on Memorial Day. (Source: Kevin Duckworth)

By [Nicole Mumphy](#) | May 18, 2020 at 2:20 PM CDT - Updated May 25 at 9:46 AM

NEW ORLEANS, La. (WVUE) - After temporarily closing its doors on March 13, The National WWII Museum will officially reopen to the public today on Memorial Day.

Following Governor John Bel Edwards' proclamation and New Orleans Mayor LaToya Cantrell's safe reopening plan, the Museum will operate at 25 percent of its total capacity while enacting new safety measures, including advance online ticket purchases, social distancing guidelines and enhanced sanitizing and cleaning protocols.

To ensure public safety and avoid crowds, timed ticket purchases will be required.

It is strongly recommended that visitors pre-purchase admission online in advance.

[Tickets are now available for advance purchase.](#)

reopening on



is set to reopen on
attraction closed in
and safety of staff and

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ine, social distancing guidelines
hanced sanitising and cleaning

The museum has spent the past eight weeks developing reopening guidelines with the help of national organisations, state institutions, local health experts, and the American Alliance of Museums (AAM).

Museum will operate at 25% of total capacity

https://www.nola.com/news/coronavirus/article_a1fec1a0-9ec7-11ea-a109-67d7df2a7ea1.html

<https://blooloop.com/news/national-wwii-museum-reopening-memorial-day/>

<https://www.wafb.com/2020/05/25/today-national-wwii-museum-reopens-memorial-day-guests/>

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https://www.nola.com/news/coronavirus/article_a1fec1a0-9ec7-11ea-a109-67d7df2a7ea1.html

<https://blooloop.com/news/national-wwii-museum-reopening-memorial-day/>

National WWII Museum reopening on Memorial Day

20th May 2020



The National WWII Museum



[Leave a comment](#)

The National WWII Museum is set to reopen on Memorial Day (May 25). The attraction closed in March to protect the health and safety of staff and visitors during COVID-19.

The National WWII Museum will operate at 25 percent of its total capacity. It will also implement new safety measures.

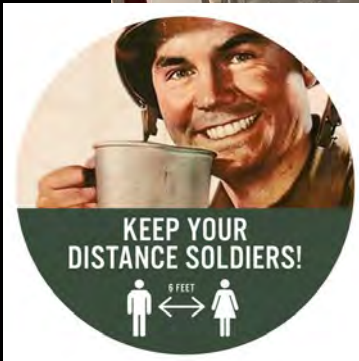
These include [booking advance tickets online](#), social distancing guidelines throughout pavilions and galleries, and enhanced sanitising and cleaning protocols.

The museum has spent the past eight weeks developing reopening guidelines with the help of national organisations, state institutions, local health experts, and the American Alliance of Museums (AAM).

Museum will operate at 25% of total capacity

Reopening Safely

- Visitor Experience
- Touchless Interactives
- Sanitization



PLEASE ENJOY YOUR VISIT TO
THE NATIONAL WWII MUSEUM.

THANK YOU FOR BEING CONSCIENTIOUS
OF THE HEALTH AND WELL BEING OF BOTH
YOURSELF AND YOUR FELLOW VISITORS.



**DISINFECTED FOR
YOUR PROTECTION**

Commonly shared surfaces and
restrooms are regularly disinfected



**UTILIZE HAND
SANITIZING STATIONS**

Located throughout
the campus



**PRACTICE SOCIAL
DISTANCING**

Maintain a
minimum of 6 feet



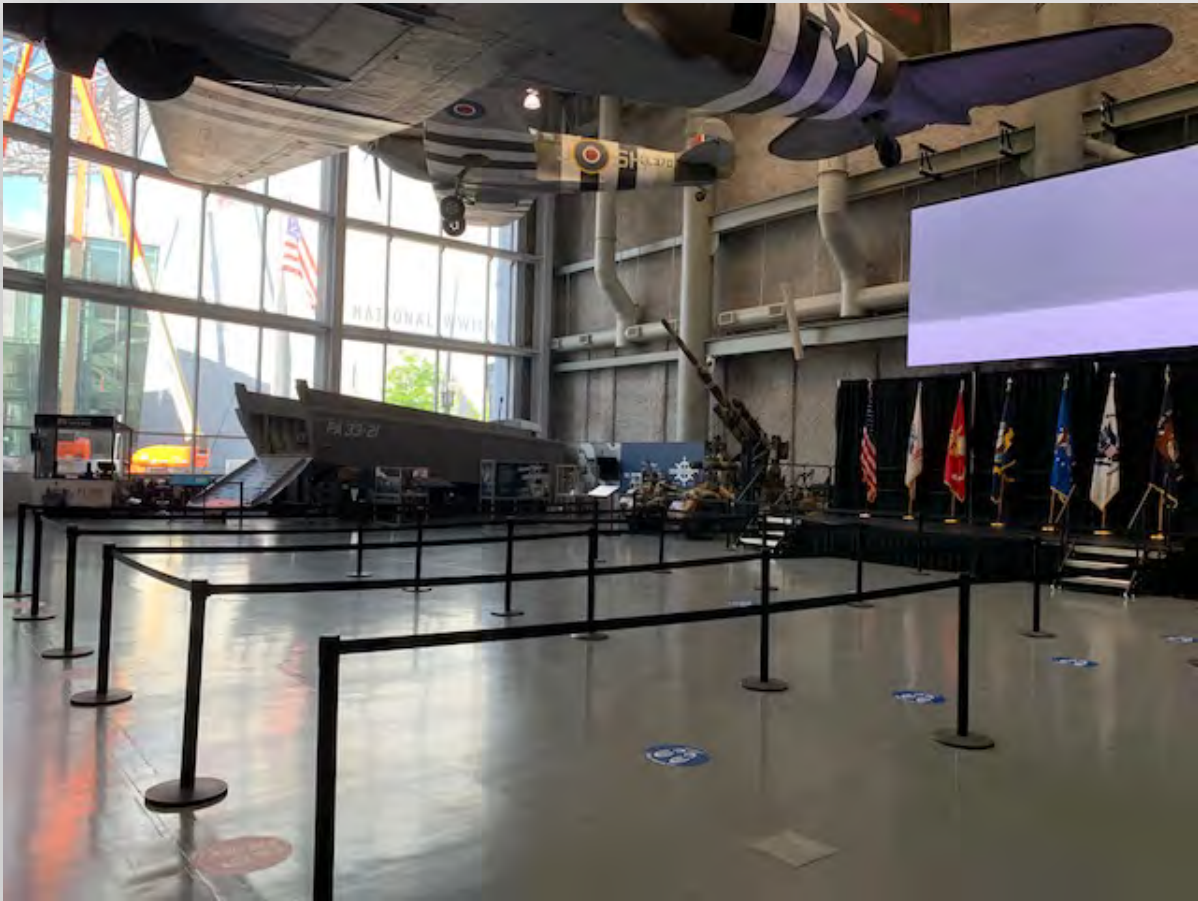
**WEAR PERSONAL
PROTECTIVE EQUIPMENT**

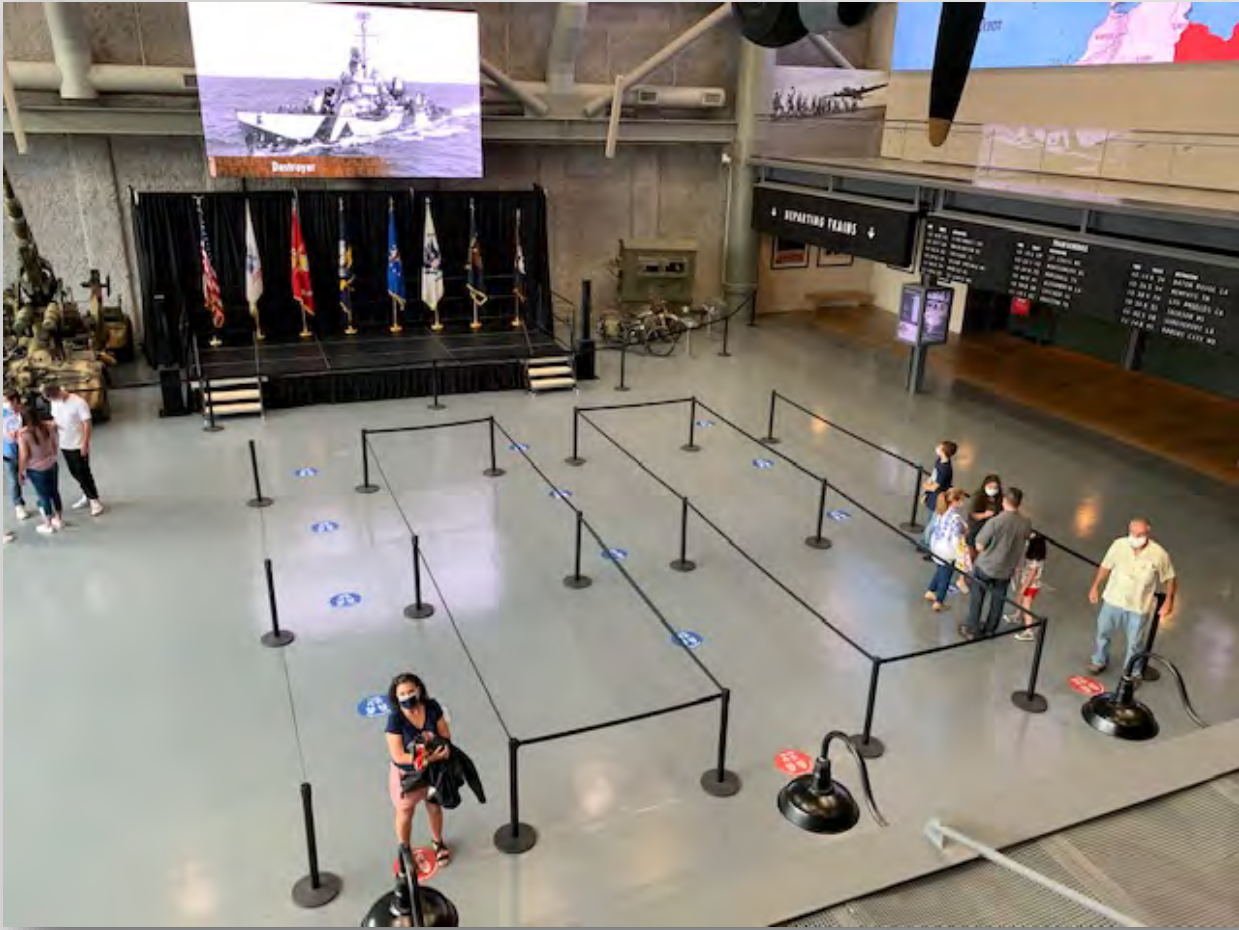
Your mask protects me, my
mask protects you.

THANK YOU FOR STAYING SAFE.

Reducing Touch Points











BEYOND *ALL BOUNDARIES

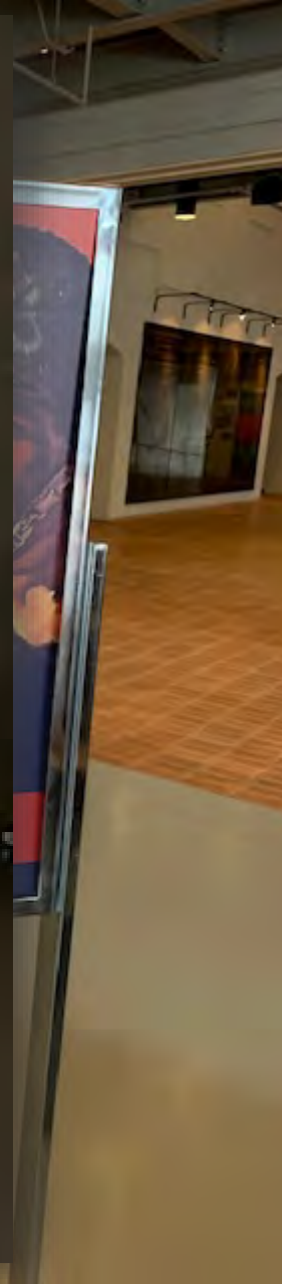
4D EXPERIENCE FEATURING TOM HANKS



LIMITED CAPACITY
For the safety of Museum visitors, staff and volunteers, we are limiting the capacity of visitors to this gallery.

DISINFECTED FOR YOUR PROTECTION
This theater has been electronically disinfected for your safety.

PRACTICE SOCIAL DISTANCING
Maintain a minimum of 6 feet. Be aware of those around you in tight spaces and small corridors.





LOVELAND LIVING PLANET
AQUARIUM™

Loveland Living Planet Aquarium reopens Mother's Day weekend with new restrictions

by Mark Klekas | Sunday, May 10th 2020

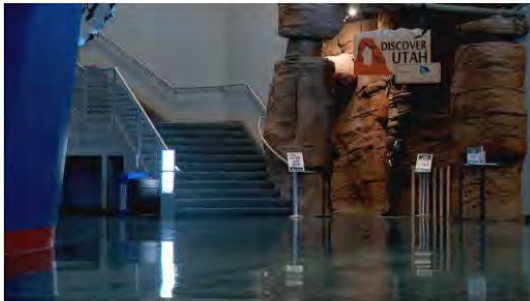


Loveland Living Planet Aquarium reopens Mother's Day weekend with new restrictions. (Photo: KUTV)



SALT LAKE CITY (KUTV) — Known for its "Claw", the Loveland Living Planet Aquarium reopened on Saturday in Draper.

The Aquarium closed on March 14 in response to the COVID-19 pandemic. As the state eased restrictions on business operations, The Aquarium picked Mother's Day weekend to open its doors. The reopening comes with some modifications for purchasing tickets, number of guests allowed at once, and safety recommendations.



Loveland Living Planet Aquarium reopens Mother's Day weekend with new restrictions. (Photo: KUTV)

Guests will no longer be able to purchase tickets at the door; everything must be done online in advance. This change in procedure will help limit hand-to-hand transactions done by employees and guests. A time reservation will also need to be made.

Loveland Living Planet Aquarium to reopen Saturday



Courtesy: Loveland Living Planet Aquarium

Posted: May 7, 2020 / 09:53 PM MDT / Updated: May 7, 2020 / 09:53 PM MDT

DRAPER, Utah (ABC4 News) – The Loveland Living Planet Aquarium is reopening to the public as the state eases restrictions and begins its phased reopening process.

The aquarium plans to reopen on Saturday, May 9.

"We are excited to open our doors again and to welcome back our guests," said Layne Pitcher, Director of Marketing and Communications for the Aquarium. "We are exercising caution by reducing the number of guests allowed in the Aquarium at one time and requiring online reservations for all our guests."

Representatives say guests will need to purchase tickets online for a specific time; tickets cannot be purchased at the door to reduce points of direct contact between individuals in the community.

THURSDAY, 09:18PM

Loveland Living Planet Aquarium to reopen Saturday with limited capacity

Draper's Loveland Living Planet Aquarium has plans to reopen under new social distancing guidelines on Saturday, a spokesperson announced on Thursday.

Visitors must purchase tickets online for a specific time and face coverings are strongly recommended but not required.

The aquarium closed in March and has since undergone deep cleaning, officials said. Some parts of the facility remain closed including the 4D movie theater and the play center.

"We are excited to open our doors again and to welcome back our guests," Layne Pitcher, director of marketing and communications said in a statement.

— Lauren Bennett

<https://kutv.com/news/local/loveland-living-planet-aquarium-reopens-mothers-day-weekend-with-new-restrictions>

<https://www.abc4.com/news/local-news/loveland-living-planet-aquarium-to-reopen-saturday/>

<https://www.ksl.com/article/46750409/coronavirus-updates-loveland-living-planet-aquarium-to-reopen-saturday-with-limited-capacity>



LOVELAND LIVING PLANET
AQUARIUM

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1. Strategy	Slides 3-4
2. Timeline of response.....	Slide 5
3. Requirements of opening.....	Slide 6
4. Reopening plan.....	Slide 7-8
5. PPE.....	Slide 9
6. Staff health.....	Slide 10
7. Disinfection.....	Slide 11-12
8. Social distancing.....	Slide 13-17
9. Discourage touch.....	Slide 18-20
10. Welcoming guests.....	Slide 21
11. Findings.....	Slide 22-24



REOPENING STRATEGY



In reopening, the Aquarium's primary goal is to provide a safe experience for staff, animals, and guests in accordance with CDC, State, Local government and health official's safety recommendations.



Safety is our #1 Key and is our #1 priority.



LOVELAND LIVING PLANET
AQUARIUM



THE FIVE KEYS



SAFETY



I practice safe behaviors in everything I do.
I take action to always put safety first.
I speak up to ensure the safety of others.

COURTESY



I project a positive image and energy.
I am courteous and respectful to guests of all ages.
I go above and beyond to exceed guest expectations.

SHOW



I stay in character and perform my role in the show.
I ensure my area is show-ready at all times.

EDUCATION



I inspire others to realize that science is fun!
I seek out opportunities to help others discover more
about the natural world.

EFFICIENCY



I perform my role efficiently, so guests get the most out
of their visit.
I use my time and resources wisely.

Reopening Guide Available Upon Request

Heather.D@TheLivingPlanet.com



CONTENTS

Introduction.....	Slides 3-4
Opening.....	Slide 5
.....	Slide 6
.....	Slide 7-8
.....	Slide 9
.....	Slide 10
.....	Slide 11-12
.....	Slide 13-17
.....	Slide 18-20
.....	Slide 21
.....	Slide 22-24

STRATEGY

When the Aquarium's
goal is to provide a safe
environment for staff, animals, and
in accordance with CDC,
local government and
official's safety
recommendations.

KEYS

Believe in everything I do.
Always put safety first.
Never the safety of others.

Be image and energy
and respectful to guests of all ages.
Be prepared to exceed guest expectations.

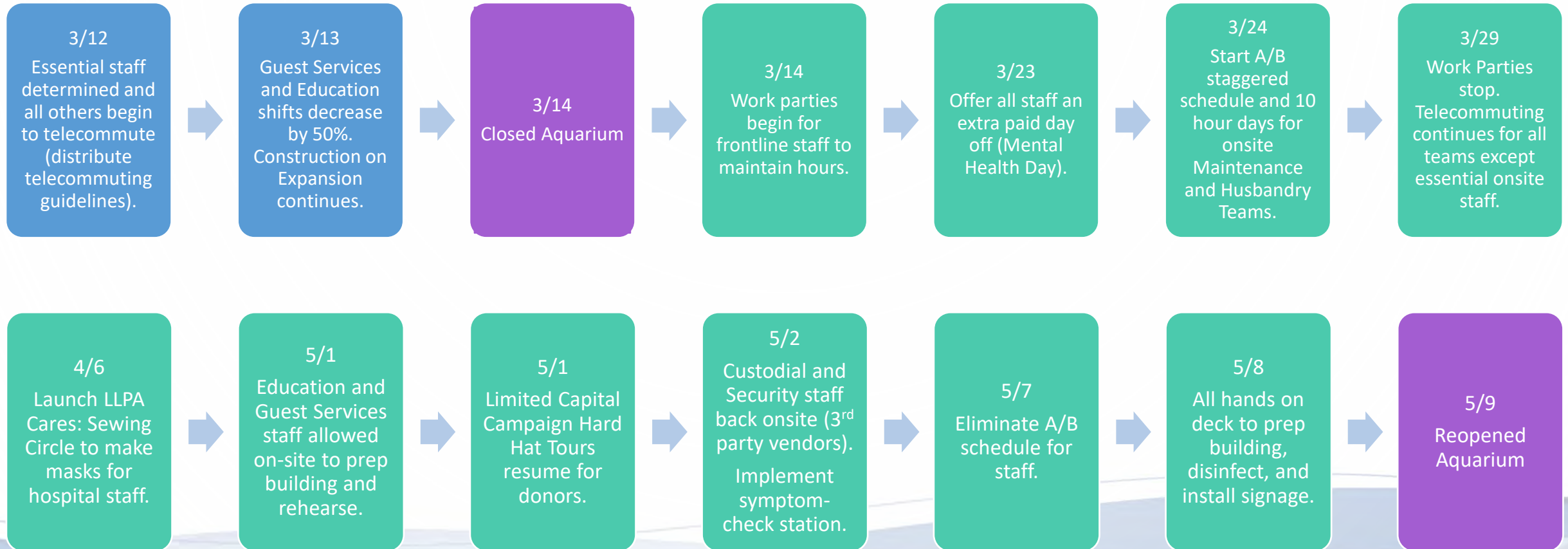
Be and perform my role in the show
to show ready at all times.

Be realize that science is fun!
Be prepared to help others discover more
about the natural world.

EFFICIENCY

I perform my role efficiently, so guests get the most out
of their visit.
I use my time and resources wisely.

TIMELINE OF COVID-19 RESPONSE

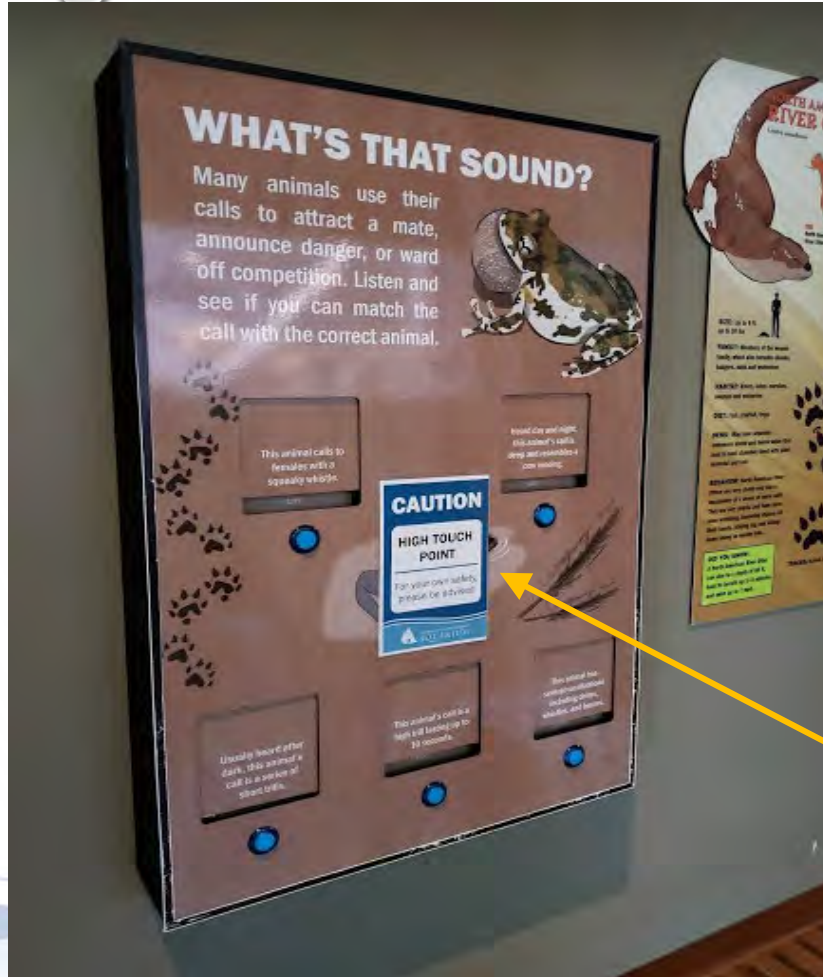


REOPENING PLAN

In consultation with the Aquarium's Safety Committee, Leadership Team, Executive Team and Board, the following plan was crafted.

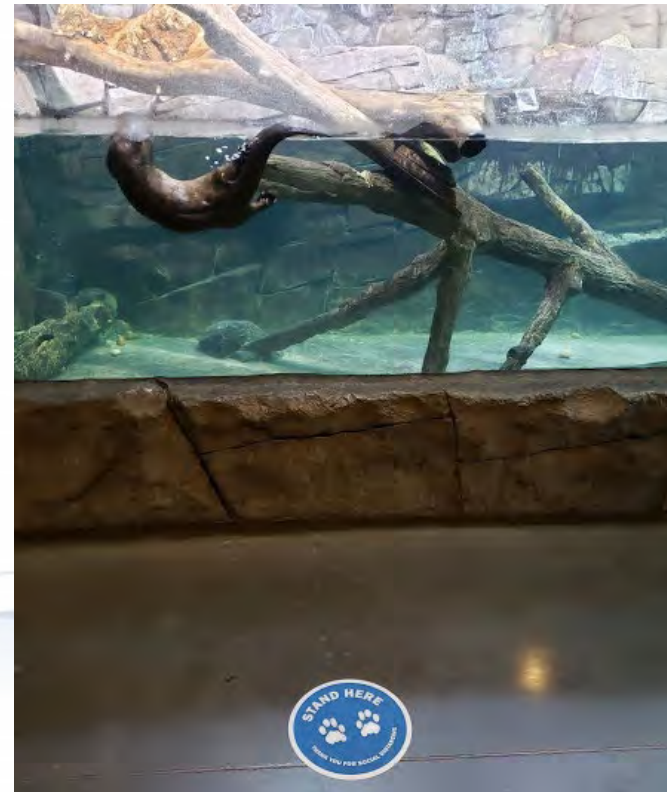
LLPA Re-Opening Strategy (last updated 5.1.2020)		C	D	E
		HIGHLY RISK	MODERATE RISK	LOW RISK
Maximum attendance at one time		1000 A, 2000 A+P	1500 A, 3000 A+P	2500 A, 3000 A+P
Maximum group size		Group Max = 10	Group Max = 50	No Max
CATEGORY	INITIATIVE			
PPE	Staff wear face masks at all times inside building (logoed masks ordered)	X	X	
	Provide gloves for staff to use if they choose	X	X	X
STAFF HEALTH	Implement staff symptom checking station upon entry to Aquarium	X	X	X
	Encourage staff to stay home if sick	X	X	X
DISINFECTION	Staff working in public areas wipe down their work stations and radios every hour	X	X	X
	Implement deep cleaning once weekly (3rd party custodial team)	X	X	
	Schedule thorough cleaning daily before opening or after closing (GS staff)	X	X	X
	Continue disinfection schedule for high-touch areas (every hour)	X	X	X
	Implement volunteer diver equipment disinfection protocol			X
	Implement staff diver equipment disinfection protocol	X	X	X
	Remove tables and chairs except the ones we will disinfect regularly	X	?	
SOCIAL DISTANCING	Manage the line at ticketing; mark 6 ft intervals with utility paint on sidewalk	X	X	
	Create stationed areas (queues, singular flow through building)	✓	✓	

DISCOURAGE TOUCH



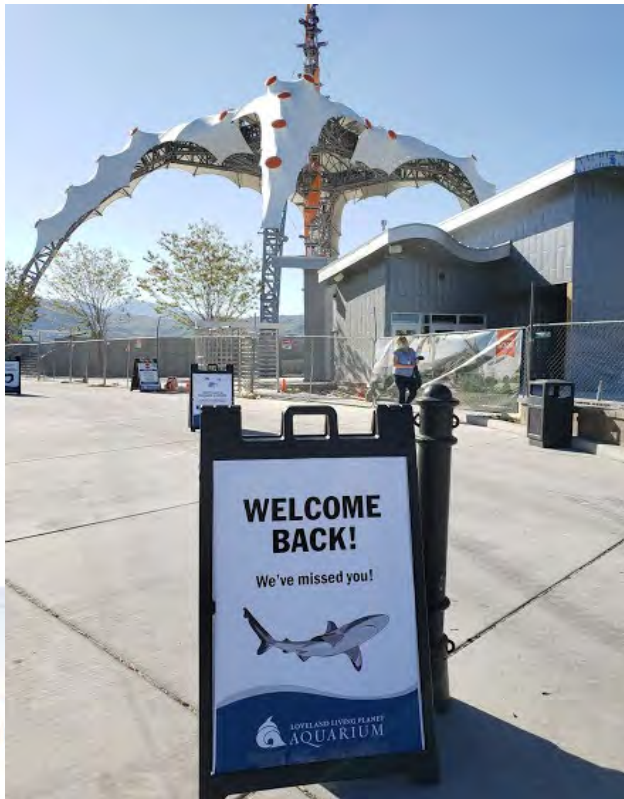
SOCIAL DISTANCING

- Animal encounters, keeper and educator talks cancelled
- Volunteer services suspended
- Social distancing signage on floors, outside ticketing and throughout galleries



SOCIAL DISTANCING

- Carefully manage the line at ticketing; mark 6 foot intervals with utility paint on sidewalk
- Create stanchioned areas (queues, one-way flow through building)



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 distributed across the entire frame, creating a technical and digital aesthetic.

TRAINING / BEST PRACTICES

COVID-19 Notices and Terms

Goal: Add COVID Language



**Store
Messaging**



**Legal
Agreement**



Take Aways

Gateway eGalaxy Demo Web Store

https://localhost/webstore228011/checkout/orderConfirmation.aspx


Certification Webstores Sharepoint Learning Solutions IPG WebEx Reports DocuSign Ocius Jira Dashboard [Jenkins] Computer Science | Vi...

COVID-19 Addendum

By purchasing this ticket we agree follow all laws and policies in place at Starlight Zoo to mitigate the risk of spreading COVID-19. This may include, but is not limited to, submitting to temperature checks and health screening upon entry, wearing a face mask while in the facility, and maintaining prescribed physical distance from other guests and employees. I agree not to attempt to enter the facility if I have been tested positive for COVID-19, have been exposed to a person known to have COVID-19, or show symptoms of COVID-19 within two weeks of my visit. I acknowledge that going to any public venue exposes me and my family to the risk of contracting COVID-19 and indemnify the Starlight Zoo from any responsibility should I contract COVID-19 as a result of my visit.

English

Cart Sign in



Category Tickets Cart Checkout Confirm

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[Click here for a printer-friendly page.](#)

Your tickets will now display in a pop-up window so that you can print them from your home printer. Ensure that your Web browser is set to allow pop-up windows. If you are unable to view the tickets from your browser, select the 'Print Tickets' button. Printing tickets requires Adobe?



Store
Messaging

Every Page



Store
Messaging

- Header
- Sub-Header
- Sub-Footer
- Footer

Gateway eGalaxy Demo Web Store X

https://localhost/webstore228011/checkout/orderConfirmation.aspx

Search


Certification Webstores Sharepoint Learning Solutions IPG WebEx Reports DocuSign Ocius Jira Dashboard [Jenkins] Computer Science | Vi...

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Store
Messaging

Header
Every page

Sub Header
Every page

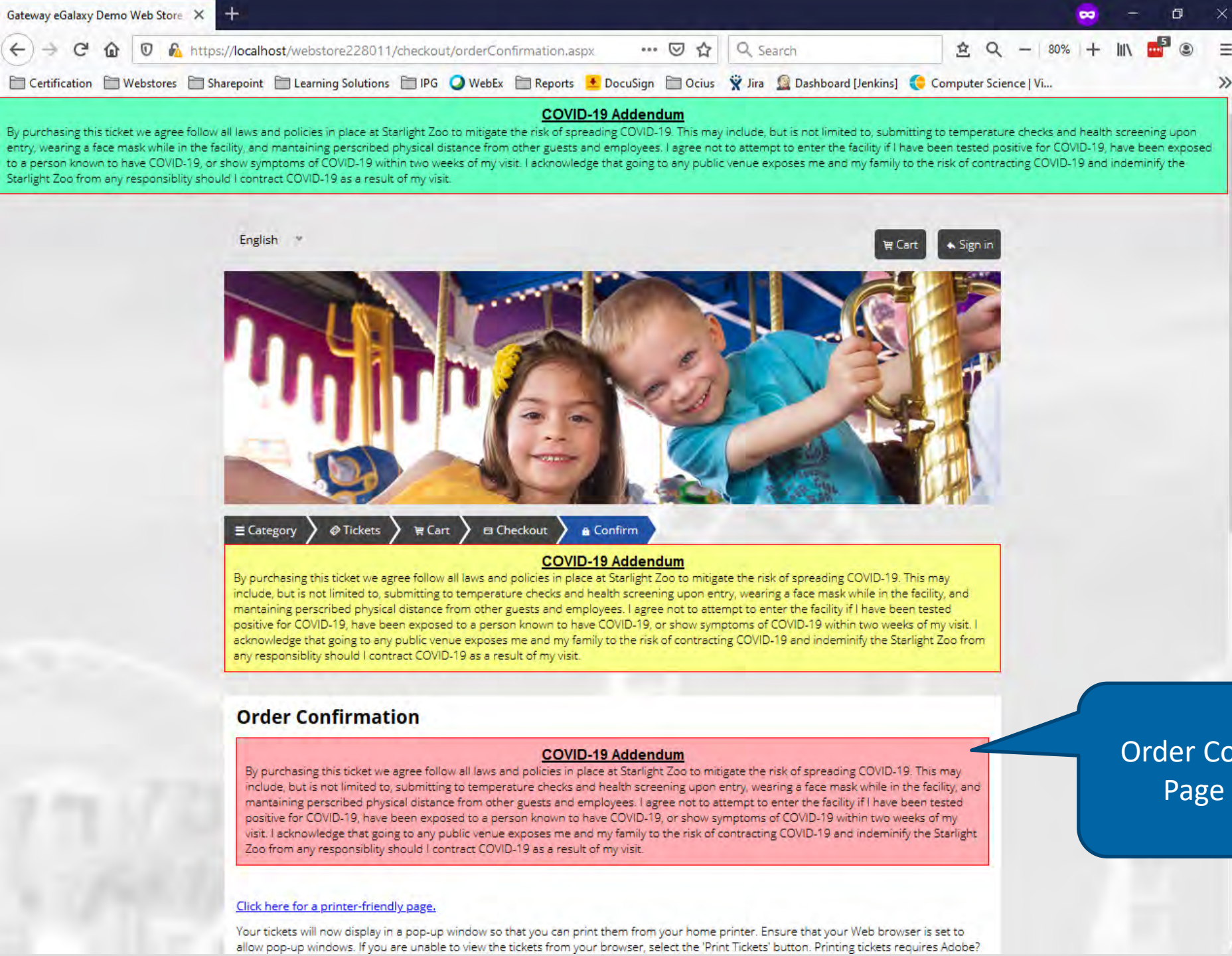
Subfooter & Footer
Every page
(not seen)

Page Specific



Store
Messaging

- View items
- View cart
- Order confirmation



Store
Messaging

Order Confirmation
Page Specific

Gateway eGalaxy Demo Web Store

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CertificationWebstoresSharepointLearning SolutionsIPGWebExReportsDocuSignOciousJiraDashboard [Jenkins]Computer Science | Vi...

>>

English

🛒 Cart1

👤 Sign in



☰ Category

🎫 Tickets

🛒 Cart

📦 Checkout

🔒 Confirm

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Shopping Cart

Item	Price	Quantity	Total	Remove
Zoo Tickets Adult	\$11.00	− 1 +	\$11.00	🗑️

Enter Code:

+ Apply

↻ Update

Totals

\$11.00



Store
Messaging



Page Parts



Legal
Agreement

- Terms and conditions
- Text fields

Gateway eGalaxy Demo Web Store

https://localhost/WebStore228011/checkoutPage/

Shipping Contact

☒ Make shipping same as billing

Payment Information

Card Number

Month Year CW

SELECT SELECT CW Help

☐ I accept and agree to the Terms and Conditions and the COVID-19 Addendum.

COVID-19 Addendum

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Terms and Conditions

You agree that llamas are your favorite animal.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Suspendisse eu sapien. Mauris commodo, justo eu ornare ullamcorper, sem enim volutpat dui, sed cursus quam pede eu ligula. Morbi nulla. Nulla mauris diam, aliquet quis, suscipit eu, congue rutrum, ante. Vestibulum faucibus lacinia nisl. Vivamus at ipsum egestas libero laoreet sodales. Praesent bibendum interdum turpis. Aliquam vitae urna at lectus tempus ultricies. Aliquam erat volutpat. Cras sed leo. Aliquam purus. Nam suscipit adipiscing justo. Etiam faucibus.

Integer varius velit et neque. Proin felis mauris, rutrum id, pharetra vitae, dictum vitae, quam. Phasellus quis massa. Aenean dapibus felis vel sem. Etiam facilisis. Suspendisse dui. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Cum sociis natoque



Legal Agreement

Web Store Text Field

Terms and Conditions
Web Store HTML

After purchase



Take
Aways

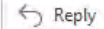
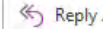


- Confirmation e-mail
- PDF template



Take
Aways

Starlight Zoo Order #20200526-5009

 Bill D'Angelo
To: Bill D'Angelo

 Reply  Reply All  Forward 
Tue 05/26/2020 9:47 PM

Starlight Zoo Online Ticket Store

Thank you for your order Bill D'angelo!

Your confirmation number is 20200526-5009.

[Click this link to retrieve your e-tickets.](#)

IMPORTANT INFORMATION ABOUT YOUR TICKETS

COVID-19 Addendum

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Delivery Method
Instructions

Billing Information

Bill D'angelo
445 County Line Rd
Gilbertsville, PA 19525-8822
6107634209
bdangelo@gatewayticketing.com

Order Date: 5/26/2020

Item	Price	Quantity	Total
Adult General Admission			



Take
Aways



Gateway Zoo & Aquarium



10001505000000067

Ticket Type: Adult General Admission
Price: \$11.99
Order Number: 20200526-5012

Guest Name: Bill D'angelo
Booking Ref #:
Travel Date: None



10001505000000067

THIS IS YOUR TICKET

HTML Block

COVID-19 Addendum

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How To Use:

- Print this ticket.
- Bring this printed ticket when you visit Gateway AdventurePark. It is your admission ticket.
- At Gateway Adventure Park, you do not need to stop at aticket booth line. JUST GO DIRECTLY TO THE FRONTGATE TURNSTILE. Present this ticket to the turnstileattendant. You will be asked for I.D. and the credit card usedto make this purchase.

Gateway
TICKETING SYSTEMS™

Booth 2447

QUESTIONS / COMMUNITY FORUM



RESOURCES



LOVELAND LIVING PLANET
AQUARIUM

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REOPENING STRATEGY



In reopening, the Aquarium's primary goal is to provide a safe experience for staff, animals, and guests in accordance with CDC, State, Local government and health official's safety recommendations.



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LOVELAND LIVING PLANET
AQUARIUM



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I practice safe behaviors in everything I do.
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I go above and beyond to exceed guest expectations.

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I ensure my area is show-ready at all times.

EDUCATION



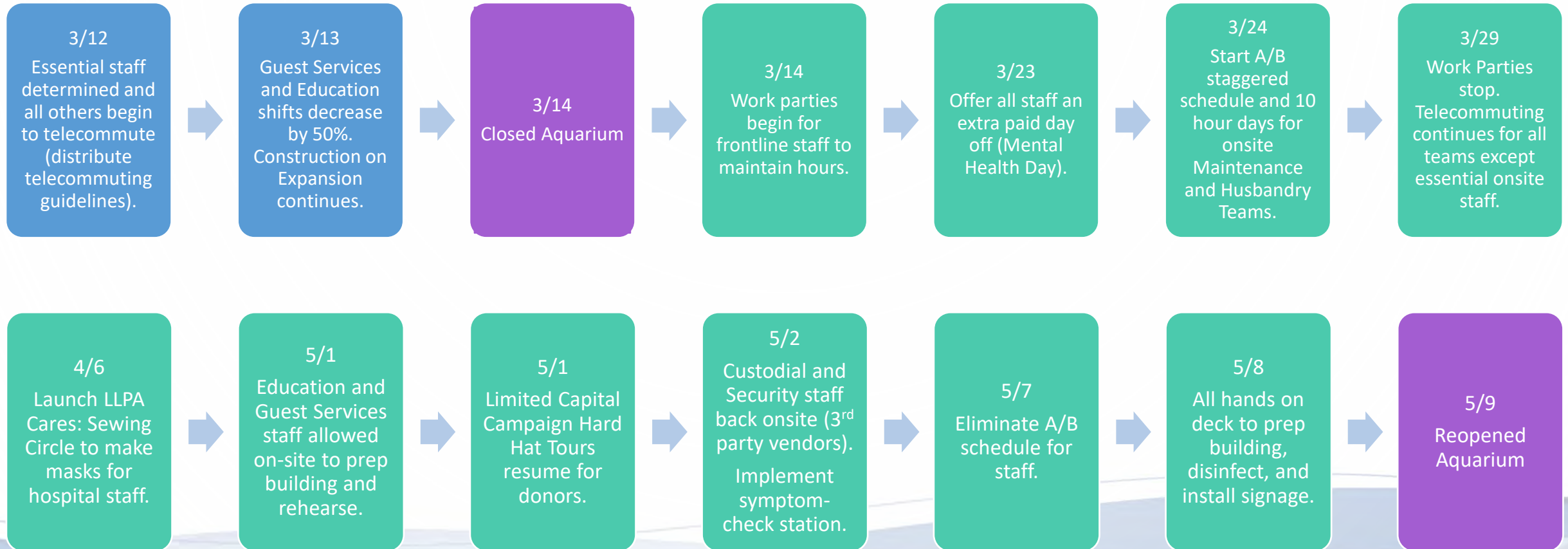
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I seek out opportunities to help others discover more
about the natural world.

EFFICIENCY



I perform my role efficiently, so guests get the most out
of their visit.
I use my time and resources wisely.

TIMELINE OF COVID-19 RESPONSE



REQUIREMENTS FOR REOPENING



We referred to the following documents to create our reopening plan:

- CDC <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>
- OSHA <https://www.osha.gov/publications/OSH-A3990.pdf>
- Utah Governor's Office of Management and Budget and the Utah Department of Health https://drive.google.com/file/d/1B4POYTFCQQIY209QDOC_GXP_MQG9BNJ/view

REOPENING PLAN

In consultation with the Aquarium's Safety Committee, Leadership Team, Executive Team and Board, the following plan was crafted.

LLPA Re-Opening Strategy (last updated 5.1.2020)		HIGHLY RISK	MODERATE RISK	LOW RISK
Maximum attendance at one time		1000 A, 2000 A+P	1500 A, 3000 A+P	2500 A, 3000 A+P
Maximum group size		Group Max = 10	Group Max = 50	No Max
CATEGORY	INITIATIVE			
PPE	Staff wear face masks at all times inside building (logoed masks ordered)	X	X	
	Provide gloves for staff to use if they choose	X	X	X
STAFF HEALTH	Implement staff symptom checking station upon entry to Aquarium	X	X	X
	Encourage staff to stay home if sick	X	X	X
DISINFECTION	Staff working in public areas wipe down their work stations and radios every hour	X	X	X
	Implement deep cleaning once weekly (3rd party custodial team)	X	X	
	Schedule thorough cleaning daily before opening or after closing (GS staff)	X	X	X
	Continue disinfection schedule for high-touch areas (every hour)	X	X	X
	Implement volunteer diver equipment disinfection protocol			X
	Implement staff diver equipment disinfection protocol	X	X	X
	Remove tables and chairs except the ones we will disinfect regularly	X	?	
SOCIAL DISTANCING	Manage the line at ticketing; mark 6 ft intervals with utility paint on sidewalk	X	X	
	Create stationed areas (queues, singular flow through building)	✓	✓	

REOPENING PLAN

The phases of the Aquarium's plan (red, orange, green), match the reopening phases outlined in the Utah Governor's "Phased Guidelines for Reactivation".

Starting 5/1 and through at least today (5/13), Utah state is in the orange phase (Moderate Risk).

Details of our plan are included in the following slides 9-21.

PPE

- Staff must wear face masks at all times inside building.
- Staff are provided with temporary masks. Logoed masks are on order.
- Provide gloves for staff to use if they choose
- Endotherms staff wear N95 masks near select mammals



Masks ordered with logo, 3 weeks lead time.



Masks made by staff families to match our uniforms.

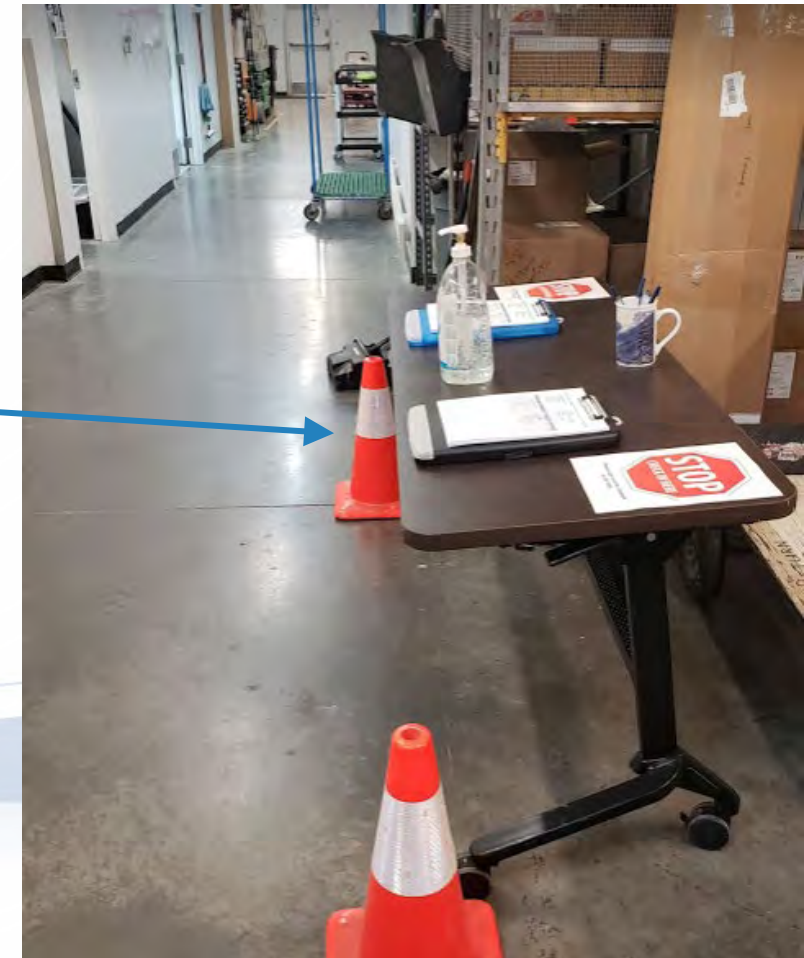
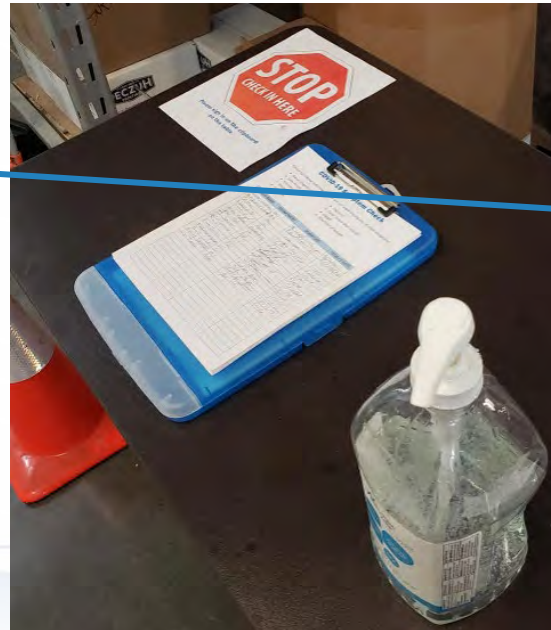
STAFF HEALTH

- Implement staff symptom checking station upon entry to Aquarium
- Encourage staff to stay home if sick

Staff must stop at the “symptom-check” table upon entry every day.

It is unmanned and staff must answer a questionnaire.

We are not checking temperatures due to the mixed data on efficacy.



DISINFECTION

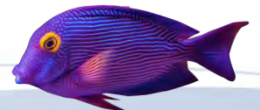
- Staff working in public areas wipe down their work stations and radios every hour
- Implement deep disinfection once weekly (3rd party custodial team)
- Use peroxide or bleach solution to disinfect acrylic (tank windows)c
- Set-up additional hand sanitizer stations throughout Aquarium
- Provide each employee with a travel-size hand sanitizer bottle



DISINFECTION

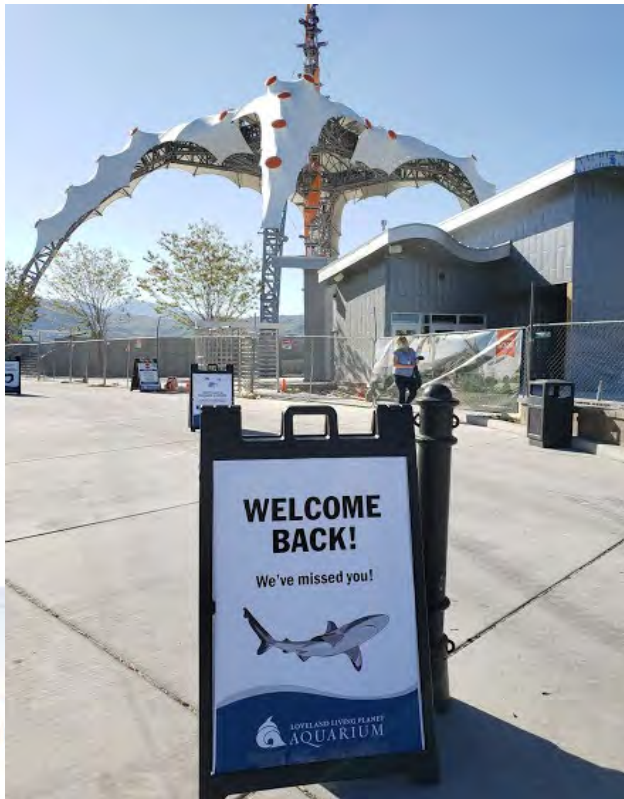


- Schedule thorough cleaning daily before opening or after closing (GS staff)
- Continue disinfection schedule for high-touch areas every hour
- Implement volunteer diver equipment disinfection protocol (once volunteers come back)
- Implement staff diver equipment disinfection protocol
- Remove tables and chairs except the ones we will disinfect regularly



SOCIAL DISTANCING

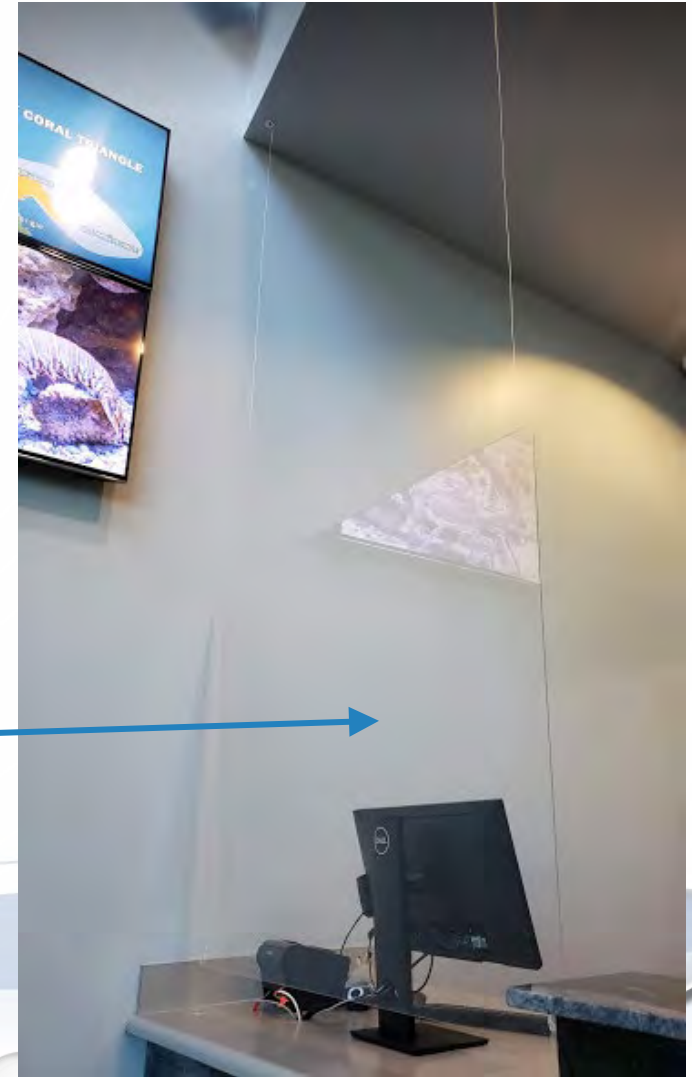
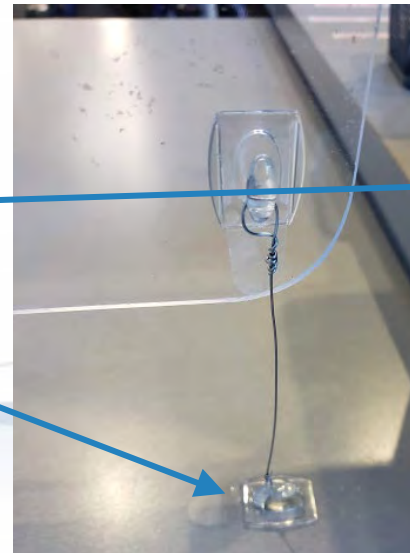
- Carefully manage the line at ticketing; mark 6 foot intervals with utility paint on sidewalk
- Create stanchioned areas (queues, one-way flow through building)



SOCIAL DISTANCING

- Implement timed ticketing (start with 40 people every 15 minutes and work up to calculated maximum guests per square feet)
- Determine one-way path through exhibits
- Install plexiglass (scanning, porcupines, sloths)

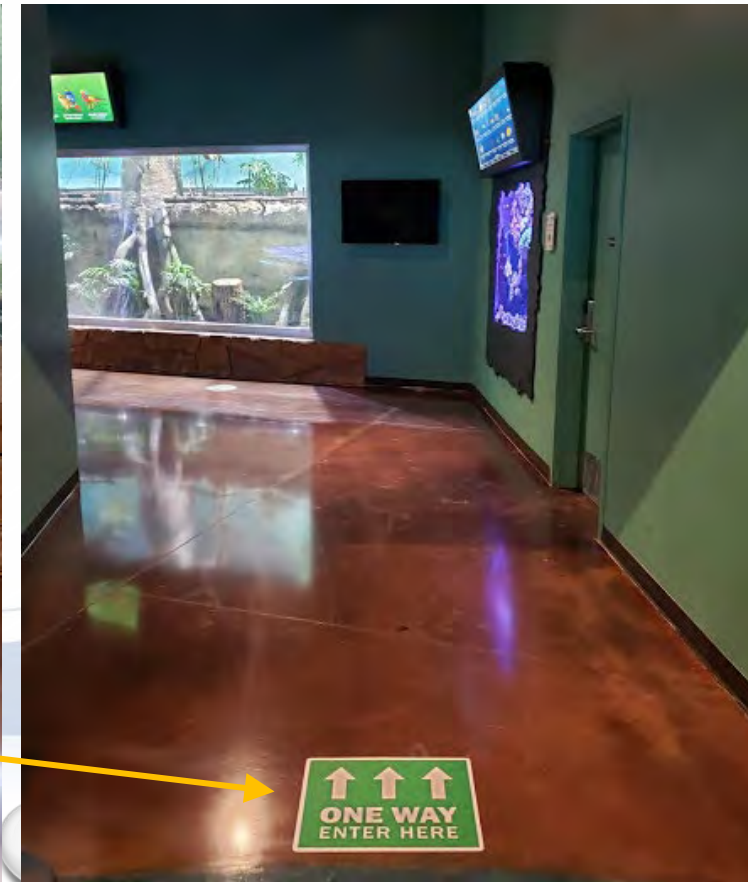
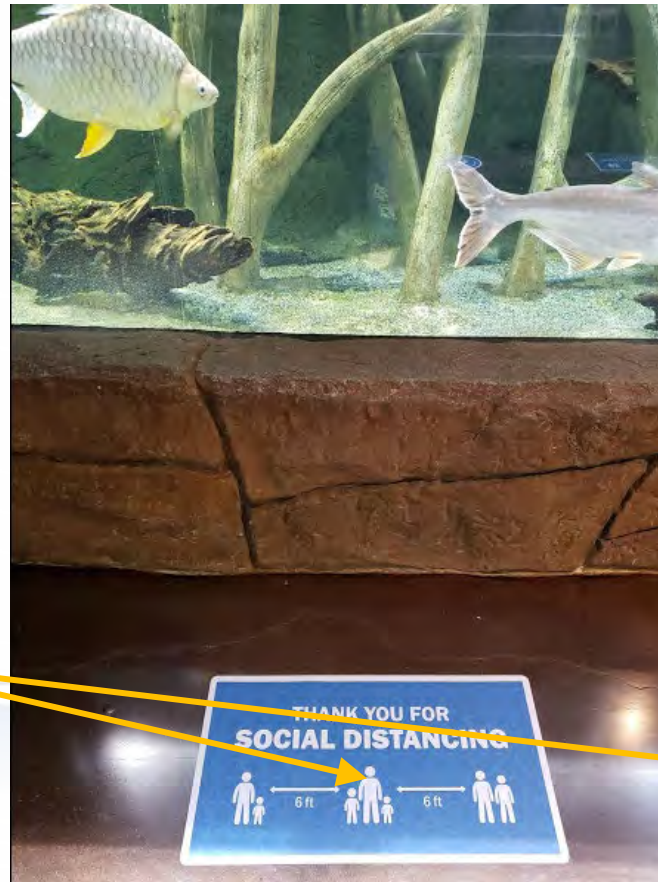
Plexiglass was made and installed by our Maintenance Team. Secured to the desk with wire and 3M command strips.



SOCIAL DISTANCING

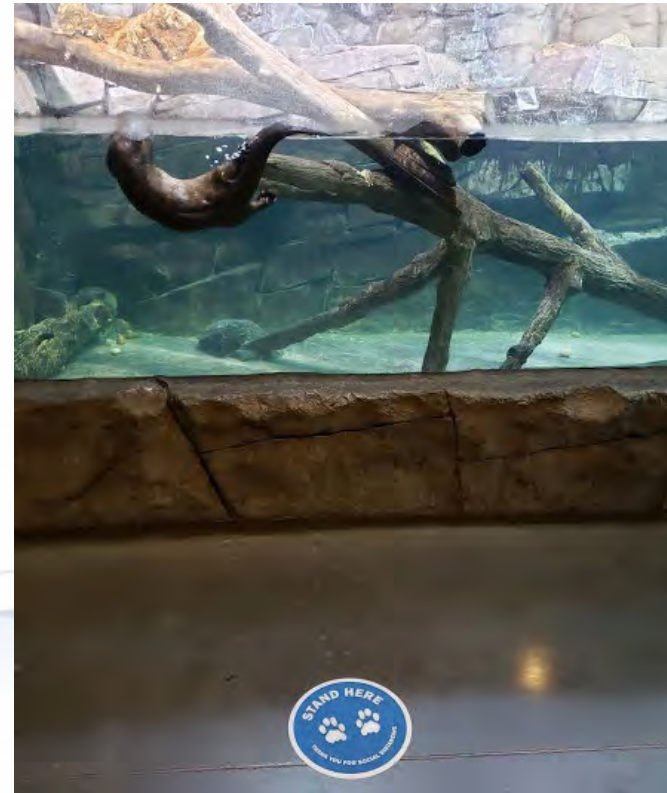
- GS and education staff manage max number of guests per gallery (esp. shark tunnel, cephalapod nook)
- Cafe meets restaurant Guidelines for COVID-19 (social distancing, increased disinfection, utensils handed out, etc.)

One-way signage and reminders to social distance.



SOCIAL DISTANCING

- Animal encounters, keeper and educator talks cancelled
- Volunteer services suspended
- Social distancing signage on floors, outside ticketing and throughout galleries



SOCIAL DISTANCING

- Close pinch-points being mindful of emergency egress (ie. narrow pathways between exhibits and dead ends)
- Gift shop reorganized to allow for social distancing (3rd party vendor - Event Network)
- Remove chairs and tables in break room and add signage (1 person per table)



DISCOURAGE TOUCH

- All brochures and maps removed (will provide if guest asks)
- Play features closed (move sculptures and climb-on turtle, frogs, shark jaws to back)
- Photo booths closed
- Tuki's Island Play Center closed
- 4D Theater closed
- Touchpools closed
- Limit contact with educational interactives (Animal Vision, buttons, sand table etc.)

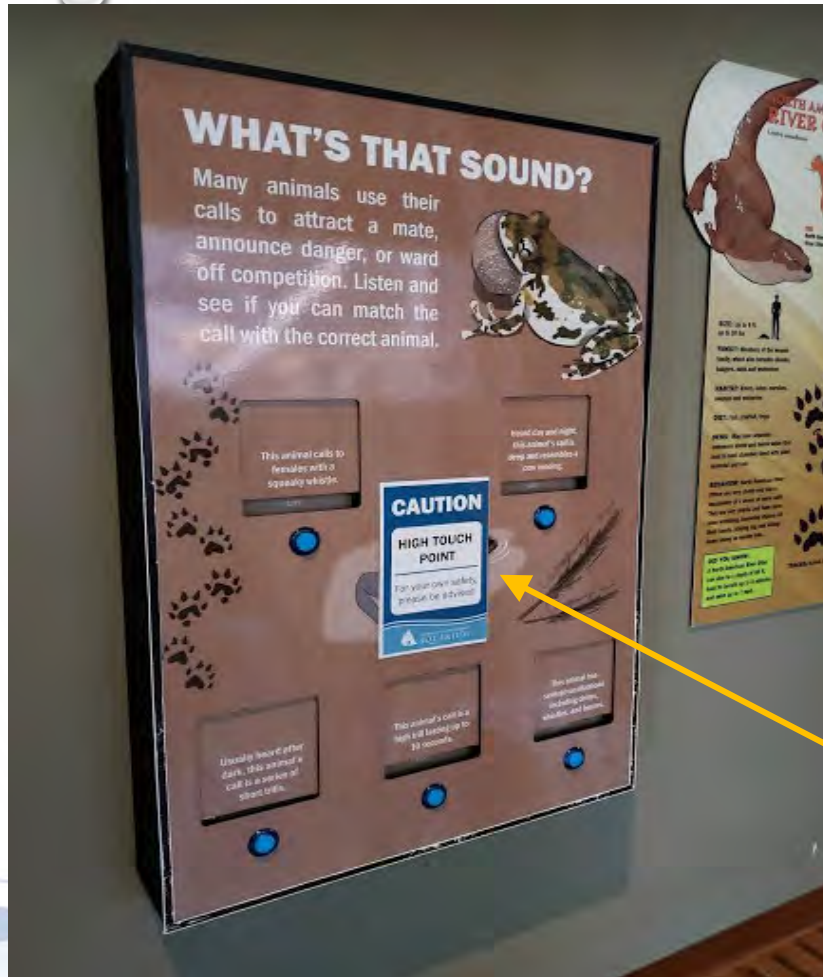


DISOURAGE TOUCH

- Block off drinking fountains and hang signage indicating water is available in the cafe
- Crawl-through interactives and pop-ups closed (kelp dome, otter den)
- Credit card only transactions (with reservations required, few will be purchasing at front)
- Penny presses and coin wells closed



DISCOURAGE TOUCH



A WARM WELCOME & FOND FAREWELL

- Create an entrance/exit that balances safety notices and warm, welcoming messages. (staff blew bubbles as guests entered)



FINDINGS (or what did we learn?)

COMMUNICATION:

- We monitored the Utah Governor's Office, Utah Department of Health, and Draper City for updates (hourly) as we approached the phase where we might open. We updated our Leadership Team several times a day as we got close to a decision to open.
- We diligently communicated quickly and openly with staff, volunteers, and Board along the way, emphasizing their safety and what steps we were taking.

VENDORS:

- Security and custodial were able to activate within 3 days but your vendors may need more notice than your staff does to activate. Our F&B provider needed 1 week, Event Network needed 2 weeks.
- Vendors need to be trained on your operating procedures and you will need to review their protocol as well to ensure they are compatible with regulations and approved.
- Your gift shop may need to change flow/configuration to maintain social distancing.

FINDINGS

STAFF MORALE:

- Essential on-site staff and telecommuting staff were somewhat nervous before we opened. They wondered if guests would self-monitor and how they would feel interacting with guests who may or may not be wearing masks.
- However, as soon as we opened, their fears were allayed due to the many safety protocols we put in place and our preparations. We overheard several staff express their excitement to be open and see their friends at work again.

GUEST BEHAVIOR:

- Guests were extremely grateful for us being open and were in good spirits. They stopped our staff and expressed their thanks.
- We estimate about 50-75% of the guests are wearing masks. We saw groups of children wearing them when their parents weren't and parents wearing them when their children weren't.

FINDINGS

GUEST BEHAVIOR (cont.):

- We found that the guests can spread out very easily and really police themselves. We don't verbally remind guests to social distance as we have tons of signage as reminders.
- Prior to opening, we distributed a Member survey to assess likelihood to visit and comfort level with our safety protocols. This was helpful and we learned that guests were polarized on whether or not the Aquarium should mandate guests to wear masks. We ended up not mandating but highly encouraging guests to wear masks.

TICKETING:

- Timed ticketing implementation went very well (have Gateway) and guests transitioned easily. We had prepared and practiced with our staff in advance the week before opening.
- Our timed-ticketing didn't easily have a solution for non-GA admissions like comp tickets, vouchers, home school families, etc. We are working through those this week.
- The questions we received most from guests were about extending their Membership expiration date (we are extending for the same # of days we were closed).

THANK YOU

For questions, please contact Heather Doggett at

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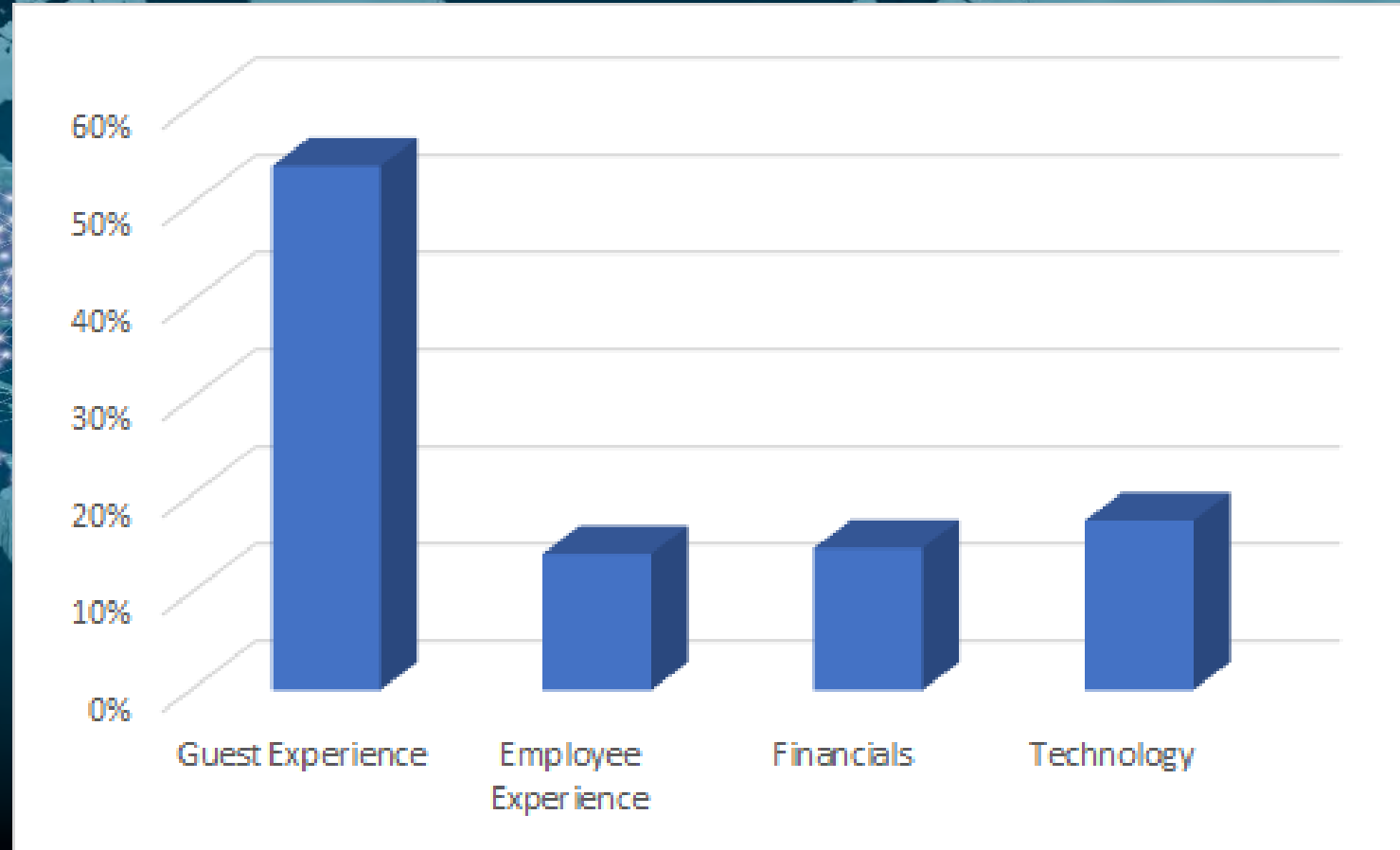
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