# Creative & Out-of-the-Box Ideas to Generate Revenue Now and When You Reopen

# Webinar will begin at 2:00 PM EDT.

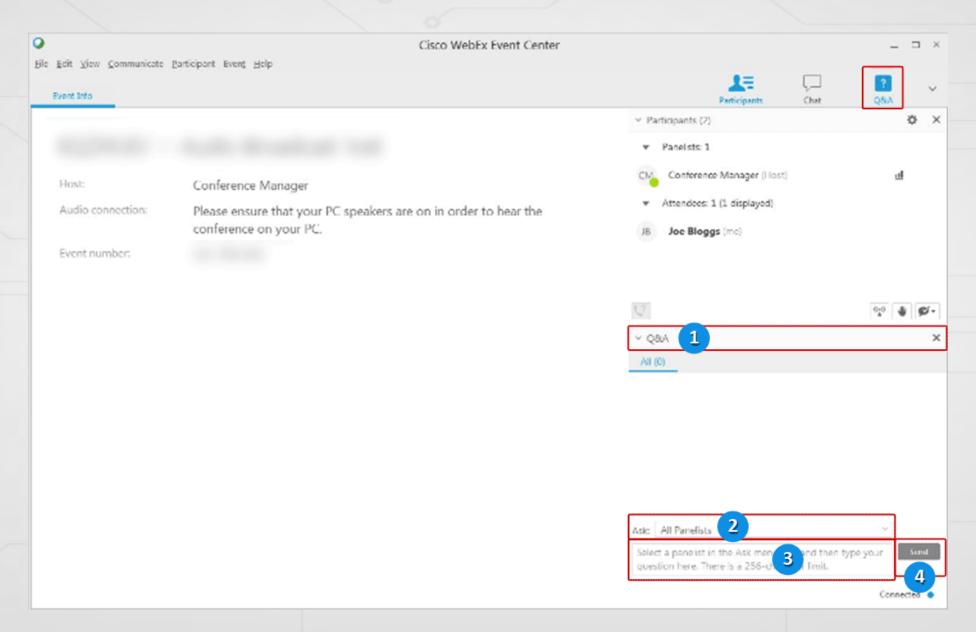




Join us next
Wednesday, May 27th
at 2:00 PM EDT for
our webinar on
Practices and
Learnings From
Attractions That Have
Already Reopened

https://bit.ly/3cH3lbT

# **Asking Questions**



# Creative & Out-of-the-Box Ideas to Generate Revenue Now and When You Reopen

Wednesday, May 20, 2020



# 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

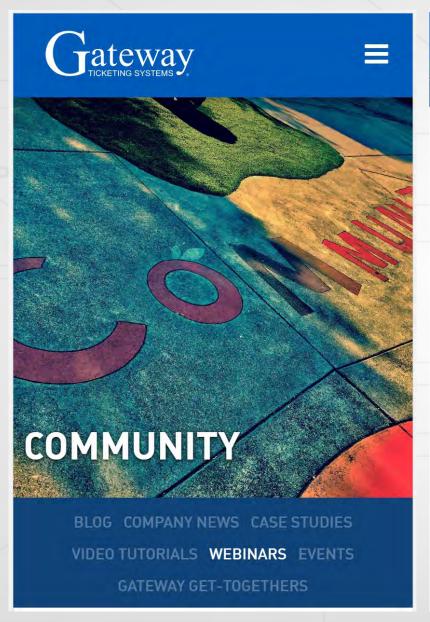
5/6: Pricing the Guest Experience in a Post COVID World

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

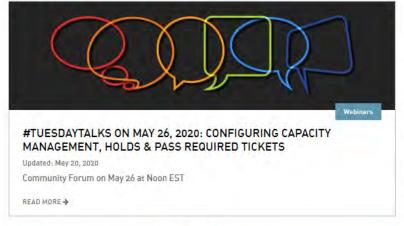
5/13: What Are Your Consumers Saying: An Inside Look at Recent Industry Surveys 5/27: Practices and Learnings From Attractions That Have Already Reopened

# www.gatewayticketing.com/community





### CATEGORY: WEBINARS



### NEWSLETTER SIGN UP

First Name *	
Last Name *	
Company Name *	
l am a current customer *	
Yes	~



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

Published: May 19, 2020 READ MORE →



READ MORE >



# Moderator

Matthew Hoenstine

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Destinations Principal





# Moderator

Randy Josselyn

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Wildlife and Conservation Principal





# **Panelist**

Sylvia@ADifferentViewOnline.com
Co-Founder





# **Panelist**

**Curtis Parks** 

cparks@iconattractions.com

Chief Operating Officer/Managing Partner





# **Panelist**

**Brandon Willey** 

brandon@hownd.com

Chief Executive Officer

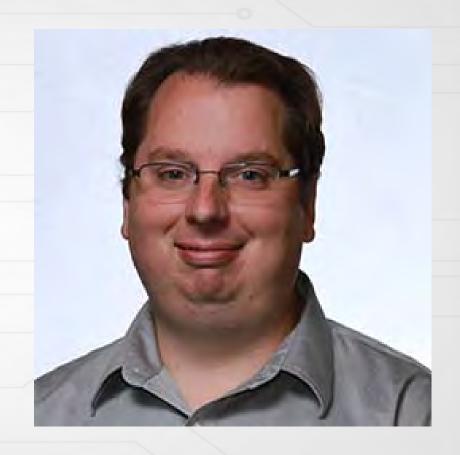




# Host

Bill D'Angelo
bdangelo@gatewayticketing.com
Product Communications Manager





# **INDUSTRY UPDATE**

# Industry Update - Preparing to Reopen



YOUTUBE.COM

De Efteling opent haar deuren! \* Dit is wat je verwachten van een veilig bezoek aan de Efte

Efteling

# Creatieve oplossing: Efteling overhandigt snacks via glijbaan

Gisteren, 21:34 uur Reacties



Klik hier om je te abonneren op ons YouTube-kanaal

Hoe overhandig je snacks als medewerkers geen direct contact mogen hebben met bezoekers? De Efteling heeft daar een originele oplossing voor. Wie een Eigenheymer bestelt - een gefrituurde aardappelspiraal op een stokje - ontvangt de lekkernij via een heuse glijbaan.

De Eigenheymer-kramen in het attractiepark zijn uitgerust met plexiglas, zodat personeelsleden beschermd worden. Er zijn uitsnedes gemaakt voor een pinapparaat én voor een speciale goot. Daar kan de aardappelsnack doorheen glijden, richting de klant.





https://www.youtube.com/watch?time\_continue=23&v=Et3diPcEmfY

# Industry Update - Preparing to Reopen



St. Louis Union Station May 17 at 1:19 PM · 3

Reopening tomorrow at 11am, the sweetest spot on our property, St. Louis Union Station Soda Fountain 🧯 💧 🕬 😂



Comment

**(1)** 134

23 Comments 28 Shares



"We began by having each team review every step of the guest journey throughout the property," said Steve O'Louglin.

"Union Station Hotel, the St. Louis Wheel, the St. Louis Aquarium, the restaurants, the ropes course, mirror maze, miniature golf, the carrousel, even the public spaces both indoors and outdoors. They all had to be assessed and analysed for potential areas of risk. This was done based on what we now know about the virus and its spread."

"Many of us were in different places and working from home," says Eli Stovall of Icon Attractions, who operates the resort's outdoor attractions including the Wheel, Miniature Golf and the Carousel.

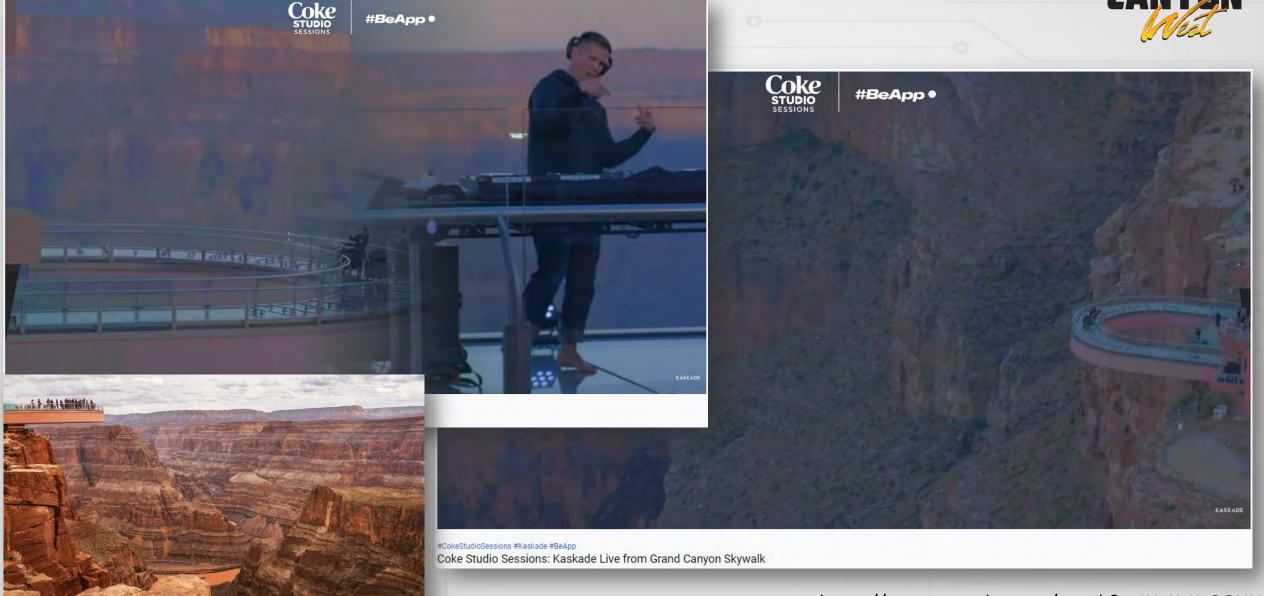
"So, the teams came together and did a virtual walkthrough of every area of the

reopening after COVID-19."

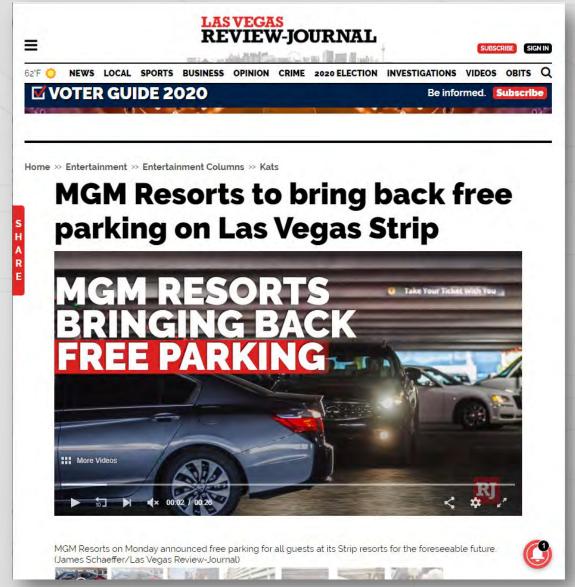
complex. Our management team, zoOceanarium Group's management team and the owner of the resort's management team all did a deep dive into the intricacies of the complex. We worked together to put together a complex-wide set of procedures for

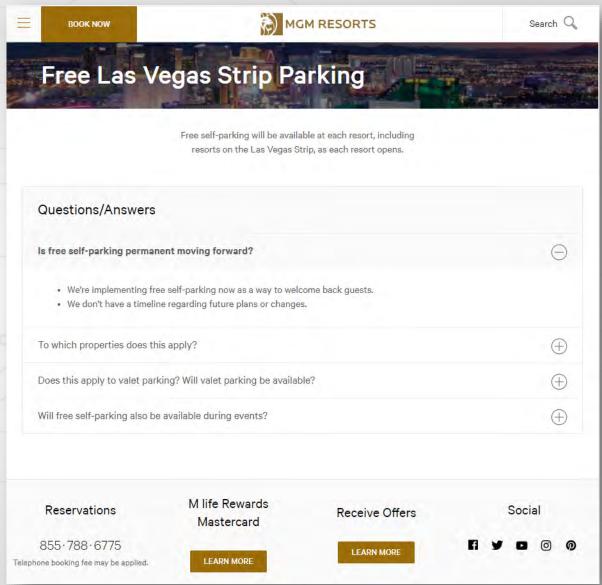
# Industry Update - Attractions at Home



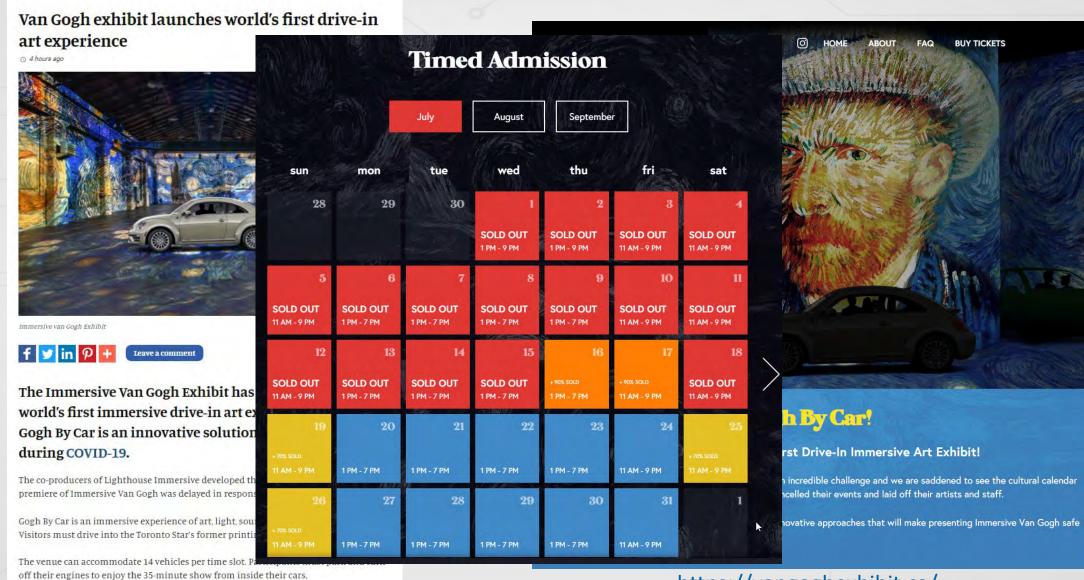


# Industry Update – Positively Promoting Changes





# Industry Update – Attractions Differently



https://vangoghexhibit.ca/

# **INDUSTRY SURVEY**

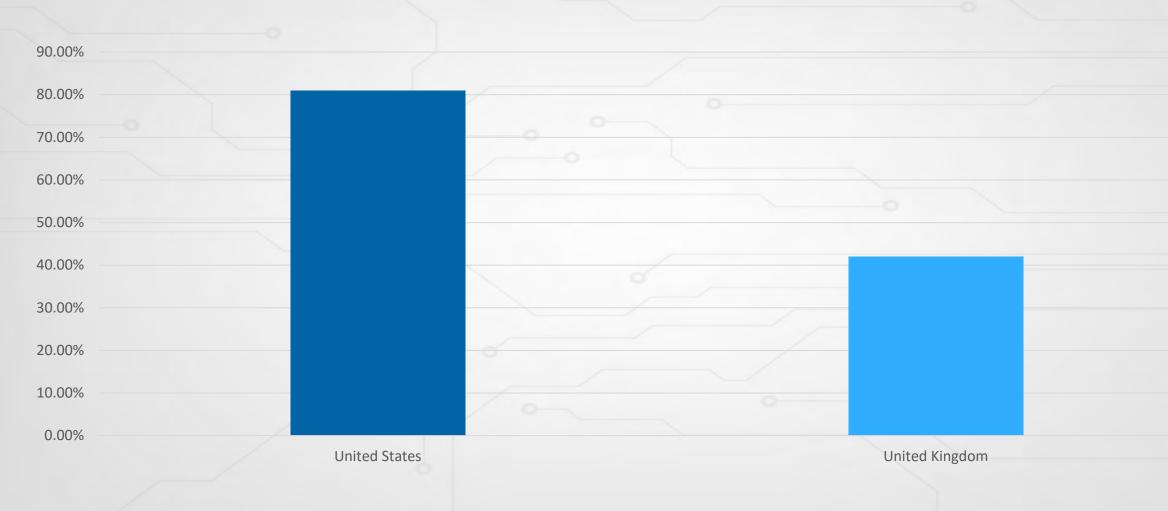
Visitor Attraction Survey – How are we doing?

Wondering how to react 39% 47% USA 35% UK Wondering if we can survive 34% 33% USA 37% UK

Three quarters all visitor attractions expect to be **very** different or say they can **expect some changes** and the pattern is similar in the UK and the US.

- 20% of Themed Entertainment "highly likely" that we will be very different.
- 16% of Arts & Cultural
- 14% of Outdoor and Conservation

Percentage of US and UK attractions who applied for funding



### Online Experiences:

- Themed entertainment is least likely to develop online content/experiences
- Outdoors & Conservation as well as Arts & Culture are way more active with plans to increase online experiences significantly.



### **Elmwood Park Zoo**

\$100 - \$150 for 15 minutes They've book over 150 over the last 3 weeks

 Animal Adventure Park's April the Giraffe

 Toys 'R' Us-sponsored YouTube stream, monetized text messages, a clothing line and the sale of T-shirts, caps and fuzzy toys. CORONA VIRUS
RELIEF FUND
\$10.00 - \$100.00
Gifts of Support
Support Amount Chaose an option T

SKU: N/A Category: Subscriptions \$

Description

Additional information

### DESCRIPTION

We are in "interesting times".

Animal Adventure and our team is committed and dedicated to the continuation of the standards of care for our living collection.

Allow us to openly state, the park is not a charity organization, and does not receive any grants or outside support. We are supported by YOU!

Our normal revenue streams; Z00 T0 Y0U Programming & Animal Encounters have been cancelled at this time. These programs support the park during our seasonal shut down.

### NEED HELP?

Our online Store Support is there to help! Contact us at:

Online Store Support

Return Policy

### PRODUCT

\*\*CLOSEOUT\*\*

\*\*NEW/HOLIDAY 2019\*\*

\*2020 RELEASES\*

AAP

MERCHANDISE

ALL THINGS

FLAMINGO

ALL THINGS

GIRAFFE!

**ALL THINGS** 

PENGUIN!

ALL THINGS SLOTH

ANIMAL

ENCOUNTERS

APPAREL

**EVENT TICKETS** 

GIFT CERTS. &

**MEMBERSHIPS** 

# GENERATING REVENUE









Attention all @PredsNHL fans A new week calls for another round of mystery boxes being sent out! Check it out today at NashvilleLockerRoom.com for a chance at some jerseys and much more at the link below: nashvillelockerroom.com/search.php?sea...













### 10 Pack Neoprene Mask

Price			\$10.00 USD
Neoprene Ma	ask		
Quantity	1	ADD TO CART	

### Neoprene Face Mask 10 Pack

One size fits most. Soft & Breathable, Stretchable & Comfortable. This product is NOT made for medical purposes. It is designed as a protective barrier for occasional use. Product is not suitable for use by children without adult supervision. Caution should be taken by people with any breathing difficulties. Care instructions: Wash before first use. Hand washing and air drying recommended.



A Maryland restaurant's new tables have huge inner tubes that make social distancing look fun

David Williams, CNN - Published 18th May 2020





(CNN) — A popular waterfront restaurant in Maryland has come up with a way to keep customers at a safe social distance that actually looks pretty fun.

Fish Tales Bar & Grill in Ocean City has bought new "bumper tables" that are surrounded by large inner tubes to keep diners from getting too close.

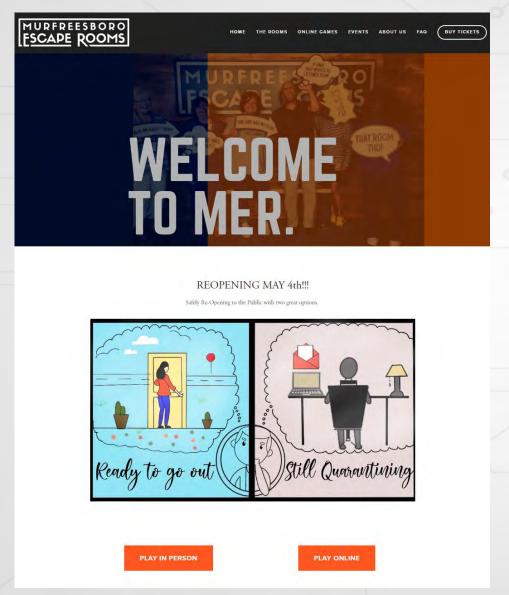
at some of the <u>creative ways restaurants are coming up with to keep their customers sate</u> as states begin to ease restrictions during the coronavirus pandemic.

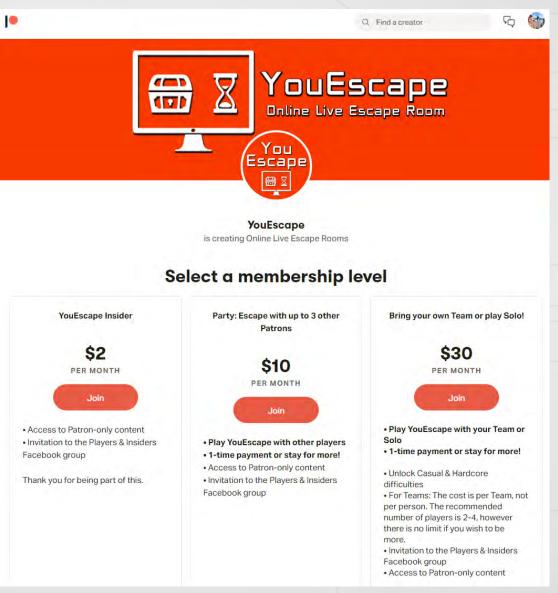
At Fish Tales Bar & Grill, the custom-built tables look like huge 45 vinyl records and are on wheels, so people can walk in the restaurant's parking lot and har area and mingle, while





https://www.secretcinema.org/secret-sofa





# Developing new Experiences



# Developing new Experiences

park-first-time-ever/CYAC6HRW7JFIRBYAAHZ2NTNGWU/



# Developing new Offerings

### WHEN THE WHEELS TURN AGAIN



POST COVID-19
RE-OPENING Ticketing & Promotions

Add value without deep discounts or complicated pricing unless necessary.

All prices +tax



		Tier 1 - Opening	Tier 2 – 2 Weeks after Opening TBD	TBD as needed	TBD
ICON Packages	Retail	Value	Discount	Third Party	Deep Discount
2 Tickets for The Capital Wheel	\$30	\$30 + free parking	\$20 (2 for \$20)	\$23	
2 Tickets for The Capital Wheel + 2 Tickets for The Carousel	\$44	\$44 + free parking	\$30 (Free Carousel)	\$30	
4 Tickets for The Capital Wheel + 1 photo package (2 6x8 + digital download)	\$77.50 / \$85	\$60 (buy 4 tickets get free souvenir photo package)	\$60 (buy 4 tickets get free souvenir photo package + free digital download)	n/a	
2 Tickets for The Capital Wheel + 2 drinks w/ Souvenir Cups	\$56	\$46 (free souvenir cup)	\$40 (free souvenir cup)	n/a	
Online Advance Purchase Only					
1 Ticket for The Capital Wheel	\$15	\$15	\$11.25 (EPKP)	\$11.25 (EPKP)	\$10





# POST COVID-19 RE-OPENING Partner Packages & Community Relations

Limited Partner Packages to drive date night visitation and support hospitality industry workers.

Get a great deal for a day trip, girls' night out, happy hour or date night and support hospitality workers in the DMV. Nearly 2/3 of all workers displaced due to COVID-19 are in the hospitality industry. Get out of the house and give back to those that make fun times possible.

Partner Packages	Retail	Special Offer	
2 Tickets for The Capital Wheel + 2 dinners at Bond 45 + 2 drinks at restaurant + 1 parking			
2 Tickets for The Capital Wheel + 2 dinners at Fiorella + 2 drinks at Flight Deck + 1 parking			

### hownd

# Buy Now, Play Later

Support Now, Play Later: Up to 40% Off Gift Cards to Help During Our Temporary Pause



### STARTING FROM

\$15.00

\$15 for a \$20 Gift Card
PRICE: \$15 DISCOUNT: 25% VALUE: \$20

### **BUY NOW**

GIVE AS GIFT

SHARE OFFER



### Playland Skate Center "Support Voucher"

Playland Skate Center of Austin, TX worked with Hownd to create and send a "Support Now, Play Later" promotion for 40% off non-expiring gift cards. The center generated nearly \$500 revenue within just 30 minutes of the campaign going live!

\$6,264

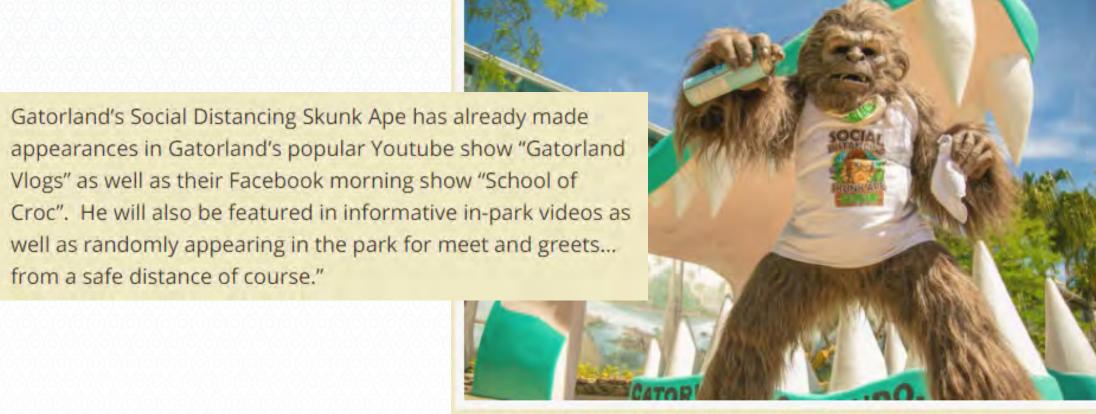
... and counting!



### hownd

### Create a New Mascot to Attract Guests

This is a subtitle.



Gatorland's own "Social Distancing Skunk Ape!"



# Close Down for Small Group Parties

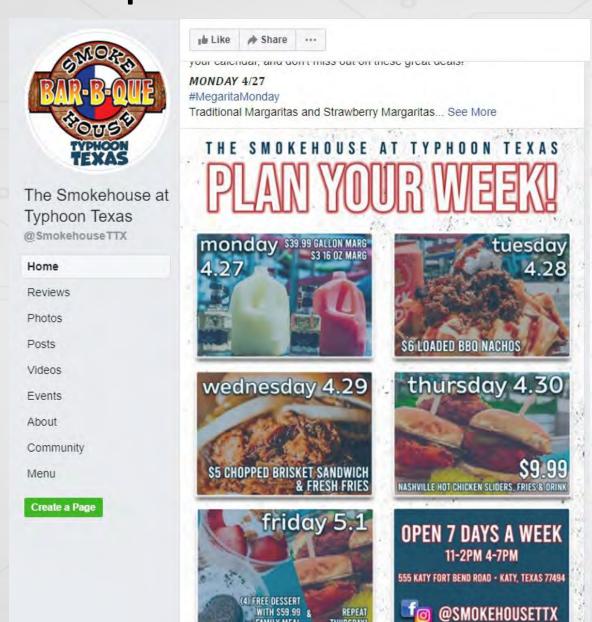
Charge a premium to make your entire facility available for small groups of 10-20 guests for 2 hours with cleaning between sessions.

# Bundled Packages & Value Ads

Experiment with your pricing and packaging to increase your per cap to compensate for decreased volume.



### Deliver top sellers in a new way





- Can you use your parking lot for drive-in movies or concerts?
- Are there other spaces you can repurpose for revenue opportunities at a lower capacity?
- Parking lot rentals
- Other opportunities with the property you own



(AP Photo/Robert F. Bukaty, File)



Magazine Pulse Calendar

Q Trending: Features Box Office Archives

News & Analysis

### Parking Lot Cinema: How Movie **Theaters Are Converting to Drive-Ins During the Pandemic**

Coronavirus · Chris Eggertsen · May 07 2020

With most U.S. theaters remaining shuttered due to the novel coronavirus pandemic, exhibitors nationwide have been crafting innovative solutions to keep their businesses afloat during the shutdown. For some, like the Florida-based chain Epic Theatres, those solutions have included temporary—and often highly improvised—conversions to the once-voguish drive-in format.

"We pulled an old screen out of storage and built a frame from PVC pipe, [then] hung the screen over the side of our largest auditorium wall," says Epic Theatres co-owner and IT director Weegee DeMarsh, who, along with his brother and co-owner Joe DeMarsh, opened a pop-up drive-in at Epic's Deltona location on March 20. Though they were later forced to remove the screen due to looming summer rains, the DeMarshes didn't let that stop them. In a decidedly makeshift but highly effective solution, they proceeded to paint the auditorium wall white.



### https://www.boxofficepro.com/boxoffice-podcast/

### A pop-up drive-in movie theater is ir **Ballpark Commons in Franklin**

Chris Foran, Milwaukee Journal Sentinel Published 12:21 p.m. CT May 15, 2020

















A pop-up drive-in movie theater is in the works for the parking lot north of the stadium where the Milwaukee Milkmen play in Franklin at Ballpark Commons. (Photo: Curt Hogg / Now News Group)

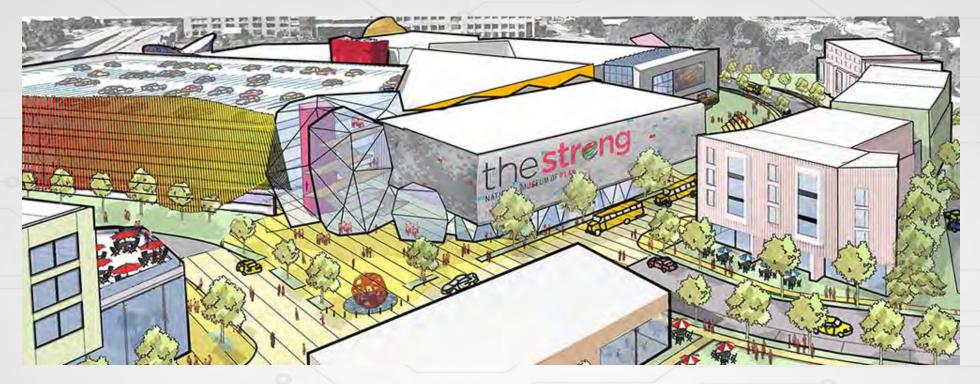
Milwaukee will get its first new drive-in in forever next week, when the Milky Way Drive-In opens at Ballpark Commons in Franklin.

The pop-up drive-in, announced Friday, is a joint venture of the Milwaukee Milkmen, the independent-league baseball team, and Franklin Tourism. The movies will screen on nights when the Milkmen are playing on the road

Opening night for the Milky Way is May 22. Movie titles, showtimes, ticket prices and safety precautions are expected to be announced next week.

Brooklyn Children's
 Museum leasing space
 to the Brooklyn Library
 for \$200k a year.





- Major expansion includes housing, hotel and mixed retail
- The Neighborhood of Play will include a 120-150 room hotel, 201 units of market-rent housing and 17,000 square feet of urban-mix retail which will be funded and operated by partners Indus Hospitality and Konar Properties. These are set to generate more than \$130 million in annual economic impact for Rochester.

### Coronavirus closure costs the Tennessee Aquarium 90% of revenue

With 10,000 critters to care for, the attraction racks up big bills

May 17th, 2020 | by Mary Fortune



Photo contributed by the Tennessee Aquarium / Maggie Sipe with Redruffed lemurs during an online class at the Tennessee Aquarium.



#### Recommended For You

Coronavirus hot spot emerges in Chattanooga

Man arrested after mother finds 2-year-old with burns, bruises

Tennessee county leads US in coronavirus cases per capita

Tennessee pastors criticize Gov. Lee's COVID-19 reopening plan, say more protections are needed for workers

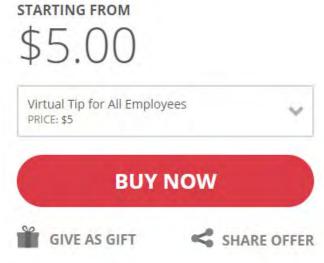
https://www.timesfreepress.com/news/local/story/2020/may/17/coronavirus-closure-costs-tennessee-aquarium/523175/

### Tip Jars for your Staff

This is a subtitle.

Virtual Tip Jar — Help Support Your Favorite Stylist and Barber







This "Virtual Tip Jar" campaign provided immediate financial support for their stylists and barbers. Featuring an option for the customer to select their favorite staff members specifically by name and donate. Hownd helped 18 | 8 secure crucial contributions from their community on behalf of their employees.

\$38,646
... and counting!

MIPTELLIA THE TENT THE TENT OF THE PARKETILLS

# QUESTIONS / COMMUNITY FORUM

Groups Donate Membership

#### Cincinnati Zoo & Botanical Garden

TICKETS PLAN YOUR VISIT EVENTS ANIMALS SAVING WILDLIFE EDUCATION GARDENS

May ≠ 2020



#### SELECT A DATE

#### Cincinnati ZOOm Calls

Heads will turn when you invite Flona the hippo, Rico the porcupine,

All calls are 15 minutes in length on the video conferencing service of



#### FACETIME WITH

lang out with our Hippos as you cal opportunity to meet Fiona, Bibi, and

¿ Complete Ticket Details

#### FaceTime with Fiona

Call is in Eastern Daylight Time and lasts approximately 15 min



#### PORCUPINE ON T

to have Rico virtually join you; be it a team meeting, friendly hangout, or a just a personal virtual visit. Rico is ready for all of your calls, and a member of his care team will be standing by to tell you all about this prickly pal, and answer any of your questions.

E Complete Ticket Details

#### Porcupine on the Line

Call is in Eastern Daylight Time and lasts approximately 15 minutes.

\$250.00 - 0







#### WALLABY CALLING YOU LATER?

Jump for joy as our wallabies join your next meeting. Our Bennett's and Parma wallabies are ready to hop into your next video call.

Thursday, May 21, 2020

16

23

30

22

Event Name Event Time Status

4:45 PM - 5:00 On Sale

eo call! One of the birds from our Ameritas Wings of to your next meeting.

with our cheetahs? Your next video call will be "spot-on"



#### RING IN THE REDS

Get ready for this "paw" some experience! Give our Red Pandas a ring, because they're ready to romp into your next video call.

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

<a href="mailto:marketing@gatewayticketing.com">marketing@gatewayticketing.com</a>

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!



### REGISTER FOR OUR NEXT WEBINAR

**Practices and Learnings From Attractions That Have Already Reopened** 



Or visit: https://bit.ly/3cH3lbT

