

Practices and Learnings From Attractions That Have Already Reopened: Part 2

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



Join us on
Wednesday, June 24th
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 selected, showing details about the event, including the host (Conference Manager), audio connection instructions, and the event number.

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

The "Q&A" panel is open, showing a search bar with a dropdown menu set to "Q&A" (labeled with a blue circle 1). Below the search bar, there is a "Send" button (labeled with a blue circle 4) and a "Connected" status indicator. The main area of the Q&A panel contains a text input field (labeled with a blue circle 2) and a "Send" button (labeled with a blue circle 3). The text input field contains the text "Select a panelist in the Ask menu and then type your question here. There is a 256-character limit."

Practices and Learnings From Attractions That Have Already Reopened: Part 2

Wednesday, June 10, 2020





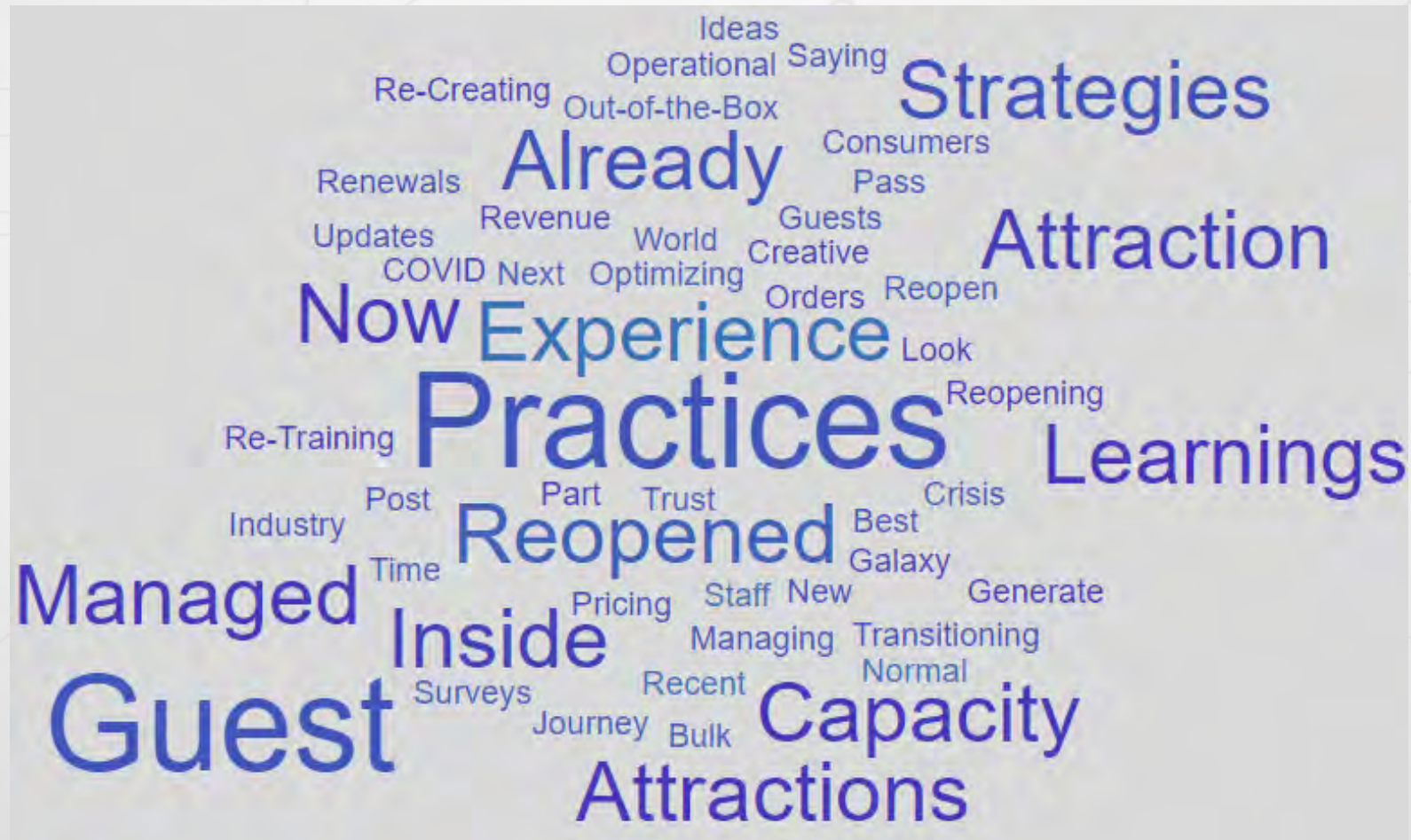
WEBINAR AGENDA

Webinar Agenda

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

Webinar Wednesdays

Bi-weekly gathering of attraction industry experts to discuss the current challenges and position our attractions for success.



www.gatewayticketing.com/community



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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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Published: May 19, 2020

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Updated: May 14, 2020

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Product Communications Manager





INDUSTRY UPDATE

Industry Update – New Attraction Closures

K-Pop Herald

The Investor

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Industry Update – New Attraction Openings

If you have a temperature of
100.4° F (38° C) or higher,
you will not be permitted to enter.

**WE'RE CURRENTLY LIMITING
ATTENDANCE AT OUR
THEME PARKS**

[LEARN ABOUT PARK PROCEDURES >](#)



Universal: Theme parks reopen with less shrieking, more masks, new relief for reluctant dads

By DEWAYNE BEVIL
ORLANDO SENTINEL | JUN 09, 2020



Theme park visitors pose from an acceptable distance with Scooby-Doo characters at Universal Studios as the attraction welcomes back the public. Universal Orlando was closed from mid-March to early June in response to the coronavirus pandemic. (Dewayne Bevil / Orlando Sentinel)

Yes, I was eager to get back into Universal Orlando's theme parks. I was anticipating getting a sliver of "old normal" in my life. Like many Orlandoans, theme parking is part of my routine that has been disrupted by the coronavirus pandemic.

The takeaway after Friday's grand reopening: We can do this. It's going to be different. We can do this. I keep saying "it's a mixed bag," although, truthfully, the category of Theme Park Things That Are Better Now is slender.

Please note the CDC advises that older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19. Guests should evaluate their risk in determining whether to attend.



Face Covering
Required



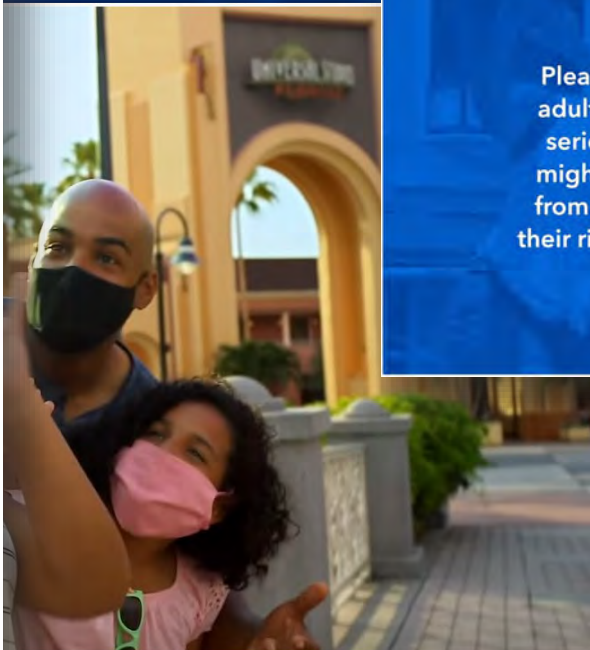
Temperature
Check Required



Wash your hands
often with soap
and water



Keep 6 feet (2 meters)
between your party
and other guests



<https://www.orlandosentinel.com/travel/attractions/universal-orlando/os-et-universal-reopens-pros-cons-20200609-gntwzj2h2ncsnapsitdqn65v4-story.html>

<https://www.youtube.com/watch?v=De1d6TIYkKw>
<https://www.universalorlando.com/web/en/us/plan-your-visit/safety-faqs/theme-parks>

Industry Update – New Attraction Openings



Industry Update – New Attraction Openings



WE ARE LOOKING FORWARD TO SEEING YOU!

The Gardens is fully blooming. We are looking forward to opening the gates for you on June 8th. The most important thing to us in Tivoli is that we are opening the Gardens in a safe and responsible way. In order to comply with the recommendations from the authorities, we are initiating new precautions to assure a safe visit for you.

Protective precautions:

When arriving at the Tivoli Main Entrance it is possible for those of you with a Tivoli Pass or pre-purchased tickets to use our self-service entrance.

We have increased our cleaning frequency and placed hand sanitizer in the Gardens so you don't have to worry about hygiene. Furthermore, we will ensure that distance is kept by using range markers.

As something new it is now also possible to order your



COVID-19

When to expect fewest visitors?

You must experience the summer magic in the Gardens. To avoid a lot of waiting time we have created this overview which shows you when we expect the fewest visitors at the entrances.



■ LOWEST RISK OF MANY GUESTS OR QUEUES AT THE ENTRANCES
■ RISK OF MANY GUESTS OR QUEUES AT THE ENTRANCES
■ HIGHEST RISK OF MANY GUESTS OR QUEUES AT THE ENTRANCES

NB: On public holidays, there is a greater risk of many guests or queues at the entrances

QUEUE UP - SEPARATELY

DIGITAL AMUSEMENT LINE

We are beyond excited to present our newest feature!

Wait in line for your next ride in the Tivoli app. When you visit our beautiful Gardens in the future our queue is digital. With digital queues you have more time to enjoy the Gardens and have fun with family and friends. Enjoy the waiting time in our blooming surroundings.

How it works:

- ◆ Download the Tivoli app*
- ◆ Choose “Book a ride” and pick the ride you want to try
- ◆ Choose “Join the queue”. Choose the number of people who is riding with you
- ◆ The countdown has started. Keep an eye on you place in the queue, and make sure to check in, in time.
- ◆ Turn on push-notifications and allow us to let you know when it is your turn
- ◆ Have fun and enjoy your ride!

Psst! Watch the video on this site if you want to see how it works.

*it is possible to lend a smartphone at the Tivoli Service center, if you do not have one yourself. Be aware you must be + 18 and there will be a deposit of 1000 DKK or picture ID.



**When it's time
to queue, we will
notify you**



Industry Update – New Attraction Opening Dates





Manchester Evening News

Donate to our NHS campaign - and you could win a prize for you or an NHS hero

NEWS IN YOUR AREA MAN UTD MAN CITY WHAT'S ON SPORT CELEBRITIES

Blackpool Pleasure Beach announces reopening date and safety measures


A number of changes are being made to the attraction

SHARE    

By Emma Gill
09:43, 9 JUN 2020 | UPDATED 09:54, 9 JUN 2020

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Blackpool Pleasure Beach

The Gazette

Business

Blackpool Pleasure Beach prepares to reopen 'respectfully and safely' in July

Blackpool Pleasure Beach has announced it is preparing to reopen in July with a "range of new policies and procedures" to keep guests safe.





What we are implementing in preparation for reopening safely

Blackpool Pleasure Beach is preparing to reopen respectfully and safely. We will be introducing a range of new policies and procedures to ensure our amusement park remains as safe as possible for all our guests. In line with current Government guidance, we expect to be able to reopen Blackpool Pleasure Beach on the 4th July 2020. In the meantime please take a look at these measures we are putting in place as we prepare to welcome you back.




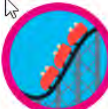
Before you visit

-  Please book in advance online to avoid disappointment and use our NEW eTicket allowing you to enter the park as soon as you arrive.
-  Please do not plan to visit us should you have any symptoms associated with COVID-19. The most common symptoms of COVID-19 are recent onset of a new continuous cough or a high temperature (over 38°C) or a loss of, or change in, normal sense of taste or smell (anosmia). We may also ask that you have your temperature checked at the park entrance.
-  To enable social distancing across our outdoor amusement park we have capped the number of guests allowed on the park on a daily basis to give you a safe and enjoyable day out.
-  For the safety of yourself, other guests and our team please follow our new guidelines when planning and during your visit.





What we are doing to protect you

-  We have introduced a range of new, more frequent and enhanced deep cleaning measures across our park rides and attractions.
-  We have provided new hand sanitisation facilities. Please wash your hands with soap and water in one of our many facilities around the park and also use the hand sanitiser dispensers located around the park.
-  Our teams around the park will be equipped with a range of appropriate personal protective equipment (PPE). This PPE is to protect our team members and our guests.
-  Our entire Pleasure Beach team will be temperature tested each day.





What to expect on your visit

-  On arrival at the park and throughout your day please look out for our Ambassadors and follow their instructions. This team are here to help you, answer any questions you may have and ensure all of our guests have a great visit.
-  Our teams have received training in preparation for our reopening. All teams, in all departments, including customer facing and behind the scenes, are temperature tested before commencing work each day.
-  We have introduced social distancing measures in queue lines around the park. Please strictly observe these guidelines, respecting other guests and follow the advice of our team at all times.
-  A dedicated plan for each ride has been developed and implemented in order to enable social distancing between groups. This will vary according to each ride so please follow the signage guidelines and instructions from our ride operators.

What to expect on your visit

-  To help us enable social distancing during your visit the direction of travel along some of our walkways has been changed. Please follow the signage.
-  Some rides may require you to wear a face covering. Please bring a suitable face covering with you (we suggest you bring two). Face coverings will be available to buy here at Pleasure Beach.
-  On some rides it may be necessary for us to leave empty seats between guests. Please follow the guidelines on each individual ride.
-  Please be prepared to make contactless payments.

What to expect on your visit

-  A new online food ordering system is being developed allowing guests to order a selection of food during their visit from their mobile phone which can be collected at a designated time and location. Our restaurants, cafes and takeaway units will be open but please bear in mind many of these will operate in different ways to that which you have been used to. Additional outdoor seating has also been arranged in dedicated areas around the park.
-  Our wide range of gift and souvenir shops will be open with adaptations to ensure social distancing. Guests can also visit our online shop and have items delivered to their home address.
-  Some of our guest experiences such as photograph opportunities with our characters have been modified or suspended to ensure social distancing is maintained.
-  For the safety and well being of all our guests and staff, Blackpool Pleasure Beach has a dedicated team of security officers patrolling the park at all times.

<https://www.manchestereveningnews.co.uk/whats-on/family-kids-news/blackpool-pleasure-beach-face-masks-18386292>

<https://www.blackpoolgazette.co.uk/business/blackpool-pleasure-beach-prepares-reopen-respectfully-and-safely-july-2878436#gsc.tab=0>

<https://covid.blackpoolpleasurebeach.com/>

Industry Update – New Attraction Opening Dates



Government U-turn: UK Zoos to reopen from June 15

4 hours ago



Chester Zoo


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

Zoos and outdoor attractions where people stay in their cars, such as safari parks and drive-in cinemas, will be able to reopen from June 15 in the UK.

The Prime Minister will announce their reopening as lockdown restrictions in the UK continue to ease, as long as they follow certain safety precautions.

A Downing Street official said that “we hope the reopening of safari parks and zoos will help provide families with more options to spend time outdoors while supporting the industry caring for these incredible animals”.

Zoos in the UK had been campaigning for the Government to reconsider their initial decision and allow them to reopen sooner. Many issued a stark warnings that they were struggling with the loss of revenue after they were told they may have to **remain closed “indefinitely”**.



SAVE OUR ZOO

chesterzoo.org/saveourzoo

Chester Zoo @chesterzoo

Wildlife charity preventing extinction in 30 countries 🌍 📺 #ChesterZoo Also follow @ActforWildlife / @scienceatCZ / @LearnatCZ

📍 Chester, UK 🌐 chesterzoo.org 📅 Joined November 2009

275 Following 163.5K Followers

Followed by San Diego Zoo Global, IAAPA EMEA, and 7 others you follow


Chester Zoo @chesterzoo · 17h

👏👏 YOU DID IT! 👏👏

A week ago we were in despair, not knowing when we would reopen, or if we could even survive much longer...

BUT YOUR VOICES HAVE BEEN HEARD! 🗣️

We have JUST received the news that we'll be able to open safely from 15 June.



866 6.7K 30.8K

[Show this thread](#)

BIAZA @BIAZA

BIAZA is delighted to announce that we have learnt tomorrow the Prime Minister is expected to announce the reopening of zoos and safari parks in England from the 15th of June.

See our Facebook for the full update: facebook.com/biazaofficial/

📷: Jack Woolrich ZSL LondonZoo



4:35 PM · Jun 9, 2020 · Hootsuite Inc.

181 Retweets 328 Likes

Tropiquaria Zoo & Aquarium @Tropiquaria_Zoo · 17h

Replying to @BIAZA

But it appears not indoor attractions, so that means many BIAZA members with tropical halls and aquariums will not be opening.

@BIAZA needs to continue pressing for all of their members to be allowed to open all parts of their zoos and aquariums.

1 1 8

Industry Update – New Attraction Opening Dates

Menu
abc 10 NEWS SAN DIEGO
Live
Community Events and Local Entertainment Events 2 weather alerts

San Diego Zoo, Safari Park reopening on Saturday, June 20



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Photo by: Allison Horn

By: Jermaine Ong
Posted at 7:29 AM, Jun 10, 2020 and last updated 10:11 AM, Jun 10, 2020

SAN DIEGO (KGTV) -- The San Diego Zoo and San Diego Zoo Safari Park are scheduled to reopen to the public on June 20, officials announced Wednesday.

The Saturday, June 20, opening ends the first major closure in San Diego Zoo Global's 103-year history.

The Zoo and Safari Park were closed in mid-March amid the coronavirus pandemic.


Officials noted that health and safety measures that comply with local and state guidelines would be in place at both the Zoo and Safari Park.

WELCOME BACK!

The San Diego Zoo and the San Diego Zoo Safari Park will resume operations on June 20, 2020, with limited shopping, dining, and other experiences available at both parks. During the initial reopening phase, each park will operate with limited on-grounds capacity and reduced hours of operation.

Please click [here](#) for important information before you visit.

To support the wildlife in our care, make a gift today. [DONATE](#)



SAN DIEGO ZOO
DONATE BUY TICKETS

REOPENING JUNE 20, 2020
ROARING BACK
We've missed you!

SAN DIEGO ZOO SAFARI PARK

HERE'S IMPORTANT INFORMATION FOR YOUR UPCOMING VISIT TO THE REOPENING SAN DIEGO ZOO AND SAN DIEGO ZOO SAFARI PARK.

At 9 a.m. on June 20, 2020, the San Diego Zoo and the San Diego Zoo Safari Park will reopen to guests, ending the first major closure in our 103-year history. Guests will once again be able to experience wildlife with their families, stroll among diverse habitats, and take part in fun, educational activities that bring us closer to the natural world.

OUR COMMITMENT TO SAFETY!

BEFORE YOU ARRIVE


WHAT TO EXPECT WHEN YOU VISIT THE ZOO

WHAT TO EXPECT WHEN YOU VISIT THE SAFARI PARK

REOPENING DAY


JUNE 20, 2020
9 A.M. TO 8 P.M.

During our initial reopening phase, there will be limited shows, shopping, dining, and transportation experiences available at both parks—and the Zoo and the Safari Park will host fewer guests, operating at less than 50 percent capacity. Although your next visit might feel a bit different from your past treks through the Zoo and Safari Park, you'll discover there is still plenty to see and do!




WHAT TO EXPECT AT THE ZOO

As you approach the Zoo's entrance, you will see signs like these in green. Watch for them throughout the Zoo to remind you of safe practices, and how to navigate the grounds.



WHAT TO EXPECT AT THE SAFARI PARK


While visiting the Safari Park entry, you will see signs like these in orange. Watch for them throughout your Safari Park visit to remind you of safe practices, and how to navigate the grounds.




<https://www.10news.com/lifestyle/exploring-san-diego/san-diego-zoo-safari-park-reopening-on-saturday-june-20?fbclid=IwAR0xhtkCe3mJ3dQIzH75A4fyv10ZSvT7nrgj4bfZ26jmq5OmABVRgJqAmXI>

<https://zoo.sandiegozoo.org/reopen>

Industry Update – New Attraction Opening Dates

 **businesswire**
A BERKSHIRE HATHAWAY COMPANY

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Cedar Fair
Entertainment Company

The Fun is Back: Cedar Fair Begins Phased Park and Hospitality Openings in Ohio, Texas, Missouri and California With New Health and Safety Protocols for Guests and Associates


Cedar Point, Kings Island, Schlitterbahn and Worlds of Fun parks to open for the 2020 season with limited capacity, reduced hours, and increased hygiene practices


June 09, 2020 06:00 AM Eastern Daylight Time



SANDUSKY, Ohio--(BUSINESS WIRE)--Cedar Fair Entertainment Company (NYSE: FUN), a leader in regional amusement parks, water parks and immersive entertainment, has implemented new health, safety and hygiene protocols that will allow the phased opening of several popular properties for the 2020 season:





- [Kings Island](#) in Mason, Ohio will open its amusement park on July 2;
- [Cedar Point](#) amusement park in Sandusky is planning a July 9 opening; the park previously announced that its [Hotel Breakers](#) and [Lighthouse Point](#) RV sites would open June 12;
- The [Schlitterbahn](#) waterparks in New Braunfels and Galveston, Texas will open June 13; and
- [Worlds of Fun](#) in Kansas City, Missouri will open its amusement park on June 22.

All parks are opening with limited capacity, and initially will be open for season passholders only; daily ticketholders will be able to visit shortly thereafter. Opening dates for the waterparks at Cedar Point, Kings Island and Worlds of Fun are yet to be determined. [Knott's Berry Farm](#) opened selected locations in its [California Marketplace](#) on June 8, and plans to continue opening additional marketplace retail and dining locations through June 20.

 **Open June 13, 2020**


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NEW BRAUNFELS, TEXAS

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 Tickets  Cart  Checkout  Confirm


Select Bahn Saver For Monthly Payments




☒ Pay in Full

☐ Bahn Summer Saver
Schlitterbahn Season Pass Summer Payment Plan

Season Pass Payment Option




Season Pass 

 Complete Ticket Details

ALL AGES Pass with Souvenir CUP - Bahn Summer Saver **\$126.98**   

Valid all season in 2020 and 2021.

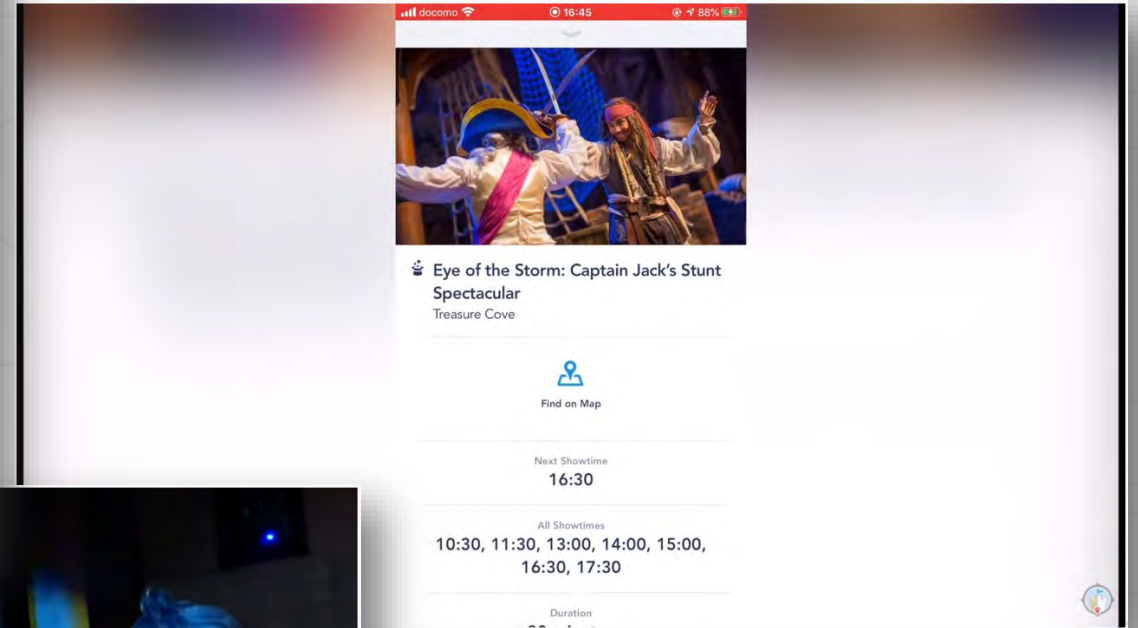
Bahn Summer Saver includes a down payment of \$19.99 and an additional 6 payments of \$17.84

ALL AGES Season Pass - Bahn Summer Saver **\$94.99**   

Valid all season in 2020 and 2021.




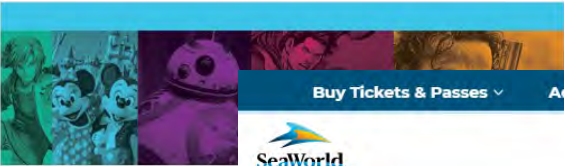




Bahn Summer Saver includes a down payment of \$19.99 and an additional 6 payments of \$12.50

Industry Update – Continued Evolution of Offering



<https://www.youtube.com/watch?v=NI4TY-avVhY>

Industry Update – Providing Mask Free Areas





[WALT DISNEY WORLD](#)[DISNEYLAND RESORT](#)[DISNEY CRUISE](#)[UNIVERSAL ORLANDO](#)[UNIVERSAL STUDIOS](#)

Universal Parks Offer Rest Areas for Mask Removal and Relaxation

IN UNIVERSAL ORLANDO



Posted on June 3, 2020 by Bailee Abell

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Credit: @bioreconstruct


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Visit our [rides](#), [dining](#), and [shopping](#) pages to view select areas that will be closed or have limited availability until further notice.

Overall Park Enhancements to Ensure Employee & Guest Safety



Employee & Guest Temperature Screening

When guests and employees arrive on-property, they must undergo and pass temperature screening using the CDC temperature recommendation of 100.4 degrees Fahrenheit.



Face Coverings

Employees and guests 2 years of age and older must wear face coverings while in the park. **Guests are not required to wear them while eating and drinking, or in designated relaxation areas of the park.**

Wearing Face Coverings

By Sean Sposato 71

Will Children Have to Wear Masks in Hot Climates When Parks Reopen?

<https://insidethemagic.net/2020/06/universal-orlando-rest-areas-ba1/>

<https://seaworld.com/orlando/park-info/park-safety/>

Industry Update – Operating Differently

JOB 転職

STUDY IN JAPAN

JAPAN SHOWCASE

NEWS RELEASES

thejapantimes

NEWS

25°C M/SUNNY
TOKYO (11 p.m.)

MARKETS 107.93 ¥/\$ (5 p.m.)

MENU

CITY GUIDE

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TODAY'S STORIES

BUSINESS

Universal Studios Japan to prohibit high fives and hugs



Characters at the Universal Studios Japan theme park in Osaka communicate with visitors while practicing social distancing during a media preview on Thursday ahead of its reopening next week. | KYODO

JULI

PRINT

ARTICLE HISTORY | JUN 4, 2020

OSAKA - The Universal Studios Japan movie theme park will prohibit visitors from giving high-fives or hugs to staff members in character costumes when it reopens Monday, the operator said Thursday.

The park in Osaka will also urge customers to avoid being too close to each other as part of measures against the novel coronavirus revealed to the press.

Visitors will be required to wear face masks, and those with body temperatures of 37.5 degrees

The galleries of the MFAH main campus, Rienzi & Bayou Bend are open on a new schedule. Advance timed tickets are recommended. We welcome all visitors at any time. [Learn more & get tickets](#)

MFAH The Museum of Fine Arts, Houston

Visit Collection Exhibitions Calendar Films Learn Membership Give Research About

Home Visit Welcome Back

Get Tickets

Exhibitions on View

Rienzi

Bayou Bend

Admissions & Adjusted Hours

Advance timed tickets recommended. We welcome all visitors at any time.

We welcome you back, and we hope you will visit the Museum, Rienzi, and Bayou Bend to enjoy all of the art the MFAH has to offer.

With the galleries of the Museum of Fine Arts, Houston, and our house museums—Rienzi and Bayou Bend Collection & Gardens—now open again, each of us plays a role in a safe reopening, with social distancing, face masks, and additional health and safety precautions in place. Virtual films, family activities, and other online programs continue to be offered twice weekly through the #MFAH at Home Virtual Experience.

We have been thoughtfully preparing for our reopening, following the release of Texas Gov. Greg Abbott's Reopen Texas guidelines, which authorized museums to open as of May 1. This has been a thorough process, one that considers many variables and takes into account state and city guidelines, close coordination with City Hall and Houston Museum District colleagues, and ongoing discussions with our own staff and museum peers around the world. We recognize that circumstances may change at any moment. But we remain hopeful that we will be able to serve our public under the safest possible conditions and under new norms, ones to which Houstonians across the city are already becoming accustomed.

Before You Arrive

The Museum of Fine Arts, Houston, is a private institution devoted to public service. We require the protocols below, which apply to the main campus, Rienzi, and Bayou Bend Collection and Gardens.



Face Mask Required
Uso de Mascara Obligatoria



Temperature Check Required
Sujeto a Chequeo de Temperatura



Social Distancing Required
Mantenga la Debida Distancia



No Food/ Beverages;
MFA Café Closed
No Se Permite Comida ni Bebidas



Credit Card Only;
No Cash
Solo Tarjetas de Crédito;
Nada en Efectivo



No Large Bags;
Coat Check Closed
Se Prohiben Bolsas Grandes

In This Section

Hours & Admissions

Virtual Experience

Tickets

Calendar

Tips for Visiting

Información sobre el Museo

Sarofim Campus

The MFA Café

The MFA Shop

Bayou Bend Collection and Gardens

Rienzi

Glassell School of Art

Visitors with Disabilities

Group Visits & Tours

Upcoming Events



PROGRAMS & ACTIVITIES
#MFAHatHOME Virtual Experience
Wednesday 6.10 @ Midnight



PROGRAMS & ACTIVITIES
#MFAHatHOME Virtual Experience

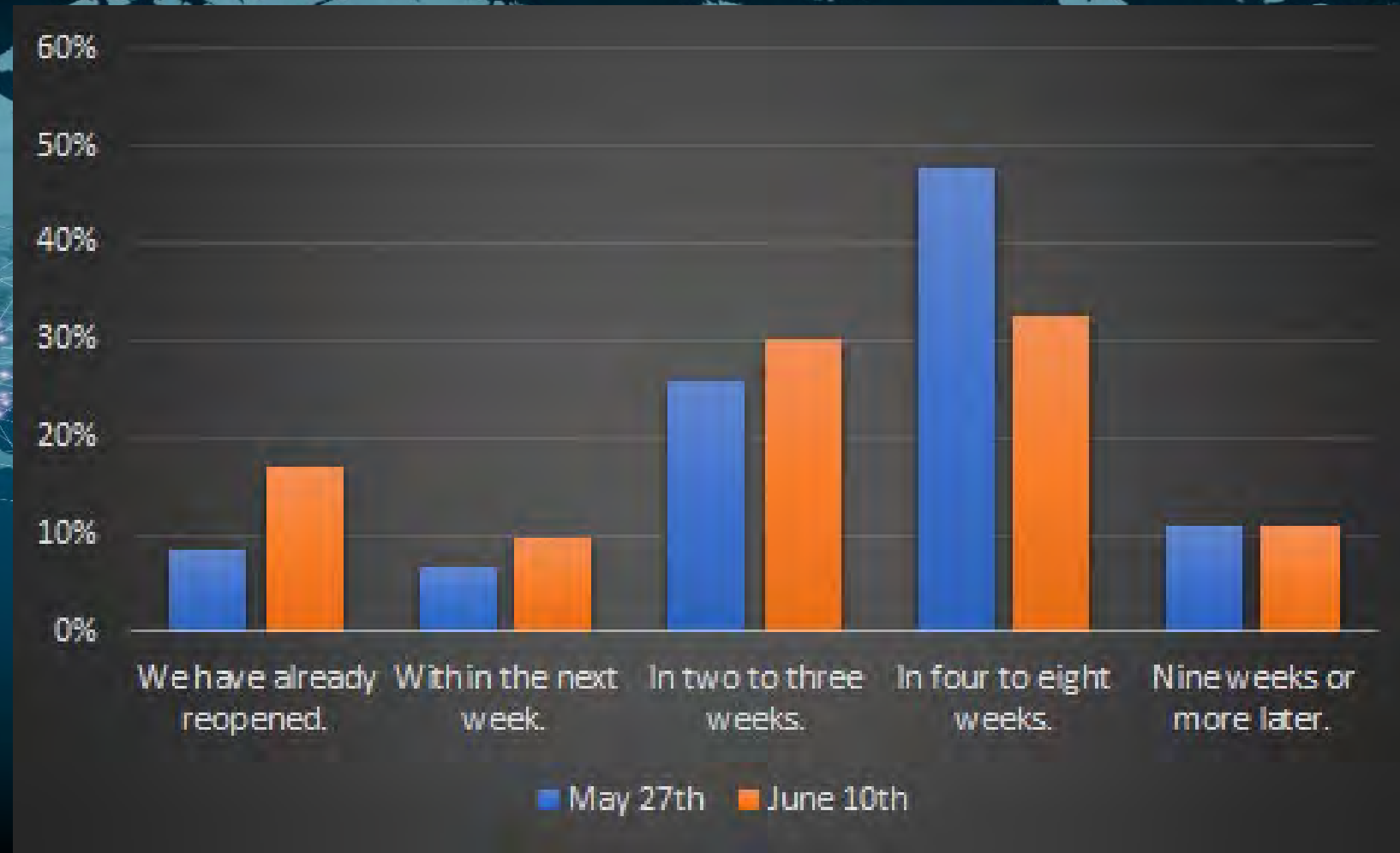
<https://www.mfah.org/visit/visiting-update/>

<https://www.japantimes.co.jp/news/2020/06/04/business/universal-studios-japan-prohibit-high-fives-hugs/>

The background is a solid blue gradient. Overlaid on this are white, thin, stylized lines that resemble a circuit board or a network diagram. These lines are composed of horizontal, vertical, and diagonal segments, creating a complex, interconnected pattern. Small white circles or dots are placed at various points along these lines, suggesting nodes or data points in a network.

REOPENING

WHEN ARE YOU PLANNING ON REOPENING?







RePlay

June 10, 2020

[Visit our Website](#)



[Xtreme Action Park Reopens in Florida](#)

The massive all-ages, indoor entertainment complex in Florida, Xtreme Action Park of Ft. Lauderdale, welcomed 250 guests on their grand reopening day, June 3. Broward County officials had given the go-ahead for go-karting, roller skating, as well as food and beverage after being forced to furlough more than 75% of employees during their 10-week closure. [Read more](#)

<https://www.replaymag.com/xtreme-action-park-reopens-in-florida/>

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| Xtreme Action Park Reopens in Florida

BY MATT HARDING ON JUNE 9, 2020

INSTANT REPLAY

The massive all-ages indoor entertainment complex in Florida, Xtreme Action Park of Ft. Lauderdale, welcomed 250 guests on their grand reopening day, June 3. Broward County officials had given the go-ahead for go-karting, roller skating, as well as food and beverage after being forced to furlough more than 75% of employees during their 10-week closure.



Park execs say they are working to bring back those employees, and have also been able to reopen their arcade, bowling, laser tag, VR games and more this week.

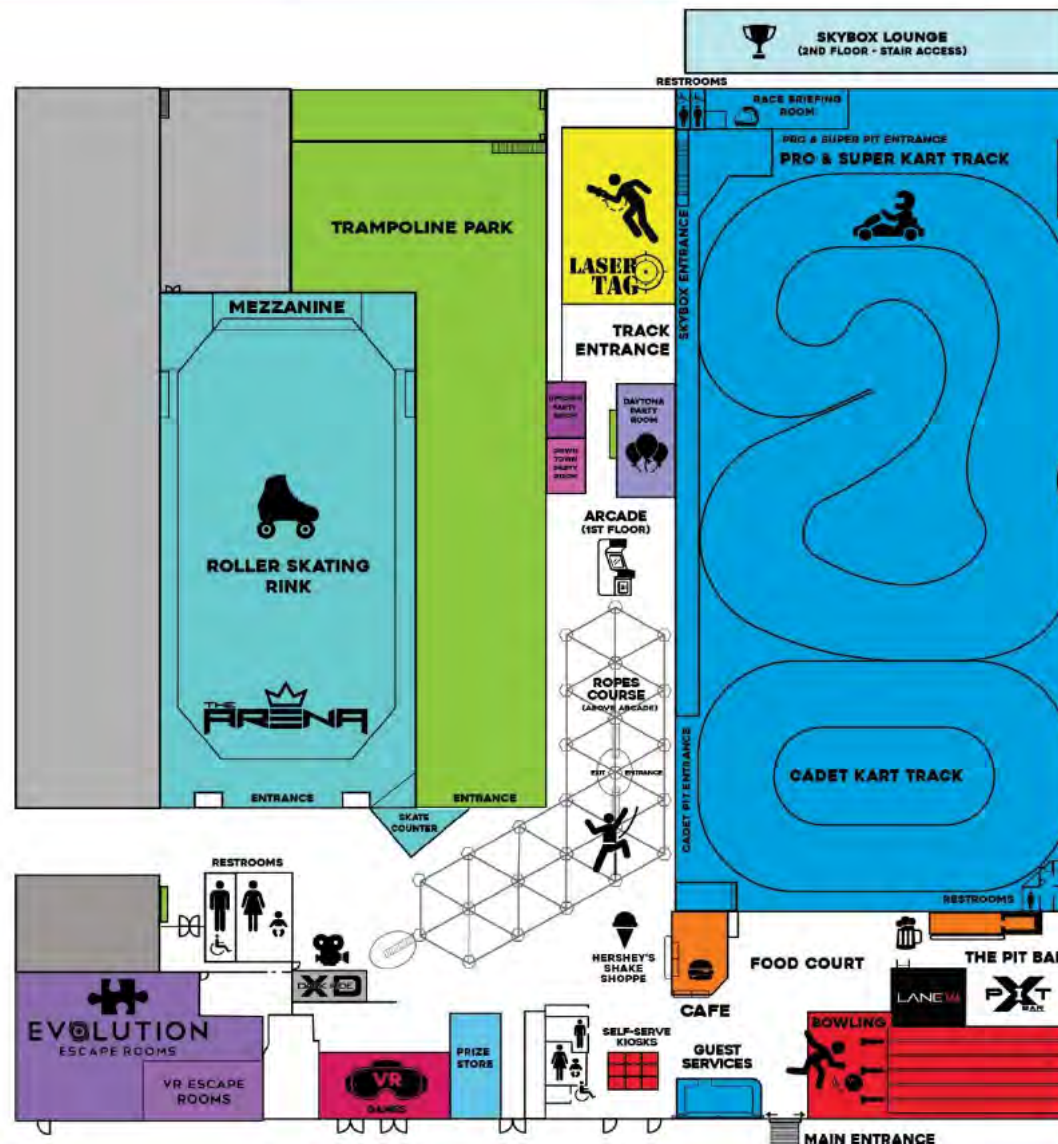
"Xtreme Action Park is the largest indoor entertainment venue in South Florida employing over 200 members in the Fort Lauderdale community before closing in March," said David Goldfarb, co-owner of Xtreme Action Park and owner of PrimeTime Amusements. "Like many other small businesses, we are still trying to survive. By reopening, we can slowly start to bring our team back together."

To reopen, the business had to put together and implement a safety plan for the city, which consisted of detailed protocols in compliance with the CDC, plus county and city guidelines. They put together a video and webpage detailing the protocols [here](#). You can learn more at www.xtremeactionpark.com.

The Largest Indoor Entertainment Venue in Florida!

Asphalt Go Kart Track
Ropes Course Adventure
Arcade Game Room
Bowling Lanes
The Arena Roller Rink
Trampoline Park
XD Dark Ride Theater
Evolution Escape Rooms
NEW>> Virtual Reality Games
NEW>> VR Escape Rooms
NEW>> Laser Tag Arena
Hershey's Shake Shoppe
All American Café
The Pit Bar & Lane 14
Skybox Lounge
Meeting/Conference
Party Rooms
Redemption Store
= 220,000 sq. ft.

+ New Attractions Coming Soon





SIGNAGE





WELCOME BACK!

AT THE TRACK

While we are committed to keeping you and our team members healthy and safe, we cannot guarantee you won't be exposed to the Coronavirus (COVID-19). By visiting Xtreme Action Park, you voluntarily assume all risks related to exposure to COVID-19.

These are the changes we have made to keep you safe!

- Sanitizer stations added with reminder signs at both track entrances
- New full faced head socks will be required for use with helmets
- All helmets will be sanitized and sprayed between uses with EPA approved products
- Clearly marked locations for Clean and Used helmets
- Use of proprietary vacuum deodorizer equipment to store helmets in between use
- Countertops and any touch points will be wiped down regularly
- Physical distancing floor markers in all queue lines
- Limited capacity in briefing rooms
- Minimum one team member per shift assigned as 'social distancing police'
- Go kart touch points cleaned between races

LET'S HELP KEEP EACH OTHER HEALTHY!



FACE MASKS
ARE REQUIRED



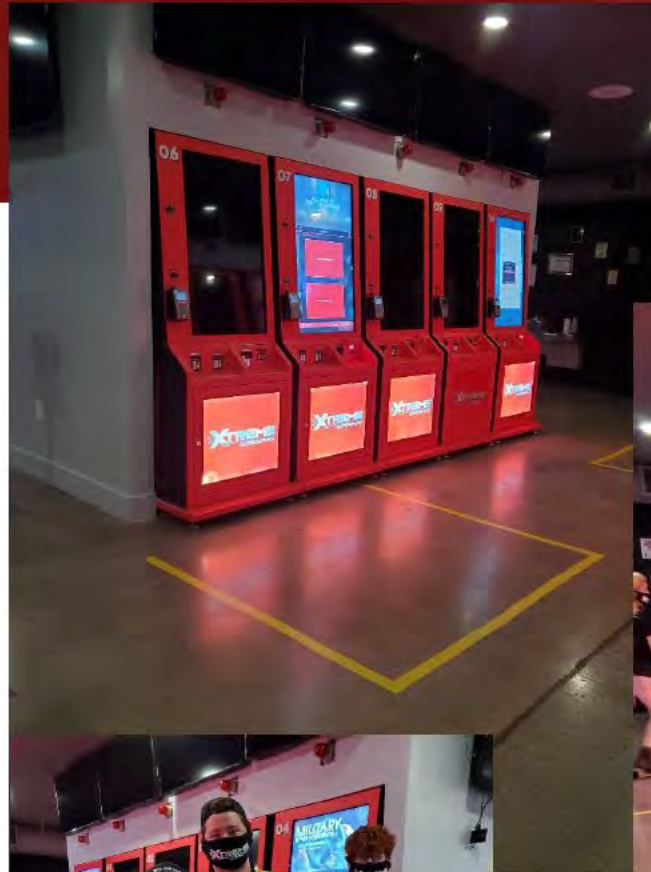
WASH YOUR
HANDS OFTEN



KEEP 6FT
DISTANCE



CLEAN. SAFE. FUN!

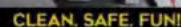




**THIS TABLE
IS CLEAN
& SANITIZED**

**TABLE IS
UNAVAILABLE
UNTIL CLEAN
& SANITIZED**

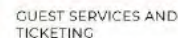




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Currently, we are asking all visitors to wear a mask. If you do not have one, some will be available for purchase but quantities are limited.



- Queue will be queued outside in designated line for waiting pre-purchased online tickets to avoid any hassle for on-site purchase
- Sanitary stations added with hand sanitizer along the walkway

* Online Sales Store will be open for cashless purchases.

- Self-Service registration kiosks will be available and cleaned at intervals
- Sanitizers/guards installed at Guest Services
- Distancing and one-way paths will be implemented
- Regularly with EPA approved products
- Lines designated for crime calls to help keep physical distancing
- Physical distancing from visitors in all queue lines
- Minimum one team member per shift assigned as social distancing police



- Sanitation stations should demonstrate signs of both:
 - Cleanliness
 - Adequacy
- All hand-hygiene hand soaps will be regulated for use with:
 - Hand sanitizer
- All hand-hygiene and hand soap stations will be:
 - Located near PPE storage location
- Clearly marked for hand-hygiene and hand sanitizer use
- Use of proprietary hand sanitizer will be required to use hand-hygiene in high-risk areas
- Characteristics and any such points will be:
 - Regulated by the approved contractor
- Physical distancing from markers in all queue lines
- Limited capacity in waiting rooms
- All masks will be:
 - Inspected prior to use
 - Assigned to the user
- All hand-hygiene stations will be:
 - Located near the entrance



- Reduction available seating and increased menu variety
- Families sit in together
- Tables are rearranged to maximize safe physical distancing
- Food can be ordered at the counter or self-service kiosks
- Single Seating is installed at the register
- Strongly Suggest 10 minutes individually emptied
- Utensils and dishes will be reusable
- Disposable Paper Menus and a Digital Board for ordering
- Convenience food Counter and individual packaged items
- Green available
- All tables, chairs, counters and disposable surfaces will be sanitized at the end of each day

RESTAURANT COMPLIANCE

COVID-19 Cafe Training Program

Several of our sales, bar and management team members recently participated in this course. Comprehensive Solutions' COVID-19 training program is a dynamic, comprehensive training on relevant regulations, state requirements and best practices for working in Michigan since Covid-19 became a part of our daily lives.

BOWLING

1997年12月1日

- Same participants asked whether under signs at entrance
- Floor Marking signs to prevent queuing in socially distanced
- Capacity limits that only groups of a family or mutual friends per isolated section
- Every other table/group with (occurred all)
- Limited availability of only one drinking (all) with (for twenty per line)
- Seating has changed between each game
- Limited for long periods of time (over 100 people at a time)
- All tables, chairs, counters and furniture surfaces will be cleaned between use



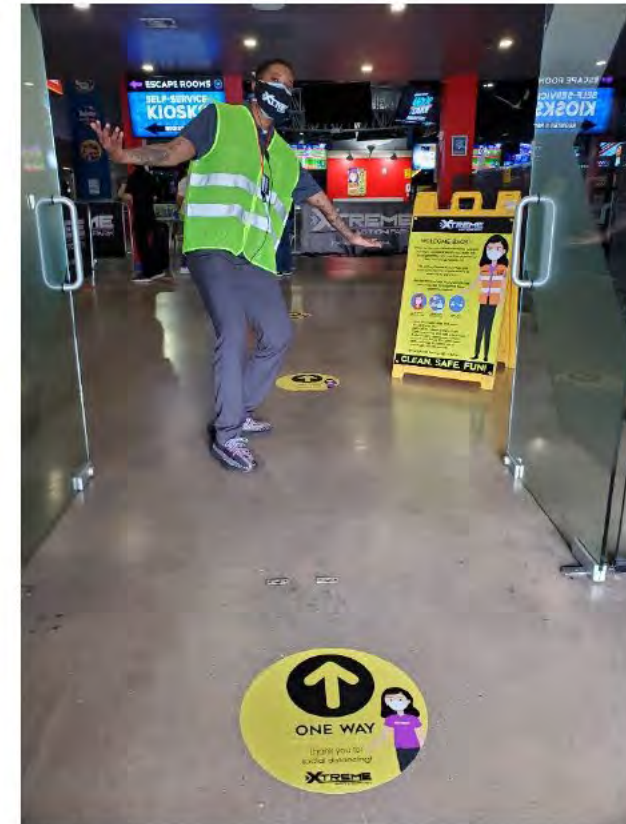
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- Synthesen

- Physical distancing:
 - Physical distancing: 6 feet or more in all directions
 - All equipment sanitized with alcohol pads in between uses
 - Team identifies "Always Be Cleaning" when not interacting with guests
 - All touchable surfaces will be sanitized between uses

[illegible]







LET US KNOW IF YOU
HAD AS MUCH FUN AS WE DID

TODAY

[GRADE.US/XTREMEACTIONPARK](https://grade.us/xtremeactionpark)

HOW WAS YOUR VISIT?

2020-06-07



facebook

Yesterday was my son and I first time at xtreme and it was awesome the facility was very clean everybody had on their masks and the employees are so nice so helpful we will be back soon !!!! (The first thing that hit you when you walk in is how clean Xtreme is from top to bottom)

— Tonya Thompson

HOW WAS YOUR VISIT?

2020-06-08



My boyfriend and I came in on Saturday on a whim . I have to admit I was worried because of Covid-19 .But all of that was put to rest when we walked inside . The team was smiling and clapping for us chanting welcome back.. Is was a little bit confusing going thru the maze to the front desk but We bought a couple of races from Sarah who was really amazing. Xtreme had a bunch of signs for social distancing and hand washing. Plus hand sanitizing sation every where i looked .I even caught some of the employees cleaning red machines very often . I must say the new way of ordering food is pretty cool . The menu was very limited but noticed some new flavors on the wings .. Hannah sat us at a table she brought our drinks first and made sure we were comfortable sitting in the bar area because the dinning room seating was full she cleaned off our table for us right before we sat down .. We were very suprisd when got our food pretty fast in the past when it was that busy its usually a little bit of a wait . Nicole brought us our food and checked on us after to see if we needed anything . Im glad to see the changes at Xtreme.. And those Honey Garlic wings were AMAZING i will definatley come back for more .

— amber fleming

New vs Existing

2018

2019

2020

Jan

Feb

Mar

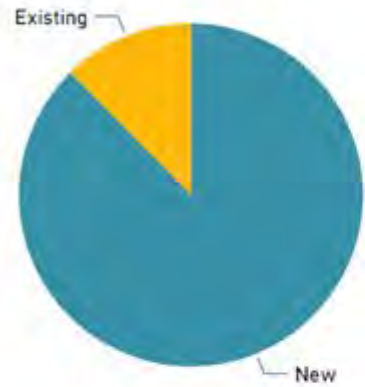
Apr

May

Jun

newvue

New and Existing



1337

Customers

1880

Transactions

\$9.25

Average Transaction

\$13.01

Average Spend

New Customers and Returning by Date

New Customers Returning

\$6K

\$5K

\$4K

\$3K

\$2K

\$1K

\$0K

Jun 01

Jun 02

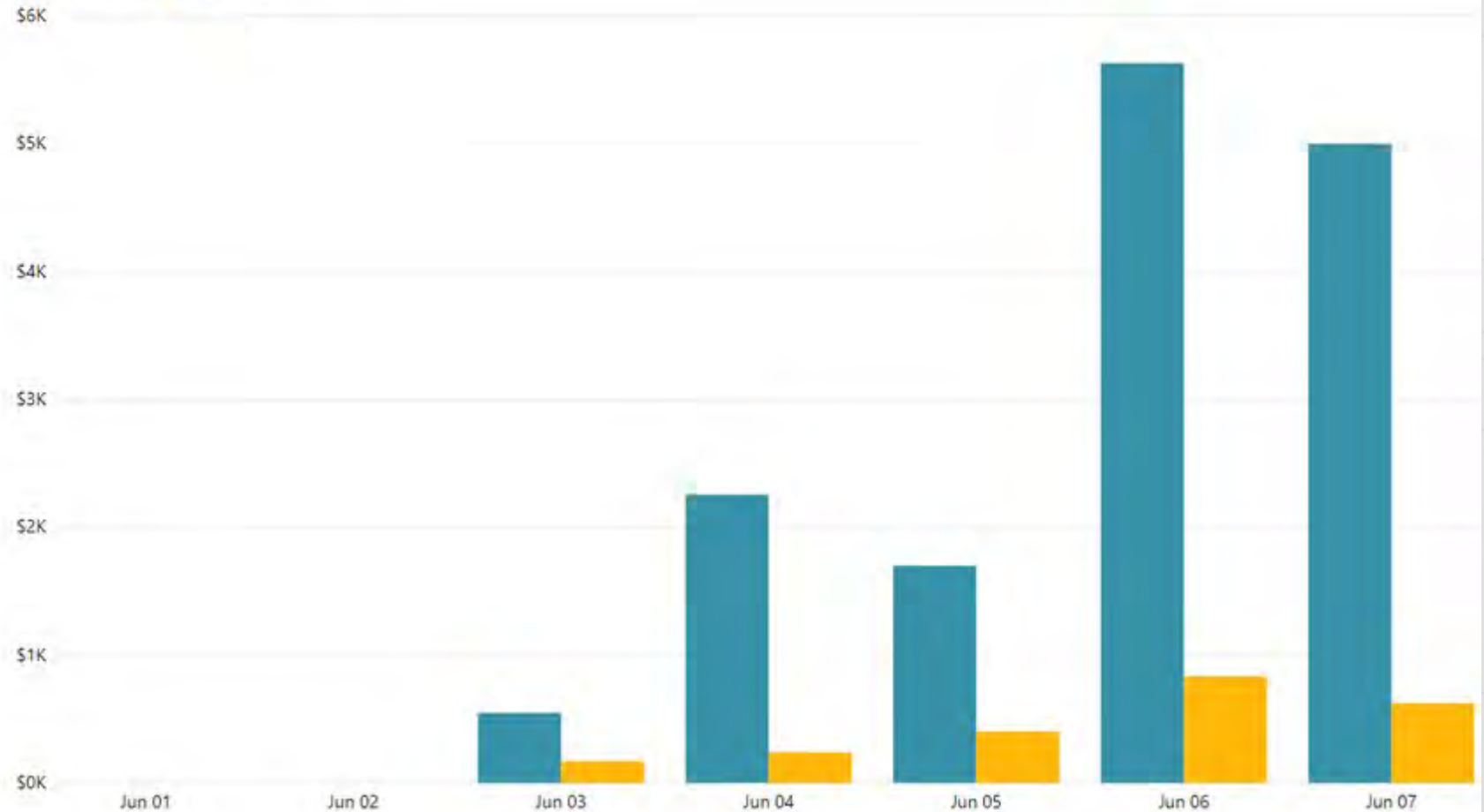
Jun 03

Jun 04

Jun 05

Jun 06

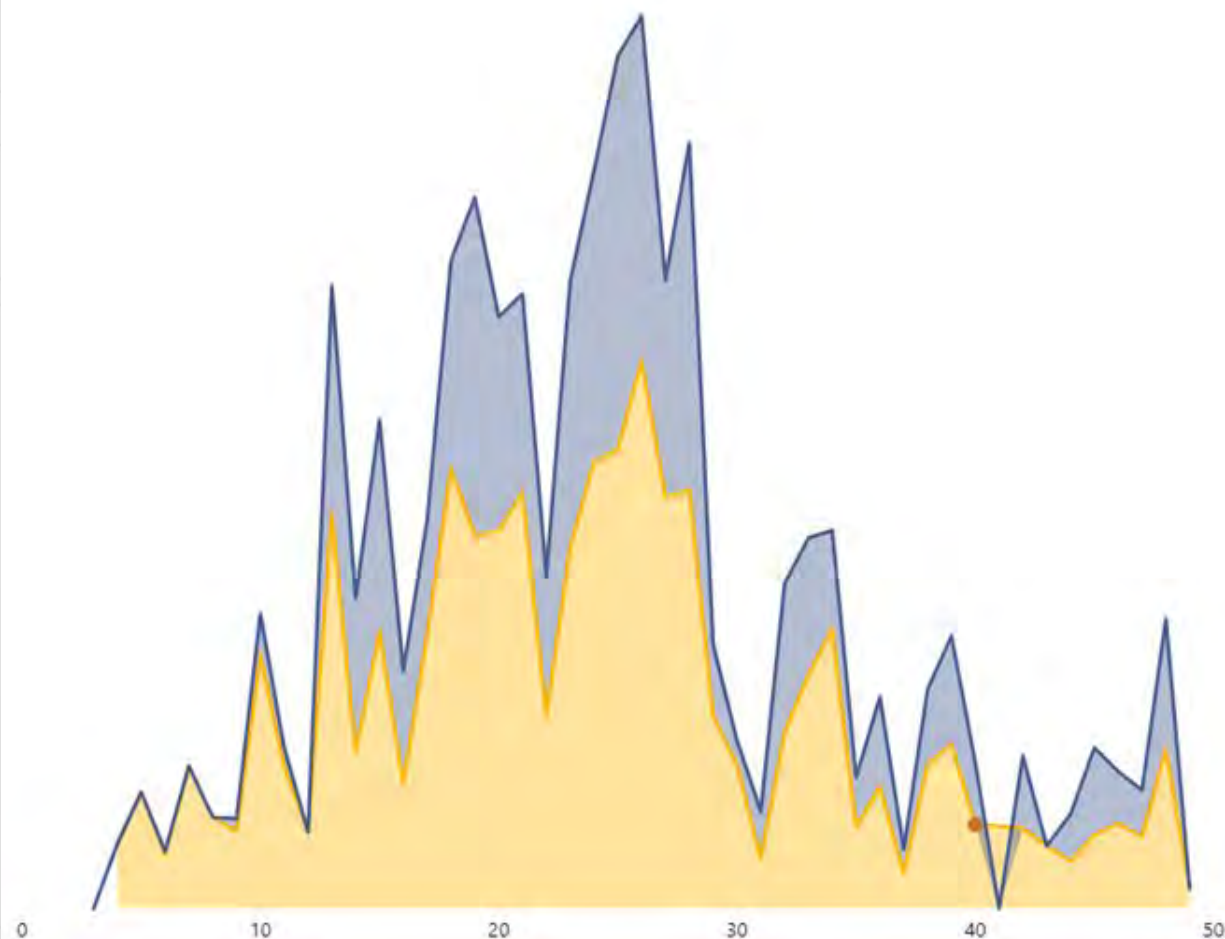
Jun 07



Customer Demographic- After June 1st

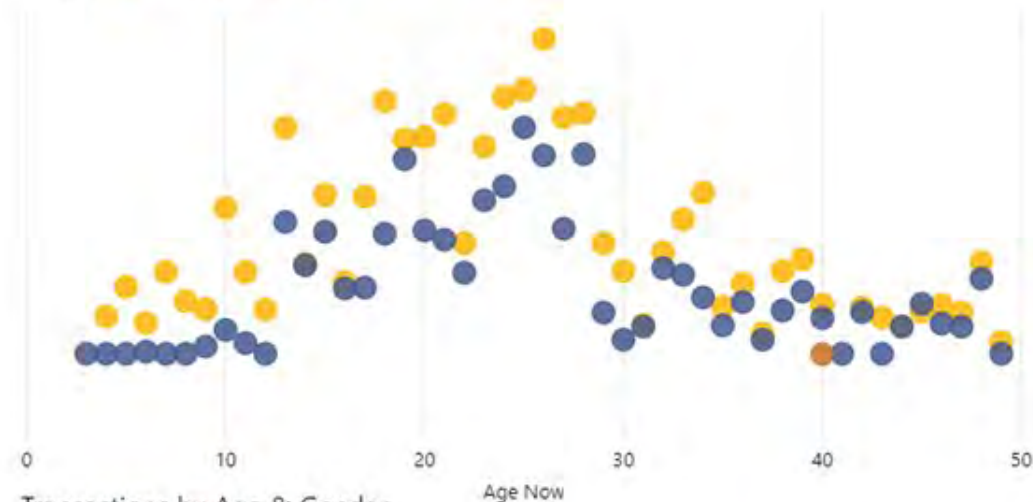
Transactions by Age

Category ● Arcade ● Coupon ● Karting



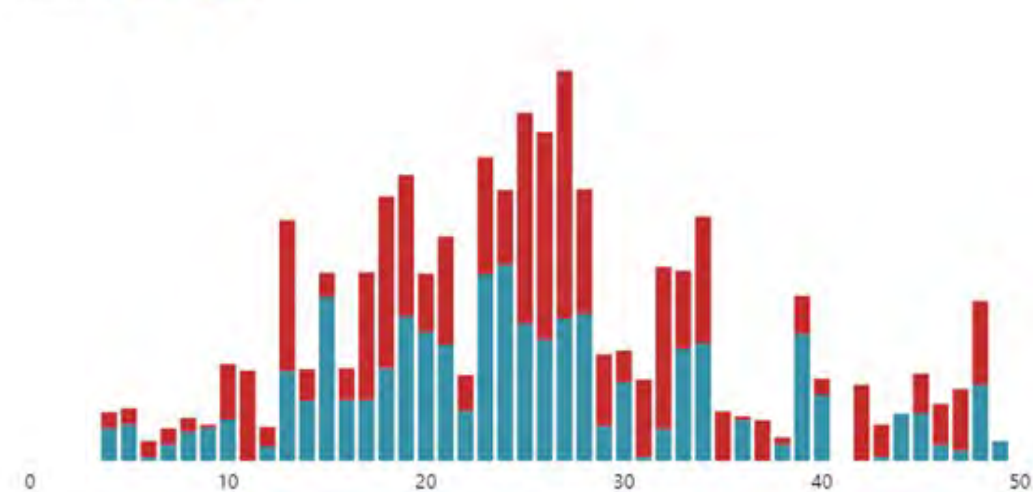
Transactions by Age

Category ● Arcade ● Coupon ● Karting



Transactions by Age & Gender

Gender ● Female ● Male



Revenue Summary

2018

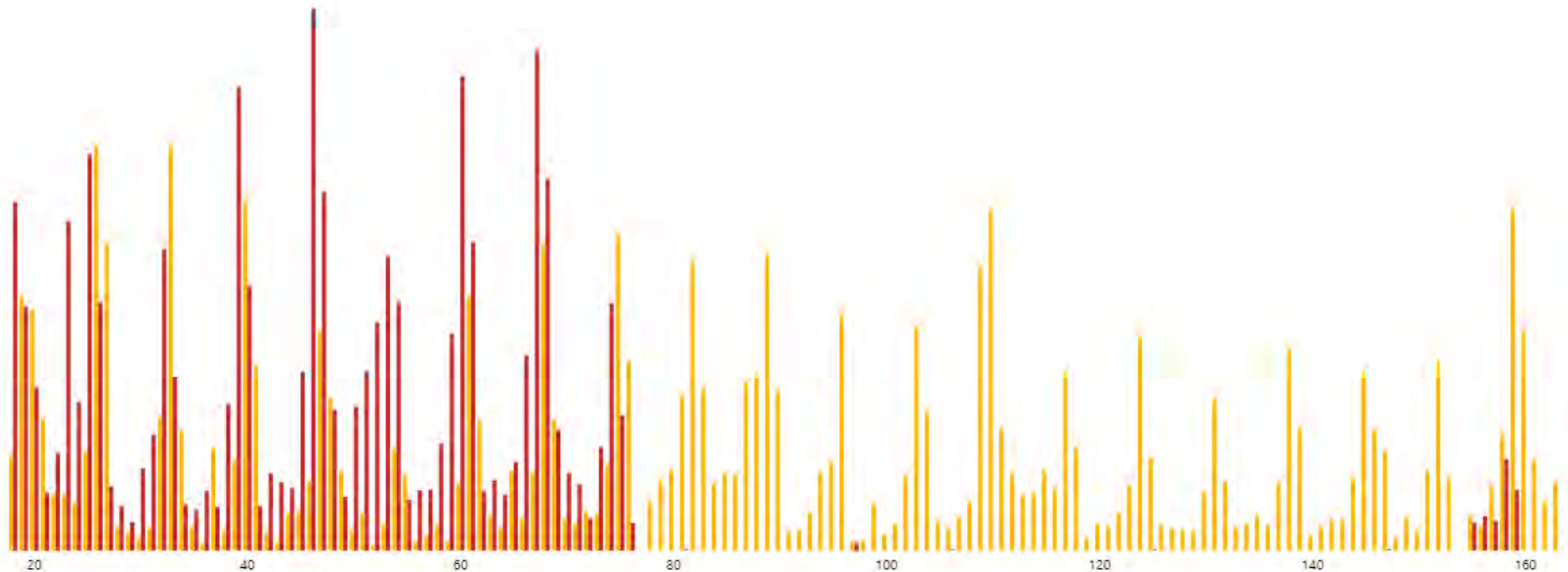
2019

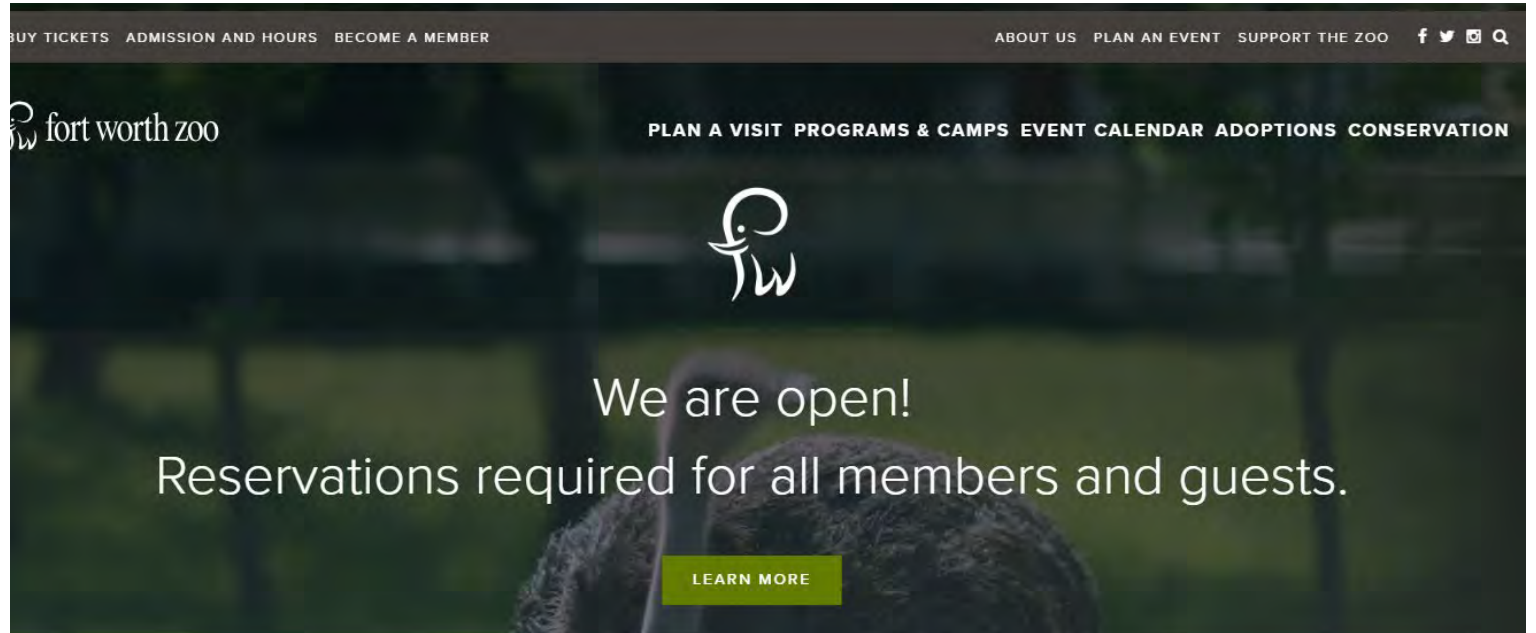
2020

newvue

Revenue by Day of Year

Year ● 2019 ● 2020





Getting the Message Out!

Website - Social Media - At The Zoo

Members' Preview

- Members' Preview (May 26-28).
- Limited Capacity – Gradually increased to 25% of capacity.
- Extended operating hours – (9-5 weekdays and 9-6 weekends)
- Reservations required for all guests including zoo members.
- Must select one of three time slots (9-12, 12-2 and 2-4).
- Relocated the Guest Relations office to the ticket booth.

Enter Membership ID

Enter 14-digit number on membership ID. Don't know your membership number? Please call the Zoo's member services office at 817-759-7333 from 10 a.m. to 5 p.m.

Last Name

[LOOKUP MEMBERSHIP](#)

[Complete Ticket Details](#)

[SELECT DATE/TIME MEMBER RESERVATIONS](#)

Member Reservation

Requires Date/Time

\$0.00

Member Guest Adult

(13-64)

Requires Date/Time

\$13.00

Member Guest Child

(3-12)

Requires Date/Time

\$9.00

Member Guest Senior

(64+)

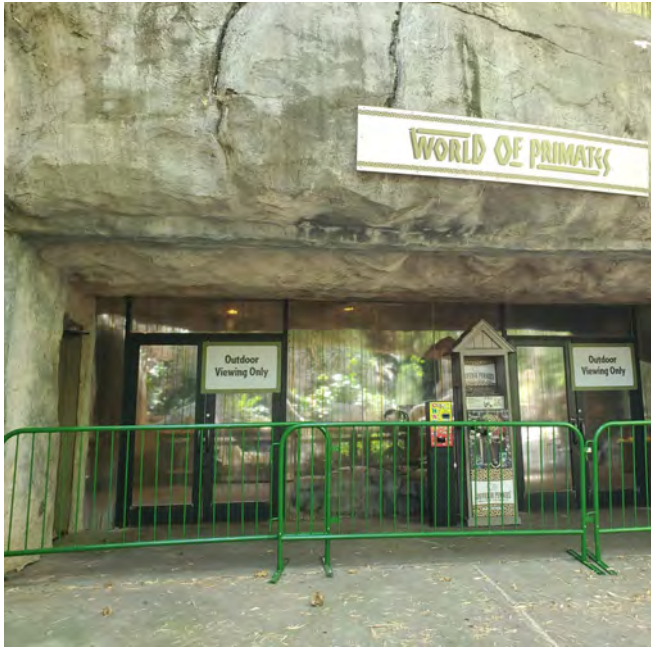
Requires Date/Time

\$9.00

May 29th , Reopening Day!

- Open to the general public
- Reservations required, guests must select a day and time to visit the zoo.
- Extended operating hours.
- 25% capacity (5,750 guests).
- One way in and out of the zoo.
- Three time slots for the first week, changed to hourly time slots on June 8th.
- Capacity increased to 6,400 on June 8th.









QUESTIONS / COMMUNITY FORUM

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

marketing@gatewayticketing.com

Or, just register for our newsletter distribution list here:

GatewayTicketing.com/community

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



Join us on Wednesday, June 24th at 2:00 PM EDT for our next webinar. Topic and registration available soon.



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

