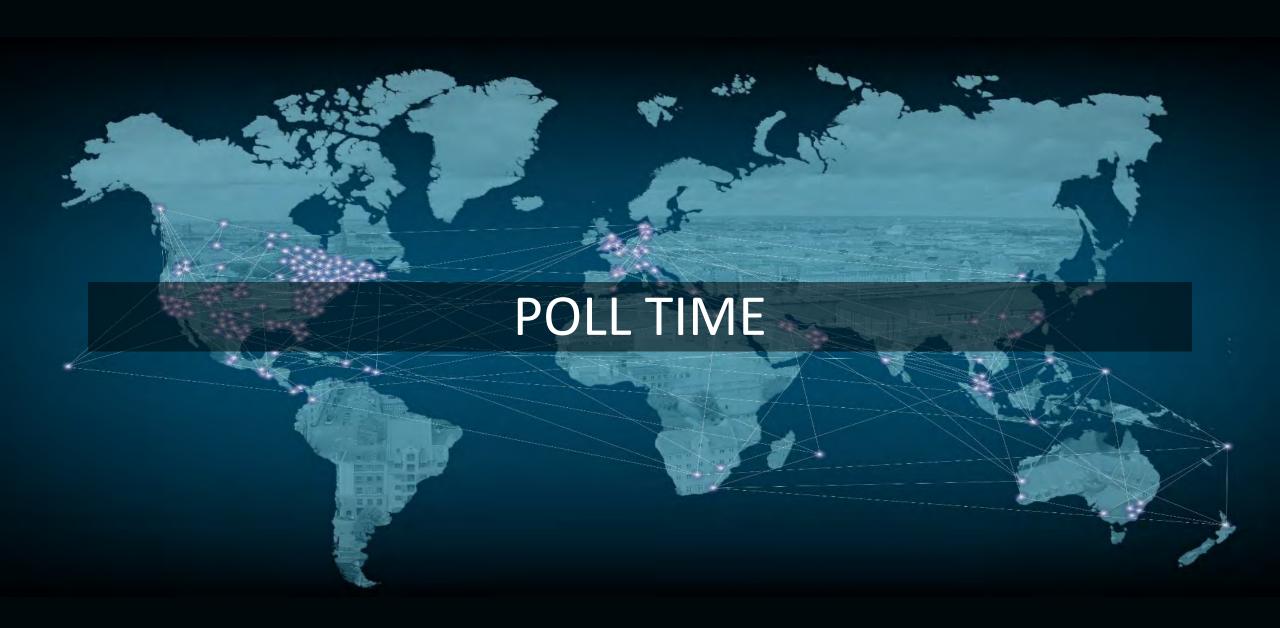
Nurturing Your Staff and Finding Talent/Jobs During a Pandemic

Webinar will begin at 2:03 PM EDT. Please participate in the poll now.

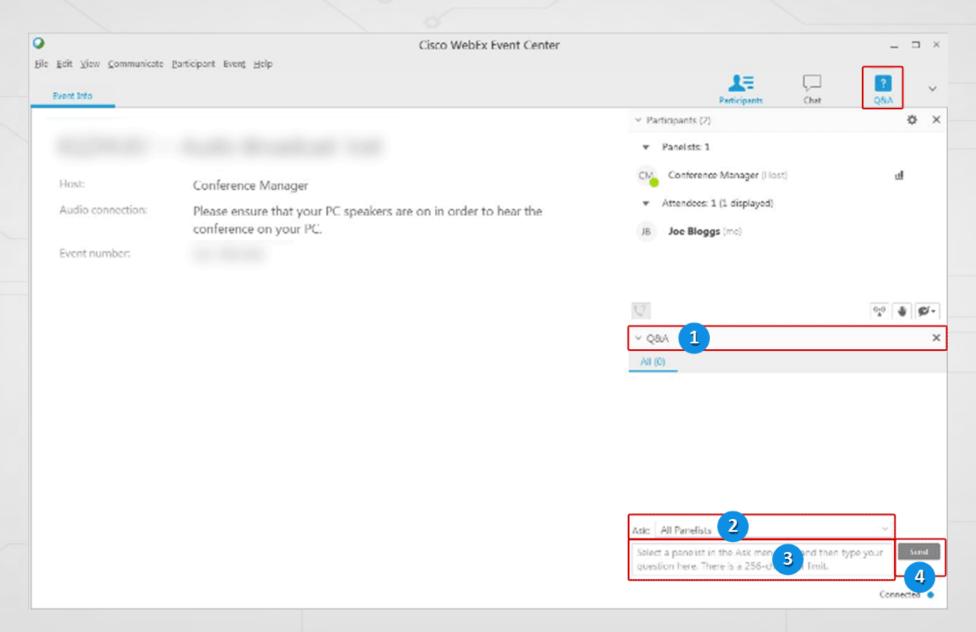




Join us for our last
Webinar of the year
on Wednesday,
November 11th at
2:00 PM EST.



Asking Questions



Webinar Agenda

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

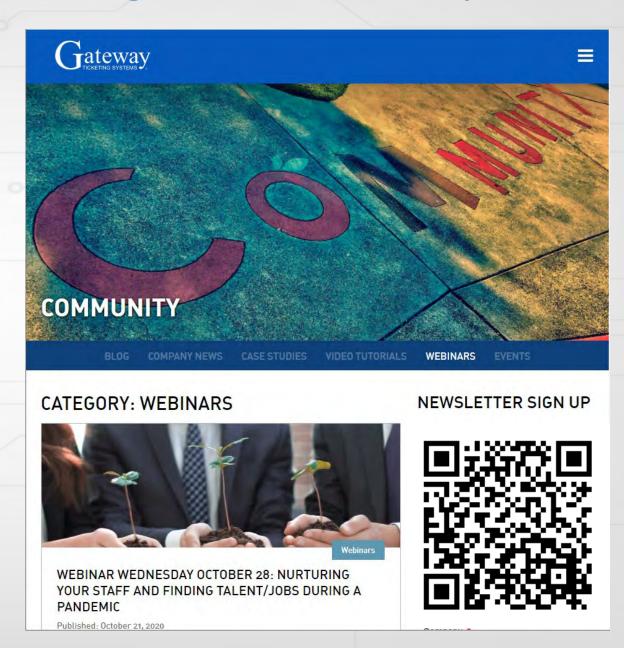
Webinar Wednesdays

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



www.gatewayticketing.com/community





Moderator

Matthew Hoenstine ICAL

mhoenstine@gatewayticketing.com

Destinations Principal





Moderator

Randy Josselyn ICAE

rjosselyn@gatewayticketing.com

Wildlife and Conservation Principal





Panelist

Shaun McKeogh ICAE
smckeogh@attractionsacademy.com
Founder / President





Panelists

Matt Heller ICAE
matt@performanceoptimist.com





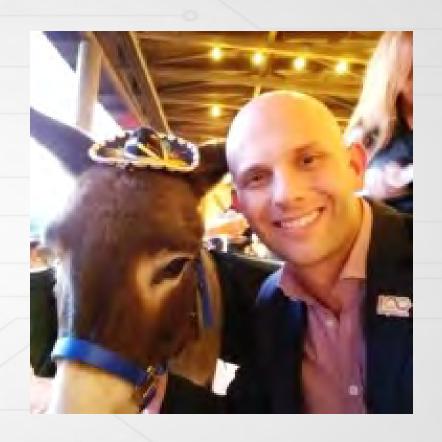
Panelists

Victor Danau ICAE

danau@ripleys.com

Director, Asia Development & Operations





Panelists

Laura Woodburn Krolczyk ICAE

lwoodburnkrolczyk@hersheypa.com

Assistant General Manager

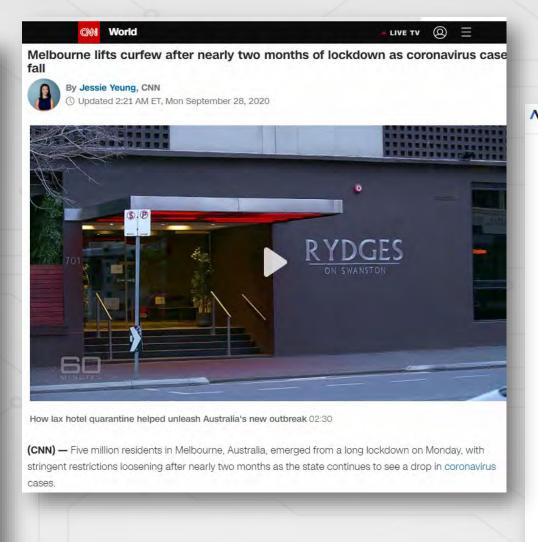




INDUSTRY UPDATE

Australia





AXIOS About Axios Australian city Melbourne to exit one of world's longest lockdowns A Rebecca Falconer People socially distance at St. Kilda beach in Melbourne, Australia. Photo: Darrian Traynor/Getty Ima Coronavirus restrictions in Victoria, Australia, will ease and state capital Melbourne's lockdown will end after officials recorded Monday no new cases for the first time in 139 days, state Premier Dan Andrews announced. Why it matters: The state has been the epicenter of Australia's pandemic and Melbourne has endured one of the world's longest lockdowns. The measure will have been in place for 112 days when it lifts late Tuesday.

https://www.cnn.com/2020/09/28/australia/melbourne-lifts-lockdown-intl-hnk-scli/index.html https://www.axios.com/melbourne-australia-exit-covid-lockdown-b4652feb-0943-4ae2-800b-c61495810f03.html

Southeast Asia



Vietnam

Not Open For Tourism

Vietnam is planning to resume international flights for up to 5000 **business** travelers per week to 6 Asian cities, state media reported.

The Civil Aviation Authority of Vietnam (CAAV) is proposing the resumption of flights to Guangzhou, Seoul, Vientiane, Phnom Penh, Taipei and Tokyo.

All travelers will undergo a mandatory 14 day quarantine upon arrival with the exception for trips that are under two weeks according to the health ministry.

Vietnam is not yet open for general tourism.



https://www.traveloffpath.com/asia-reopening-for-tourism-everything-you-need-to-know/

Middle East



SUBSCRIBE

Ferrari World's New Highspeed Zip Line Will Give Its Cars a Run for Their Money

Pedal to the metal above Abu Dhabi's Ferrari theme park on its newest high-thrill adventure.

BY RACHEL CHANG OCTOBER 26, 2020



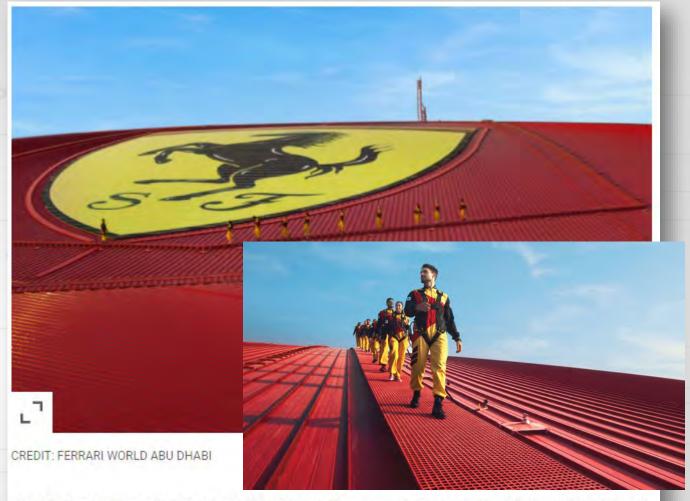
••• More



CREDIT: FERRARI WORLD ABU DHABI

If you have a need for speed, Ferrari World Abu Dhabi is ready to fuel that desire.

To celebrate its 10th anniversary, the United Arab Emirates' theme park will be debuting a zip line — as well as a roof walk on its iconic red logo rooftop —



For those looking for the height without the speed, Ferrari World Abu Dhabi Roof Walk will allow visitors to walk on top of the 2.2 million-square-foot surface, about 517 feet off the ground. The reward: impressive views of all of Yas Island.

Europe











 $Q \equiv$

HEALTHCARE & PHARMA OCTOBER 23, 2020 / 3:46 AM / UPDATED 3 DAYS AGO

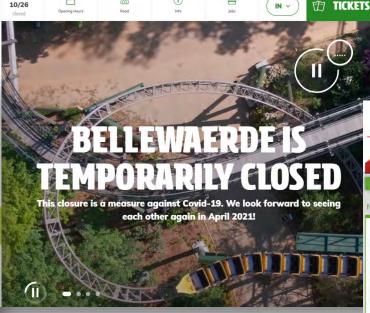
Belgium tightens COVID-19 measures, hopes to avoid lockdown

By Robin Emmott, Marine Strauss, Kate Abnett

2 MIN READ

BRUSSELS (Reuters) - Belgium, one of the European countries worst hit by COVID-19, tightened curbs on social contacts on Friday by banning fans from sports matches and limiting numbers in cultural spaces, while officials in Wallonia imposed a stricter night curfew on residents.









Events

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Belgium: Plopsa Group Disillusioned about Forced Closure of Amusement Parks



Steve Van den Kerkhof, CEO Plopsa Group

Now that four parks of the Plopsa Group in Belgium, namely Plopsaland De Panne, Mayaland Indoor, Plopsa Indoor Hasselt and Plopsa Coo, are affected by the sudden closure order (cf. EAP News of 23 Oct 2020), the company goes public with a clear statement: "I found the decision is totally unexpected. During last week's meetings there was no indication that we would have to close again. I fully understand that 5,000 people cannot gather in one place right now and that non-essential movements

must be avoided, but that 10,000 people can gather in an animal park is an incomprehensible contradiction. Not to mention the fact that foreign amusement parks stay open and launch targeted marketing campaigns to attract Belgian visitors," comments *Steve Van den Kerkhof*, CEO of Plopsa Group. "The fact that the decision is taken just before the autumn vacation time, one of the most popular periods with our visitors, makes it even more painful," he concludes.

Over the past few months, huge investments have been made by the operating group to make a visit to the parks "corona-proof". The protocols included sharp reductions in total visitor capacities, every visitor was required to purchase his or her ticket online in advance for a possible necessary contact tracing and in every park, all needed adjustments to keep up with hygiene and safety rules were made - this also included an obligation for visitors to wear a mouth-nose covering, "Over the past few weeks, we have also had several politicians and virologists on the floor who have congratulated us extensively on the way we work." Van den Kerkhof emphasizes that extra support measures from the government are urgently needed to bridge this period: "If they want to close us down, they must also ensure that there is sufficient support (...). The support should be in proportion to the size of the company, But what touches me most is the fact that we once again have to put more than 250 employees into economic unemployment. Our people are treated like yoyos, while they should be treated with respect". As a result of the four weeks of compulsory closure, the Plopsa Group expects a loss of turnover in Belgium of more than 5 million euros. (eap)

Pennsylvania Real-Time News

View of a quiet, empty Hersheypark, which had been scheduled to open today: drone video

Updated Apr 04, 2020; Posted Apr 04, 2020



An aerial look at an empty Hersheypark, closed due to coronavirus pandemic





6,877

By Jana Benscoter | jbenscoter@pennlive.com

Thrill-seekers, chocolate lovers, and family bonders, you're going to have to wait just a little bit longer before you can experience all that Hershey Park has to

The preview event — "Springtime In the Park" — where 40 attractions are made available to patrons was rescheduled to open on May 1. Prior to the coronavirus pandemic, the opening date was today.

But, not to worry.

If you already purchased tickets, they will be honored this summer, Hershey Park officials said. They will be good to use to enter the park through July 31.



https://www.youtube.com/watch?v=oxvE3ZnFlAA&feature=emb_logo

https://www.pennlive.com/news/2020/04/hersheypark-silently-awaits-the-end-of-coronavirus-pandemic-video.html



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Coronavirus

The Top 15 places to visit remotely in Pennsylvania during the coronavirus pandemic

Posted May 30, 2020





219

By Pamela Sroka-Holzmann | For lehighvalleylive.com

The <u>Lehigh Valley</u> is poised to remain under Gov. Tom Wolf's shelter-in-place order for at least one more weekend.

Wolf's statewide stay-at-home orders are expected to be lifted on June 5. Some folks, however, might wish to stay at home a little longer to try a virtual journey across Pennsylvania.

Guests can still enjoy the thrill of a roller coaster, sift through historical artifacts, greet a new animal or take part in a concert or comedy show. Yes, we know you'll be looking at a screen but that doesn't mean you can't still embrace new cultures, explore history, listen to music, or learn something new. We wouldn't blame you if you called it a dress rehearsal for when the restrictions are lifted and you can pack the car for your next day trip.



Zoo America web users can enjoy a daily live broadcast and learn about the featured "animal of the day."

10. Zoo America

Where is it: 201 Park Ave., Hershey, Dauphin County

What you can experience virtually: Enjoy everything the zoo has to offer during its <u>Facebook Live</u> at 11 a.m. daily. Guests also can ask questions during the broadcast and learn about the featured "animal of the day."



The attractions industry continues to innovate and entertain, You can visit your favorite park, zoo, or attraction's website or social channels.

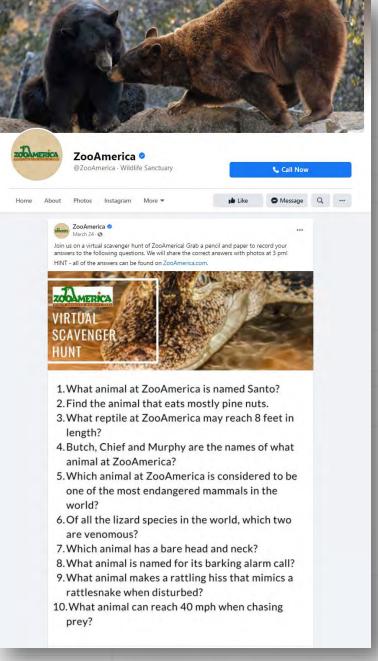
"Now more than ever, people are looking for ways to have fun and be entertained, but within the confines of home," said Susan Storey, global communications director, IAAPA. "A trip to a favorite amusement park or other attraction may not currently be an option, so the attractions industry is bringing the fun directly to guests with activities and entertainment that families can enjoy straight from a computer or mobile device."

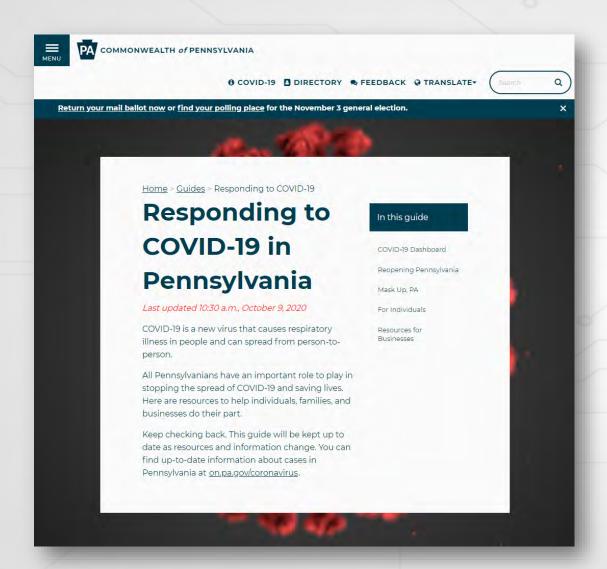
A few examples from North America:

Zoo America, Hershey, Pa.

Through daily Facebook Live sessions, parents and children engage with experiences that include a behind-the-scenes look and educational sessions with many of the park's animals, including reptiles, the Canada lynx and even a skunk that leads children in finger-painting exercises.

https://www.facebook.com/ZooAmerica/









Carowinds won't reopen in 2020; parent company releases financials



Carowinds to remain closed until 2021 amid pandemic uncertainty

By: Greg Suskin, wsoctv.com Updated: August 5, 2020 - 6:53 PM

FORT MILL, S.C. — Carowinds announced Tuesday that there will be no 2020 season. The park was days from opening in late March when the COVID-19 pandemic shut down everything. Carowinds worked for months on a detailed reopening plan, but it never happened.

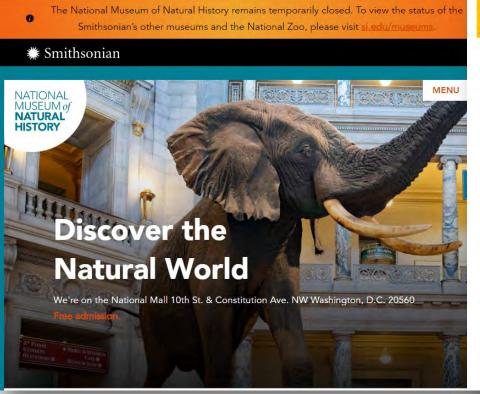
On Wednesday, the park's Ohio-based owner, Cedar Fair, released second quarter earnings that reflect the impact of the COVID-19 pandemic.



https://www.wsoctv.com/news/local/carowinds-remain-closed-until-2021-amid-pandemic-uncertainty/TQLZIC2CAZFUBBUY46W6BIMEAI/https://www.carowinds.com/

Pandemic Impact on Attractions

2019 AECOM and TEA Theme Index and Museum Index Report	2019 Attendance Estimate	Attractions Currently Closed	Percentage of Attendance Closed Attractions Represent
Top 25 Theme Parks	253,724,000	3 out of 25	14.8% (37,674,000)
Top 20 Museums	105,480,000	1 out of 20	4.0% (4,200,000)
Combined	359,204,000	4 out of 45	11.7% (41,874,000)



"Coronavirus" Emergency
Modalities, procedures and rules for visits to the
Vatican Museums and Gardens

Dear visitors

Due to the health emergency caused by the COVID-19 infection and for a period, the duration of which is still difficult to determine, visits will be organised according to the criteria briefly described below.

These rules are necessary to ensure that your visit can take place in the best and safest conditions. Therefore they prevail over the ordinary conditions reported in the individual sections of our official website (www.museivaticani.va).

For this reason, we invite you to take due note of them before making your reservation and to keep them in mind during your visit to our collections.

Our Office of Services and Public Relations remains at your disposal to provide useful assistance and to answer your questions (email: help:musei@scv.va).

The Pope's Museums await you with pleasure!

1. OPENING HOURS

From 14 September to 31 October 2020, the opening hours to the public will be the following:

- Monday Tuesday Wednesday Thursday; from 09:00 a.m. to 08:00 p.m., with last entry at 06:00 p.m. (exit from the museum and exhibition sectors at 07:30 p.m.);
- Friday Saturday; from 09.00 a.m. to 10.00 p.m., with last entry at 08.00 p.m. (exit from the museum and exhibition sectors at 09.30 p.m.).

From 1 November to 31 December 2020, the opening hours to the public will be the following:

 From Monday to Saturday: from 08.30 a.m. to 06.30 p.m., with last entry at 04.30 p.m. (exit from the museum and exhibition sectors at 06.00 p.m.).

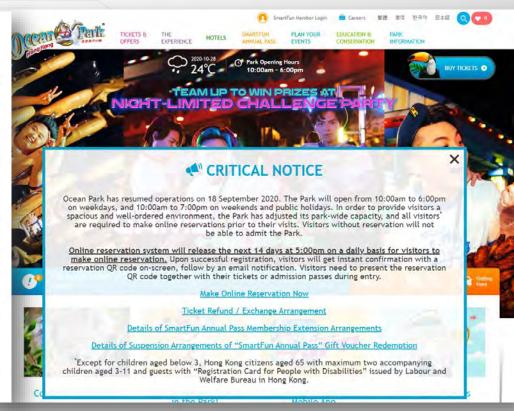
N.B.: Thursday, 24 and 31 December, from 08.30 a.m. to 03.30 p.m., with last entry at 01.30 p.m. (exit from the museum and exhibition sectors at 03.00 p.m.).

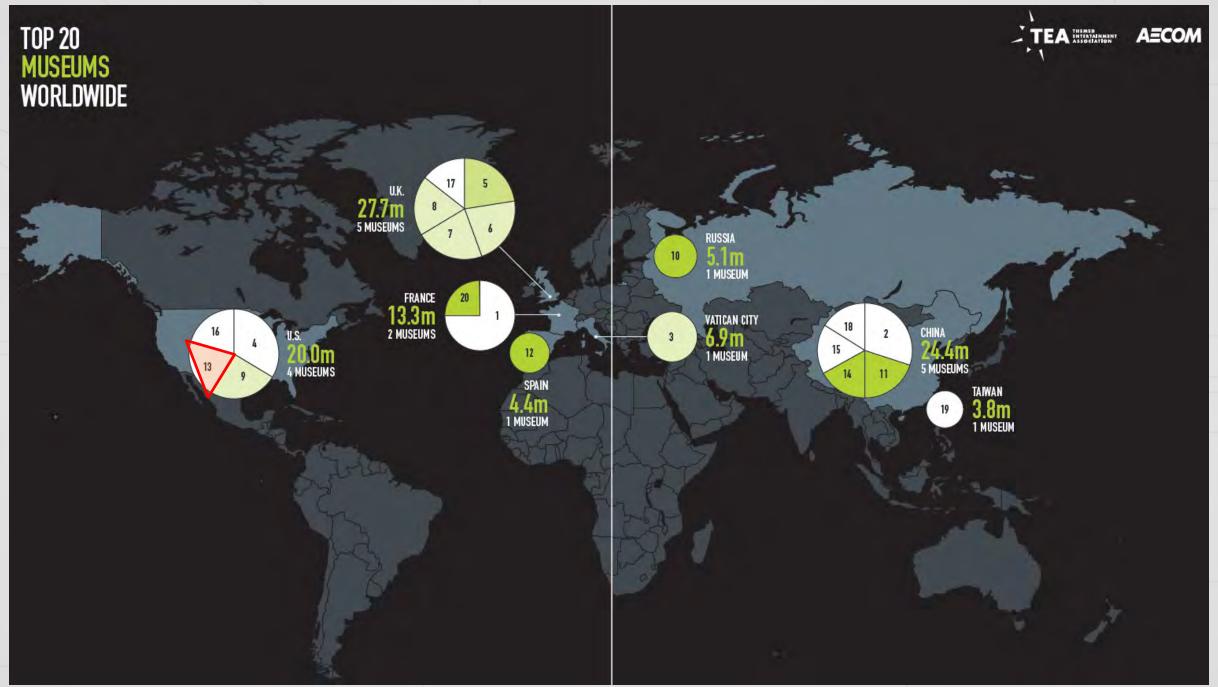
The extraordinary openings on the last Sunday of the month are suspended.

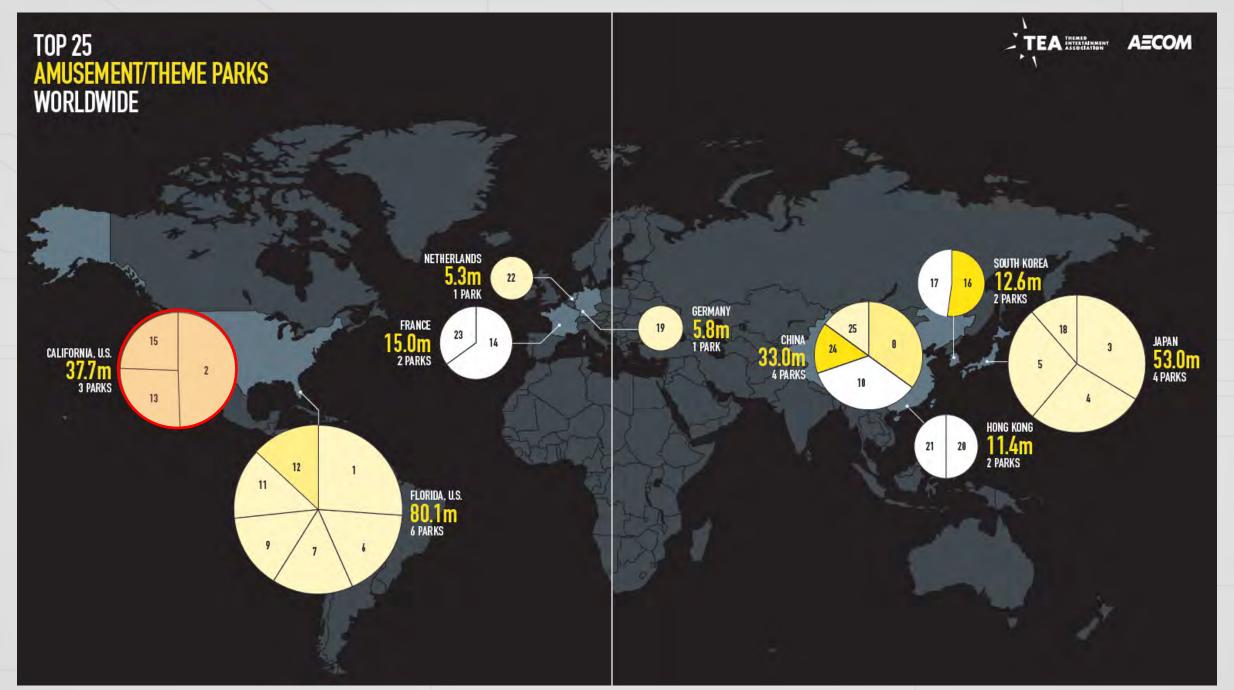
ACCTEC

To have access to the Museums, it is obligatory to book your visit via the official ticket office

In this period booking will be free of charge (usual tariff of 4 Euros, not applied).







State of California





COVID-19 INDUSTRY GUIDANCE: Amusement Parks and Theme Parks

October 20, 2020

This guidance is designed to address sectors and activities opening statewich However, local health officers may implement more stringent rules tailored to local epidemiological conditions, so employers should also confirm relevan local opening policies.

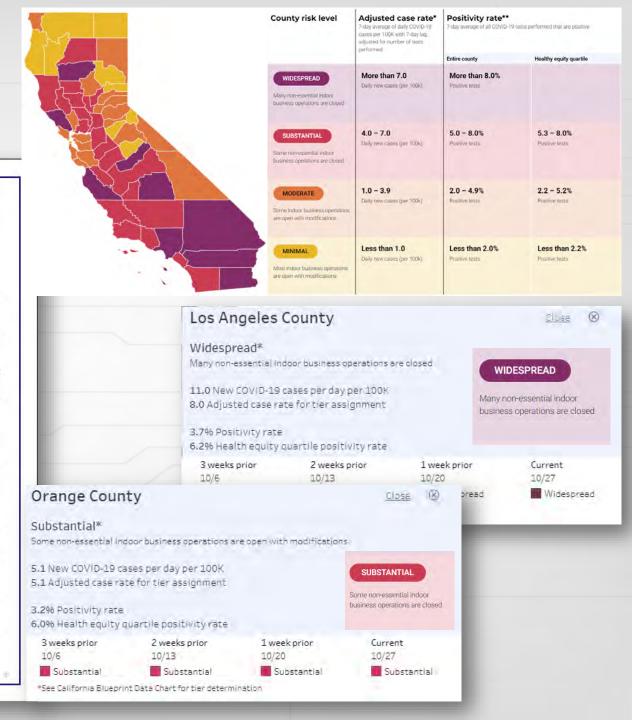
PURPOSE

This document provides guidance for amusement parks and theme parks (referred to as "amusement parks") to support a safe, clean environment for workers and customers. Businesses must identify and monitor the County Risk Level for the county the business is operating in and make required adjustments to their operations:

- Purple Widespread Tier 1: All operations must be closed.
- Red Substantial Tier 2: All operations must be closed.
- Orange Moderate Tier 3: Operations are permitted <u>only</u> for smaller parks (see definition below) and those operators must implement the following modifications:
 - Smaller parks are defined as parks with overall capacity fewer than 15,000 based on the design/operating capacity or fire department occupant limit
 - Capacity must be limited to 25% of total facility occupancy based on the design/operating capacity or fire department occupant limit - whichever is fewer - or 500 people, whichever is fewer.
 - Only outdoor attractions are permitted to open; all other indoor attractions must remain closed.
 - Ticket sales must be limited <u>only</u> to those visitors who reside in the same county as the park's location.
 - Operators must follow the modifications in this guidance and must be prepared for inspections by public health officials to ensure adequate implementation of all required modifications. Operators must address and implement any resulting findings and recommendations
- Yellow Minimal Tier 4: Operations are permitted for all amusement park operators with the following modifications:
 - Capacity must be limited to 25% of total facility occupancy based on the design/operating capacity or fire department occupant limit, whichever is fewer.
 - Capacity on all indoor dining and drinking establishments within the park must be limited to 25%.
 - Operators must follow the modifications in this guidance and must be prepared for inspections by public health officials to ensure adequate implementation of all required modifications. Operators must address and implement any resulting findings and recommendations.

For the most updated information on county tier status, visit <u>Blueprint for a Safer</u>
<u>Economy</u>. Please note that local health departments can have more restrictive criteria and different closures. Find your county's local information.

NOTE: Amusement parks have a number of operational aspects and service offerings



https://files.covid19.ca.gov/pdf/guidance-amusement-theme-parks--en.pdf

https://covid19.ca.gov/safer-economy/#county-status

State of California





More Disneyland Resort Stories



Fri. October 23, 2020

More Shopping, More Dining! Coming Soon: Downtown Disney District at Disneyland Resort Extends to Buena Vista Street



by Valerie Lee, Public Relations Manager, Disneyland Resort

Beginning in November there will be even more distinctively Disney dining and shopping for you to enjoy at the Disneyland Resort, when the Downtown Disney District extends to Buena Vista Street!

Recently, we introduced Downtown Disney guests to the Disneyland Resort Backlot Premiere Shop at Stage 17. This store is currently showcasing an array of seasonal merchandise for you to browse. With Buena Vista Street soon opening select shopping and dining experiences, you can find even more places to enjoy a memorable meal or a fun shopping excursion during your visit.

= Forbes

686 views | Oct 28, 2020, 06:00am EDT

Disneyland Is Set To Reopen Parts Of California Adventure, Here's How It Could Impact Disney's Bottom Line



Megan duBois Contributor ®
Hollywood & Entertainment
I write about The Walt Disney Company with a focus on theme parks



Listen to this article now

Powered by Trinity Audio



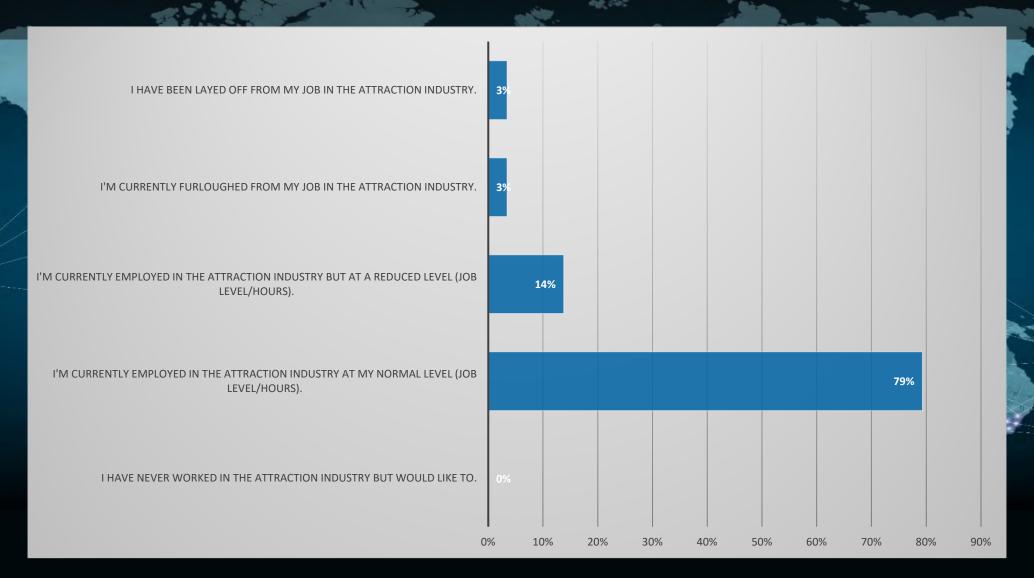
Downtown Disney District at Disneyland Resort Extends to Buena Vista Street DISNEY

The Disneyland Resort in Anaheim, California has announced that a small part of Disney California Adventure theme park will be reopening in November for shopping and dining. The Disneyland Resort has not been allowed to fully reopen since the start of the coronavirus pandemic. The Downtown Disney District opened in July, with modified operations, but the two theme parks and three on-site hotels have not been allowed to reopen due to the strict theme park reopening guidelines from the California Governor, Gavin Newsom.

The Disneyland Resort plays a vital part in the Southern California. According to a study by Cal State Fullerton's Woods Center for Economic Analysis and Forecasting, the Disneyland Resort added \$8.5 billion annually to the Southern California economy. Based on the study, the closure of the resort destination could be costing the economy in Southern California up to \$23 million a day. The reopening of Buena Vista Street is likely to curb a small portion of the economic revenue, but until the entirety of the Disneyland Resort opens, Southern California will continue to be hit hard.

CARING FOR YOUR TEAMS

What is your current employment status?



Networking Resources

MuseumExpert.org

Home Find Experts About Us About Our Sponsor About Our Partners

Why MuseumExpert.org?

MuseumExpert.org is a searchable database of museum professionals who are out of work because of the COVID-19 pandemic. It provides a platform for employers with immediate, long- or short-term staffing needs to connect with experienced experts who are open to contracted work.



Experts

Click here to create a profile. You will then appear in a searchable database where potential employers will find you based on expertise and location.



Click here if you are an

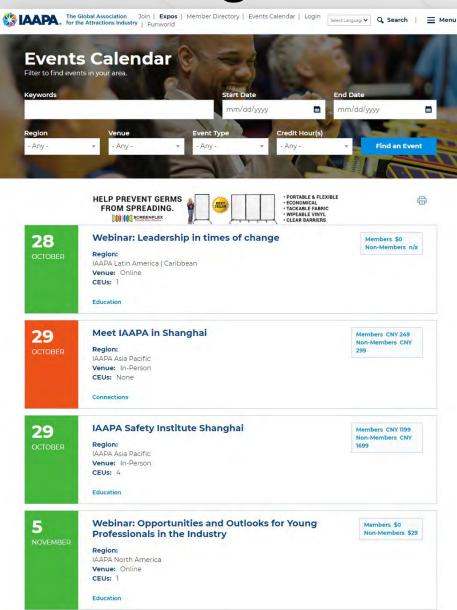
employer in search of an expert. About MuseumExpert.org

COVID-19 has changed the landscape of our industry. Thousands of highly experienced, passionate museum professionals with tremendous expertise are currently unemployed or underemployed. Although separated from their institutions, these professionals believe museums still have the ability to positively contribute to their communities —and many have a desire and a drive to continue to contribute to the field.

Many museums and like-minded institutions are reopening with limited resources and severely reduced staff. To meet the demands of our current world, as well as the imperative for transformation and innovation brought to the forefront by this crisis, cultural institutions will need access to the best and the brightest minds—many of whom are currently available for work.

https://www.museumexpert.org/

Networking Resources





November 5, 1-2 p.m. EST

Jessi O'Daniel. Vice President of Kentucky Kingdom





Opportunities and **Outlooks for Young** Professionals in the Industry

IAAPA.org/Webinars

Networking Resources



Building relationships and connections in any industry can be exhausting, frustrating, and in many cases, intimidating. Entering a room full of strangers hoping to leave with new friends and business colleagues requires a special extroverted skillset... and also requires being at an event in real life.

If making new connections in person is difficult enough, networking in a pandemic sounds nearly impossible. With no in-person events occurring for the foreseeable future, how can we continue to grow our relationships in the industry that may lead to new opportunities for career changes, business opportunities, or professional growth?

While we don't have all of the answers, we can look back at how 2020 has spawned creativity and made us rethink how we stay connected. In this webinar hosted by Matt Heller and Josh Liebman, we will share how we have continued networking during the pandemic, and collaboratively share unique suggestions from others, including you!

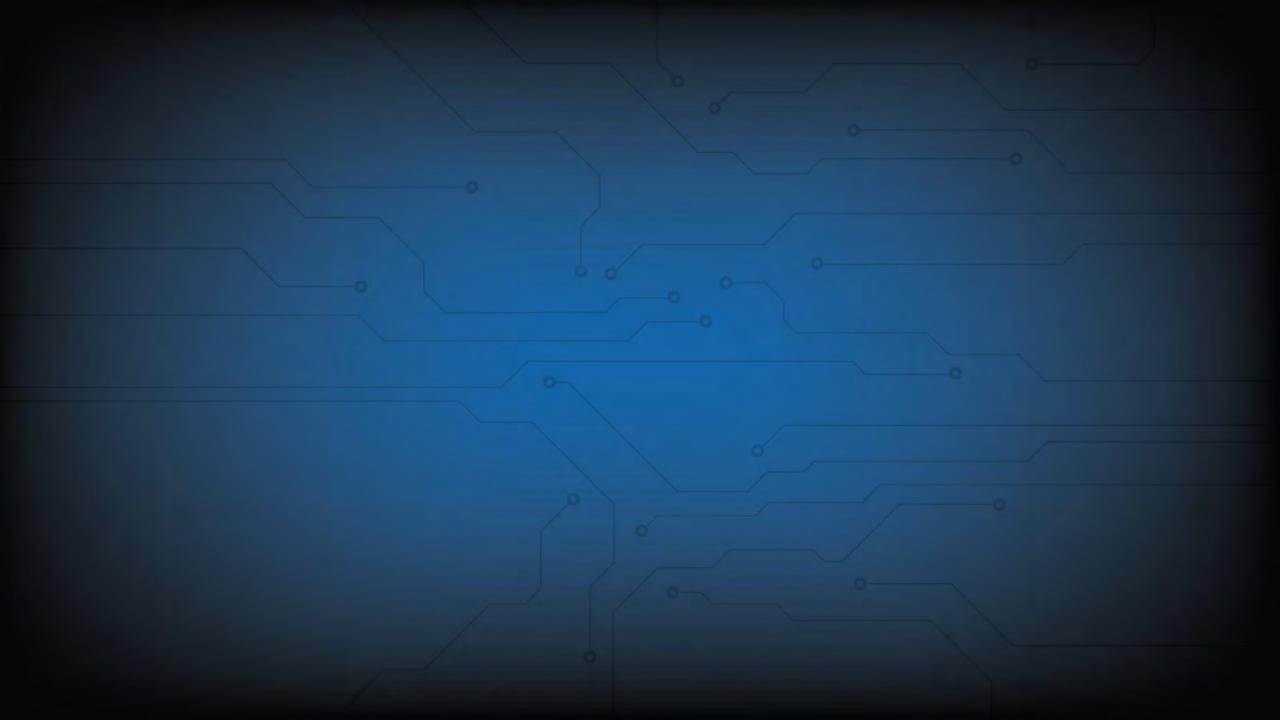
By attending this webinar, you will walk away feeling energized to promote your personal brand, whether you are seeking a career change, new business opportunities, or to grow your network in the attractions industry.

Networking in a Pandemic: an AttractionPros Webinar

http://attractionpros.com/networkingwebinar/

HELPING OTHERS





Join our webinar distribution list. Just email us: marketing@gatewayticketing.com

Or, just register yourself right here: GatewayTicketing.com/community



Join us for our last Webinar of the year on Wednesday, November 11th at 2:00 PM EST.



