

Then, Now & Hope for the Future

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



Join us in 2021 for
our next Webinar
Wednesday session.

A world map with a teal color scheme, overlaid with a network of glowing purple nodes and thin white lines connecting them. The nodes are concentrated in North America, Europe, and East Asia, with fewer nodes in South America, Africa, and Australia. A dark teal horizontal bar is positioned across the center of the map.

POLL TIME

Asking Questions

The screenshot displays the Cisco WebEx Event Center interface. The top menu bar includes 'File', 'Edit', 'View', 'Communicate', 'Participant', 'Event', and 'Help'. The 'Event Info' tab is active on the left, showing details like 'Host: Conference Manager' and 'Audio connection: Please ensure that your PC speakers are on in order to hear the conference on your PC.' On the right, the 'Participants' panel shows a list of participants, including 'Conference Manager (lost)' and 'Joe Bloggs (me)'. The 'Q&A' icon in the top right is highlighted with a red box. Below the participants list, the 'Q&A' section is visible, with a red box and a blue circle '1' highlighting the 'Q&A' dropdown menu. At the bottom, the 'Ask' section is shown, with a red box and a blue circle '2' highlighting the 'Ask' dropdown menu, a blue circle '3' highlighting the text input area, and a blue circle '4' highlighting the 'Send' button. The status bar at the bottom right indicates 'Connected'.

Cisco WebEx Event Center

File Edit View Communicate Participant Event Help

Event Info

Host: Conference Manager

Audio connection: Please ensure that your PC speakers are on in order to hear the conference on your PC.

Event number: 123456789

Participants (7)

Panelists: 1

CM Conference Manager (lost)

Attendees: 1 (1 displayed)

JB Joe Bloggs (me)

Q&A

Q&A 1

All (0)

Ask: All Panelists 2

Select a panelist in the Ask menu 3 and then type your question here. There is a 256-character limit.

Send 4

Connected

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.



Webinar Wednesdays

- Galaxy Best Practices During a Time of Crisis
- Managing Pass Updates, Membership Renewals & Bulk Order Returns
- Operational Strategies for Now & the New Normal
- The New Guest Experience
- Reopening Strategies & Transitioning to a Capacity Managed Attraction
- Optimizing the Capacity Managed Guest Experience Inside your Attraction
- Re-creating Trust with your Guests & Re-Training Your Team
- Pricing the Guest Experience in a Post-COVID World
- What Are Your Consumers Saying: An Inside Look at Recent Industry Surveys
- Creative & Out-of-the-Box Ideas to Generate Revenue Now & When you Reopen
- Configuring Capacity Management, Holds & Pass Required Tickets
- Attractions Have Reopened Part 2: Here's What We've Learned So Far
- The New Guest Experience & Training Your Staff for COVID Challenges
- Optimizing Revenue Operations & Preparing for Possible Increased Restrictions Again
- One Epic Industry Update
- Guest Perspective
- Tough Decisions - Profitability in the Post Covid World
- Coffee & Conversations
- Special Zoos & Aquarium Session
- Continuing Our Journeys - Stories of Change & Progress in Uncertain Times
- Virtual Events - How They're Shaping The Industry And Are They Here To Stay?
- Nurturing Your Staff & Finding Talent/Jobs During a Pandemic
- Then, Now and Hope for the Future

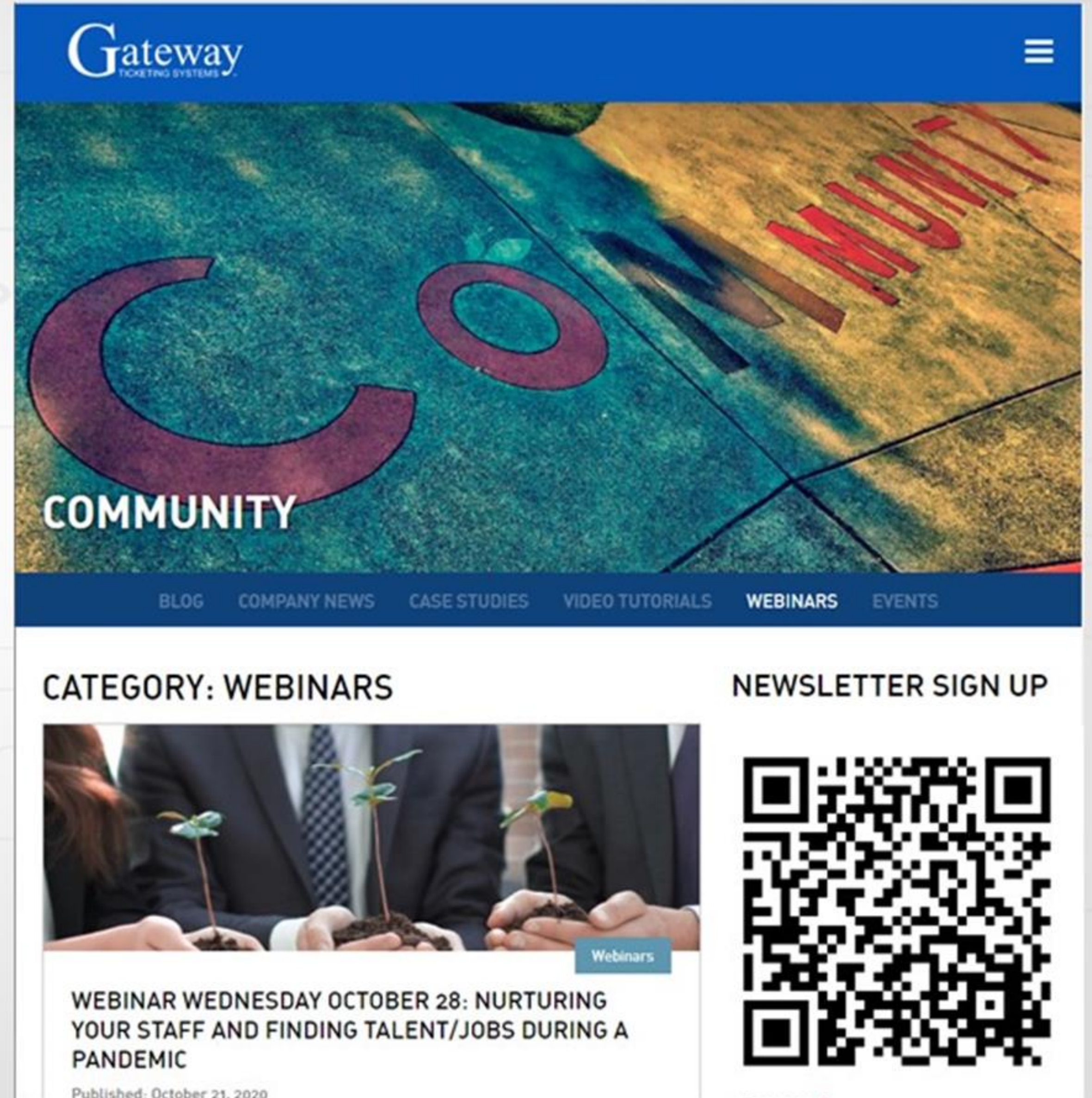
Webinar Wednesdays



Webinar Wednesdays



www.gatewayticketing.com/community



Moderator

Matthew Hoenstine ICAL

mhoenstine@gatewayticketing.com

Destinations Principal



Moderator

Randy Josselyn ICAE

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Wildlife and Conservation Principal



Panelist

Josh Liebman ICAE

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Founder

BackLooper



Panelists

Matt Heller ICAE

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Panelist

Donna Powell

donna.powell@nwtrek.org

Business & Administrative Services Manager



Panelist

Heather Doggett

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Chief Operations Officer



Panelists

Ben Story

ben@avius.com

Chief Executive Officer



Panelists

Franceen Gonzales

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Executive VP, Business Development



WHITEWATER®

EST. 1980



Panelists

Greg Banecker

gbanecker@gatewayticketing.com

Senior Manager, Marketing



Host

Bill D'Angelo

bdangelo@gatewayticketing.com

Product Communications Manager





INDUSTRY UPDATE

Managing Burnout

Inc.

NEWSLETTERS LEAD INNOVATE GROW



LEAD

Google's 3-Word Plan to Help Employees Avoid Burnout Is So Simple You Should Steal It

Sometimes the easiest way to help your team get more done is to stop interrupting them with meetings.

BY JASON ATEN, TECH COLUMNIST @JASONATEN



Getty Images

"No Meetings Weeks."

That's exactly like it sounds: Weeks where there are no meetings scheduled. If you've been working remotely for any length of time, you know how nice that sounds.

Pichai's memo to employees describes the reason this way:

Some of our teams have also held "no meetings weeks," which create space for Googlers to either focus on independent work, or make it easier to switch off entirely and take a vacation. We've decided to make December 28, 2020 to January 1, 2021 an official no meetings week across the company. Of course, there will be exceptions for teams that are working to hit hard deadlines, closing deals, or supporting critical infrastructure (please watch for guidance from your leadership). Otherwise, let's move or cancel all routine and non-critical meetings that week.

Incremental Programs Leveraging Limited Capacity

[New Itineraries](#)U.S. Edition



Last updated: 03:02 PM ET, Tue November 17 2020


Universal Orlando Launches First-Ever 'Universal's Holiday Tour'

ENTERTAINMENT | LAURIE BARATTI | NOVEMBER 17, 2020



The Grinch at Universal's Islands of Adventure theme park in Orlando, Florida. (Photo courtesy of Universal Orlando Resort)

On select nights, from November 22 through January 2, 2021, guests at [Universal Orlando Resort](#) can experience some next-level seasonal magic with the all-new 'Universal's Holiday




EXTRAS

Check out these great ways to get more from your vacation.

[Most Popular](#)[Holidays](#)[Dining](#)[Photos](#)

Holidays



Universal's Holiday Tour - Select Dates Nov. 22 - Jan. 3

On this guided tour you'll sip a hot cocoa while you meet The Grinch™. Receive front-of-the-line access to get close to larger than life Macy's balloons and colorful floats. Get exclusive access to the Holiday Tribute Store. Plus, enjoy a special viewing of The Magic of Christmas at Hogwarts™ Castle.

[View Details](#)[SELECT](#)

Starting From
\$59.99
per person, plus tax. Park-to-Park Admission and Reservations required. Restrictions apply.

Incremental Programs Leveraging Limited Capacity

Coronavirus

Six Flags' Holiday in the Park Lights will include synchronized light display, more than one million 'dazzling lights' and s'more fire-pits

Updated Nov 17, 8:10 AM; Posted Nov 17, 8:10 AM



879
shares

By Heather Morrison | hmorrison@masslive.com

Six Flags has announced the return of its annual Holiday in the Park but with a few changes this year due to the [COVID](#) pandemic.

The event starts on Nov. 27 and will be known as Holiday in the Park Lights. The typical roller coaster rides won't be open and instead fans can enjoy a "re-imagined experience featuring over one million dazzling lights plus entertainment."

"While our world-class rides will not be open during Holiday in the Park Lights, we've planned some exciting holiday experiences you and your family will enjoy," Six Flags said.

Six Flags New England | Change Park

Groups Enter Promo National Pass Holder Login

Things to Do Plan Visit Help Buy Now Cart [0]

Holiday in the Park Lights

Select Days November 27-December

Holiday in the Park returns November 27 as Holiday in the Park Lights—a re-imagined experience featuring over one million dazzling lights plus entertainment. While our world-class rides will not be open during Holiday in the Park Lights, we've planned some exciting holiday experiences you and your family will enjoy.

This one-way magical walk-through will delight guests of all ages with the sights, sounds and delicious tastes of the holiday season including:

- More than one million dazzling lights decorating trees, foliage, and buildings across the park
- Beautifully adorned Christmas trees
- An extraordinary synchronized light display
- Enchanting characters
- Warm s'more fire-pits, fried dough, hot cocoa, and more festive treats

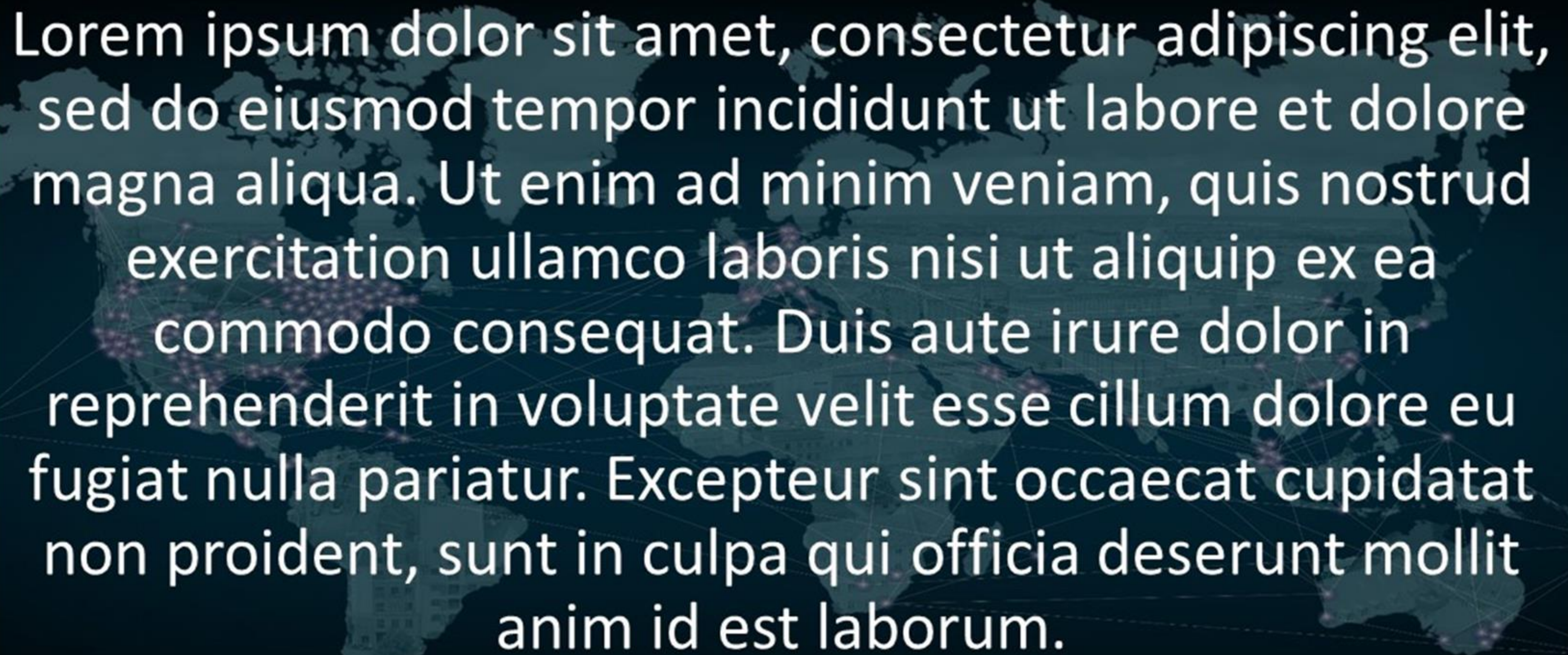
SixFlags
MEMBERSHIP
Skip the Line Passes.
Unlimited Soft Drinks.
Up to 50% OFF Everything
Preferred Parking & More!

Join Now
**PAY NO
SIGNUP
FEES!**

Learn More

<https://www.sixflags.com/newengland/events/holiday-in-the-park-lights?keyword=daily%20ticket>
<https://www.masslive.com/coronavirus/2020/11/six-flags-holiday-in-the-park-lights-will-include-synchronized-light-display-more-than-one-million-dazzling-lights-and-smore-fire-pits.html>

**AS WE REFLECT ON THE CLOSE OF 2020 AND THE
YEAR AHEAD, PLEASE SHARE WITH US YOUR
MOST PROFOUND/SIGNIFICANT/SURPRISING
LEARNING SINCE THE OUTBREAK.**



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Amy Attendee, Starlight Zoo

WEBINAR APRIL 1: OPERATIONAL STRATEGIES FOR NOW AND THE NEXT NORMAL

Updated: April 30, 2020 | [f](#) [t](#) [in](#)

RECORDED WEBINAR FROM WEDNESDAY APRIL 1, 2020

Amidst the coronavirus crisis, we need to understand the changes taking place in our businesses now and how they will impact the "Next Normal". The best way to achieve this is by talking with and learning from other attractions like us.

On April 1, 2020, we held a community forum webinar where we heard from current Gateway customers, and Gateway employees who have been on the operator side, about how they are planning today for the changes ahead in their business due to the coronavirus crisis. Topics included leveraging and expanding communication tools like CRM, alternative revenue streams, dealing with furloughs and layoffs, preparing to reopen with limitations, and much more. At times, the forum even got emotional as we discussed the impact this crisis has had on our businesses and our lives. And we all left with a stronger sense of community, and a sense that we will get through this, TOGETHER.

Gateway customer or not, Galaxy user or not, the wide array of topics discussed during this webinar will provide you valuable insights as you continue to navigate coronavirus closures and disruption to your business.

OUR GUEST PANELISTS



Donna Powell: Business & Administrative Services Manager, Point Defiance Zoo & Aquarium and Northwest Trek

[SEE DONNA ON LINKEDIN](#)



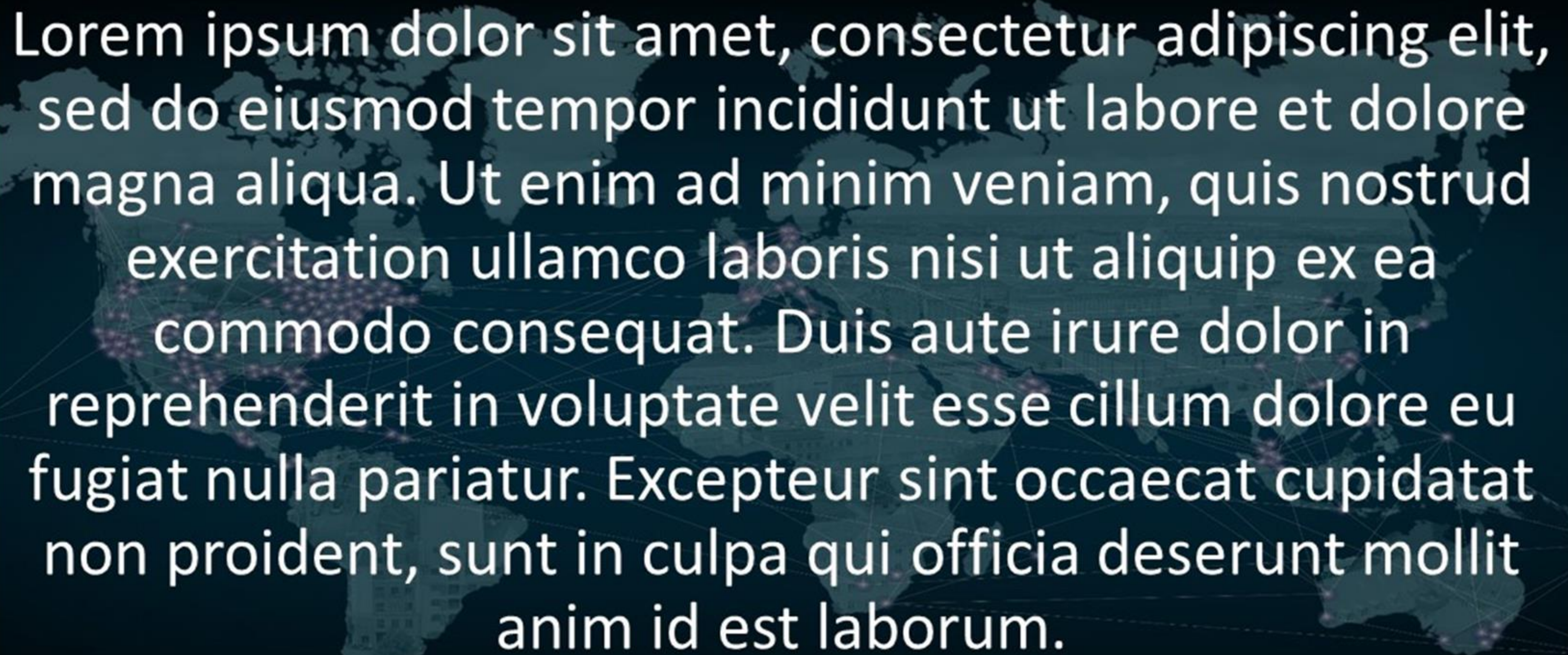
<https://www.gatewayticketing.com/community/operational-strategies-for-now-and-the-next-normal/>



SUNDAY RECAP REPORT
TASTE OF CALICO AT KNOTT'S
BERRY FARM

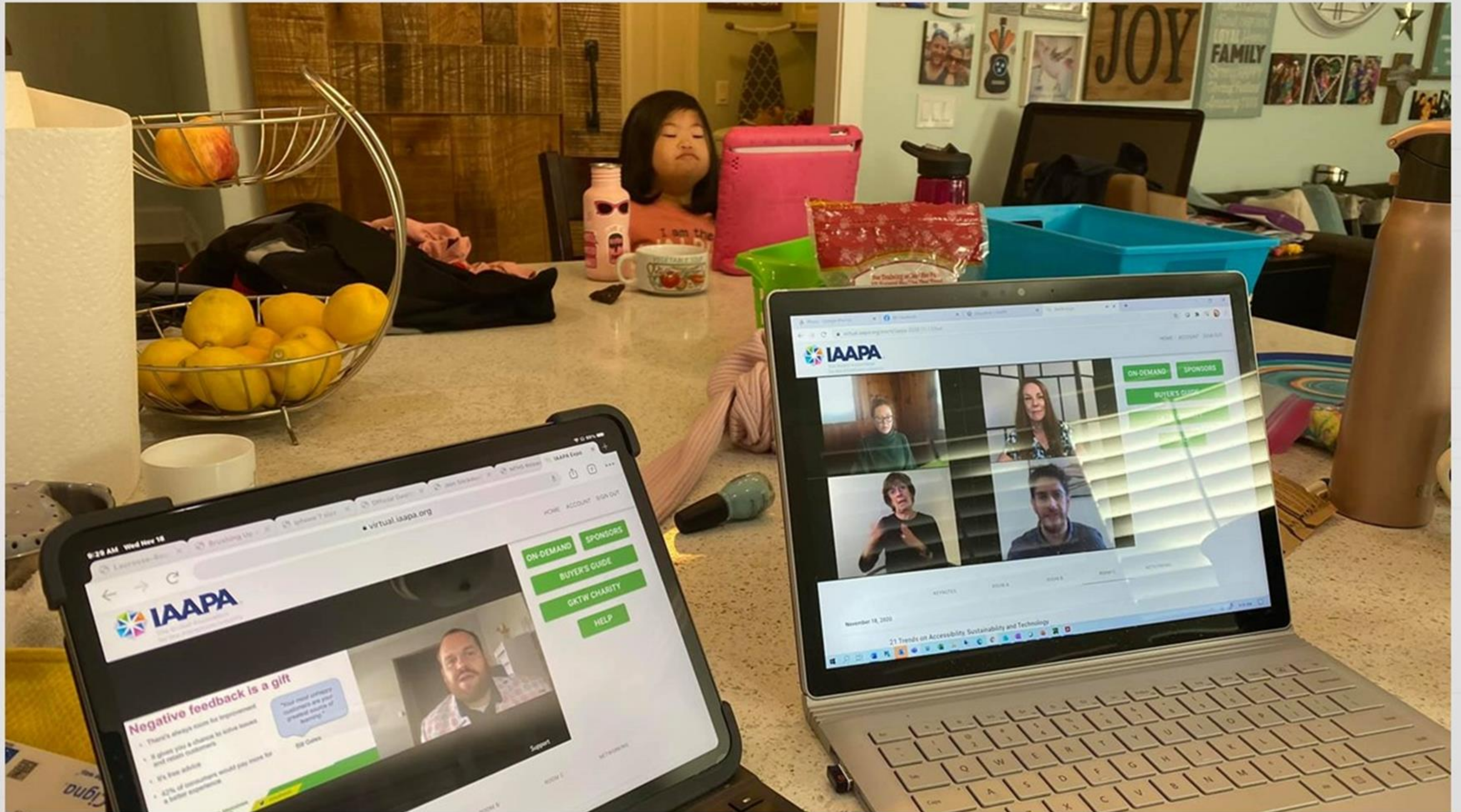


**WHAT TECHNOLOGY HAS HAD THE GREATEST
IMPACT ON YOUR ATTRACTION AS YOU HAVE
NAVIGATED THE COVID CRISIS?**

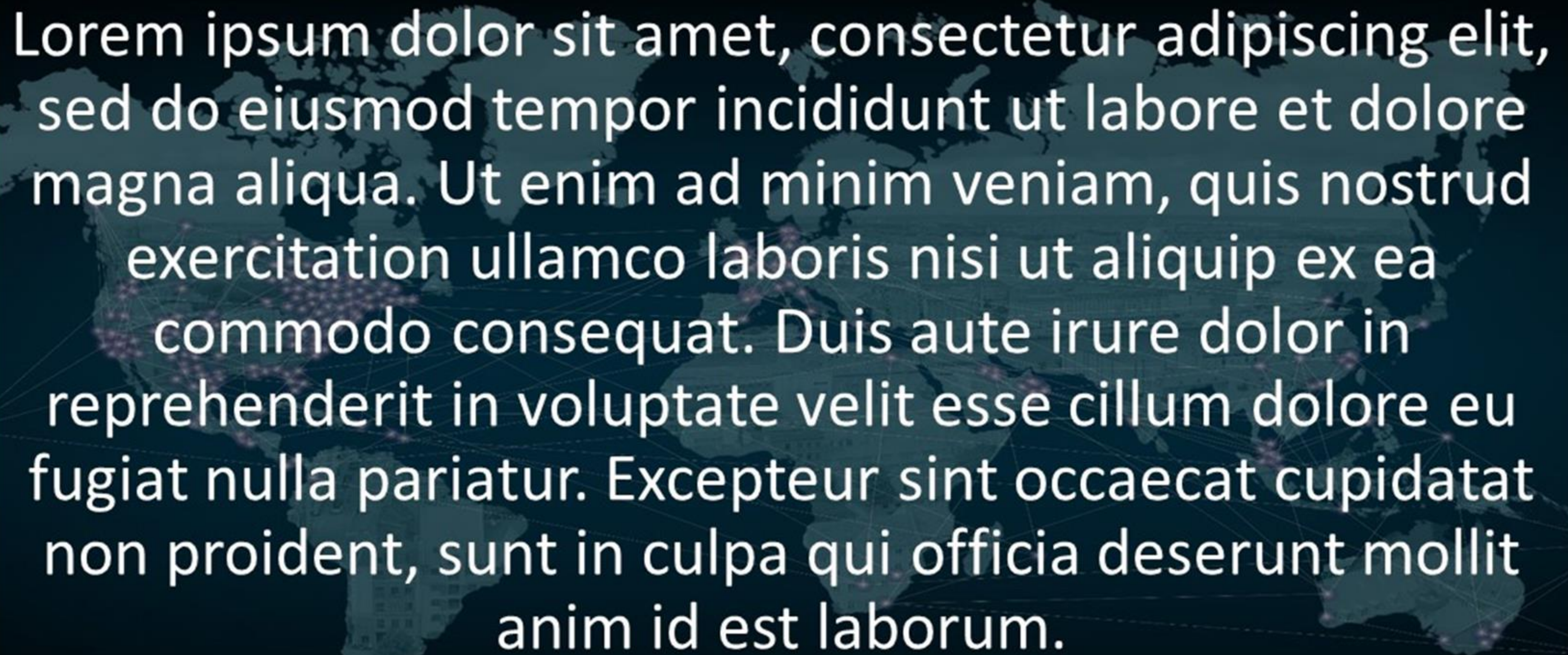


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Amy Attendee, Starlight Zoo



AS WE LOOK AHEAD, MANY ATTRACTIONS HAVE EMBRACED NEW WAYS TO DO BUSINESS AS A RESULT OF THE OUTBREAK. WHAT ARE SOME PERMANENT CHANGES FOR THE BETTER THAT YOU OR YOUR ATTRACTION HAVE ADOPTED?



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Amy Attendee, Starlight Zoo

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

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



Join us for a Demo of Galaxy on December 9: Planning for 2021

Our Galaxy demo team will be acting out your roles - Operations, Sys Admins, Guest Services, Marketing, Membership, etc. – and showing you how Galaxy can help you be the Hero at your attraction as you plan for your next year/season.



Join us in 2021 for our next Webinar Wednesday Session.





Participants (6)

Search

Panelist: 6

RI Randy Josselyn
Me

BD Bill D'Angelo
Host

BC Bernie Campbell

GB Greg Banecker

JC Jeff Chatterton

MH Matthew Hoenstine

Attendee: 0 (0 displayed)



Q&A

All (0)

Select a question and then type your answer here. There's a 256-character limit.

Send

Send Privately...



Participants (6)

Search

Panelist: 5

RI

Randy Josselyn
Me

BD

Bill D'Ang...
Host

BC

bernie Campbell

GB

Greg Banecker

JC

Jeff Chatterton

Attendee: 1 (1 displayed)

MH

Matthew H...
?

Q&A

All (1)

Matthew Hoenstine - 1:17 PM

Q:

We're really struggling with questions from people wondering why we are open when COVID-19 is surging. how should we respond?

Select a question and then type your answer here. There's a 256-character limit.

Send

Send Privately...

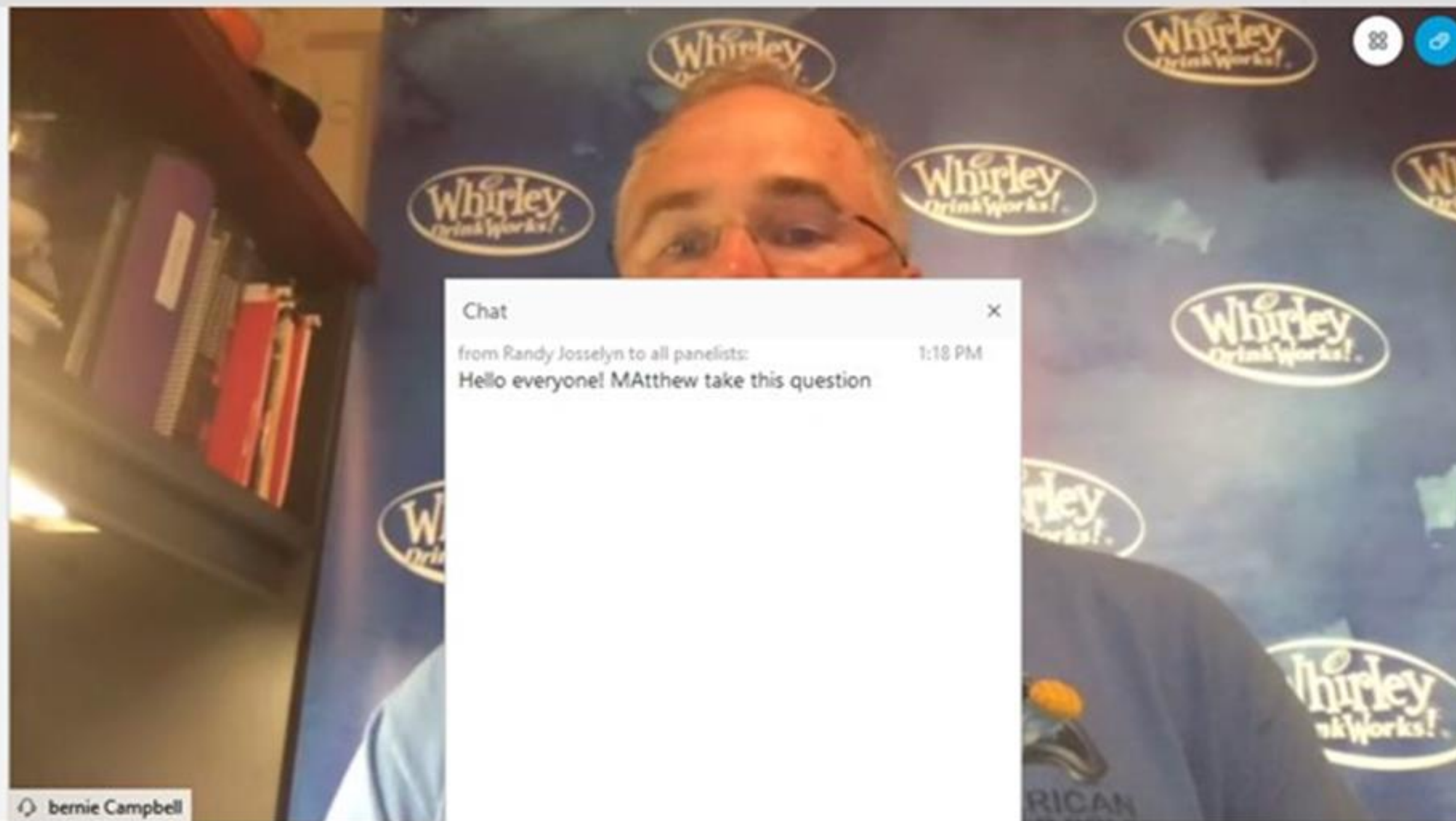
Whirley
Drink Works!

88

GB

BD

Bill D'Angelo (Host)



bernie Campbell

Chat

from Randy Josselyn to all panelists:
Hello everyone! MATTHEW take this question

1:18 PM

To: All Panelists

Enter chat message here

GB



Matthew



Geen D'Angelo