

TOURISM AUTHORITY

**San Diego Attractions - Stage 3  
Reopening Health & Safety Plan  
4.30.20**

# Summary of Key Safety & Sanitization Strategy & Protocols

The safety and health of our guests is our top priority. The San Diego Attractions Re-Opening Plan was developed in coordination with expert epidemiologists and is designed to protect guests and Employees from potential exposure to COVID-19.

This document is a summary of the key program components as of April 30, 2020. The plan is a living document that will be adjusted as needed based on the implementation of new programs, guidance from the CDC or mandates from federal, state and local government agencies.

## Screening Protocols



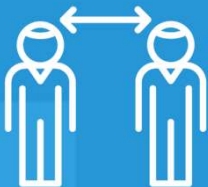
- **Non-invasive temperature and wellness checks for Employees**

- We will be using contactless IR thermometers to screen all Employees prior to the start of their workday



- **Security pre-screening when applicable with reduced contact between guests, employees and volunteers**

- Guests will be asked to open their own bags to minimize the need for contact during bag checks. The queue line and inspection tables will also be spaced at least 6-feet apart to maintain proper distancing.



- **Face coverings required for guests and Employees**

- All guests and Employees will be required to wear a face covering to enter

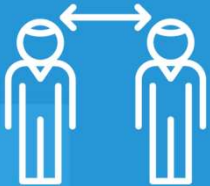


# Summary of Key Safety & Sanitization Strategy & Protocols

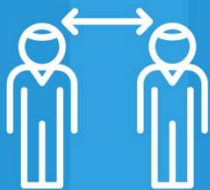
## Distancing Protocols



- Daily Resort capacity reduced to ensure adequate distancing
- Social distancing practiced through modified ride loading and building occupancy



- Six-foot minimum distance for all activities including: Queues, bag check inspection tables, ticket booths, park entry, rides, costume characters, restrooms (when possible) and hand wash stations



- Character Meet & Greets modified to maintain distance between the guests and Costume Character
  - Photo Op sets will be modified to maintain six feet of distance

## Sanitization and Disinfection Protocols



- Additional hand sanitizers added - Locations include: every ride, ticket booth windows, park entry points, in queues and ride exit ramps



- Extra hand wash stations added throughout the park to promote guest hygiene and safety

# Summary of Key Safety & Sanitization Strategy & Protocols

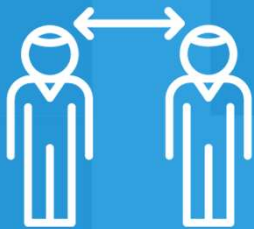
## Sanitization and Disinfection Protocols (Cont.)



- **Enhanced (no-touch) transaction procedures in place**
  - All contactless payment options will be utilized in order to limit hand to hand interactions

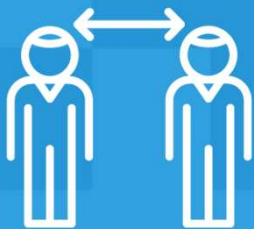


- **Monitor and sanitize restrooms**
  - Restrooms will be modified so occupants can maintain proper distancing (when applicable). Additional staff will also be available to frequently sanitize.



- **Employee common areas**
  - Work and break areas for Employees will be disinfected frequently and modified to aid in maintaining distancing

## Signage & Communications



- **Social distancing and clear safety signage and markings throughout the Park**
  - Resort safety guidelines to be clearly posted for guest awareness
- **Manage guest flow**
  - Implementing unidirectional foot traffic on narrow paths

# Summary of Key Safety & Sanitization Strategy & Protocols

## Signage & Communications (Cont.)



- Distancing markers placed around Resort and Hotels to assist guests in maintaining six-foot minimum distancing



- A-Frame signs throughout parking lots, park, attraction site and guest areas establishing important guidelines to follow and maximizing guest health and safety

- Enhanced cleaning measures taken throughout the Resort and the Hotels
  - Areas with regular hand contact, such as counters, railings, door handles, will be cleaned with disinfectant on a frequent basis.



- Ride vehicles disinfected
  - Ride vehicle + touch points will be disinfected
  - Hand sanitizer will be available for guests at every ride
  - Riders queued in family groups only
  - Staggered seating on each ride



- Implement mandatory health and safety COVID-19 training for all Employees
  - All employees will participate in a training course to educate them on how to keep themselves and our guests safe.
  - Encourage employees to work from home who are not required to work on site

# Summary of Key Safety & Sanitization Strategy & Protocols

## Food & Beverage Protocols



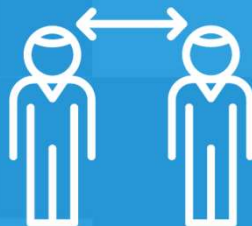
- Contactless or single-use menus
- Premade/prepackaged food and snacks made available for guest convenience
- We will provide safe delivery method of food orders to prevent unnecessary contact



- Condiment stations closed to limit unnecessary common touchpoints



- Restaurant seating areas modified to maintain six-foot distance guidelines between groups for comfort and safety
  - Social distancing markers for dining spaces so guests can comfortably enjoy their meals at a safe distance



- Plexi shields for cashiering and food stations to reduce close interactions



- Enhanced sanitizing and wipe downs of all surfaces for continued sterilization of common areas

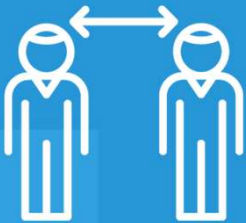


# Summary of Key Safety & Sanitization Strategy & Protocols

## Water Park Protocols



- Limited attraction and guest capacities for mandatory distancing measures
- Locker rooms and changing rooms implementing a controlled one-way access system



- Reduced capacity for restrooms (when applicable) to maximize social distancing guidelines



- Social distance markers throughout Water Park, rides, queues and facilities
- Sanitizing stations for easy access at any time