



COVID-19 INDUSTRY GUIDANCE: Amusement Parks and Theme Parks

October 20, 2020

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



OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact or in a poorly ventilated area with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include hospitals, long-term care facilities, prisons, food production, warehouses, meat processing plants, restaurants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by workers (where respiratory protection is not required) and guests,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training workers on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

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 only 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 only 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 [Blueprint for a Safer Economy](#). 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

available in other guidance on the [Industry Guidance to Reduce Risk](#) website. Operators must review this guidance to apply the appropriate protocols to all aspects of their operations. Such operations may include:

- Food service and concessions (Restaurant guidance)
- Bars (Bars, Breweries, and Distilleries guidance)
- Gift shops and retail operations (Retail guidance)
- Hotels and lodging (Hotels, Lodging, and Short-Term Rentals guidance)
- Family entertainment centers, including miniature golf and arcades (Family Entertainment Centers guidance)
- Interactive exhibits (Zoos and Museums guidance)
- Trams, shuttles, and other transit (Public and Private Passenger Carriers, Transit, and Intercity Passenger Rail guidance)
 - Limit shuttle service whenever possible and in accordance with obligations to individuals with disabilities.
- Grounds, building maintenance, custodial services (Limited Services guidance)

The guidance is not intended to revoke or repeal any worker rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.¹ Stay current on changes to public health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA has more safety and health guidance on their [Cal/OSHA Guidance on Requirements to Protect Workers from Coronavirus webpage](#). CDC has additional for [businesses and employers](#).

Required Use of Face Coverings

On June 18, CDPH issued [Guidance on the Use of Face Coverings](#), which broadly requires the use of face coverings for both members of the public and workers in all public and workplace settings where there is a high risk of exposure. Complete details, including all requirements and exemptions to these rules, can be found in the [guidance](#).

The [CDPH Face Covering Guidance](#) is subject to additional updates based on the current scientific understanding of transmission of the virus causing COVID-19. Please check the CDPH website for any revisions.



Workplace Specific Plan

- Establish a written, workplace-specific COVID-19 prevention plan at every facility, perform a comprehensive risk assessment of all work areas and work tasks, and designate a person at each facility to implement the plan.
- Incorporate the [CDPH Face Covering Guidance](#) into the Workplace Specific Plan and include a policy for handling exemptions.
- Identify contact information for the local health department where the facility is located for communicating information about COVID-19 outbreaks among workers or patrons.
- Train and communicate with workers and worker representatives on the plan and make the plan available to workers and their representatives.
- Regularly evaluate the workplace for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Implement the necessary processes and protocols when a workplace has an outbreak, in accordance with [CDPH guidelines](#) and orders or guidance from the local health department.
- Identify close contacts (within six feet for 15 minutes or more) of an infected worker and take steps to isolate COVID-19 positive worker(s) and close contacts.
- Notify all employees in writing, and employers of subcontracted employees, who may have been exposed to COVID-19 and report workplace outbreaks to the local health department. For additional information on employer responsibilities under [AB 685](#) (Chapter 84, Statutes of 2020), refer to the [Enhanced Enforcement and Employer Reporting Requirements](#) from Cal/OSHA and the [Employer Questions about AB 685](#) from CDPH.
- **For outdoor operations:** Establish an effective heat illness prevention plan with written procedures in both English and the language understood by the majority of the employees. The plan must be available to employees at the worksite. See the [Cal/OSHA heat illness prevention page](#) for resources, including FAQs, a webinar, and a sample written plan. Elements of a heat illness prevent plan must include:
 - Access to potable drinking water

- Access to shade
- Cool down breaks
- Emergency procedures for heat illness cases
- High heat procedures when the temperature exceeds 95 degrees
- Monitoring of employees who are acclimatizing during a heat wave
- Training on heat illness prevention and symptoms
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.



Topics for Worker Training

- Information on [COVID-19](#), how to prevent it from spreading, and which [people are at higher risk](#) for severe illness or death.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work:
 - If a worker has symptoms of COVID-19 as [described by the CDC](#), such as a fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea, vomiting, or diarrhea, OR
 - If a worker was diagnosed with COVID-19 and has not yet been released from isolation, OR
 - If, within the past 14 days, a worker has had contact with someone who has been diagnosed with COVID-19 and is considered potentially infectious (i.e. still on isolation).
- To return to work after a worker receives a COVID-19 diagnosis only after meeting [CDPH Guidance on Returning to Work or School Following COVID-19 Diagnosis](#).
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on [CDC's webpage](#).
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol (preferred) or 70% isopropanol (if the product is inaccessible to unsupervised children) when workers cannot get to a sink or handwashing station, per [CDC guidelines](#)). Never use hand sanitizers with

[methanol](#) due to its high toxicity to both children and adults.

- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
 - Face coverings are not personal protective equipment (PPE).
 - Face coverings do not replace the need for physical distancing and frequent handwashing.
 - Face coverings must cover the nose and mouth.
 - Workers should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching eyes, nose, and mouth.
 - Face coverings must not be shared and should be washed or discarded after each shift.
- Information contained in the [CDPH Guidance for the Use of Face Coverings](#), which mandates the circumstances in which face coverings must be worn and the exemptions, as well as any policies, work rules, and practices the employer has adopted to ensure the use of face coverings. Training should also include the employer's policies on how people who are exempted from wearing a face covering will be handled.
- Heat illness symptoms and prevention following [Cal/OSHA requirements](#).
- Ensure independent contractors, temporary, or contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary supplies and PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- Information on paid leave benefits the worker may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and workers' compensation for COVID-19](#), including workers' sick leave rights under the [Families First Coronavirus Response Act](#).



Individual Control Measures and Screening

- Use of face coverings is mandatory throughout the park in all settings indoor and outdoor, unless actively eating or drinking in designated dining areas or exempted per the [CDPH Face Covering Guidance](#). Customers who do not comply should be removed from the facility immediately.

- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors or contractors entering the park. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible.
- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving the home for their shift and follows [CDC guidelines](#), as described in the Topics for Worker Training section above.
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers must provide and ensure workers use all required protective equipment, including eye protection and gloves where necessary.
- Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items. Workers must be provided and wear gloves when receiving items handled by others (e.g. cash or coins) or handling items contaminated by body fluids.
- Workers who consistently must be within six feet of guests or co-workers (e.g., fitting and securing guests with safety equipment) must wear a secondary barrier (e.g. face shield or safety goggles) in addition to a face covering. All workers should minimize the amount of time spent within six feet of guests.
- Implement a reservation system for the park. Utilize the reservation system to contact guests (e.g. by email, call, or text) with reservations 24 hours before their scheduled arrival to confirm their reservation and ask if they or someone in their household is exhibiting any COVID-19 symptoms. If the guest answers in the affirmative the guest should be instructed that they should not come to the amusement park because they will not be permitted entry.
- If possible, implement a reservation system or virtual queuing system for individual attractions to ensure capacity limits and physical distancing can be maintained.
- Develop a policy that requires guests to wear face coverings or be denied access to the amusement or theme park. Permit access for guests who are exempt from wearing face coverings as stated in the [CDPH Face Covering Guidance](#). As part of the policy, remind guests in advance to bring a face covering and make them available to anyone who arrives without one.
- Guests should be temperature and/or symptom screened upon arrival, asked to use hand sanitizer, and must bring and wear a face covering

when not eating or drinking if not exempted per the [CDPH Face Covering Guidance](#). Amusement park operators must cancel reservations for individuals/parties with symptomatic guests and refuse entry.

- Display a set of clearly visible rules and reminders, including posting signage at entrances and in other strategic and highly-visible locations and in ticket purchase confirmations, for guests and personnel that are to be a condition of entry and must be adhered to during the entirety of the guest's visit to the amusement park. The rules should include instructions to wear face coverings at all times, except when eating or drinking in designated dining areas; use hand sanitizer; maintain physical distance from other guests and workers; and avoid unnecessary touching of surfaces. Whenever possible, the rules should be available digitally, e.g. through apps, texts, or email.
- Designate a sufficient number of staff to enforce adherence to the face coverings requirement throughout the park to ensure physical distancing is maintained in all areas, with a particular focus on queues and other areas of potential congregation. Guests who do not comply should be removed from the facility immediately. Allow for exemptions identified in the [CDPH Face Covering Guidance](#).



Ventilation, Cleaning, and Disinfecting Protocols

- Implement ways to minimize time indoors and minimize the number of household groups indoors and stationary at the same time.
- Where possible, install portable high-efficiency air cleaners, upgrade indoor area's air filters to the highest efficiency possible, and make other modifications to increase the quantity of outside air and ventilation in offices and other indoor spaces.
- Check the [CDPH website](#) periodically for updates on indoor air quality and ventilation guidance for airborne diseases in indoor settings.
- Perform thorough cleaning in high traffic areas such as park entrances and exits, restroom facilities and baby changing stations, dining areas, gift stores, shuttle/tram stations or stops, worker break rooms, etc., and areas of ingress and egress, including stairways, handrails, and elevator banks. Frequently disinfect commonly used surfaces, including countertops, touchscreens, buttons, doorknobs, armrests, toilets, coin-operated and redemption games, vending machines, etc.
- Thoroughly clean and disinfect each guest activity area after every use. This should include cleaning and disinfecting tables, chairs, benches,

booths, booster seats, high chairs, etc. Allow adequate time for proper disinfection, following product instructions.

- Adjust or modify operating hours, as needed, to provide adequate time for regular thorough cleaning and disinfection.
- Where possible, avoid cash transactions and utilize credit card readers that enable guests to insert/swipe their own cards, so workers do not have to do it for them. If the credit card machines break physical distance, workers should step back while the guest makes payment. Where feasible and appropriate, work with payment partners to increase the dollar limits for purchases that do not require a Personal Identification Number (PIN) or a signature.
- Assign one worker to each Point-of-Sale (POS) terminal, if possible. Clean and disinfect terminals between each user and after each shift. If multiple workers are assigned to one POS terminal, workers should wash their hands with soap and water or use hand sanitizer before and after each use.
- Clean and disinfect strollers, electric conveyance vehicles, and wheelchairs between every rental. Consider providing additional disinfecting wipes to the guests so they can also wipe down units once they rent them.
- Provide disposable or single-use maps, pamphlets, guides, etc. to guests and make these available digitally so that guests can view on a personal electronic device, if possible. If single-use items cannot be provided, properly disinfect reusable ones before and after guest use.
- Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed. Provide resources to promote personal hygiene. This will include tissues, no-touch trash cans, hand soap, adequate time for handwashing, alcohol-based hand sanitizers, disinfectant wipes, and disposable towels
- Provide additional handwashing or hand sanitizer hygiene stations throughout the amusement park, including help counters, information desks, attractions, rides, ticket booth windows, dining areas, gift shops, and entry points.
- Make hand sanitizer available for guests to use when activity items come into contact with shared surfaces. Encourage guests to wash hands and/or use hand sanitizer often while using equipment and items. Remind members of the public (with signs and/or verbally) not to touch their eyes, nose, and mouth.
- Regularly clean and disinfect surfaces shared by workers between shifts or between users, whichever is more frequent, including but not limited

to working surfaces, time clocks, copy machines, keys, cleaning equipment, gaming machinery, etc. Avoid sharing equipment such as phones, tablets, office machinery, and tools wherever possible. Never share PPE.

- Discontinue the shared use of audio headsets, tools, and other equipment between workers unless the equipment can be properly disinfected between each use. Consult equipment manufacturers to determine appropriate disinfection steps, particularly for soft, porous surfaces such as foam earmuffs. Consider providing disposable earphone covers where possible.
- Provide time for workers to implement cleaning practices during their shift. Assign cleaning assignments during working hours as part of the worker's job duties.
- Equip terminals, desks, and help counters with proper sanitation products, including hand sanitizer and disinfectant wipes, and provide personal hand sanitizers to all staff directly assisting guests.
- To minimize the risk of [Legionnaires' disease](#) and other diseases associated with water, [take steps](#) to ensure that all water systems and features (e.g., drinking fountains, decorative fountains) are safe to use after a prolonged facility shutdown.
- When choosing disinfecting chemicals, use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide workers training on the chemical hazards, manufacturer's directions, ventilation requirements, and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants must wear gloves and other protective equipment as required by the product instructions. Follow the [asthma-safer cleaning methods](#) recommended by the California Department of Public Health and ensure proper ventilation.



Physical Distancing Guidelines

- **WARNING:** physical distancing alone is insufficient to prevent transmission of COVID-19.
- Consider one-way foot traffic and clear directions to better control the flow of guests throughout the park, especially in certain heavily used and/or narrow throughways to allow for better guest separation. Limit entry to crowded areas to allow for appropriate physical distancing.

- Dedicate workers to direct guests at high traffic and bottleneck areas in indoor and outdoor facilities to avoid congregation. Consider using costumed cast members or other workers to create a dedicated team that can help regularly communicate new protocols to guests.
- Install Plexiglass dividers on switchback lines/queues for attractions and concessions, or close sections of switchback lines/queues to ensure sufficient physical distance between visitors.
- Implement measures to ensure physical distancing of at least six feet between people, such as when guests are waiting in line, riding shuttles or trams in the park, or while seated for performances or shows. This can include use of physical partitions or visual cues (e.g., floor markings or signs to indicate to where workers and guests should stand). Ensure indoor capacity limits are posted and enforced for indoor retail and other indoor spaces.
- Implement timed and/or advanced reservation ticketing systems and pre-assigned seating or activity areas, whenever possible, to stagger guest visits and help maintain physical distances.
- Discontinue tours or guided experiences that combine households or individuals from different households into the same tour group. Tour guides must maintain at least six feet of physical distance from guests. Limit tours or guided experiences to household units.
- Consider offering workers who request modified duties options that minimize their contact with guests and other workers (e.g., managing inventory rather than working as a cashier or managing administrative needs through telework).
- Reconfigure workspaces, if possible, to allow for at least six feet between workers and the public. Hold smaller meetings to maintain physical distancing guidelines and consider holding meetings outside or via online platforms or over the telephone.
- Ensure workers can maintain physical distance in breakrooms, using barriers, increasing distance between tables/chairs to separate workers, etc. Where possible, create outdoor break areas with shade coverings and seating arrangements that ensures physical distancing. Discourage workers from congregating during breaks and ensure they are not eating or drinking without face coverings within six feet of each other.
- Place additional limitations on the number of workers in enclosed areas, such as supply rooms and counter areas, to ensure at least six feet of separation to limit transmission of the virus.
- Stagger worker breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.



Additional Considerations for Admission, Entry, and Security

- Ensure parking, entrance, and exit areas are marked, monitored, and configured to allow for physical distancing and no crowding or congregating.
- Use of face coverings is mandatory throughout the park in all settings indoor and outdoor, unless actively eating and/or drinking. Guests who do not comply should be removed from the facility immediately. Allow for exemptions identified in the [CDPH Face Covering Guidance](#).
- Consider ways to schedule staggered ingress in order to minimize lines for wandering, bag check, and ticket scanning. Virtual queuing, for example, could provide metered access to the front of a line.
- Protect ticketing offices and will call with impermeable barriers, like Plexiglass. Instruct guests where to queue to maintain a minimum of six feet of physical distance.
- Install Plexiglass dividers on any switchback lines/queues, including queuing areas for entry, security, and admission, or close sections of switchback lines/queues to ensure sufficient physical distance of at least six feet between visitors.
- Encourage guests to make purchases online (prior to their visit) or from apps once inside the park to minimize lines and on-site payment transactions. Where possible, avoid paper tickets that require workers to handle them for scanning. Consider whether guests could check themselves in at self-service kiosks outside the health and security screening area.
- Consider offering all-inclusive package deals/wristbands that combine park admission, parking, food and beverage, and special upgrades like reserved seating and cabana rental to reduce the number of transactions made inside the park.
- Workers checking bags should modify activities to minimize directly touching guest items. This could include using styluses or other instruments to search bags, asking guests to open bags and move contents, etc. Where practices might cause direct contact with patrons or their items, workers should immediately sanitize hands or wear disposable gloves and change between each guest search.
- In order to avoid touching guests' personal items, park operators should consider enforcing a small clear bag policy and ask guests to open their own bags for inspection. Consider necessary exceptions for medical and personal hygiene products.

- Implement security tools that allow workers to maintain at least six feet of physical distance from patrons. This could include the use of walk through metal detectors rather than hand wand metal detectors.
- Walk-through metal detectors are effective at detecting metallic objects while allowing security workers to maintain social distance. Hand wands are a less costly alternative which still allow no-contact metal detection, but they require the security worker to be closer than six feet from the guest. Any worker conducting a pat-down search must wear disposable gloves that are immediately discarded after interaction with a guest, followed by handwashing or hand sanitizer before putting on a fresh pair of gloves.
- Install and use touchless ticket scanners whenever possible. Ask guests to scan tickets themselves rather than passing digital electronic devices or paper tickets back and forth between workers and patrons. When workers must assist patrons and touching is necessary, workers must wear a face covering and wash hands and/or use hand sanitizer as described in this guidance. Guests must wear face coverings during the exchange and be encouraged to wash hands and/or use hand sanitizer after exchanging goods as well.
- Evaluate locker arrangements where guests store personal belongings to ensure those spaces can be regularly cleaned and disinfected and appropriately spaced to allow for physical distancing. Consider closing or rotating some sections to allow for appropriate physical distancing during busy times. Post signs reminding guests to maintain physical distances of at least six feet and to wait for others to vacate before approaching the locker. Consider positioning a worker in the locker area to limit the number of people in the space at one time. Clean and disinfect lockers between each use or provide bags so guests can stow their personal items in those bags before placing them in a locker.
- In the event of an emergency, amusement park operators should consider and plan for physical distancing in areas of ingress/egress and guest staging areas.



Additional Considerations for All Rides and Attractions

- Face coverings are mandatory when engaged with attractions and rides throughout the park. Allow for exemptions identified in the [CDPH Face Covering Guidance](#).
- Install Plexiglass dividers on switchback lines/queues, including queuing areas for rides and attractions, or close sections of switchback lines/queues to ensure sufficient physical distance between visitors.

- All queuing must be performed in outdoor settings only. No indoor queuing is allowed for any attraction or ride. For indoor attractions and rides, develop an outdoor queuing system prior to entry into the attraction's indoor operation. Install impermeable barriers between lines with switchback queuing areas or close sections of switchback lines/queues to ensure sufficient physical distance between visitors.
- Consider alternative queuing methods where possible to manage capacity and facilitate physical distancing. Guests must wear face coverings and be at least six feet apart during queuing. Consider using a virtual queue system where practical (e.g. guests could make online reservations for particular attractions through an app or during the ticket purchasing process). Provide staffing to monitor guest compliance with distancing and face coverings while in queues.
- Evaluate the speed and other dynamics of each attraction to ensure face coverings of various types (e.g. common surgical masks with loops around ears, face coverings with a strap that goes around the back of the head, bandaging or other fabric tied around head) can be safely worn and secured on rides. Face coverings must not present a loose-article hazard or interfere with the safe operation of the attraction when used by either riders or ride operators. If necessary, consult with the ride manufacturer/supplier to decide which types of face coverings are appropriate for specific rides.
- Discontinue use of a ride or attraction where use of face coverings presents a safety issue or high incidence of loss of face covering during operation.
- Face coverings must be made available to visitors who lose their face coverings during a ride or attraction.
- Cleaning and disinfecting protocols are important for high-touch surfaces on rides and attractions. Regularly clean and disinfect all surfaces frequently touched by guests or workers, including handrails, arm rests, restraints, lap bars, grips, seatbelts, over-the-shoulder harnesses, etc. Develop the frequency and approach to the cleaning and disinfecting process in accordance with the cleaning product instructions and the ride manufacturer's directions and based on the type of surface being cleaned. Make sure virus kill times and drying times are considered prior to opening the attraction or loading guests for the next cycle. Make sure the ride is secured and follow appropriate hazardous energy control procedures (including safety "lock out, tag out" as needed) so workers can safely access the areas they need to clean.
- Frequently clean and disinfect all control and dispatch panels, buttons/switches, or other operator contact surfaces used to control the

ride at a minimum between each worker rotation, and provide workers operating the rides with hand sanitizer and time for handwashing.

- Follow manufacturer guidelines/standard operating protocols to ensure restraints are locked, seatbelts are fastened, and riders are properly secured.
- If workers must use their hands to ensure a gate is locked and ride is secured, those workers must wash or sanitize their hands before moving on to another task.
- Conduct height checks according to existing protocols to ensure they are accurate. Consider refining height check operations to make them touch-free and easy to manage and view from a few feet away (e.g. highly visible height markers, elevated bar for the guest to stand under.)
- Adjust seat-loading patterns, as needed, to comply with physical distancing requirements. Examples would include seating every other ride vehicle or vehicle row, further limiting capacity on a ride to allow for space between household groups, etc.

NOTE: When adjusting seat-loading patterns, the ride operator must ensure the patron load distribution complies with the manufacturer's load/balance criteria.

- Board household members in the same vehicle when possible. Passengers from different households must be at least six feet apart. Household members do not need to be seated six feet apart.
- Consider eliminating single-rider lines as they are typically designed to help fill in every open seat, which is likely inconsistent with physical distancing.
- Carefully evaluate attractions that require time-consuming personal harnessing like ropes courses, climbing walls, and steel-cable swing rides because of the difficulty managing physical distancing during the harnessing process. The increased cleaning and disinfecting of the harnesses and other equipment between each use may also be difficult.
- As a general rule, workers should avoid physically assisting/lifting guests. If a guest needs assistance, ask another household member to help. (Workers may still need to physically assist/lift guests in the event of a ride evacuation.)
- Workers conducting maintenance and inspection activities must be provided with and utilize nonporous gloves and face coverings. After inspection or maintenance activities are complete, the ride must be thoroughly cleaned and disinfected prior to allowing patron access to the ride.



Additional Considerations for Dining and Concessions

- Operators must limit capacity at all indoor eating and drinking establishments to 25% capacity.
- Park visitors are permitted to eat and drink **only** in designated dining areas. Concession stands must be accompanied by additional designated and shaded eating areas. Monitor and adjust to ensure enough adequately spaced eating areas are available.
- Designated, indoor dining areas should increase fresh air circulation by opening windows or doors, if possible, and in accordance with security and safety protocols.
- Position tables indoors near windows and doors to maximize air exchange and ventilation but avoid having air flow from where one party is seated directly toward another party.
- Maximize the distance between designated, indoor dining tables well beyond the required six feet, wherever possible, to minimize the risks from customers eating indoors without face coverings. Consider the use of impermeable barriers between service tables to protect customers from each other and workers. For outdoor designated dining areas, maintain physical distancing standards of at least six feet and as outlined in this guidance.
- All workers in dining areas and concession stands must conduct frequent handwashing and follow all required protocols for food handling and preparation. All staff must be provided and wear gloves.
- Frequently clean and disinfect host stands and service areas.
- Provide mobile vendors with gloves and personal hand sanitizer. Ensure food and beverage items sold are packaged in sealed containers. Implement payment methods that minimize passing cards or cash back and forth (use exact cash, do not use payment systems that require signature, etc.)
- Only place pre-packaged food in self-service counters. Add signs that remind guests to only handle what they intend to purchase. For added safety and to reduce contact, consider removing pre-packaged items and make them only available from a worker.
- If beepers or pagers are used to manage waiting times, disinfect them between each use. Message guests on their phones rather than use beepers or pagers, when possible.
- Replace reusable menus with single-use, disposable paper menus, or menu signs.

- Wrap silverware or plasticware individually within a napkin so people are not picking them out of a group of utensils in a basket, cup, or box.
- Reduce seating to support physical distancing in seating areas.
- Encourage guests to order/pay for food and beverage through mobile devices, whenever possible, and make items available for counter pick-up. Use visual cues to ensure guests maintain physical distances of at least six feet while waiting in line. Install impermeable barriers at quick service restaurants, carts, kiosks and concession stand counters, if possible.



Additional Considerations for Performances, Interactive Exhibits, and Events

- Limit performances per day to allow for sufficient time to implement cleaning and disinfecting protocols.
- Disinfect microphones and stands, podiums, and other equipment between each show. Consult equipment manufacturers to determine appropriate disinfection steps, particularly for soft, porous surfaces such as foam earmuffs.
- To the extent it is consistent with the facility's obligations to individuals with disabilities, discontinue the use of equipment lent to guests unless it can be properly disinfected after each use.
- Implement a reservation system to ensure the venue can maintain the required capacity limits and monitor the number of attendees in the venue, theater, or performance area to ensure physical distancing can be maintained. Designate arrival times as part of reservations, if possible, so that guests arrive at and enter the venue in staggered groups. Where there is queuing, ensure guests are at least six feet apart.
- Establish directional entry and exit into the performance area whenever possible. Operators must install Plexiglass dividers on all switchback lines.
- Allow extra time for guests to enter venues, theaters, and forums to facilitate the new seating arrangements.
- Reconfigure close seats or otherwise remove seats from use to ensure physical distancing of at least six feet between guests. This may require seating every other row or blocking off or removing seats in a "checkerboard" style (use each row but make sure no one is directly behind other patrons) so that distances are maintained in all directions. Members of the same household may be seated together but should maintain at least six feet of distance from other households.

- Dedicate staff to help people maintain distances during activities. This could include ushering to seats prior to the start of a show and dismissing guests in an orderly fashion to reduce the crossflow of traffic. Manage egress by inviting guests nearest exits to leave seating areas first.
- Review procedures for close contact meet-and-greet interactions with costume characters or animals based on physical distancing requirements and adherence to the [CDPH Face Covering Guidance](#). Consider cancelling post show meet-and-greets. Modify photo opportunities and sets to maintain a minimum of six feet of distance between workers and guests.
- For walk-through exhibits (museums, aquariums, etc.):
 - Monitor entrance and venue capacity to ensure guests can maintain physical distancing within the space.
 - Consider limiting the amount of time guests can remain in the exhibit to allow for other guests to enter.
 - Consider implementing a one-way traffic flow through the exhibit when practical.
 - Frequently clean and disinfect high-touch surfaces and viewing windows.
 - Consider providing hand sanitizer and/or handwashing stations throughout the exhibit.



Additional Considerations for Uniform, Costume, and Wardrobe Protocols

- Follow guidance for hair salons and barbershops available on the [Industry Guidance to Reduce Risk](#) website.
- Ensure that only the costume or wardrobe department, if applicable, touches clothing and other items until a costume is fitted for and assigned to a worker. Develop a process to ensure each individual worker's costume is kept separately from others' costumes and supplies. Keep each worker's costume and wardrobe in separate, labeled plastic bags.
- Workers handling dirty linens or laundry must wear disposable gloves that are discarded after each use and must wash hands immediately after gloves are removed. Do not shake dirty laundry. This will minimize the possibility of dispersing virus through the air.

- Launder items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely.
- Clean and disinfect clothes hampers according to guidance above for surfaces. If possible, consider placing a bag liner that is either disposable or can be laundered.
- All hair and makeup workers must be provided face coverings and the appropriate protective equipment, including face shields, eye goggles, and disposable gloves where necessary.
- Workers receiving hair or makeup services must wear face coverings any time it does not interfere with the service, unless exempted per the [CDPH Face Covering Guidance](#). Face coverings with earloops, where possible, are encouraged to minimize the interference with hair services.
- Workstations must be routinely and frequently cleaned, including between each use. Thoroughly clean and disinfect the station counters, rolling carts, drawers, hand mirrors, hair care and other products, and containers and provide a new smock or cape for each individual.
- Thoroughly clean hair extensions or wigs according to the manufacturer's directions after each use.
- Purchase makeup application tools and supplies per worker and use them only on that individual. Keep these supplies in individual bags.
- Mix foundation, powders, lipstick, and other makeup items on a disposable palette for each individual. Use disposable, single-use applicators for each person (e.g. mascara wands, lip brushes, eyeliner sticks, cotton swabs, powder puffs, etc.).

¹Additional requirements must be considered for vulnerable populations. Amusement parks must comply with all [Cal/OSHA](#) standards and be prepared to adhere to its guidance as well as guidance from the [Centers for Disease Control and Prevention \(CDC\)](#) and the [California Department of Public Health \(CDPH\)](#). Additionally, employers must be prepared to alter their operations as those guidelines change.

