



**INTERNATIONAL
RIDE
TRAINING**



- Week 1: Distanced Training and Ride Operating Procedures (Screening, Restraints, Perimeter Gates)
- Week 2: Ride Location Sanitizing
- This Week: Encouraging Guest Distancing (Signage, Spiels, Ride Capacity, Queue Capacity, Loading Procedures, etc).
- Next Week: Employee Issues (Hiring, Training, Operation)



Updates / Recap: Distanced Ride Procedures

- Rider Screening
- Restraint Device Security Verification
- Area Access Control

Updates / Recap: Ride Sanitizing

- Surface Disinfecting: CDC Recommends Daily
- WHO recommends Logbook to track sanitizing efforts
- Create a schedule with flexibility for guest request/exposure events
- Check with manufacturers
 - UPDATE: Ralph S. Alberts Company Service Bulletin 3/14/2020

ENCOURAGING GUEST DISTANCING: OVERARCHING GOALS

- Communicate distancing procedures to guests to encourage compliance and enhance guest confidence in the facility
- Reduce opportunities for forcing guests into close interaction (i.e. rides, admissions/security, and restrooms)
- Create documented and data focused (where possible) distancing guidelines and procedures that can be shared with federal, state, and local authorities. (i.e. Wynn Health Report)

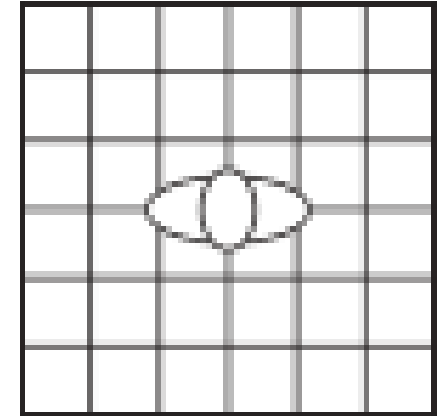
Limiting In-Park Capacity



Calculate Capacity Based on Square Footage

- 36 Ft² Per Guest Minimum
- Calculate based on consistently open park square footage (exclude rides, theaters, spaces that can be closed to guests)
- Maximum attendance: Total square footage / 36
- Increased per guest square footage (100-200 Ft²)
 - Allows room to assess guest compliance with distancing guidelines
 - If appropriate, allows room to increase attendance gradually without violating minimum distancing recommendations.

6 ft. x 6 ft.



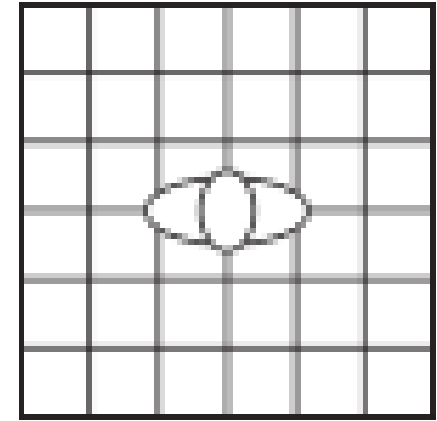
36 sq. ft.

3.3 sq. m.

Calculate Capacity Based on Square Footage

- Calculations Yield "Worst Case" Scenario on Capacity
- Attractions / indoor spaces will lessen actual in-park density
- Families / Common Domiciliaries will lessen actual in-park density
- May give greater comfort to authorities that density will not exceed calculated maximum.

6 ft. x 6 ft.



36 sq. ft.

3.3 sq. m.

Baseline

Controlling In-Park Attendance

- Pre-Purchased Single Day Tickets / Season Pass Reservations
- No “day of” purchases permitted.
- Depending on facility, variable entry times to reduce front gate volume at opening.



Guest Compliance With Distancing

1. Communicate Expectations To Guests

- Website
- Signage
- Frequent Announcements / Spiels
- Guest Service Associates

2. Train Your Guests

- Use the Front Gate to train for what's inside.
- Be consistent inside the park.





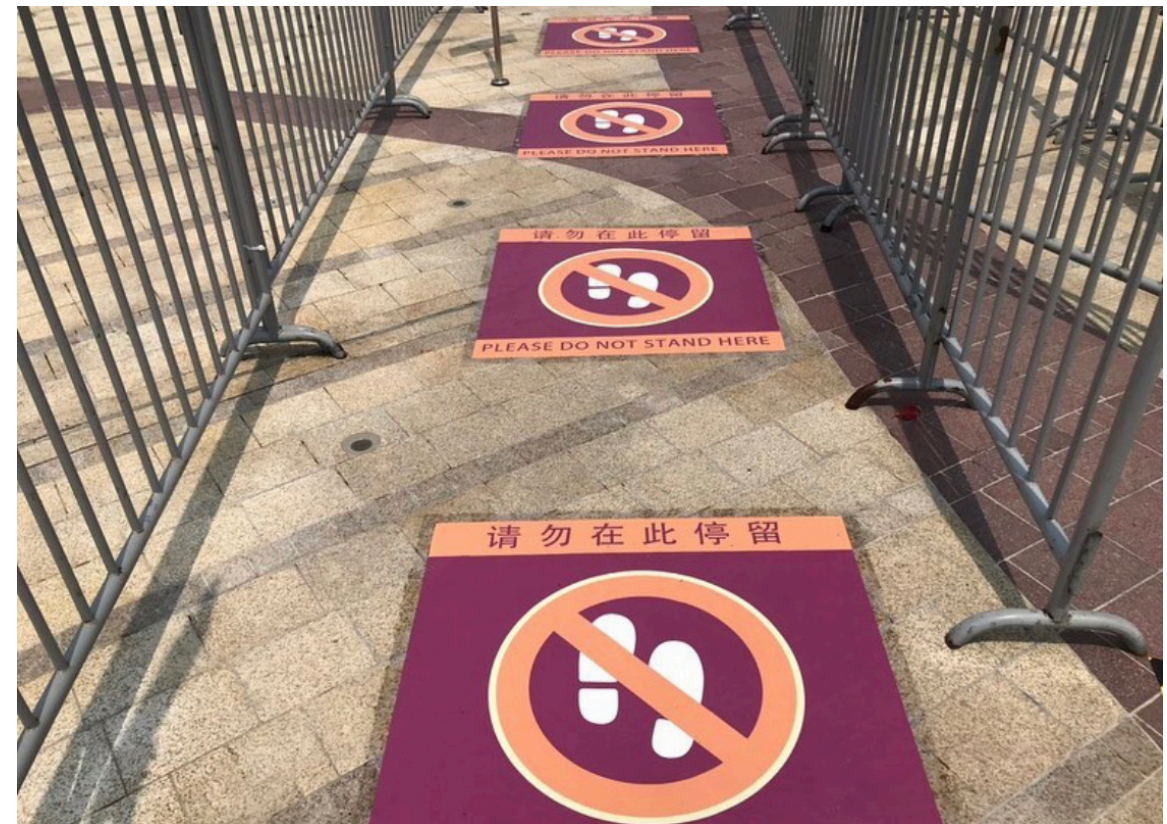
INTERNATIONAL
RIDE
TRAINING

Virtual Queues / Crowd Monitoring



<http://www.holovis.com/free-social-distancing-app-to-help-destinations-re-open-safely/>

Distancing in Queues





Queue Usage



Queue Usage

CHANGES TO LOADING PROCEDURES: COASTERS

- Riders Do Not Choose Seats – Groupers Assign Rows (No Waiting for Front / Back Seats)
- Staggered Seating Except for Common Domiciliaries
- Skip a row between groups and other riders



CHANGES TO LOADING PROCEDURES: OTHER RIDES

- Number of Ride Units Loaded Depends on Ride Design
- Single Riders or Common Domiciliaries In Each Ride Unit
- Groupers Allow One Load Of Riders Waiting in Pre-Boarding Area, if they can be distanced.



Loading / Unloading Assistance

- Refrain from offering a hand to assist if possible
- Offer a shoulder or an elbow if stability assistance needed.
- Kiddie Rides: No lifting children into / out of ride units. Parents or Guardians Should Assist.



Spiels / Announcements

- Front Gate
- Midways
- Queues
- On Rides
- Encourage Distancing and Hand Washing



Questions?

Erik H. Beard

Email: erik@ridetraining.com

Phone: 860.287.5788

Cindee Huddy

Email: cindee@ridetraining.com

Phone: 615.545.8109

Patty Beazley

Email: patty@ridetraining.com

Phone: 615.714.2617

