



New York State  
**HOSPITALITY  
& TOURISM**  
Association

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## **NYSHTA MEETING Parks Council**

The New York State Hospitality & Tourism Association (NYSHTA) represents more than 1,100 members, including hotels, resorts, and attractions throughout the state. Our amusement parks and water parks are a key component of tourism throughout New York.

The safety of our guests and team members is our top priority in consideration of every aspect of our plans to reopen. In the wake of the COVID-19 pandemic, and as New York State transitions to open business, be assured we are actively ready to **REIMAGINE** our facilities to create a safe and fun-filled experience for all guests and team members.

The principles and considerations outlined below were gathered from attraction operators around the world in consultation with Dr. Marc Tack, a prominent epidemiologist from Kingston N.Y. They are designed to provide some approaches that our Theme Parks, Amusement Parks, and Water Parks in NY State are considering as we attempt to reopen the facilities in the wake of the pandemic. Not all of these will apply to every operation or facility type; the information outlined, however, is designed to outline the key principles of planned implementation that ensure we operate safely and within guidance of all local regulatory mandates.

In consideration of the Governor's plan to reopen, each attraction will have a plan to protect employees and consumers, make the physical workspace safer, and implement processes that lower risk of infection in the business.

Our parks have the unique ability to manage, limit or control attendance levels based on policies or procedures. This ensures social distancing and the reduction of density, while providing families much needed recreational time.

- We can control and/or limit our attendance via ticketing processes.
- We can control and limit the density of our guests within our parks via procedures and protocols to ensure recommended social distancing is practiced and contact is reduced.
- Parks are established local community recreational areas and places of leisure in an outdoor environment.
- Parks are spread out geographically across the State of New York.

Please consider the attached plan overview in support of safely reopening New York State Amusement Parks, Water Parks and Attractions.

### **PLAN OVERVIEW (Base Principles/Core Strategies):**

- **Social Distancing**
  - Limit Park Capacity (ensure less density and provide proper social distancing ratios)
    - Reduce capacity to 50% and/or achieve 1 guest per 36 square foot
    - Exposure time is limited too. Guests generally move throughout their experience. The guests are not sitting in a single location, elbow-to-elbow for an extended period.
  - Install distance markers in all queue lines throughout the park.

- Set up all guest and team member areas to meet social distance protocols.
- Seating adjustments made in dining areas, patios, etc.
- Reduce guest and team member contact with operational adjustments (i.e.)
  - Ticket Reservation Systems/Pre-Sale Tickets
  - Adjusted Operating Hours
  - Limited marketing outreach to draw local/regional
- **Screening**
  - Implement screening procedure for both guests and team members.
  - Guest and team members will be screened at all entrance points
- **Sanitization and Disinfecting**
  - Increase hand sanitization stations throughout the parks – Have it at all Rides, all POS locations, & midways
  - Provide handwashing stations for guests throughout the park
  - Continue existing and increased sanitization and disinfecting procedures park wide with concentration on high touch points (Rides, Railings, Counters, POS, etc.)
  - Staff dedicated clean teams.
  - Increase sanitization frequency of public seating, patios, tables, entertainment venues, etc.
- **Signage - Communication – Training Touchpoints**
  - Implement multi-tier guest and team member communication for health, hygiene and social distancing to ensure coverage throughout the park.
    - Audio/Video if available
    - Signs inside and outside of the park
    - Reinforced on Website for pre-visit planning
  - Implement COVID-19 training and in-services for team members
    - Post Hygiene standards in common workplace break areas, time clocks and high frequency team member locations
- **Employee Training**
  - Pre-Opening Training – Provide training to ensure employees understand and are confident in managing social distancing, the hygiene aspect of their role and the proper use of PPE
  - Core Responsibilities – Train employees thoroughly on new, COVID-related protocols.
  - Hygiene Instruction – Instruct employees to wash their hands or use hand sanitizer frequently following actions (i.e. - bathroom use, sneezing, cleaning).
- **PPE Equipment – Supplies**
  - Team Member PPE (each team member will be required to have and use PPE)
    - Cloth face mask, Hand sanitizer and Specific items if required (I.e. Safety Glasses, Gloves)
  - Spray bottles, Low pressure sprayers, Sanitizers and disinfectants
  - Plexi-Glass separators

This guidance will also change and evolve as we learn more about best practices, government guidelines and the latest recommendations from medical professionals.