



Safer at Home

AMUSEMENT PARKS

COVID-19 REOPENING GUIDANCE

GOVERNOR'S ECONOMIC REOPENING TASKFORCE



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General Guidance to Protect Employees and Consumers:

1. Review and follow with the [Universal Guidelines](#) for All New Hampshire Employers and Employees.
2. Review and follow the NH [Retail](#) guidance.
3. If providing Food Services, review and follow NH [Food Service Industry](#) guidance.
4. Review and follow CDC [guidance for businesses and employers](#).
5. Review and follow CDC [guidance for cleaning and disinfection](#).
6. Review and follow the NH Performing Arts Venue guidance for in park entertainment.
7. Staff must wear cloth face coverings when in a facility, in public locations, shared staff areas (e.g. break rooms), and when interacting with clients, even if outdoors (e.g. operating a ride or booth). Outdoor employees may temporarily remove their masks when no other individuals are within 6 feet.
 - a. Provide training on cloth face coverings based on CDC guidance for [Use of Cloth Face Coverings](#).
 - b. People wearing face coverings must not touch their eyes, nose, mouths, or faces, or adjust their face coverings without first sanitizing their hands. After touching their faces or adjusting their face coverings, their hands must be sanitized.
8. Customers should be encouraged to wear cloth face coverings when within the facility or public spaces with other individuals present, even if outdoors when social distancing is difficult to maintain.
9. Alcohol-based hand sanitizer must be made readily available and must be placed throughout the amusement park, including at entryways, in key walkways, in food and beverage locations, in shops, at check-out locations, and at exits. Hand sanitizer must also be provided in non-public settings such as maintenance and work areas, workshops, offices, and break areas.
10. Commonly touched surfaces, attractions, work areas, restrooms, and public areas should be frequently cleaned and disinfected according to [CDC guidance](#) at a minimum every 2 hours and at the end of each shift.
11. Staff and customers should maintain a distance of at least 6 feet from others at all times. Processes should be built into amusement park operations that promote and maintain physical distancing between staff and customers, including at check-in, amusement park rides, retail stores, food vendors, restrooms, etc.
12. Assign dedicated staff (i.e. a safety officer) to monitor and ensure compliance with social distancing, hand hygiene, cloth face covering use, and other protective actions.



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Employee Guidance:

1. Employees must be provided with education and training around safe practices as they relate to hand hygiene, sanitation (cleaning and disinfection policies), and illness policies outlined in the [Universal Guidance](#) and [Retail Store Guidance](#).
2. Employees, contractors, and vendors must be screened (questioned about) symptoms and risk factors for COVID-19 before each shift as outlined in the Universal Guidelines. Staff with any symptoms or identified risk factors shall not be allowed to work.
3. Employers shall require all employees, contractors, and vendors to report any symptoms of COVID-19 or close contact to a person with COVID-19 to a supervisor.
4. Only one person per company vehicles (including trucks, over-the-road, UTV/ATV/golf cart) is allowed unless all occupants are wearing face coverings/masks. Touched services in the vehicle or work carrier should be cleaned and disinfected after each staff use.
5. Employees must work at least 6 feet apart at all times (whether indoors or outdoors) and must maintain at least 6 feet of distance with customers. Weather permitting, breaks, and lunches should be outdoors when possible.
6. Contractors should be isolated to their job sites to the greatest extent feasible.
7. Shared use tools and equipment shall be cleaned and disinfected after each use.
8. Face-to-face communication between staff should be minimized by using mobile updates and electronic means of communication.
9. Interviews for new employees should be done remotely via phone calls and online platforms, when possible. Employee training programs should be administered remotely until on-site training can be conducted in advance of opening to the public, when possible.
10. Employees should carry alcohol-based hand sanitizer and frequently practice hand hygiene throughout the day, including upon arrival at the park, before and after going to the restroom, before and after touching their face masks or face coverings, before and after eating, before and after assisting a customer (e.g., during boarding/exiting processes), and prior to leaving the facility for the day.
11. Staff that can work from home should be encouraged to continue to work from home.

Consumer Guidance:

1. All facilities should have a communication plan to educate customers prior to their visits about the health and safety practices at the venue and what the customers need to be aware of when they arrive. Such communication plans shall include, but not be limited to, online methods (e.g., website, social media sites), email, other electronic communication, such as reservations or confirmations, and print mailings to the customers.
2. Customers shall be asked the following questions at check-in:
3. Have you been in close contact with someone who is suspected or confirmed to have had COVID-19 in the last 14 days? (**NOTE:** Healthcare workers caring for COVID-19



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patients while wearing appropriate personal protective equipment should answer “no” to

4. this question)
 - a. Have you had a fever or felt feverish in the last 72 hours?
 - b. Are you experiencing any respiratory symptoms, including a runny nose, sore throat, cough, or difficulty breathing?
 - c. Are you experiencing any new muscle aches, significant tiredness, or chills?
 - d. Have you had any new changes in your sense of taste or smell?
 - e. Have you traveled in the past 14 days either:
5. Internationally (outside the U.S.),
6. By cruise ship, or
7. Domestically (within the U.S.) outside of NH, VT, or ME on public transportation (e.g., bus, train, plane, etc.)?
 - a. Customers shall be told: If you answered “yes” to any of these questions, please do not put our employees and other customers at risk and come back another day when you feel better. Any deposit will be returned.
 - b. Customers shall be informed of these questions through the amusement park’s website or upon making their reservations.
8. Signage must be prominently posted at the entrances informing customers about [symptoms of COVID-19](#) and customers should be reminded:
 - a. Remain home if experiencing symptoms of COVID-19 (list common symptoms of COVID-19); and
 - b. Keep a safe distance of at least 6 feet from other people visiting the attractions and amusement parks at all times; and
 - c. Practice frequent hand hygiene/washing; and
 - d. Wear cloth face coverings over their mouths and noses to protect others when in public locations where other people might be present when social distancing is difficult to maintain.

Business Process Guidance:

1. Amusement parks will set a maximum capacity of 25 percent occupancy capacity.
2. All customers will be required to pre-register or pre-purchase tickets for admission prior to arrival. It is recommended that customers be given a time range to enter the amusement park in order to stagger arrivals and avoid lines outside the park of people waiting to enter.
3. Physical barriers (e.g., plastic or Plexiglas shields) should be placed between staff checking customers in and arriving customers.
4. Separate entrances and exits should be established to facilitate physical distancing between entering/leaving customers.
5. Amusement park furniture should be rearranged to encourage physical distancing. Seating, picnic tables, and rest areas throughout the park should be modified so that people are seated at least 6 feet from others at adjacent seats or tables.



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6. Reduce capacity of attractions and rides to promote social distancing and avoid waiting in lines.
7. Six feet of distance should be maintained between customers or household groups on rides including side-to-side and front to back. This may require removing or closing-off ride vehicles or separating customers by empty rows and/or seats.
8. Game equipment, rafts, and tubes shall be cleaned and disinfected between each use. Rides shall be cleaned and disinfected at least every 2 hours and at the end of each shift. Cleaning and disinfecting for rides is recommended to be conducted more frequently.
9. Where possible, amusement parks are encouraged to install barriers (e.g. plastic and Plexiglas) and hygiene screens to limit contact between customers and employees.
10. All dining and food service areas must follow the guidelines outlined in the Food Service Industry Guidance.
11. To reduce face-to-face transactions, it is recommended that amusement parks provide mobile or online ticketing as well as grab-and-go food ordering.
12. All retail facilities or points of sale must follow the guidelines outlined in the Retail Guidance. Additionally, all rental locations must be properly spaced for social distancing and rental equipment must be properly cleaned and disinfected after each use in accordance with CDC guidance.
13. Customers should consider, and are encouraged, to limit the number and size of personal items.
14. Customers waiting in line to enter an amusement park, or for an attraction within an amusement park such as a ride or game, must follow social distancing guidelines. To that end, amusement parks must ensure all areas that create waiting lines have clear demarcations that space customers at least 6 feet apart, and are located away from high-traffic areas through the park.
15. Alcohol-based hand sanitizer should be made readily available at all rides and attractions. Customers should be asked to practice hand hygiene prior to boarding the ride and immediately after exiting the ride/attraction.
16. Indoor arcades and games should follow NH [Bowling and Entertainment Centers Guidance](#). These locations shall be identified with capacity maximums and with employee(s) present to enforce capacity limitations and social distancing. Competition games/booths must only permit the use of every other station to provide distance between groups. Midway games must only permit the active player and his/her group to be present during gameplay.
17. Where customers require stability assistance to get on rides, employees should minimize touching customers with their hands by first offering a shoulder or elbow. In these situations, customers and staff must both be wearing cloth face coverings and should both practice hand hygiene before and after each interaction.
18. It is recommended that fixed height markers be added to attractions with height minimums to allow for visual verification.



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19. Centralized attraction verification locations are encouraged to allow for height, age, and weight checks. Wristbands may be issued for verification.
20. It is recommended that amusement parks implement modified ride loading/unloading methods to ensure at least 6 feet of physical distancing between customers while entering and exiting rides and attractions. Where possible, ride operators should use automated audible messages and/or Public Address systems as well as direct communications to instruct and enforce loading and unloading procedures while following physical distancing guidelines.
21. Standard Operating Procedures for on-site EMS personnel shall follow Medical Director and State of NH Bureau of EMS protocols for all on-site Nationally Registered Emergency Medical Technicians (EMT), CDC guidance, and industry best practices for the department. Additionally, the following modified operating procedures and medical protocols shall apply to First Aid locations at amusement parks:
 - a. Individuals should be assessed for symptoms prior to entering First Aid buildings;
 - b. Any individual entering the First Aid building must be wearing a minimum of a cloth face covering over his/her nose and mouth. If a person does not have a cloth face covering, he/she should be provided with a surgical mask or cloth face covering;
 - c. Only the individual requiring treatment is allowed in the treatment area unless the patient is under 18 or needs to be accompanied by a caregiver;
 - d. Clean and disinfect all touchpoints after each individual is treated and throughout the day using hospital-grade disinfectant and following the CDC cleaning and disinfection guidelines.
 - e. Beds are required to be spaced out at least 6 feet in order to maintain appropriate physical distancing.
22. It is recommended that security personnel and amusement park employees frequently remind customers of the social distancing policies in place.

