

Protocol for Amusement Parks and Theme Parks Reopening for Public Access: Appendix AA

Effective Date: 12:01am on Monday, April 5, 2021

COVID-19 case rates, hospitalizations, and deaths continue to fall, but community spread still remain moderate. COVID-19 continues to pose a high risk to communities and requires all people and businesses to take precautions and modify operations and activities to reduce the risk of spread.

As of April 1, 2021, the State's Blueprint for a Safer Economy allows amusement parks and theme parks to reopen in compliance with State and local public health protocols. Amusement parks and theme parks (collectively referred to as "amusement parks") may be open for modified operations. Amusement parks may not open to the public for any other activities until such activities are allowed to resume modified or full operation through a specific order.

Amusement parks should proceed with caution and adhere to the requirements in this protocol to reduce the potential spread of COVID-19 within their business operations. Prior to reopening to the public and admitting more than 250 of the public to their venue, amusement park operators must receive written approval of their reopening plans from the Los Angeles County Department of Public Health (LACDPH). Park operators may submit their reopening plans to LACDPH using the email address Ehmail@ph.lacounty.gov.

The requirements below are specific to amusement parks. These establishments may reopen to the public, in-state visitors only, at a maximum capacity of 25% the park's total maximum occupancy based on applicable fire or building code occupancy. In addition, indoor areas located within the amusement park may be open at 25% of the total occupancy of the indoor area as determined by applicable building or zoning code. Amusement parks must remind customers that customer groups are limited to a total of ten people, who can from up to three different households. There should be no mixing of groups while at the park. Activity areas are reconfigured to enable customer groups to maintain a 6-foot physical distance from each other.

Amusement parks with restaurants, concessions stands, coffee shops, etc. must comply with the applicable protocols, including but not limited to, LACDPH [Protocol for Restaurants](#) and [Protocol for Retail Food Markets](#). Temporary concession stands are not allowed. Food and beverages may only be purchased and consumed in designated outdoor and indoor dining areas in compliance with LACDPH Protocol for Restaurants. Eating or drinking anywhere else while in the establishment or on the grounds of the establishment is prohibited. Indoor dining is not permitted by the State when a county is in the Red Tier. Indoor dining is limited to 25% of indoor capacity when a county is in the Orange Tier.

Amusement parks with retail operations may open these businesses in compliance with LACDPH [Protocol for Retail Establishments](#).

Amusement parks may host drive-in activities in compliance with LACDPH [Protocol for Drive-in Movie Theaters](#).

Amusement parks may host drive-through activities in compliance with LACDPH [Protocol for Vehicle-Based Parades](#). Note that such events are allowed by invitation only and plans must be submitted well in advance to ehmail@ph.lacounty.gov.

Amusement parks may host outdoor live events in compliance with LACDPH Protocol for Large Venues/Outdoor Live Events.

Please note: This document may be updated as additional information and resources become available so be sure to regularly check the LACDPH website <http://www.ph.lacounty.gov/media/Coronavirus/> for any updates to this document.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services.

These five key areas must be addressed as your facility develops any reopening protocols.

All Amusement Park operations covered by this protocol must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name:

Facility Address:

**Maximum Occupancy, based on
25% occupancy, per Fire Code:**

**Approximate total square footage
of space open to the public:**

**A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH
(CHECK ALL THAT APPLY TO THE FACILITY)**

- Everyone who can carry out their work duties from home has been directed to do so.
- Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible.
- Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.
- Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- All employees have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Employees understand to follow County DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.
- Workers are provided information on employer or government-sponsored leave benefits the employee 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 worker's compensation for COVID-19](#).
- Entry screenings are conducted before employees, vendors, delivery personnel, and other visitors may enter

the workspace, in compliance with LACDPH [Entry Screening Guidance](#). Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and whether the individual is currently under isolation or quarantine orders. These checks can be done upon the employees' arrival or through alternative methods such as on-line check in systems or through [signage](#) posted at the entry of the facility stating that employees with these symptoms must not enter the premises. A temperature check should also be done at the worksite if feasible.

- Negative Screen (Cleared). If the person has no symptom(s) and no contact with a known COVID-19 case in the last 14 days, they can be cleared to enter and work for that day.
- Positive Screen (Not Cleared):
 - If the person was not fully vaccinated¹ against COVID-19 and had contact with a known COVID-19 case in the last 14 days or is currently under quarantine orders, they may not enter or work in the field and must be sent home immediately to quarantine at home. Provide them with the quarantine instructions found at ph.lacounty.gov/covidquarantine.
 - If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter or work in the field and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at ph.lacounty.gov/covidisolation.
- ☐ Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures. See the public health guidance on [responding to COVID-19 in the workplace](#).
- ☐ In the event that the owner, manager, or operator knows of three (3) or more cases of COVID-19 within the workplace within a span of 14 days the employer must report this outbreak to the Department of Public Health at (888) 397-3993 or (213) 240-7821 or online at www.redcap.link/covidreport. If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response.
- ☐ Employers who have employees working at Amusement Parks and Theme Parks must develop a worker COVID-19 testing program for pre-employment and weekly optional testing of all employees who may encounter other employees, support staff, or performers. PCR or antigen are permissible diagnostic tests for workers/performers where the interval of tests is no greater than seven (7) days. For employees returning to work where the interval between a prior test has been greater than seven (7) days after receiving a prior test, only a PCR test is permissible.
 - Note: Employees participating in routine weekly testing are NOT counted toward any occupancy capacity limit. All workers not participating in a routine weekly testing program shall count toward any occupancy limit.
- ☐ Employees who have contact with the public or other employees during their shift (s) are offered, at no cost, an [appropriate face mask](#) that covers the nose and mouth. For more information, see LAC DPH COVID-19 Mask webpage at <http://publichealth.lacounty.gov/acd/ncorona2019/masks>. The mask is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees who have been instructed by their medical provider that they should not wear a face mask must wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long

¹ People are considered fully vaccinated against COVID-19 two (2) weeks or more after they have received the second dose in a 2-dose series (e.g., Pfizer-BioNTech or Moderna), or two (2) weeks or more after they have received a single-dose vaccine (e.g., Johnson and Johnson [J&J]/Janssen).

as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves must not be used. All employees must wear face masks at all times except when working alone in private offices with closed doors or when eating or drinking.

- Note: Performers and employees in the performance sector who cannot feasibly perform or work with a face mask are not required to wear a face mask during the time period in which such tasks are actually being performed on the condition that: (1) the unmasked performers or workers and any workers who come into contact with those people are routinely tested at least twice weekly for COVID-19 (PCR or antigen are permissible diagnostic tests for routine testing of performers or workers).
- Employees are instructed on the proper use of their face mask, including the need to wash or replace their face masks daily.
- To ensure that masks are worn consistently and correctly, employees are prohibited from eating or drinking except during their breaks when they are able to safely remove their masks and physically distance from others. At all times when eating or drinking, employees must maintain at least a six-foot distance from others. When eating or drinking, it is preferred to do so outdoors and away from others, if possible. Eating or drinking at a cubicle or workstation is preferred to eating in a breakroom if eating in a cubicle or workstation provides greater distance from and barriers between workers. COVID-19 transmission is more likely to occur when employees are present together when not wearing face masks.
- Occupancy is reduced and space between employees is maximized in any room or area used employees for meals and/or breaks. This has been achieved by:
 - Posting a maximum occupancy that is consistent with enabling a distance of at least six feet between individuals in rooms or areas used for breaks;
 - Staggering break or mealtimes to reduce occupancy in rooms or areas used for meals and breaks; and
 - Placing tables at least eight feet apart and assuring six feet between seats, removing or taping seats to reduce occupancy, placing markings on floors to assure distancing, and arranging seating in a way that minimizes face-to-face contact. Use of partitions is encouraged to further prevent spread but should not be considered a substitute for reducing occupancy and maintaining physical distancing.
- Resources are provided to support employee hygiene, including, but not limited to tissues, no-touch trash cans, hand soap, adequate time for handwashing, alcohol-based hand sanitizer, disinfectant wipes and disposable towels.
- All workstations are separated by at least six feet.
- Break rooms, restrooms and other common areas are disinfected hourly during operating hours, on the following schedule:
 - Break rooms _____
 - Restrooms _____
 - Other _____
- Disinfectant and related supplies are available to employees at the following location(s):
 - _____
- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):
 - _____
- Employees are allowed frequent breaks to wash their hands.

- A copy of this protocol has been distributed to each employee.
- Each worker is assigned their own tools, equipment and defined workspace. Whenever possible, sharing held items (e.g., phones, tablets, laptops, desks, pens, etc.) is minimized or eliminated.
- All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.
- For outdoor operations, the employer should have an effective heat illness prevention plan with written procedures in both English and the language(s) 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 prevention 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.
- Note that working outdoors creates additional hazards including:
 - Rewiring and the use of electrical extension cords can increase the likelihood of electrical hazards, including fire and electrocution. Ensure that outdoor operations comply with Cal/OSHA and all code requirements. See [Cal/OSHA's Guide to Electrical Safety](#) for more information.
 - Ensure there are no tripping hazards from cords or other equipment in outdoor work areas.
 - Encourage employees who are working outdoors to use sunblock and offer breaks to encourage regular application of sunblock during a shift.
- Stop operations, move away from electrical wiring and equipment, and seek indoor shelter if there is lightning within 6 miles of your location (see FEMA "[30/30 rule](#)").
- Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- The maximum number of people in an amusement park is low enough to ensure physical distancing of at least 6 feet can be maintained between employees and customer groups, but at no time is more than 25% of total amusement park occupancy based on applicable building or fire code.
 - Amusement park occupancy is limited to:_____
- Indoor amusement park areas located within the amusement park are limited to 25% of total occupancy for the indoor area based on applicable building or fire code.
- Park operators must ensure that parking, entrance and exit areas are marked, monitored, and configured to allow for physical distancing and no crowding or congregating.
- Visitors may be from in-state only. At the time a guest makes a park reservation and purchases park tickets, the park operators must obtain an attestation that when visiting the park, the guest's party size will not contain more than 3 households and the guest, and all members of the guest's party will be in-state visitors.
- Customer groups are limited to the members of three household units or 10 people max. There should be no

mixing of groups while at the park. Activity areas are reconfigured to enable customer groups to maintain a 6-foot physical distance between parties.

- Timed and/or advanced online reservation ticketing systems and pre-assigned seating or activity areas are strongly encouraged to stagger customer visits, limit occupancy, and help maintain physical distancing. Consider ways to schedule staggered ingress in order to minimize lines for waiting, bag check and ticket scanning. Virtual queuing, for example, could provide metered access to the front of a line. Visitors should be asked to remain in their vehicle until their reservation time and to arrive and leave in a single group to minimize contact with other visitors and staff. Walk-up sales are permitted, but park operators must collect complete name and contact information (including a phone number) of the ticket purchaser for necessary contact tracing.
- The amusement park operator must strictly and continuously meter entry and exit of customers at all entrances and in all indoor areas of the amusement park in order to track occupancy to ensure compliance with capacity limits. Operators that are insufficiently or not metering or appear to be over-capacity, may, at the discretion of the public health inspector, be temporarily closed until these issues are rectified as determined by the onsite health inspector. Where possible, provide a single, clearly designated entrance and separate exits to help maintain distancing.
- Any restrooms open to the public must remain open to the public. Parks must monitor restrooms to ensure that:
 - The number of customers entering the restrooms at any time is limited in compliance with posted occupancy limits; and
 - Customers are adhering to face mask and physical distancing requirements.
- Separate routes are designated throughout all areas of the amusement park including at entry and exit, in activity areas, seating areas, and employee work areas to help maintain physical distancing and lessen the instances of people closely passing each other. One-way directional hallways and passageways for foot traffic have been designated if feasible.
- A staff person (or staff people if there is more than one entrance) wearing a face mask is posted near the door but at least six (6) feet from the nearest customers to track occupancy and to direct customers to line up six feet apart outside the entrance if the establishment has reached its occupancy limit.
- 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 distance from patrons. This could include the use of walkthrough metal detectors rather than hand wand metal detectors. 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. When workers must assist patrons and touching is necessary, employees must wear a face mask and wash hands and/or use hand sanitizer afterwards.
- Measures to ensure physical distancing of at least six (6) feet have been implemented to ensure physical distancing between and among workers and customers in all locations within the establishment. This may include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers and customers should stand). Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.

- Tape, chalk, or other markings assist customers in keeping a 6 feet distance between them and others in line. A marking identifies both a starting place for customers arriving in the line and 6-foot intervals for subsequent customers who are joining the line.
- One or more staff is dedicated to managing movement of customers when activities could bring people within six feet distance of each other, such as ushering customers to activity areas, preventing groups from congregating in bottleneck areas, or limiting groups from mixing with other groups.
- To the extent feasible, physical, impermeable barriers, such as Plexiglas, have been installed in all areas where physical distancing between employees and customers is not always possible, including:
 - At ticket counters, will call, and customer service counters;
 - In close sections of switchback lines/queues for rides, games or concessions;
 - Between types of activity areas that cannot be properly distanced to limit exposure between customers.
- Public seating areas (e.g., chairs, benches and other public spaces) are reconfigured to support physical distancing.
- Ball pits, foam pits, indoor playgrounds, climbing structures, enclosed bounce houses, arcades and game rooms, etc. are closed in accordance with state guidelines as these areas promote congregating and are difficult to properly disinfect.
- Break rooms and other common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet. Where possible, outdoor break areas with shade covers and seating are created to help ensure physical distancing. In compliance with wage and hour regulations, employee breaks are staggered to help maintain physical distancing protocols.
- Physical distancing requirements are implemented at loading bays and contactless signatures have been implemented for deliveries.

C. MEASURES FOR INFECTION CONTROL

- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. Effective ventilation is one of the most important ways to control small aerosol transmission. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces. See California Department of Public Health [Interim Guidance for Ventilation, Filtration and Air Quality in Indoor Environments](#) for detailed information. Please Note: Ventilation and other indoor air quality improvements are an addition to, and not a replacement for, mandatory protections including wearing face masks (except in certain high-risk environments that require using proper respiratory protection), maintaining at least six feet of distance between people, washing hands frequently, and limiting activities that bring together people from different households.
- Entry screening is conducted before patrons may enter any of the establishment's indoor or outdoor areas. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills, and whether the individual is currently under isolation or quarantine orders. (See County [Entry Screening](#) guidance.) These checks can be done in person or through alternative methods such as on-line check in systems or through [signage](#) posted at the entrance of a facility stating that visitors with these symptoms should not enter the premises.
 - Negative Screen (Cleared). If the person has no symptom(s) and no contact with a known COVID-19 case in the last 14 days, they can be cleared to enter for that day.

- Positive Screen (Not Cleared):
 - If the person has had contact with a known COVID-19 case in the last 14 days or is currently under quarantine orders, they may not enter and must be sent home immediately to quarantine at home. Provide them with the quarantine instructions found at ph.lacounty.gov/covidquarantine.
 - If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at ph.lacounty.gov/covidisolation.
- ☐ Customers arriving at the establishment are reminded to wear a face mask at all times while in the establishment or on the grounds of the establishment. This applies to all adults and to children 2 years of age and older. Individuals who have been instructed by their medical provider that they should not wear a face mask must wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves must not be used. To support the safety of your employees and other visitors, a face mask should be made available to visitors who arrive without them.
 - Customers may remove cloth face coverings while seated at a table and eating and/or drinking in a designated dining area.
 - Customers who refuse to wear a cloth face covering may be refused service and asked to leave.
- ☐ Customers arriving at the establishment with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are wearing a face covering if age permits.
- ☐ If the establishment sells food or beverages for on premises consumption, the business must comply with all requirements as specified in the DPH protocols for restaurants or other food establishments, including the requirement to create a designated outdoor dining area that is physically separate from all other operations. Indoor dining capacity is limited to 25% of occupancy. Customers must be reminded that they may only eat/drink while in a designated dining area or while seated in their reserved seats in the theater. Eating/drinking anywhere else on-premises is prohibited, including while queuing or using rides or attractions, including cinematic attractions.
- ☐ Rides:
 - Evaluate the speed and other dynamics of each attraction to ensure face masks of various types can be safely worn and secured on rides. Face masks must not present a loose-article hazard or interfere with the safe operation of the attraction when use by either riders or ride operators. If necessary, consult with the ride manufacturer/supplier to decide which types of face masks are appropriate for specific rides.
 - Indoor rides must be limited to no more than 15 minutes.
 - All queuing for rides must be performed in outdoor settings only and guests from different households or other parties must be at least six feet apart during queuing. Consider alternative queuing methods where possible to manage capacity and facilitate physical distancing. Consider using a virtual queue system where practical (e.g., guests could make online reservations for certain attractions). Provide staffing to monitor guest compliance with distancing and face masks while in queues.
 - 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.)
 - Households must not be seated six feet apart and should be boarded together, whenever possible. Passengers from different households must be at least six feet apart.

- Seat-loading patterns should be adjusted as needed to enable all guests to comply with physical distancing requirements. For example, passengers could be boarded in every other ride vehicle or in every other row, further limiting capacity on a ride to allow for space between household groups.
 - Discontinue use of a ride or attraction where use of a face mask presents a safety issue or high risk that a face mask could be lost during operation of the ride.
 - 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 disinfection of the harnesses and other equipment between each use may also be difficult.
- Interactive Exhibits and Attractions:
- Park operators may host outdoor live performances and shows with strict adherence to the LA County DPH Protocol for Outdoor Live Events.
 - 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.
 - Establish directional entry and exit into the performance area whenever possible.
 - Allow extra time for guests to enter venues, theaters and forums to facilitate the new seating arrangements.
 - Dedicate staff to help people maintain distances during activities. This could include ushering guests 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 base on physical distancing requirements and adherence to face mask requirements. Consider canceling post show meet-and-greets. Modify photo opportunities and sets to maintain a minimum of six feet of distance between workers and guests.
- 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 a physical distance of at least six feet and to wait for others to vacate before approaching.

- Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe:

- Customers and employees have access to hand sanitizer dispensers throughout the outdoor area, including in the activity areas, at entrances and exits and customer service areas. Customers are encouraged to wash hands and/or use hand sanitizer before and after using equipment.
- Common and high traffic area such as customer waiting areas and lobbies and areas of ingress and egress, and frequently touched objects and surfaces (e.g., counters, credit card machines, coin operated and cash redemption machines, vending machines, handrails, ATM pin pads, etc.) are disinfected on an hourly basis during business hours using EPA approved disinfectants following the manufacturer's instructions for use.
- Terminals, desks, and help counters are equipped with proper sanitation products, including hand sanitizer and disinfectant wipes.
- Customer activity areas (e.g., tables, chairs, touch screens, etc.) are thoroughly cleaned and disinfected after every use with EPA-approved disinfectants following the manufacturer's instructions for use.
- All workspaces and items that are frequently touched (e.g., working surfaces, time clocks, copy machines, keys, cleaning equipment, gaming machinery, etc.) by employees is disinfected between shifts or between users, whichever is more frequent.
- Public restrooms and handwashing stations are stocked at all times and provide additional soap, paper towels and hand sanitizer. Public restrooms are regularly cleaned and disinfected using EPA approved disinfectants and following the manufacturer's instructions for use, on the following schedule:

- Public drinking water fountains are turned off and have signs informing customers that they are inoperable.
- Employee restrooms are not available for customer use.
- Customer entrances and exits, and other common-space areas are equipped with proper sanitation products, including hand sanitizer, tissues and trash cans.
- Optional - Describe other measures (e.g. encouraging online reservations, incentivizing non-peak visits to the business):

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol, or if applicable, the facility's printed Los Angeles County COVID-19 Safety Compliance Certificate is posted at all public entrances to the facility. For more information or to complete the COVID-19 safety compliance self-certification program, visit <http://publichealth.lacounty.gov/eh/covid19cert.htm>. Facilities must keep a copy of the Protocols onsite at the facility for review, upon request.
- Signage at the entry and/or where customers line up notifies customers of occupancy limit, reminds customers to maintain physical distancing of six feet, and the requirement to wear a face mask at all times. See the County DPH COVID-19 Guidance: <http://publichealth.lacounty.gov/media/Coronavirus/guidances.htm#business> for additional resources and examples of signage that can be used by businesses.
- Signage at the entry is posted that reminds customers to maintain physical distancing of six feet, the need to

wear a face mask at all times, the importance of regular handwashing and the need to stay home if they are feeling ill or have symptoms of COVID-19.

- Signage throughout the amusement park indicates to customers where to find the nearest hand sanitizer dispenser.
- Signage throughout the outdoor activity area reminds customers to use hand sanitizer frequently and to avoid touching their eyes, nose, and mouth.
- Signage throughout the outdoor activity area reminds customers that eating or drinking is only permitted in the designated dining areas.
- Online outlets of the establishment (website, social media, etc.) provide clear information about operating hours, required use of face coverings, limited occupancy, any policies in regard to preordering, prepayment, advanced ticketing, and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- Services that are critical to the customers/clients have been prioritized.
- Transactions or services that can be offered remotely have been moved on-line.
- Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Business Contact Name: _____

Phone Number: _____

Date Last Revised: _____