

## **Movieland Visitor Journey**

In accordance with currently available guidelines and best practices from the Chief Medical Officer of Health, Ministry of Health and the Government, the following outlines the visitor journey through the Movieland Wax Museum.

All team members are subject to temperature check and health questionnaire prior to each shift. Employees must adhere to strict health and safety guidelines throughout their shift including frequent handwashing and sanitization, the use of proper personal protective equipment, cleaning and sanitizing procedures and social distancing measures.

Team members must wear face masks at all times and gloves where appropriate.

Quaternary Ammonium (quat) sanitizer and/or commercial disinfectant will be used frequently to clean and sanitize all contact surfaces including cash registers, printers, payment card terminals, counters, railings, gates, turnstiles and interactive displays.

Signage will be posted advising guests of physical distancing expectations throughout the attraction, including ground markings placed at a distance of 2 meters within the queue line for the ticket kiosk and attraction queue.

Hand sanitizer will be provided for both visitor and team member use in easily accessible areas.

### **Ticket Purchase**

- Tickets are purchased in person with a Customer Service Representative at our shield protected sales kiosk. Visitors will purchase their ticket and paper tickets will be placed in pass through for contactless pick-up.
- Credit and debit payment are preferred.
- Visitors will be encouraged to sanitize their hands at this time.

### **Attraction Queue**

- Capacity will be reduced by limiting the number of customers permitted.
- Visitors will be directed to line up on the marked 2-meter ground points.

### **Movieland Entry, Experience and Exit**

- Team member will be present in attraction and is designated to frequently clean all high touch areas including door handles, railings and interactive displays.
- Signs are posted to remind guests to maintain a physical distance of at least 2 meters.
- Hand sanitizer is available at several areas throughout the attraction.
- There is only one entrance and one exit (with the exception of emergency).