



COVID-19 Protection and Safety Plan for Haunted Hollow

Due to the COVID-19 virus, Haunted Hollow has created and adopted recommended best practices for the 2020 haunt season to ensure the safety of our employees and our guests.

Employees, Vendors & Actors (EVA)

Consistent cautionary measures: All EVA will watch for signs, concerns, and use caution to reduce possible contamination.

All EVA will be required to wear face masks while on property.

All EVA must wash their hands or use hand sanitizer on a regular basis throughout their shift.

Pump bottles or no touch hand sanitizer will be provided at all EVA stations.

All EVA will receive a temperature check prior to starting work. If over 100.4°F, persons will not be allowed entry to the property. Symptom and travel questions will also be asked. Temperature, symptom and travel answers will be logged. Signage reminding staff that if they have symptoms, they must go home and cannot work.

All EVA will use social distancing.

EVA shall never joke, make light of or give their opinion with other EVA or Customers about COVID-19.

At risk EVA should not work until there is a vaccine or until it is deemed safe to do so.

Mouth and nose coverings (masks) required by all EVA, and customers especially when in queues and attractions.

Limit unnecessary travel: Ensuring management and above will not be required to attend shows, or attend other attractions at least 20 days before show operating dates.

Communication Systems -Put systems in place to: Encourage EVA and attendees to self-report to event officials or a COVID-19 point of contact if they have symptoms of COVID-19, a positive test for COVID-19,

or were exposed to someone with COVID-19 within the last 14 days, in accordance with health information sharing regulations for COVID-19.

Have a back-up staffing plan

Monitor absenteeism of EVA, cross-train staff, and create a roster of trained back-up staff.

Develop policies for return-to-work and event facilities after an EVA has COVID-19. CDC's criteria to discontinue home isolation and quarantine can inform these policies.

Train EVA on all safety protocols.

Recognize Signs and Symptoms

Immediately separate EVA and attendees with COVID19 symptoms (e.g., fever, cough, shortness of breath) at the event. Individuals who are sick should go home or to a healthcare facility, depending on how severe their symptoms are, and follow CDC guidance for caring for themselves.

Individuals who have had close contact with a person who has symptoms should be separated, sent home, and advised to follow CDC guidance for community-related exposure. If symptoms develop, individuals should follow CDC guidance for caring for themselves.

Work with local officials, and healthcare providers to identify an isolation area to separate anyone who has COVID-like symptoms or who has tested positive but does not have symptoms. Event healthcare providers should use Standard and Transmission-Based Precautions when caring for sick people.

Clean and Disinfect or Close off areas used by a sick person and do not use these areas until after cleaning and disinfecting them (for outdoor areas, this includes surfaces or shared objects in the area, if applicable).

Wait at least 24 hours before cleaning and disinfecting. If 24 hours is not feasible, wait as long as possible. Ensure safe and correct use and storage of cleaning and disinfection products, including storing them securely away from children.

In accordance with state and local laws and regulations, event planners should notify local health officials, staff, and attendees of any case of COVID-19 while maintaining confidentiality in accordance with the Americans with Disabilities Act (ADA) and other applicable laws and regulations.

Advise those who have had close contact with a person diagnosed with COVID-19 to stay home, self-monitor for symptoms, and follow CDC guidance if symptoms develop.

Actors

Actors must follow new acting protocols.

Actors must never speak, scare, or scream within close proximity or directly in a customers' face.

Actors must never touch a customer or come within the designated distance of the customer in their scare area.

Actors must never scare a customer without their designated mask/protective gear.

Actors may not touch, shake hands, high five, hug, embrace, or any have any other type of bodily contact with each other.

Actors are expected to wear a mask prior to and after putting on their show mask.

There will be no scripting that is themed, joked about, or made light of COVID-19.

Restricting people in the costume room: This will be determined by spacing limitations and managed by the costuming managers.

Ensuring 6' spacing for staff on property. 6' marks on the ground will be used to keep staff farther apart. Same spacing in the costuming room.

No sharing/exchanging costumes/masks: Staff shall not be allowed to change costumes/characters/masks in-show, ensuring less cross contamination. Nightly cleaning and disinfecting of masks, face shields, goggles and costumes will be conducted via washing, wiping, and/or use of disinfecting foggers, following CDC cleaning guidelines and sanitation solution/mixture.

Nightly Sanitizing of all company equipment used by staff including radios and pads. Sanitation – Expanded Details and Methods: Throughout the entire property, back of house and front of house, 1000ppm bleach water solution or similar will be used for all sanitizing purposes. The solution will be created per the ½ Cup to 1 Gallon of water ratio, and will be discarded at the end of each operating night to ensure its efficiency within the 24-hour period. Testing strips will be used to test strength after creation. Spray bottles, wiping rags, soaked paper towels, etc. will be utilized methods. In addition, hand sanitizer pump or touchless stations throughout the back of house areas for all actors to use throughout the night.

Ticketing /Reservations

Limiting on-property persons capacity to enable adequate distancing at all times: Day / Timed Ticketing is recommended for occupancy management.

Protective material should be placed between ticket booth personnel and guests.

Hand sanitizers installed in box office

Customers

All customers must wear face masks. Especially inside buildings, in queues and attractions.

Hand pump or no touch hand sanitizer stations will be setup at sufficiently designated locations throughout the venue including the exit of each attraction.

Signs will be placed at the queue lines requesting that customers maintain appropriate social distancing while in line. Markings on stanchion ropes is recommended.

Queues will be widened, or additional space queues will be added to ensure separation of guests.

Advise attendees in marketing and website prior to the event that they should not attend if they have symptoms of, a positive test for, or were recently exposed (within 14 days) to COVID-19.

Facility / Venue

Signage should be placed throughout the venue reinforcing recommended procedures to help stop the spread of COVID-19. These signs will encourage the wearing of masks, frequent hand washing/sanitizing, and appropriate social distancing.

COVID-19 release waiver signs: "You are responsible for following current COVID- 19 rules and will hold this venue harmless if you contract the virus"

Maintain distancing guidelines of all groups: Queue line markings indicating 6' distances from other groups, every-other queue line to ensure additional spacing, safety staff and DJ broadcasts to remind groups to remain distanced between them and others that are not part of their household. Outdoor queueing only-no indoor waiting spaces of more than 50 people. Use date / timed ticketing to decrease the numbers of individuals and groups on property when possible. Staff inside attractions should be monitoring customers to ensure they are in compliance with distancing measures. Customers/Groups not in compliance and/or after two reminders should be asked to leave and/or escorted off property.

Increased cleaning of all surfaces (handrails, doors, restrooms, etc.): Staff will be hired for dedicated sanitation duties. To include regular cleaning rotations of all handrails, doorknobs, etc. and for all restrooms using 1000ppm sanitation solution. Additionally, other staff should be periodically cleaning their specific areas/rooms back of house inside the attraction.

Hand sanitizing stations: Hand pump or touchless sanitizing stations should be available at the property entrance, queue space, and exit of the attraction.

Maintain signage to remind individuals to stand 6+ feet apart and abide by distancing guidelines: Printed signage and/or banners. If possible, digital signage should also be incorporated that would rotate every 45-60 seconds in projections/slideshows for all customers to see. Additional symptoms posters will be posted for staff, indicating they can't work if they have symptoms. Additional security staff should be available in all queue areas and remind/escalate customers who may not be compliance of physical distancing outside of their household group and DJ should broadcast reminders for physical distancing, and other guidelines.

Reduced number of actors: To ensure safety, while decreasing possibilities of contamination, we will reduce the number of actors in our attraction.

Handrails- It's imperative that customers hold handrails while going up or down stairs in our facility. Staff will be wiping all handrails with the sanitizer solution, -Stanchions/Queue Lines: staff members will be sanitizing and cleaning all queue line waiting area stanchions, plastic ropes, and nearby touchpoints.

Restrooms – Permanent / Portable

Restrooms /Porta-Potties: Staff will specifically be designated for sanitizing and cleaning all units with a goal of constant and consistent sanitation and cleaning throughout the night. This includes all customer and staff units. Cleaning will consist of all door handles, seat and hand sanitizer pump handle.

Occupancy of all restrooms will be reduced to 50%.

Multiple hand wash stations and/or hand sanitizers located by rest rooms

Signage should be placed at all restroom locations reinforcing social distancing, occupancy adjustments for the restrooms and proper hand washing.

Haunted House

Reduce touch points such as door flaps and inflatable claustrophobia walls.

Reduce the number of guests in the attraction in order to limit the ability of guests to catch up to other groups.

Increase the lighting to reduce the need for customers to “feel” their way through. This will also increase the flow and reduce the issue of groups catching up to each other.

Install plexiglass barriers at scare areas where guests and actors will not be able to social distance.

Outdoor Haunts

Reduce touch points such as door flaps and inflatable claustrophobia walls.

Reduce the number of guests in the attraction in order to limit the ability of guests to catch up to other groups.

Food and Beverages (F&B) / Concessions

All employees will be required to wear facemasks.

All employees will be required to increase hand washing practices.

All high-touch point surfaces will receive increased sanitation.

Running water and soap or hand sanitizer will be provided at every F&B location.

All concession areas will use a menu board, guests' phone, or paper/disposable menus only.

All employees will receive a temperature checks prior to shift (temps above 100.4 must not enter premises).

All employees with flu-like symptoms must stay home.

Doors will be wiped regularly.

All staff must wear gloves.

Seated tables will be six feet apart. Number of guests per table will be limited.

No cup refills should be permitted.

All condiments should be in individual packets or containers and will be provided at time of pick up. No self- service of food, condiments, or paper products.

Enhanced sanitation in eating areas.

Follow all SERVE SAFE standards.

Use disposable food service items including utensils and dishes.

Individuals should wash their hands after removing their gloves or after directly handling used food service items.

Avoid offering any self-serve food or drink options, such as buffets, salad bars, and drink stations. Consider having pre-packaged boxes or bags for each attendee.

Security

Security staff will be properly trained about the new COVID-19 procedures.

Security will enforce the social distancing guidelines with the customers.

Sanitation

STAFF AREAS: -Staff/Actors: During operating nights, all back of house staff and actors will have ample access to hand sanitizer in their assigned areas throughout the entire property for ease and convenience. -Costume Room: All costuming artists will follow the Governor's guidelines for masks, distancing, gloves, face shield or goggle PPE, and guidance during and between each actor. The entire costuming station (counters, chair, etc.) will be wiped down with a sanitizer solution-soaked paper towel, and discarded. Gloves will be changed between each actor. No sharing of makeup or brush makeup is allowed. We recommend contactless makeup applications only. -Back stage offices, spaces, door knobs, etc.: Staff members will be assigned for all back of house/back stage areas. These will all be sanitized and cleaned regularly. -Staff hand washing stations: All staff will have access to sinks for hand washing and/or hand sanitizer locations. These faucets (and the entire bathroom) will be sanitized regularly.

It is recommended to create a sanitation team to head and oversee all COVID-19 procedures.

Sanitizing/Disinfecting high-touch point areas will be done throughout the evening with a deep cleaning done daily.

Costumes / Uniforms must be sanitized and/or washed after each use.

Actor's masks must be sanitized after each use.

Show

There will be no Virus themed room or skit performed this year.

Signage

Post signs in highly visible locations (e.g., at entrances, in restrooms) that promote everyday protective measures and describe how to stop the spread of germs by properly washing hands and properly wearing a cloth face covering.

Broadcast regular announcements on reducing the spread of COVID19 on public address systems. Include messages (for example, videos) about behaviors that prevent spread of COVID-19 when communicating with staff, vendors, and attendees (such as on the event website and through event social media accounts).