



COVID-19 CONTINGENCY & SAFETY PLAN

“We put the CARE in SCARE”

**Second Edition
July 30, 2020**

INTRODUCTION

The safety of our patrons and staff ALWAYS has and ALWAYS will be our #1 priority while providing frightful entertainment across our 44 acre Scream Park in Niles, MI.

We care deeply about our family of staff, loyal patrons and the incredibly supportive community surrounding us. We always have recognized that patrons and staff place their trust in us to provide a scary, fun and entertaining experience; however, they trust that we have also taken many measures to ensure their absolute safety. Our commitment has not changed as the unfortunate result of COVID-19. This plan will outline the added steps the Niles Scream Park is taking to ensure additional cleanliness and safety measures. While this outline may change experience expectations and traditions of the Park, our goal is to provide frightfully safe entertainment that patrons and staff expect from one of the top rated haunted attractions in the country, while still complying with government guidelines.

We will continue to closely monitor government policy changes, recommendations by the Center for Disease Control (CDC), state mandates and local guidance. This plan has been developed with research and consultation from local, national, and international personnel and other similar attraction operators from theme parks to large public venues, to other haunted attractions and we will make changes/modifications as needed.

Niles Scream Park
Board of Directors

STAFFING PROTOCOLS

- ✓ **PROTOCOL LIST & TRAINING** – In addition to our annual safety trainings for all new and returning staff members, we have developed a separate list of protocols to combat COVID-19.
- ✓ **TEMPERATURE READINGS** – Every staff member will be temperature checked before working each night. Any reading over 100 degrees will result in immediate dismissal from the property.
- ✓ **CONSTANT CAUTION** – All staff will be instructed and trained to watch for the warning signs and concerns to limit possible contamination among their peers and attending patrons:
 - Every staff member has either a phone or security radio to easily notify medical personnel if they see any symptoms of illness.
- ✓ **SIGNAGE** – Signs will be posted throughout all the back of the house operations to serve as a reminder to abide by government guidelines. Signs will include:
 - 6’ physical distancing reminders;
 - a summary of the Park’s protocols communicated during training; and,
 - a reminder of symptoms.
- ✓ **INCREASED CLEANLINESS** – Attraction managers will routinely clean and sanitize commonly used areas, both front of house and back of house operations. Cleaning rotations will include, but not be limited to doorknobs, handrails, restrooms and porta potties.
 - A cleaning crew known as the “**Scream Clean Team**” will be present primarily on the Midway sanitizing commonly used areas and the restrooms. The team will be wearing red jackets and will rotate around the Park, both front of the house and back of the house operations on a routine basis.
- ✓ **HAND SANITIZING STATIONS** – The Park has heavily invested in over 80 hand sanitizer stations among all common areas to both the front of house and back of house operations for use by both staff and patrons. These stations will include all common areas of the Park, attraction entrances/exits, porta-potties and concessions.
- ✓ **ELECTROSTATIC SANITATION** – In addition to the investment of hand sanitizing stations, the Park will also use several electrostatic sanitation units designed to spray an electrostatically charged mist onto surfaces and objects. The electrostatic spray uses a specialized solution that is combined with air and atomized by an electrode inside the sprayer. The spray contains positively charged particles that can aggressively adhere to all surfaces and objects. These units will be used by the Scream Clean Team and in various attractions after objects have been used and/or touched. The team will routinely spray throughout the night and before we open to the public.
- ✓ **MASKS/FACE COVERINGS** – As a result of Executive Order 2020-147, all staff members will be required to wear masks/face coverings to limit any cross-contamination. This applies to all staff.
- ✓ **PERSONAL PROTECTIVE EQUIPMENT (PPE)** – All front of house staff (cashiers, ticket takers, Midway personnel, security, etc.) will be supplied with gloves to limit any cross-contamination.
- ✓ **REDUCED TOUCH** – All staff will be instructed to limit touch in their work area to limit the spread of germs regardless of routine sanitation.
- ✓ **MEDICAL PERSONNEL** – All medical personnel at the Park will have additional training to manage and monitor staff and patrons with any symptoms of COVID-19. All medical staff will have personal protective equipment (PPE) to minimize any cross contamination. If an examination includes symptoms of COVID-19, the individuals will be taken to a separate quarantined area away from the general public and discharged from the Park.
- ✓ **FACE PAINTING & COSTUMES** – Spacing limitations will be implemented while actors prepare for opening. This includes social distancing of 6’ or more, alcohol to sanitize routinely used make-up utensils and objects where disposable is not an option. Costumes will be washed every night for positions that have a different actor each night.

PATRON SAFETY

- ✓ **HAND SANITIZING STATIONS** – The Park has heavily invested in over 80 hand sanitizer stations among all common areas to both the front of house and back of house operations for use by both staff and patrons. These stations will include all common areas of the Park, attraction entrances/exits, porta-potties and concessions. Patrons will be able to easily identify each station by use of this sign:



- ✓ **SIGNAGE** – Signs will be posted throughout the Park and with every hand sanitizer station to serve as a reminder to abide by government guidelines and the safety measures in place to protect all visitors.
- ✓ **PHYSICAL DISTANCING** – There will be signs reminding all patrons to keep a minimum of 6 feet from other attending groups. We ask each person/group to adhere and respect the space of others around them. We will do our part by posting many reminders around the Midway and in attraction lines.
- ✓ **CREDIT CARD OR EXACT CASH** – To limit cross-contamination we ask ALL patrons to prepare and plan before attending the Park and use a credit card for all transactions. While we understand this is not always feasible and cash may be your only payment method, we ask all patrons to provide EXACT cash payment to limit change back.
- ✓ **ONE-WAY MIDWAY** – The Midway may be re-designed to flow in an orderly manner, much like an aisle at a grocery store. We ask that you follow and respect the encouraged flow of traffic to minimize interaction with other groups if this policy is in effect when you visit.
- ✓ **INCREASED CLEANLINESS** – Additional staff will be assigned to manage the cleanliness of high-volume areas and commonly used facilities such as porta potties. Attraction managers and supervisors will routinely clean and sanitize commonly used areas, both front of house and back of house operations. Cleaning rotations will include, but not be limited to doorknobs, handrails, restrooms and porta potties.
- ✓ **CONCESSION SAFETY** – Our sub-contracted concessions have been modified to adhere to our new set of guidelines as follows:
 - While waiting in line for concessions please maintain a 6’ distance from others;
 - Straws will be wrapped if they are used;
 - All concession workers, per their contract, must always wear a mask/face covering and gloves while serving food; and,
 - Condiments will be in packets and available upon request only.
- ✓ **ATTRACTION LINES** – Signs will be posted to promote the use of social/physical distancing while in line to any attraction to encourage a distance of 6 feet between each group.
- ✓ **DIGITAL BILLBOARDS** – There are various digital billboards and a movie screen that will routinely promote government guidelines and this contingency plan.
- ✓ **USE OF MASKS** – As a result of Executive Order 2020-147, all patrons attending the Park will be **REQUIRED** to wear a mask/face covering at all times during their visit to the Park. This includes entrance onto the Midway and in each attraction. We ask that you adhere to this simple rule, not only because it’s the law, but for your own protection and for the protection of other guests and staff in the attractions. Failure to follow this easy practice will subject you to dismissal of the Park. —Sorry. No exceptions. No refunds.
- ✓ **TEMPERATURE READINGS** – Random temperature checks will be done. Any reading over 100 degrees will result in immediate dismissal from the property.
- ✓ **LIMIT TOUCH** – As a continuing effort to keep everyone safe and keep up with sanitation, we ask all guests to limit touch in every area of the Park. This includes, but is not limited to: ropes in que lines, surfaces on the Midway and objects inside of the attractions.
- ✓ **SMOKING** – Due to the restrictive nature to wear a mask/face covering, all patrons that smoke or vape will be required to do so in a marked area within the Park’s Midway. You can **NOT** smoke or vape in the general Midway or within the attraction lines. Security Personnel (wearing an orange hat) can direct you to the smoking area.

PATRON RESPONSIBILITY

1. If you or any member of your party or family is not feeling well, do not visit. Please plan on attending when everyone is well.
2. Currently, government health organizations are recommending people who are 65 years and older, those who live in nursing homes or long-term care facilities, and people with underlying medical conditions (particularly if not well controlled) should either remain at home or keep their distance from others. Underlying medical conditions include chronic lung disease or moderate to severe asthma, serious heart conditions, immunocompromised, severe obesity (body mass index [BMI] of 40 or higher), diabetes, chronic kidney disease undergoing dialysis and liver disease.

REFERENCE: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html> and <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/index.html> and <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

3. As a result of Executive Order 2020-147, all staff and patrons attending the Park will be **REQUIRED** to wear a mask/face covering at all times during their visit to the Park. This includes entrance onto the Midway and each attraction. We ask that you adhere to this simple rule, not only because it's the law, but for your own protection and for the protection of other guests and staff in the attractions. Failure to follow this easy practice will subject you to dismissal from the Park.-Sorry. No exceptions. No refunds.
4. You are encouraged to sanitize your hands frequently using our 80 hand sanitizer locations across the Park. Please look for the sign listed previously to identify each location.
5. When coughing or sneezing, cover your mouth and nose with a flexed elbow or tissue. Throw any used tissue into a trash receptacle after use.
6. At every attraction, you are encouraged to use the hand sanitizer before, sometimes during and/or after the experience.
7. Follow social/physical distancing guidelines carefully, maintaining 6' of space from others. Family members and others (a "family unit") who live in the same household can be closer together. All others should strictly adhere to the physical distancing guidelines. There will be signs throughout the Park to serve as a reminder.
8. To facilitate adherence to physical distancing guidelines, attractions may reduce capacity. Please be patient and understanding with any necessary operational change.
9. We have enhanced our cleaning protocols considering the COVID-19 pandemic. We apologize if you experience any delays or inconvenience because of our safety procedures.
10. If you feel ill once you are at the Park, please find a member of our security personnel (wearing an orange hat) or another staff member and they will notify our medical team to immediately assist you. You and your party may be asked to move to a special location within the Park for further assessment. If symptoms show immediate signs of COVID-19, you and your party may be asked to leave the Park. We ask that you respect the decision of our medical team and return on a night that you feel better. Your tickets are valid all season.

HOW TO PURCHASE TICKETS

- ✓ **TIMED RESERVATIONS** – Things will be different this season. Admission to the attractions will be based on a reservation system to limit the number of people in each attraction and at the Park. Please carefully read the following information below in regards to purchasing tickets to the Niles Scream Park in 2020.
- ✓ **BUY TICKETS ONLINE** – As a result of COVID-19, we **STRONGLY** encourage the purchase of ALL tickets in advance through our website at www.haunted.org. You will be required to plan your night with us by selecting a specific date and time slot when we are open each night. By utilizing timed ticketing, we can limit the number of patrons in each attraction and at the Park and adhere to governmental mandates. If you have a reservation, you are guaranteed admission for your time slot. **Anyone without a reservation will NOT be guaranteed admission.**
 - In the case of severe weather when an attraction may be forced to close, you will have the option to reserve another date and time. You will NOT have the option to change your reservation if the attraction remains open on the evening that it rains. You will only be provided this option if the attraction you purchased a ticket for is closed by the Park.
 - You must attend at the time slot you reserved with your group. If you're too early you will not be granted admission until it's your time for your group. If you or part of your group is late for their allotted time slot, you/they will NOT be guaranteed admission.
 - Some additional tickets **may** be available for purchase on location if you wish to attend another attraction again on the same night.
 - Patrons that already have possession of a "free ticket" (i.e. attraction ticket voucher or certificate) that was pre-distributed in advance will be able to redeem them without a reservation. The Park has a buffer in the reservation system to accommodate pre-assigned tickets. If you require more tickets in addition to your free attraction voucher and/or certificate, you are required to reserve other tickets in advance. Before coming to the Park, you are required to reserve those additional timed tickets so that your time slot is guaranteed.
- ✓ **BUY TICKETS AT PARK** – Those that prefer to purchase tickets on location will **NOT** be guaranteed admission and you will experience longer wait times so that our staff can sanitize after each exchange.
 - To limit cross-contamination we ask ALL patrons to prepare and plan before attending the Park and use a credit card for all transactions. While we understand this is not always feasible and cash may be your only payment method, we ask all patrons to provide EXACT cash payment to limit change back.

ADDITIONAL INFORMATION

- ✓ **COMMUNICATING NEW OPERATIONAL PROCEDURES** – The Niles Scream Park will effectively communicate the new operational procedures to all visitors, both staff and patrons prior to arrival. Our contingency and safety plan will be available online at www.haunted.org and distributed where it's deemed appropriate. There will be various posts, newsletters and weekly emails highlighting the additional safety measures in place.
- ✓ **WAIT TIMES** – As a result of our efforts to keep everyone safe, you may experience longer wait times.
- ✓ **DISMISSAL** – We have the right to refuse admittance or dismiss any person from the premises for any reason.

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