COVID-19 INFORMATION
GUIDANCE FOR INTERPRETIVE ATTRACTIONS

Overview
This document should be used to support operators in reducing the risk of transmission of COVID-19 and ensuring the safety of attendees and staff at interpretive attractions, such as zoos, historical sites or interpretive centres. Interpretive attractions should also follow the Workplace Guidance for Business Owners.

COVID-19 Risk Mitigation

**Physical Distancing**
- To ensure physical distancing requirements (2 metres) can be met, entry into venues, including lines, should be controlled. Some suggested strategies include:
  - Facility capacity limits should be established to enable distancing protocols. Leading practice is 10 square metres per person.
  - Online and timed admission ticketing.
  - Maintaining a single point of entry, and controlling entry into venues to prevent congestion.
  - Outdoor space should be used to allow for physical distancing.
  - Staffing exhibit entrances to ensure appropriate visitor numbers are not exceeded. Installing physical barriers such as acrylic panels at visitor contact points.
  - Using floor decals to establish distancing protocols.
  - Implementing and posting elevator use protocols.
  - Establishing one-way flow patterns where possible.
  - Eliminating public programming or tours if distancing and gathering restrictions cannot be maintained.
  - Eliminating the use of shared headsets and live guides and instead offering self-guided tours or app-based self-guided tours.
- Areas should be monitored to ensure adherence to distancing and hygiene protocols.

**Facility**
- Operators should post external and internal signs indicating distancing and hygiene protocols.
- Both staff and patrons may wear non-medical masks.
- Staff and patrons must stay home if ill.
- If patrons show any COVID-19 symptoms, do not allow entry.
- Cashless or no-contact payment should be used to the greatest extent possible.
- Public access should be limited to one point of entry, with designated “in” and “out” doors if possible.
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- Staff access should be limited to one point of entry, separate from public entry if possible.
- High-touch displays or attractions (e.g. merry-go-round) should remain closed.
- Facilities may install additional barriers to discourage patrons from touching fences or glass enclosures.
- Washrooms should have frequent sanitization regimes.
- Public-use water fountains should not be in use if sanitization cannot be maintained.
- Hand sanitizer containing at least 60% alcohol should be available at facility entrances and exits and throughout the venue.
- Consider removing any brochures and brochure racks from public access. Instead, distribute brochures and maps at staffed visitor check-in points.
- Consider closing visitor amenities, like ATMs, vending machines and equipment rentals if they cannot be adequately sanitized.
- Equipment provided by the facility for accessibility purposes, such as strollers and wheelchairs, should be removed if they cannot be adequately sanitized.
- A response plan should be in place in case a patron or staff member develops COVID-19 symptoms while at the venue.

| Retail | • Retail businesses within venues, such as shops or food services, must also adhere to industry-specific requirements for their operations.  
| | • Cashless or no-contact payment should be used to the greatest extent possible. |