

BEST PRACTICES BY INDUSTRY SECTOR Entertainment

BEST PRACTICES FOR THE ENTERTAINMENT AND ATTRACTION INDUSTRY:

- Full cleaning and sanitizing before reopening.
- Purchase cleaning supplies, face masks and gloves.
- Signage displayed that facility has been cleaned and sanitized.
- Require frequent sanitation of high-touch areas like restrooms, doors, PIN pads, and common areas.
- Ensure operating hours allow downtime between shifts for thorough cleaning.
- Provide sanitation materials, such as sanitizing wipes, to employees to clean handhelds/wearables, scanners, radios, or other work tools and equipment before/after use.
- Clean and disinfect high-touch areas routinely, particularly in spaces that are accessible to staff, customers, and suppliers.
- Ensure cleaning procedures following a known or potential exposure in a facility comply with CDC recommendations.
- Have deep cleaning response plan in place, in the event of an associate(s) testing positive.
- Establish clear entrances, exits, and flow of traffic.
- Verbal notices of protocols over audio system that play periodically with upbeat messages about the procedural changes and reminders for safety for everyone.
- Plexiglas dividers at counters.
- Demarcation lines at counters and check out.
- Sanitizing of all games and equipment after every use.

EMPLOYEES:

- Screening questions to confirm the employee is not suffering from any illness or has been exposed to anyone that has been diagnosed with COVID-19.
- Wear face masks if required by law or if employee chooses to wear one.
- Gloves for appropriate positions.
- Ensure employees stay 6 feet apart whenever practical.
- Adjust seating in break rooms and common areas to reflect social distancing practices.
- Prohibit gatherings or meetings of employees of 10 or more during working hours.
- Permit employees to take breaks outside, in the cafeteria, or in such other areas where proper social distancing is attainable.
- Restrict interaction between employees and truck drivers, deliveries, contractors, etc.
- Implement touchless receiving practices if possible.
- Adjust training/onboarding practices to limit number of people involved and allow for 6 foot spacing; use virtual/video/audio training when possible.
- Discourage employees from using colleagues' phones, desks, workstations, radios, handhelds/wearables, or other work tools and equipment.
- Prohibit handshaking and other unnecessary person-to-person contact in the workplace.

CUSTOMERS:

- Wear face masks if required by law.
- Online and phone reservations.
- Stagger reservation/show times.
- Ensure customers stay 6 feet apart while in facility.
- Disable games to allow 6 feet between players.
- Online ticket sales.
- Limit customer capacity to follow social distancing guidelines.
- Contactless payment.
- For older POS system that requires a signed credit card slip, provide clean pen for each customer. Wipe all pens with sanitizing wipe after each use.
- Wipe down POS system after each use by customer.
- Limiting number of customers in facility based on social distancing guidelines.
- Limit 6 customers to a group.
- Reservations to eliminate waiting areas.
- Display board with prices and options for contact free selection of services.
- Hand sanitizer available at all time.