

Recreational Business Activities & Attractions: Phase 1

Facilities: Outdoor Attractions sited in recreational and natural settings, including but not limited to outdoor activities and centers for biking, canoe and kayak rentals, mini-golf, ~~stand-alone~~ driving ranges, small group tours (i.e. Lost River, Polar Caves, aerial activities and rides, ATVs and Segways), **outdoor shooting ranges**, race tracks and small fishing charters may accommodate up to 50% of their outdoor capacity or the number of persons social distancing determines, whichever is less.

Note: In Phase 2 and Phase 3, activities such as broader Amusement Parks' operations, Water Parks, Tourist Trains, Boat Cruises, and Indoor Attractions will be considered for re-opening.

Safeguarding Guidance:

The Governor's Economic Re-Opening Task Force recommends protocols for safeguarding all New Hampshire businesses and individuals during the coronavirus disease 2019 (COVID-19) pandemic. This industry-specific guidance is based on what is currently known about COVID-19 and is intended to protect the public's health and allow New Hampshire to remain open for business.

The intent of these recommendations is to reduce transmission of COVID-19 among employees and customers; support healthy business operations; and maintain a healthy work environment.

In addition to strict adherence to U.S. Centers for Disease Control and Prevention (CDC), Equal Employment Opportunity Commission (EEOC) and Occupational Safety and Health Administration (OSHA) guidance, and US Food and Drug Administration (FDA), the State of New Hampshire recommends policies and procedures to protect consumers and employees, including:

Employee Protection:

- 1) Follow Universal Guidelines.
- 2) Follow sanitation frequency guidance contained in this document at all times.
- 3) If providing Food Services provide ServSafe COVID-19 training to employees as soon as possible.
- 4) Additional handwashing or hand sanitizer hygiene stations must be placed throughout the facility, including: on entry, in key walkways, at all attractions, in food and beverage locations, in merchandise shops, at attraction exits. These must also be provided in non-public settings such as maintenance areas, workshops, offices, and break areas.

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- 5) Employees must be provided with education and training around safe practices as it relates to hygiene, sanitation and illness policies outlined in the Universal Guidelines for All New Hampshire Employers and Employees.
- 6) Employees must be screened as outlined in the Universal Guidelines for All New Hampshire Employers and Employees.
- 7) Employees who interact with consumers must be issued a mask and then depending upon their function, latex/non-latex gloves, eye protection (goggles or face shields), and cloth face coverings or other appropriate protective equipment shall be issued. Cashiers and customer service representatives must wear, at a minimum, a cloth face covering.
- 8) Control and dispatch panels between employee rotations shall also be cleaned/sanitized.
- 9) Prior to travel in company vehicles (including over-the-road, UTV/ATV) and/or ski lifts, the vehicle or work carrier should be cleaned/disinfected and there should be no more than 2 employees per vehicle/carrier. However, if all passengers are wearing masks, then the maximum occupancy may be utilized. If required for the operation of the vehicle, then employees should be outfitted with appropriate equipment. Any vehicles or transports must be wiped down after staff use each instance.
- 10) If work activities are to be performed in a shop, room, work bay or other enclosed area, when possible, employees must attempt to work at least 6 feet apart and be outfitted with an appropriate mask, safety glasses, gloves or face shield.
- 11) Employees in common areas (break rooms, lunchrooms, and restrooms) should be at least 6 feet apart and the room is to be cleaned/disinfected at the end of each shift in preparation for the next shift's arrival. Weather permitting, breaks and lunches should be outdoors, if and when possible.
- 12) Shared use hand tools and activity equipment will be sanitized after each use.

Consumer Protection:

- 1) All facilities should have a communication plan to educate guests prior to their visit about the health and safety practices at the venue and what they, the guests, need to be aware of when they arrive. Such communication plans shall include, but not be limited to, online methods (e.g., website, social media sites), email or other electronic communication, such as reservations or confirmations, and print pieces mailed to the guest.
- 2) All facilities must post signage and messaging about COVID-19 and the need for social distancing, frequent hand hygiene/washing, and cloth face covering use when in public

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places.

- 3) All facilities must make hand washing stations and alcohol-based hand sanitizer readily available.
- 4) Facilities must build social distancing into the operation of restrooms.
- 5) Utilize touch-free/contactless payment options when possible, reducing face-to-face purchase transactions. Encourage guests to purchase tickets online. Any other required processes for guests to participate at an attraction or venue shall be completed online if possible. Any guest ticketing or identification shall be attached by that guest in view of a facility's staff member.
- 6) Place plexiglass or other types of barriers/hygiene screens between guests and staff who are in frequent, close interaction areas wherever practical to reduce contamination. Clean the barriers/hygiene screens regularly.
- 7) Premises must be frequently cleaned and disinfected. High-touch surfaces must be cleaned every two hours.
- 8) Guests should be asked the following questions at check-in and a copy kept with their record; additionally, signage must be prominently posted at the entrance asking customers regarding COVID-19 symptoms:
 - a) Have you been in close contact with a confirmed case of COVID-19?
 - b) Are you experiencing a cough, shortness of breath or sore throat?
 - c) Have you had a fever in the last 48 hours?
 - d) Have you had changes in your sense of taste or smell ?
 - e) If you answered yes to any of these questions, please do not put our employees and other guests at risk and come back another day when you feel better. Any deposit will be returned.
 - f) A version of this checklist should be included in reservation confirmations.
- 9) Visitors must be asked to:
 - a) remain home if experiencing symptoms of COVID-19; and
 - b) keep a safe distance of at least 6 feet from other people visiting the attractions and amusement parks at all times; and
 - c) wear a cloth face covering over mouth and nose to protect others when in locations where other consumers might be present (e.g. bathroom facilities)
- 10) Capacity would be limited by:
 - a) Grouping family members or visitors who arrived and made reservations together.

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- b) Reducing the number of normal attendees by use of physical distancing between visitors and visitor groups of no more than 10 people.
 - c) Limiting face-to-face contact with visitors. Where possible, clearly mark physical distancing spaces/guidelines with floor/ground markings, seat markings, or signs to make it easy for the guests to understand what is expected.
 - d) Where possible, one-directional flow will be mapped out at all facilities, including clearly marked ingress and egress points and easy-to-understand directional signage that will show the direction of traffic flow.
- 11) Covid Signage must be prominently posted throughout the venue to ask the questions below to visitors regarding COVID-19 symptoms:
- a) Have you been in close contact with a confirmed case of COVID-19?
 - b) Are you experiencing a cough, shortness of breath or sore throat?
 - c) Have you had a fever in the last 48 hours?
 - d) If you answered yes to any of these questions, please do not put our employees and other members at risk and come back another day when you feel better. Your deposit will happily be refunded.
 - e) If you answered no, please maintain proper social distancing for the duration of your visit.

Business Process Adaptations:

- 1) Admission limits will be determined for daily and hourly capacities to ensure appropriate social distancing pursuant to the Universal Guidelines at recreational facilities. Advance reservations will have priority and general admission will be permissible based on availability. This section shall also pertain to any rentals or lessons that a guest is interested in purchasing.
- 2) Attraction capacity will be reduced to allow for appropriate physical distancing. The capacity would be calculated for an attraction based on the guest-acceptable 36-square-foot square or 28.3-square-foot circle per person in attractions, attraction queue lines, waiting areas, retail locations, and vehicle/ride capacity will be adjusted to allow for 6 feet (2 meters) of physical distancing between individuals/groups participating in the facility's activity.
 - a) When considering physical distancing, many guests visit with family members and others living in the same household. If that is the case, those family members may be closer to each other. Each individual or party from another household will be separated by the physical distancing requirement of 6 feet (2 meters).
- 3) Measures will be taken to reduce the number of guests per ride vehicle to facilitate physical distancing between riders. Rides or transport use of any kind shall be limited to family members or any group reserving (10 or less) at the same time. Face masks/coverings are recommended for riders to reduce the likelihood of airborne virus droplets transferring from one person to another during the ride. Sanitization products

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shall be available to guests both before engaging in the attraction's activity and afterwards.

- 4) Signs will be posted throughout the property, including in parking lots, to encourage proper hand hygiene (i.e. limiting surface touches, the use of hand sanitizer stations) and to encourage visitors not to linger and maintain proper physical distancing of 6 feet.
- 5) Indoor seating will be closed and any other seating at the facilities must be provided outdoors with tables spread so seating is more than 10 feet apart to maintain social distancing and implement a process for cleaning and disinfecting, every two hours at a minimum.
- 6) Adjust queues and waiting lines to allow for proper physical distancing by marking the floor/ground and adding signs to designate the appropriate 6 feet of physical distancing between family/visitor groups.
- 7) Sanitize high-touch areas every two hours at a minimum during operation hours. These areas include: door handles, trash receptacle touchpoints, control equipment, phones, computers, office equipment, counters, elevator buttons, handrails, tables, seats, benches, high chairs, toilets, sink faucets and toilet handles, soap dispenser push plates, restrooms, baby changing stations, ice scoops, refrigerator handles, towel dispenser handles, cleaning tools, counter tops, door knobs, light switches, sinks, queue rails, harnesses, restraints, ATM machines, dining surfaces, etc.
- 8) Food & Beverage Operations shall follow food service guidelines.
- 9) Visitors will enter and exit the facility via separate areas and facilities will develop plans to make traffic flow one directional, wherever possible.
- 10) Limit surfaces touched by visitors and employees, i.e. leave doors open where possible, no access to public water fountains and remove lids from trash cans.
- 11) ALL CAMPS AND ORGANIZED GROUPS will remain suspended.
- 12) Retail settings must follow the guidelines outlined in the New Hampshire Retail Guidance document.