



Guest Expectations for Opening

Lagoon is ready and we are excited to greet our guests as soon as the opportunity presents itself. We would like to make you aware of certain new measures taken to protect you and our team members during your visit.

Please note, like everything related to COVID-19, these new policies and regulations are likely to evolve. We appreciate your patience and understanding during these trying times.

Lagoon proudly supports and encourages the download and use of the Utah Healthy Together App.

Family Group Events Specific

- For safety and protection, guests are **required** to have a face covering (mask) in order to enter the Park.
 - UPDATE: Guests are also **required** to wear their face covering (mask) while waiting in ride queues.
- Very young children and toddlers are exempt from the above policies
- *Confirmation of Attendance:* In order for Lagoon to better meet the newly imposed capacity requirements, we require a guarantee of your attendance at least **14 business days prior** to your scheduled group event.
- *Terrace reservations:* Terrace reservations must be made at least **14 business days prior** to your group event.
- Guests will be prohibited from gathering in large groups and encouraged to move throughout the Park to facilitate limited exposure time. As a large percentage of Lagoon's attendance are family members who live in the same home, employees will consider this in enforcing appropriate social distancing.

Please contact Kyle (801-451-8067 or kyle@lagoonpark.com) if you have any questions.

General Guest Expectations

- Guests are advised to use their best judgment when determining the safety of themselves and their families. Guests are encouraged to practice healthy hygiene and avoid visiting if they feel ill or are having COVID-19 symptoms.
- Marks will be placed at queues and other appropriate areas to facilitate distancing guidelines. Signs will be placed to make it easy for guests to understand what is expected.
- Single rider lines designed to help fill open seats will be eliminated.
- Ride and attraction capacity may be reduced/managed to allow for appropriate social distancing.
- Ride operators/attendants are not able to physically assist children into or out of rides. Parents or supervising companions will need to assist children who may need help.
- Clear barriers are being installed in locations throughout the Park where it may be difficult to maintain social distancing requirements, such as sales registers.
- Besides rest rooms located throughout the Park to facilitate frequent handwashing, hand sanitizer stations will be provided at the entrance to the Park, key walkways, all attractions, at food and beverage locations, in merchandise shops, etc.

- Guests will be asked to sanitize their hands as they enter the queue to board an attraction and as they exit. Ride and queue surfaces frequently touched will be sanitized regularly, including handrails, armrests, restraints, lap bars, seat belts, etc.
- Team members' are prohibited from coming to work if they are ill and their health will be checked at the beginning of each shift. Managers/leadership have been trained to identify symptoms of COVID-19 and to be clear on relevant protocols.
- Staff will wear face covering and gloves in all possible locations throughout the Park.
- Team members have been trained on the importance of regular and thorough hand washing.
- Established schedules to sanitize high-touch areas frequently. These include: door handles, trash receptacle touchpoints, control equipment, phones, computers, office equipment, counters, buttons, handrails, tables, seats, benches, toilets, sink faucets and toilet handles, soap dispenser push plates, baby changing stations, ice scoops, refrigerator handles, towel dispenser handles, cleaning tools, countertops, door knobs, light switches, sinks, queue rails, harnesses, restraints, ATM machines, dining surfaces, etc.
- Regular sanitizing of rides and attractions including intervals during operational times to sanitize seats, restraints, handles, queue fence, etc.
- Restaurants will follow the current State of Utah guidelines for dine in service.