



Guest Expectations for Visiting the Park

Lagoon proudly supports and encourages the download and use of the Utah Healthy Together App. We would like to make you aware of certain new measures taken to protect you and our team members during your visit.

Due to capacity limitations, Lagoon has implemented a reservation system to promote social distancing and avoid overcrowding at the Park entrance. Season Passport Holders and guests purchasing a Season or Single Day Passport online will not be required to make a reservation for Park admission. Your reservation will be automatically recorded as you enter the Park. However, all guests waiting to enter are subject to our authorized capacity limitations. We expect delays, if any, will be minimal.

This policy will be re-evaluated during Frightmares to determine if reservations are needed.

All other Passport Holders must still make a reservation. For more information, and to make a reservation, please see our actual Reservation Page on Lagoon's website.

- For safety and protection, guests are required to have a face covering (mask) in order to enter the Park.
- All guests with the exception of very young children and toddlers, will be required to wear a face covering (mask) within all ride queues, queues for haunted attractions, and inside all haunted attractions. This is in addition to maintaining appropriate social distance as indicated by marks placed on the ground and signs posted.
- Costume masks are not permitted.
- 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 any COVID-19 symptoms.
- 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 is family members who live in the same household, employees will consider this when encouraging appropriate social distancing.
- Marks will be placed at queues and other appropriate areas to facilitate distance guidelines. Signs will be posted 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 aid 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 appropriate locations throughout the Park.
- Team members have been trained on the importance of regular and thorough handwashing.
- Established schedules are in place to sanitize high-touch areas frequently. These may include: door handles, trash receptacle touchpoints, buttons, handrails, tables, seats, benches, rest room areas and facilities, door knobs, light switches, queue rails, restraints, ATM machines, dining surfaces, etc.
- Regular cleaning of rides and attractions including intervals during operational times to sanitize seats, restraints, handles, queue fence, etc.
- Food and beverages will not be allowed into Lagoon A Beach.
- Restaurants will follow the current State of Utah guidelines for dine in service.