

# Audubon Nature Institute COVID-19 Pandemic Re-Opening Strategy

Audubon Nature Institute's top priority is the safety of the animals in our care, our guests, our staff and our volunteers.

When our facilities re-open to guests, we will adhere to all federal, state and local regulations, ensuring our procedures also help governmental officials and our community continue to decrease the pandemic's impact.



Audubon Nature Institute  
Celebrating the Wonders of Nature



# SUMMARY

## For All Audubon Nature Institute Facilities

Because Audubon Nature Institute manages public spaces, outdoor experiences and indoor experiences, plans for safe re-opening are described in discrete steps, based on understanding of evolving plans to open outdoor facilities and experiences first, with indoor facilities to follow, as mandated by governmental authority in their phased re-opening plans. *Note that Audubon Nature Institute plans have avoided the use of the term “phases” to avoid confusion with government’s use of the term.*

A detailed re-opening plan for each facility or operation has been developed. This section represents a summary of plans and the detailed plan for Audubon Zoo follows.

## A Gradual Re-Opening – Safe Experience Matching Current Health Requirements



Re-opening of Audubon Zoo open spaces with modified guest services provided and re-opening or continued careful management of public open spaces, including Audubon Park, Woldenberg Riverfront Park, golf course operations, tennis operations, the Riverview, and the outdoor trails at Audubon Louisiana Nature Center. Precautionary elements will include:

### For All Facilities

- Procedures to assist government health officials with **contact tracing** efforts, should the need arise. Procedures for each facility will be outlined in detail in each re-opening plan below.
- Continued use of signage encouraging **social distancing**
- Continued closure of **high traffic areas** such as playgrounds, exercise equipment and park restrooms
- For restrooms at all other locations and high touch areas, **cleaning and sanitization** will follow CDC-recommended procedures and frequencies

### For Audubon Zoo, additional precautions:

- **Modified admissions** practices and controls (see specific re-opening plan)
- **One-way guest flow** through the facility, aiding in social distancing.
- Guest access to outdoor animal exhibits only. **All indoor exhibits closed.** The only enclosed space that guests will pass through will be the white alligator exhibit in the Louisiana Swamp section, and doors at either end of the linear experience will be anchored in the open position.
- **Limited and modified food and beverage** availability (see specific re-opening plan)
- **Limited and modified gift shop** availability (see specific re-opening plan)
- **Continued closure** of attractions such as Swamp Train, Endangered Species Carousel, Cool Zoo, playgrounds
- Restroom and high touch area **cleaning and sanitization** will follow CDC-recommended procedures and frequency

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Re-opening of Audubon Aquarium of the Americas, Audubon Butterfly Garden and Insectarium, indoor exhibits at Audubon Zoo and Audubon Louisiana Nature Center with modified guest services provided, including:

- **Modified admissions** practices and controls (see specific re-opening plans)
- **One-way guest flow** through the facility, aiding in social distancing.
- **Limited and modified food and beverage** availability (see specific re-opening plans)
- **Limited and modified gift shop** availability (see specific re-opening plans)
- **Continued closure** of attractions such as Swamp Train, Endangered Species Carousel, Cool Zoo, playgrounds
- Restroom and high touch area **cleaning and sanitization** will follow CDC-recommended procedures and frequency

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Re-opening of all operations, including attractions while maintaining appropriate ability for guests to **maintain social distancing and CDC-recommended cleaning and sanitization procedures.**

## Aiding in Contact Tracing

For any of Audubon Nature Institute's facilities or operations that allow staff to gather information directly from guests, protocols will be in place to aide in any need for contact tracing. These protocols will include:

- Obtaining the best contact method for each guest party should they need to be contacted in the future. This may include telephone number or email capture.
- A verbal reminder to each party encouraging them to remember how they spent their visit:
  - o Remember which areas where they interacted with an Audubon staff member or volunteer inside of a 6-foot radius (admissions, rental booth, café, information station, gift shop, etc.)
- One manager per day, per facility will be tasked with being the point person for any contact tracing needs. This manager will maintain a record of:
  - o Contact information for guests visiting that day
  - o Staff and volunteer work locations and shifts
- Should a request come from health officials to assist with contact tracing, the manager responsible for the day in question will be the primary responder to the request, working with Human Resources to provide appropriate contact information for staff and volunteers.

## Managing Guest Admissions

For those Audubon facilities with gated admissions, several measures will be put in place to provide the safest admissions experience as possible, including the following:

- “Timed Ticketing” to manage the number of guests at any main entrance and throughout the facility, including members for those facilities with gated entrances
- Strong encouragement that tickets be purchased on-line, thus limiting interactions with cashiers; however, careful procedures will be in place for cash transactions (see specific re-opening plans) to ensure accessibility to all in the community
- Ticket fulfillment by touchless scanners
- Each facility will have specific guest capacity per day, with guests pulsed into the facility (where appropriate) in a manner consistent with the timed ticketing strategy. Indoor spaces and attractions will have lower numbers allowed when opened in Step 2.
- Clear markers delineating appropriate safe social distancing spacing for queues and animal viewing areas
- Guests may be asked brief screening questions during the initial phases of reopening with minimal interruption to the guest experience.

## Staff Safety Measures

Per Audubon Nature Institute's Mask Policy, all staff are issued masks. Staff are responsible for wearing masks at all times when in Guest areas of the facilities and whenever they are within 6 feet of others when in behind-the-scenes areas. Any staff engaged in direct interaction with Guests will always wear a mask and those handling cash, receipts or products will wear gloves, using hand sanitizer between interactions/transactions.

## Cleaning and Sanitization Guidelines

Prior to full facility closure, Audubon staff had already implemented CDC-recommended cleaning procedures and frequencies. These will continue with any re-opening. Additional hand-sanitizing stations will be provided at key locations for guests.

## Managing Guest Flow and Social Distance Monitoring

Each Audubon facility will manage guest flow in the safest manner possible for guests. For example, guests may be asked to follow a prescribed one-direction route through the Zoo or aquarium. Staff can then be used to pulse guests through the experience, while monitoring and encouraging safe social distancing. See specific re-opening plans for details.

## Food & Beverage Offerings

Each facility will have modified food and beverage offerings, prepared by appropriately screened, masked and gloved staff. All transfer of food to guests will be touchless and transactions managed in the same manner at those at the main entrances. Every opportunity to limit cash and receipt handling will be taken. Any seating available will be rearranged to allow for more than adequate social distancing. See specific re-opening plans for details.

## Gift Shop Offerings

Each facility with gift shop operations will have modified opportunities for guests. For indoor retail experiences, only the number mandated by government (10 or less, 50 or less, etc) will be allowed inside the shop. Additional measures will also be taken:

- The density of products arranged for sale will be decreased (meaning more room for guests to move around).
- Additionally, for those most popular items, guests will be encouraged to use to take advantage of an outdoor “touchless” shopping experience. Products will be displayed outdoors and guests may indicate to staff the items they would like to purchase. Staff will then ring the transaction, package the items and then allow guests to retrieve the items without any direct contact.
- All transactions will be managed by screened, masked and gloved staff.

## Additional Safety Measures

The following additional measures will also be taken to maximize the safety of guests and staff:

- No maps or other printed materials will be provided to guests, thus limiting exposure
- All touch screen elements of Audubon experiences will be disabled, covered or signed appropriately to prevent guest use
- Open-topped garbage cans will be used throughout to prevent guest need to touch lids
- All programming such as keeper chats, aquarist chats, etc. will be canceled or modified to allow appropriate distancing until Step 3.

# AUDUBON ZOO

## Operations Re-Opening Plan

### Overview

The following outlines the plan for a safe re-opening of Audubon Zoo to guest occurring in various steps. The steps in this plan are designed in to complement any government-mandated re-opening guidelines such as limitations on group size, social distancing requirements, cleaning and sanitization, etc. Recognizing that outdoor experiences will likely be the safest to open initially, and indoor facilities will follow, these guidelines will initially be in place:

- For initial re-opening (Step 1), only outdoor animal exhibits will be open. Indoor exhibits such as the Reptile House and the Nocturnal House will remain closed. These exhibits may re-open in Step 2, when other indoor facilities such as Audubon Aquarium of the Americas and Audubon Butterfly Garden and Insectarium can safely reopen for guests.
- Attractions including playgrounds, Monkey Hill, Cool Zoo, the Swamp Train and Carousel will remain closed in Step 1, as will the Zoo Shuttle. These will not re-open for guest use until Step 3, the final step in re-opening of Audubon's facilities.





# Safety Plans and Procedures

## Staff Health Screening

Since the time of facility closures in March 2020, Audubon Nature Institute has screened staff working at each facility each day. Audubon employee health and safety during the novel coronavirus pandemic remains a top priority. To prevent the spread of COVID-19 and reduce the potential risk of exposure to other employees, a simple screening procedure of taking the temperature of employees at the start of each shift was implemented to determine if they have a fever. Audubon First Responders (certified EMTs) supervise the temperature screening process and ask staff any additional screening questions should they appear to be sick or indicate that they are not feeling well.

### *Procedure:*

1. Any Audubon employee, contractor, and any person(s) that deliver to Audubon, must check in with First Responders for prescreening before entering any Audubon facility.
2. Zoo employees report to Gate 1. A first responder checks the employee's temperature between the hours of 6:30am and 8:00am and validate that it is below 100.4 degrees F prior to employees reporting to their work area. If an employee or contractor arrives after the first responder leaves Gate 1, security contacts the first responder to return to Gate 1 to conduct the screening.
3. At the conclusion of the first responder's shift, they hand off the thermometer to the Security leader on duty to assume responsibility of checking the temperature of any additional employees or contractors that arrive after the first responder departs.
4. Persons who do not meet the minimum screening criteria of a temperature below 100.4 F will not be permitted to enter the facility. Employees that are not permitted to work will be compensated for their shift and will be contacted by Human Resources to discuss their medical options.

## Staff Cloth Face Covering Policy/Protocol

### Policy

Due to the ongoing risk of community spread of COVID-19 in the New Orleans area and the recommendation by the CDC for members of the public to wear cloth face coverings when performing essential tasks, Audubon Nature Institute implementing the protocols described below effective April 20, 2020.

Audubon's use of cloth face coverings is meant to protect our employees while carrying out their essential duties, protect our animal collection from disease spread from humans, and reduce our use of PPE that can then be used by medical professionals in the community during this pandemic.

Employees who require the use of N-95 masks as part of their job (e.g. chemical handling, necropsy, etc.) should use prescribed protocols for those tasks. Animal staff working with COVID-19-susceptible species should refer to pertinent Audubon biosecurity protocols communicated to affected curators. The list of known susceptible species is evolving as understanding of the virus grows, but as of 4/14/20, includes primates, felids (any cats), mustelids (ferrets, otters, etc.), and bats. Employees should wear an approved face covering whenever they are within six feet of ANY other mammal (animal or coworker) or their food or enrichment items.

Cloth face coverings are not comparable and do not replace N95 or surgical masks. Our current definition of a "face covering" is either an Audubon-provided, home-made, or store-bought covering meant for reuse.

Home-made or store-bought face coverings are recommended to have the following features:

- Made of 100% cotton, at least 180 thread count (quilter's cotton), and four layers between the user and exterior
- Integrated metal wire/band along the bridge of the nose to provide improved fit
- Fully covers from the bridge of the nose to the bottom of the chin, including all of the mouth
- Ties or elastic that allows it to be easily removed without touching the front of the covering (Note: Elastic is prone to melting/wearing with sterilization/washing)

The use of cloth face coverings is meant to supplement hand washing, sanitization, social distancing, biosecurity protocols, and reduced team sizes as measures to prevent and reduce potential COVID-19 spread at Audubon facilities. Face coverings DO NOT provide a guarantee of safety but may reduce transmission of the virus within the community.

## Audubon Zoo > REOPENING STRATEGY

### Protocol

All Audubon employees working onsite are issued a cloth face covering to wear while at work. Cloth face coverings are initially sterilized by Hospital staff via autoclave. Hospital staff issue one or more face covering to every onsite employee and record the date that the face covering was issued.

Employees may wear their Audubon-issued face covering or a home-made or store-bought face covering of their choosing.

Employees must present their face covering when checking in at the Audubon facility security gate; employees will not be allowed to work without one.

Employees should wear their Audubon-issued face covering whenever in guest areas of the Zoo or whenever they are within six feet of another mammal (animal or coworker) or their food or enrichment items. Employees may remove their face coverings at other times when behind the scenes.

Employees should be careful not to touch their eyes, nose, and mouth when removing their face covering and wash hands immediately before and after removing and putting on.

Employees should return and exchange their Audubon-issued face covering if it becomes damaged/compromised. Employees should wash their face covering daily in a washing machine or by hand and should not wear face coverings longer than one working day without washing.

### References and Audubon-Approved Face Covering Design Pattern:

#### CDC Recommendations:

- <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

#### Scientific Literature Supporting Use of Masks:

- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2440799/>
- [https://www.researchgate.net/publication/258525804\\_Testing\\_the\\_Efficacy\\_of\\_Home-madeMasks:\\_Would\\_They\\_Protect\\_in\\_an\\_Influenza\\_Pandemic](https://www.researchgate.net/publication/258525804_Testing_the_Efficacy_of_Home-madeMasks:_Would_They_Protect_in_an_Influenza_Pandemic)

#### Mask Pattern (University of Florida):

- <https://anest.ufl.edu/wordpress/files/2020/03/PROTOTYPE-2-TUTORIAL.pdf>



## Staff Glove and Hand Sanitization Protocol

Some roles at Audubon facilities require staff to wear disposable gloves as part of their standard operating policies. These roles include those staff working directly with chemical cleaners and those who work in food services, for example. Those staff should continue to use appropriate gloves and follow existing protocols as mandated by Audubon policy or federal, state and local law. The following protocol is intended to supplement those existing policies.

To best protect staff and our guests, any staff member who will be interacting directly with guests and exchanging a physical object (e.g., credit card, cash, retail items, etc.) must:

- Wear disposable gloves
- Use hand sanitizer provided between each interaction/transaction
- Replace gloves whenever they become worn or torn. Staff should examine the gloves after each use of hand sanitizer, and replace the glove if any tears or perforations exist.
- Staff should replace gloves after returning from any break and should wash their hands frequently, following the CDC recommended guidelines for hand washing before and after removing any masks or gloves.

## Timed Ticketing and Facility Capacity

During Step 1 of re-opening, it will be critical to carefully manage the number of guests visiting the facility to facilitate appropriate social distancing. To that end, and to best manage arrival and departure of guests through a single entrance/exit, a model of timed ticketing and capacity management has been developed. This model allows for:

- A limited number of tickets to be sold each day with a specific arrival time for each party
  - o Note: Because timed ticketing is best managed in an on-line ticket environment, some specific procedures will be in place for those members of the community who do not have access to the internet or other on-line purchasing tools. In these instances, guests may call and make a “reservation” that may be fulfilled by the limited cashiers on site each day.
- The daily capacity for the Zoo’s operation has been developed using the following assumptions and criteria:
  - o Guests will use a one-way route to experience the Zoo, with several pathways that can offer additional one-way spurs that rejoin the main pathway. This and the other measures listed below under “Guest Flow Through the Facility” will help maintain plenty of room for social distancing during a visit.
  - o Typically, family units, not single individuals, will be visiting the facility, so a generous amount of square footage per guest is planned. By allotting a large footprint for each anticipated guest, parties may stay together while still maintaining social distancing from other parties because plenty of space will be available.

## Audubon Zoo > REOPENING STRATEGY

- o Based on the pathways identified for safe flow through the facility, the maximum number of guest inside the Zoo at any one time has been calculated as follows:
  - Current square footage of Zoo guest pathways: 222,878 square feet
  - Square footage allotted per guest: 150 square feet
  - Maximum number of guests inside facility: 1486
  - Several important factors should be considered in the calculation of this capacity:
    - A 6 foot radius circle equates to approximately 113 square feet.
    - Allotting 150 square feet per person is more than some indoor large box grocery stores (e.g., Kroger) have allotted for shoppers.
    - As most visitation to the facility will be groups of 2-4 in a family unit, allotting 150 square feet per person provides even greater opportunity for social distancing needed between groups. A family visiting will not need to stand 6 feet from each other. Instead, they will stay within a few feet of one another. By allotting for much more square footage than needed per group, using 150 square feet per person will provide extra room throughout the facility for social distancing.
    - This maximum number is reflective of only a portion of a normal visitation day, representing less than 25% of a high visitation day during summer operations.
- o The normal length of stay for guests visiting the facility is 2 hours. These data, combined with the maximum capacity for the facility have been used to design the following model of maximum ticket sales/entries per half hour window

Time	Tickets Sold/ Entrances	Exits	Total Inside Facility
10:00	250	0	250
10:30	250	0	500
11:00	250	0	750
11:30	250	0	1000
12:00	250	250	1000
12:30	250	250	1000
1:00	250	250	1000
1:30	250	250	1000
2:00	250	250	1000
2:30	250	250	1000
3:00	250	250	1000
3:30	100	250	850
4:00	0	250	600
4:30	0	250	350
5:00	0	350	0

*By establishing this model of timed ticketing, the total number of guests inside the facility never reaches more than 1000, based on a 2 hour length of stay. It should be noted that this number is almost 500 guests less than the conservative estimate of 1486 guests. Thus, this mode is even more conservative in helping maintain social distancing.*

## Main Entrance Operations

Several measures will be put in place to carefully manage guests' arrival experience at the facility. The following signage and admissions procedures will be used to provide for a safe arrival, appropriate social distancing and a pulsing of guests into the facility:

### Signage

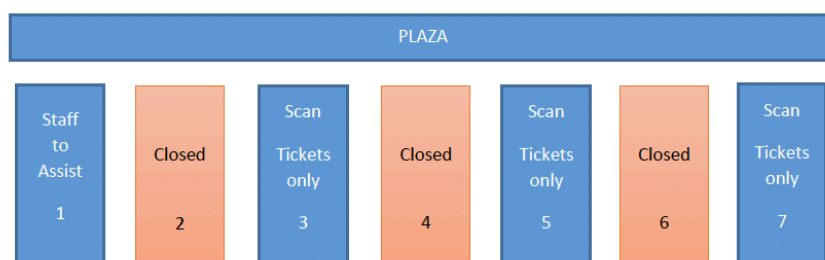
Signs will be used in the following locations to assist with a safe arrival experience:

#### *Main Entrance Plaza*

- Sandwich board signage will inform guest of the Social Distancing procedures.
- Additional signage and graphics on monitors will remind guests to maintain a minimum six feet distance from other parties.
- To facilitate last-minute online ticket sales, QR signage will be available to encourage guests to purchase tickets via online even as they wait in the plaza.
- Themed lion cub footprints will be placed no closer than 8 feet apart in each queue leading to entrance booths. Using a larger distance will allow multi-person parties to continue to maintain appropriate social distancing.

#### *Cashiers & Scanners*

- Signage will indicate which ticket booths are available to allow guests to self-scan tickets and which booth is available with cashier to assist with transactions. The diagram below represents an example of ticket booth configuration



- Additional QR signage will be used to assist guests taking advantage of the facility's sensory inclusion program through KultureCity. These signs will also clearly state that all sensory inclusion tools and devices items have been sanitized after each use.

#### *Inside Main Entrance*

Once inside the main entrance, additional QR signage will allow guests to download a facility guide to their phone, as no printed maps or other materials will be given to guests.



# Audubon Zoo » REOPENING STRATEGY

## Admissions Procedures

- Greeters
  - o Two Guest Services staff will be stationed in the plaza to verbally instruct guests about arrival and ticketing procedures as well as social distancing safety measures during their visit, such as one-way flow and limited offerings for food & beverage and retail.
- Cashiers & Scanners
  - o Scanners will be placed inside 3 converted cashier booths to allow guests to self-scan tickets. An employee will be available behind plexiglass to assist with any scanning issues, but will otherwise simply monitor the guests' scanning, answer questions and gather information needed to assist with contact tracing in the future, should it be needed.
  - o Hand sanitizer will be made available for both guests and cashiers should any interaction make it necessary.
  - o Additionally, cashiers will sanitize card readers, counters and other high touch areas every 30 minutes, or more frequently if needed.
- Once guests have scanned their tickets, they may enter the main entrance to begin their Zoo experience.
- Inside the main entrance, sanitized rental strollers and scooters will be staged allowing guests to complete a rental transaction at the Information Booth and then take the next rental item themselves.
- Additional lion cub footprints will be spaced 8 feet apart to allow for appropriate social distancing.

## Guest Flow Through the Facility

Upon entering the facility, guests enjoy the facility using a one-way route depicted in the map.

Through the creative use of barriers and minor directional signage, guests will flow through the facility with ease. Note that in addition to the main pathway through the facility, guests may also opt to use additional side pathways, allowing them to customize their visit while still enjoying the facility using a one-way route to facilitate social distancing.

Signage will direct guests to the main pathway as well as side pathways, and additional signs encouraging social distancing and other information will help direct guests during their visit.



## Monitoring Social Distancing and Helping Guests

### Main Entrance

As described above.

### Guest Information and Monitoring Stations

At multiple locations throughout the facility, staff will be available to monitor social distancing and pulse or pace guests through their visit. When necessary, staff will ask groups to increase social distancing, adjust their pace to ensure distancing, etc. Additionally, these staff will be available to answer guest questions or address any concerns they may have.

### Animal Exhibit Viewing

To facilitate social distancing at animal exhibits, a series of barriers will be placed at the viewing areas in front of each, creating viewing “windows” where one guest party at a time can safely view the animals. Additional indicators of safe social distancing such as lion cub prints or chalked lines on the pathways will be used to supplement other physical barriers. Where needed, barriers will be used to create “setbacks” to prevent guests from touching viewing window glass.

### Zoofari Café

As described below, there will be a single point of purchase and pick-up by a station at the front doorway of the café. To accommodate guests at two times during their visit while still maintaining one-way flow, there will be two separate queues. The first queue line is on the north/Carousel side of the café and placed relatively early in the guests’ path through the facility. Another queue line is on the south/Capital One field side of the café to accommodate guests later in their visit. Lion cub footprints will be placed 8 feet apart adjacent to the order/pick-up location to encourage safe distancing. Tables will be spread out around the Carousel area for guests ordering from the first queue line encountered and tables will be spaced in the dining plaza for those guests visiting the restaurant later in their visit.

### Gift Shop

As described in detail below, guests will have two options for retail purchases:

- A touchless shopping experience will be created outside of the main gift shop and guests will be monitored for social distancing by staff working the location
- No more than 10 guests will be allowed inside the main gift shop at one time, with monitoring at the entrance. Additionally, lion cub footprint stickers will be used to establish a queue outside the store.

## Cleaning Guidelines and Procedures

Throughout the facility, additional cleaning and disinfection procedures will be implemented. All will be conducted per CDC recommended guidelines. The senior staff member providing daily leadership for the cleaning staff is responsible for reviewing the CDC guidelines every day to determine if any changes in procedures or cleaning frequency are needed.

<https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>

Any updated information will then be communicated by radio to all other operations leaders working at the facility that day.

Specific cleaning frequencies are established for some key areas of the facility:

### High Touch/High Traffic Areas

High touch/high traffic areas will be cleaned and disinfected at least once per hour, and more frequently in areas of high concentrations of guests. Schedules for cleaning will be as follows:

- Card readers, ticket booth counters: Every 30 minutes
- ATMs: Every 30 minutes
- Non-restroom door handles Every 60 minutes

### Railings

Railings throughout the facility will be cleaned and disinfected two times per day.

### Outdoor Tables at Zoofari Café

Tables at Zoofari Café will be cleaned and disinfected after every use, as monitored by staff in the area.

### Restrooms

Each restroom will be cleaned and disinfected at least once per hour.



## Food & Beverage Offerings and Safety

During Step 1, a limited menu of food & beverage will be made available to guests at Zoofari Café only, using the following guidelines:

- Food may be ordered at a station positioned at the main entrance of the café. Cashiers will be masked and gloved and guests will insert their own credit cards into readers. Cash will be accepted per the guidelines noted above.
- Expeditors will then retrieve the food items on a tray and place it upon a table placed in the main entrance doors of the restaurant, allowing guests to retrieve their food items from the table. Tables will be removed from the patio area near the main entrance and markings placed on the ground will assist guests in maintaining safe distancing.
- Concessions staff will monitor guests dining at outdoor tables, bussing tables for guests upon their departure from the table and cleaning and disinfecting the table and chairs before use by another party.
- All trash cans will be lidless, allowing both guests and staff to deposit trash without touching lids or handles.

Any additional locations opening for food & beverage sales in later steps will use similarly established procedures, upon Executive Team approval.

## Gift Shop Offerings and Safety

Guest will be provided two retail purchasing options:

- A touchless shopping experience will be created outside of the main gift shop in the exit plaza, using the following guidelines:
  - o Guests will use a queue with lion cub footprints to wait for their party's turn to shop.
  - o Staff will assist each party by calling them forward to the shopping display.
  - o A limited selection of the most popular items will be on display behind barriers.
  - o Staff located behind the barriers will then retrieve the desired items and take them to the cashier.
  - o Cashiers will be masked and gloved and guests will insert their own credit cards into readers. Cash will be accepted per the guidelines noted above.
  - o All items will be place on the counter for guests to retrieve themselves with no contact with cashiers.
- For the main gift shop, the following guidelines will be in place:
  - o No more than 10 guests will be allowed inside, as monitored by a greeter at the door.
  - o Guests will be asked to not handle items in the store unless intending to purchase.
  - o Cashiers will be masked and gloved and guests will insert their own credit cards into readers. Cash will be accepted per the guidelines noted above.
  - o All items will be place on the counter for guests to retrieve themselves with no contact with cashiers.