

HOW TO PLAN A QUEUING AREA



- **Store Capacity** – Calculate how many People can safely be in store.
- **Entry & Exit** – One-way system where possible
- **Monitoring** - people in store so there is never more than the maximum capacity – Using a meet and Greet style.
- **Outside Queuing** – Ensure markers for the 2m distance. Liaise with neighbours so queues don't cross. Avoid bus stops or other place where people might be queuing already
- The 2m distance, avoid pinch when planning queues.

More information at www.north-norfolk.gov.uk



RE-OPENING

Allow people to enjoy the facility and encourage the use of masks/face coverings for guests and staff.

Provide means to wash/sanitize hands frequently.

Reduce touch areas where possible and sanitize high touch surfaces frequently.

Touch-free payment options, including contactless payments should be used when possible

Protect employees with various approaches, including barriers, protective coverings, and distancing.

Communicate with employees and guests effectively on how to prevent the spread of germs.

Have a plan in the event a guest or employee falls ill on site.

RIDES, ATTRACTIONS, EXHIBITS

On many rides, loose fitting masks/ face coverings may not be permitted.

Masks/ face coverings should not present a loose-article hazard or interfere with the safe operation of the attraction. If necessary, consult with the ride manufacturer/ supplier to decide which types of masks/ face coverings are appropriate for specific rides

It may not be possible to open some attractions if physical distancing/sanitation can't be implemented or upheld.

Cleaning and sanitizing protocols are important for high-touch surfaces on rides and attractions. Approaches include Sanitizing guests' hands as they enter the queue line, just before they board, and/or as they exit.

Encourage People to Purchase Tickets online where possible/Pre Book

FOOD AND BEVERAGE OPERATIONS

Reduce seating to support physical distancing in seating areas. Customers should be at least 3 feet (1 metre) apart.

Dining tables, stools, and tables should be sanitized after each use.

Self-serve condiments containers and utensils should be removed from public access and available from cashiers or servers. Those containers should be cleaned between each use. Alternatively, condiments can be provided in single serving packets. All straws should be wrapped.

GAMES, ARCADES, AND FAMILY ENTERTAINMENT CENTRE ATTRACTIONS

Hand sanitizing stations should be easily accessible in games and arcades areas.

Establish cleaning protocols for machines and game components (rings, bucks, bean bags, balls, water guns, etc.) to insure they are cleaned frequently.

Consider providing hand sanitizer and self-service sanitizing wipes throughout the facility so guests can help maintain cleanliness.