



# COVID-19: PROTECTING OUR GUESTS AND EMPLOYEES

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2021

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At **Crealy Theme Park & Resort**, our number one priority has always been the health, safety and wellbeing of all of our guests and team members.

During these continuing unprecedented times we have introduced a range of new health measures that seek to reduce the risk associated with the presence of COVID-19 that are in line with government advice and the requirements of our local health authority.

Some of the measures set out below may be clearly visible to you across the resort, others require consideration and co-operation from guests to help ensure that everyone has fun, but most importantly...a SAFE visit.

# BEFORE YOU ARRIVE TO THE RESORT



Prior to arrival, you will receive an email advising of our new check in process and all the information you'll need to know.



All accommodation will be cleaned to the very highest standard and for peace of mind a secondary 'fog clean' will take place before every check-in.



We have introduced **enhanced cleaning** measures, throughout the day, which seek to disinfect high frequency touch points, such as tables and chairs, service counters, grab and flush handles, ride restraints, door handles / plates, and taps.



# BEFORE YOU ARRIVE TO THE THEME PARK



Please make sure you have made your **booking online**. We will only be accepting tickets booked in advance. Tickets will NOT be available to purchase on the gate.



Please be ready to make on-site payments using a **'contactless' bank card**, rather than cash. A cashless Resort card system is available for anyone without contactless cards.



We politely request that you refrain from visiting the Resort **should you start displaying any of the symptoms** associated with COVID-19. Please contact Guest Services should you need to amend your booking.



Before leaving home, please **check our website and social media pages** for the latest information.



Crealy Theme Park & Resort request that guests should wear a face mask or face covering in areas where they cannot adhere to the 2 metre social distancing rule. **Please note guests will be required to wear a face mask or face covering on a selection of rides.**



# ON ARRIVAL TO THE THEME PARK



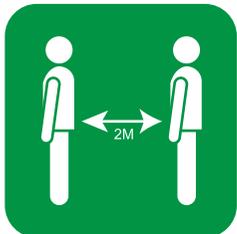
We have significantly **reduced the daily ticketed capacity** of the Theme Park & Resort to allow for social distancing and the best possible guest experience. If arriving by car, we request that you follow all instructions regarding the **parking arrangements**.



In addition to our employees undergoing daily non-invasive **temperature checks**, we also require our guests to take temperature checks these are mandatory before entering the park. Any person who is displaying a high temperature associated with fever will not be permitted into the Theme Park. Please contact Guest Services should you have any concerns.



Guests will notice **new information signage** informing them of key safety messages and instructions. We kindly ask that you adhere to and respect all the instructions given by our team members.



We have introduced new arrangements for the application of **social distancing within queues**. Clear markers or signage have been installed at the entry, ride, toilet and dining queues to help guests keep a safe distance from one another. Our employees will monitor the queues to ensure that social distancing is being maintained.

We kindly ask that you adhere to and respect all the instructions given by our team members.

**Please note that we are operating a ZERO tolerance abuse policy.**



# SOCIAL DISTANCING MEASURES

## WITHIN THE THEME PARK & RESORT

We have individual plans for the application of **social distancing on our rides**, and our other attractions, in order to minimise contact between parties.



Strategies for separating guests include empty rows and leaving empty seats between guests in ride vehicles.



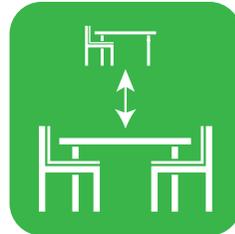
Picnics will not be allowed to be consumed in any of the indoor spaces.



We have introduced new arrangements for the application of **social distancing in our dining areas**.



We have introduced **new capacity limits for our indoor experiences and facilities** (for example: shops, restaurants and guest service buildings). These restrictions will help ensure there is plenty of room for social distancing.



Tables, chairs and picnic benches have been reconfigured to ensure enough distance between seated parties. In areas where strangers are seated together, seats will be removed or blocked off to ensure there is a suitable gap between guests.



Guests viewing entertainment or live shows will be separated from the performers and each other in accordance with social distancing requirements.

\*No live entertainment on the Resort.



# SOCIAL DISTANCING MEASURES

## WITHIN THE THEME PARK & RESORT CONTINUED...



We have installed new **hygiene screens** at many of our service counters and food stalls to help employees.



We have **adapted or suspended some experiences and facilities** to ensure that social distancing is suitably maintained. For example, the provision of costume character 'meets and greets', some games, interactive or play areas, or touch points either been modified, suspended or removed.



We have **revised some of our standard operating protocols** in order to reduce the proximity of our employees to guests. For example, this includes the way in which we now conduct security searches at Admissions, how we perform height checks for our rides, and how we undertake guest service activities including first aid.



We have introduced **enhanced cleaning** measures, throughout the day, which seek to disinfect high frequency touch points, such as tables and chairs, service counters, grab and flush handles, ride restraints, door handles / plates, and taps.



# HYGIENE & DISINFECTION MEASURES

## WITHIN THE THEME PARK & RESORT



We have introduced a number of **hygiene stations / hand sanitiser dispensers** around the Resort for guests to use.



We have introduced new **Deep Cleaning** measures in the event that a person presents themselves with symptoms consistent with COVID-19.



We have introduced new **Personal Protective Equipment (PPE)** requirements for a range of activities that employees routinely perform. These include face masks, disposable gloves, eye protection and hand sanitiser. The use of such equipment and clothing by our employees is both to protect them and our guests.



Some rides and attractions may need cleaning after each ride cycle, please be patient as our team will carry out this process.



We have introduced **new menu offerings** across many of our food outlets to place a greater emphasis on 'Grab & Go' options. Cutlery and condiments will now be provided to guests with their meal, or on request, rather than left out in open areas.



# HYGIENE & DISINFECTION MEASURES

## WITHIN THE THEME PARK & RESORT CONTINUED...



As with our employees, we politely request that all our guests **uphold the highest possible hygiene standards** – whether it be when sneezing or coughing, through regular hand washing or the frequent application of hand sanitiser.



Our team members have participated in **COVID-19 specific training programmes** instructing them how to stay safe as well as how to keep our guests safe.

We hope these new health and safety measures provide our guests with confidence and eagerness to visit Crealy Theme Park & Resort. These are unprecedented times for everyone around the world, and whilst every effort is being taken to protect the safety and wellbeing of our guests, everyone should inform themselves of the risks, conditions and personal responsibilities before deciding to visit.





*We thank you for your custom and understanding  
and hope you have a Crealy great day!*

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