



# COVID-19: PROTECTING OUR GUESTS AND EMPLOYEES

SUMMER 2020

At Merlin Entertainments our mission is to create truly memorable experiences and we place the **utmost importance on the safety and wellbeing of our guests and employees.**

We have introduced a range of new health and safety 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 local health authorities.

Some of the measures set out below may be clearly visible to you from the moment you arrive at one of our attractions and others require consideration from guests to help ensure **everyone has a magical visit.**





# BEFORE YOU ARRIVE



Please make sure you have made your **booking online**, where possible.



If recommended or required by local health authorities, please bring a suitable **face mask / covering**.



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



We politely request that you refrain from visiting our attraction **should you start displaying any of the symptoms** associated with COVID-19. Please contact [guest.experience@madame-tussauds.com](mailto:guest.experience@madame-tussauds.com) should you need to amend your booking.



Please be ready to make on-site payments using a **'contactless' bank card** as our attractions are now cashless.





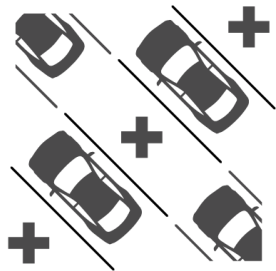
# ON ARRIVAL AT OUR ATTRACTION



We have significantly **reduced the daily ticketed capacity** of our attractions to allow for social distancing and the best possible guest experience.



In addition to our employees undergoing daily non-invasive **temperature checks<sup>1</sup>**, we may also require our guests to participate in such checks as a condition of entry<sup>2</sup>. Any person who is displaying a high temperature associated with fever will not be permitted into the attraction. Please contact [guest.experience@madame-tussauds.com](mailto:guest.experience@madame-tussauds.com) should you have any concerns.



If arriving by car, we request that you follow all instructions regarding **parking arrangements**.



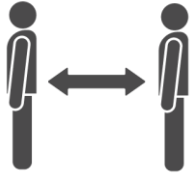
Guests will notice **new information signage** informing them of key safety messages and instructions.

<sup>1</sup> Where permitted by local laws or works councils.

<sup>2</sup> Exact arrangements will vary by attraction and country of operation.



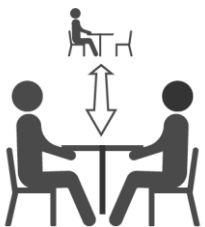
# SOCIAL DISTANCING MEASURES WITHIN OUR ATTRACTION



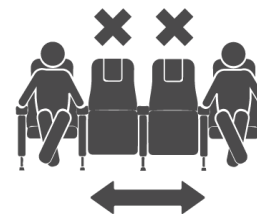
We have introduced new arrangements for the application of **social distancing within queues**. Clear markers or signage have been installed in our attraction entry, ride, restroom and dining queues to help guests keep a safe distance from one another. Our employees will monitor the queues to ensure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



We have developed custom 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.



We have introduced new arrangements for the application of **social distancing in our dining areas**. Tables and chairs have been reconfigured to ensure enough distance between seated parties. In areas where strangers are seated together, seats will be removed or blocked to ensure there is a suitable gap between guests.



Guests viewing entertainment, in the form of **live shows or theatrical scenes**, will be separated from the performances and each other in accordance with social distancing requirements.





# SOCIAL DISTANCING CONTINUED...



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



We have installed new **hygiene screens** at many of our service counters and food stalls to help physically separate guests from 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 pools and props have either been modified or suspended.



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, or how we undertake guest service activities.



# HYGIENE & DISINFECTION MEASURES WITHIN OUR ATTRACTION



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, elevator buttons and taps.



We have introduced a **large number of hygiene stations / hand sanitiser dispensers** around the attraction 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.



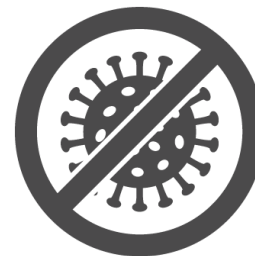
# HYGIENE & DISINFECTION CONTINUED...



We have introduced **new menu offerings** across many of our food outlets to place a greater emphasis on 'Grab & Go' options. Self-service buffets and salad bars have also been reconfigured or closed to reduce the number of high-frequency touch points. Cutlery and condiments will now be provided to guests with their meal, or on request, rather than left in open areas.



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 employees now participate 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 any one of our attractions. These are unprecedented times for all communities 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 they visit.

**We thank you for your custom and understanding.  
Now, let's make new magical memories together!**

