UnderWater World COVID Procedures and Protocol

**Purpose**

UnderWater World (“UWW”) plans to launch a COVID19 compliant, private family tour based on reserved, capacity controlled, time-specific admission times and a beginning-to-end guided tour led and enhanced by knowledgeable UWW staff serving as safety/compliance officers and storyteller guides.

**Summary**

* All guests will be required to book their tour in advance and pay online via our website. No transactions will be permitted at the box office
* Guest must all be in same family and limited to 10 guests per time slot
* Tour time slots (subject to change) are as follows:
	+ Annual Pass holders: 10:00 am, 11:30 am
	+ All other guests: 1:00 pm, 2:30 pm, 4:00 pm, 5:30 pm
* There will be 30 minutes time gap between each group to sanitize all high traffic areas (railings, glass, escalator/elevator buttons, restrooms, etc.).
* All tours will be led by UWW staff to control guest flow and access
* All interactive displays and kiosks will be removed/disabled to prevent touching
* At the outset of the tour take-away meals (individual and family platters) will be offered via single-use menus to guests for pick-up following the tour.
* \*\*upon GovGuam approval of limited dine-in operations the SG rooftop patio or reduced capacity indoor dining may be made available subject to capacity requirements and social distancing guidelines
* Standard local/military pricing will apply. All guests may add on a guided back of house (animal care area) tour to their package for an additional charge.
* Entry points will be Sea Grill 4th floor door or street level entrance under porte cochere

**Public communications to include**:

* Guest and/or Staff showing symptoms will not be allowed to enter facility. Guests will be allowed to re-schedule/re-book, or offered store credit, in the form of a Gift card to redeem at a later date.
* Everyone entering building will be required to wear/don face masks
* Everyone entering building will be subject to a temperature screening
* Point of entry/exit will be at the Sea Grill Restaurant located on the 4th floor of UWW building and Guest should be directed to park on 4th level (Rooftop) of UWW building. This will allow for strict entry control and also easy parking for guests.

**Guest Arrival:** Guest will park on 4th floor of UWW Building and enter through Sea Grill Restaurant. Upon entry each individual will be screened accordingly. There will be NO entry signs and stanchions placed on 3rd and 2nd floor.

* All Guests will be greeted by SG/UWW Staff and ensure proper PPE is either donned or availed
* Temperature screening will be done by SG/UWW Staff and readings of 100.4/38 degrees Fahrenheit/Celsius and above is considered a fever by CDC standards. These Guests would be encouraged to seek medical attention and will not be allowed entry.
* Guests will be encouraged to use the Sea Grill restroom prior to boarding Sea Grill elevator, as the Comete bathrooms at the 2nd floor will be closed.

**UWW Entry:**  Before entry into the UWW Exhibit guests will be offered the use of hand sanitizers and briefed on tour flow, required social distancing, off-limit areas and, hand sanitizers throughout the tour and, finally, encouraged to have fun and be ready to learn new things.

**UWW Exit**: Guests will be escorted back to the Sea Grill Elevator that will take them back to the 4th Floor starting point, where they will be encouraged to use the facilities for re-sanitizing before the departure, including picking up any food, if ordered at the outset of the tour

**30-minute Intermission before next tour:**  UWW/SG Staff will sweep tunnel and bathrooms with disinfectant recommended by CDC and wipe down hard surfaces such as tunnel rails, escalator rails, and any other surfaces that may have been touched during the Guest visit.