



**2020 COVID
Protection &
Safety Plan for
Waukesha Expo
Grounds**

At the Wisconsin Feargrounds in Waukesha, Wisconsin operational safety and cleanliness has always been our number one priority-and continues to be so.

We care deeply about our family of employees, customers, and the greater community during this COVID19 pandemic. We recognize that customers and staff put trust in us to provide a scary and fun experience, however, they trust that we've taken many measures to ensure their absolute safety. This commitment has not changed, and the following pages are steps in which we plan to take to ensure additional cleanliness and safety measures. While this will change some experience expectations, we aim to continue to provide a result of fun and fright, that customers and staff have come to expect from one of the best and highest rated haunted houses while still complying with government guidelines. We continue to closely monitor government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements, and will continue to make changes appropriate to our protocols and procedures.

While we recognize this plan **meets, and often exceeds, local guidelines**, it's meant to guide and indicate the measures we're committed to in keeping our employees, loyal customers, and our community safe. It relies on the best available science on sanitization methods and infectious disease mitigation, and we will continue to update it as needed.

We're committed to opening our event safely, cautiously and respectfully toward government guidelines, while at the same time helping our community, and economy move forward. A list of how we intend to do that is provided below:

1. Massive reduction of customer occupancy loads (and revenue)
 - a. At any given time, we estimate via our timed ticketing queueing, and input speeds, that we will be able to keep occupancy levels within the guidelines, (customers and staff) on the property (since while some are entering, others are exiting).
2. b. Increased timed ticket entry timeframes: less occupancy on property at any time
2. Restaurant level sanitation efforts of 1000ppm bleach water solution for all disinfecting and sanitizing efforts
3. Increased cleaning staff to provide abundant sanitation efforts
4. Increased Flow Staff, who are watching for non-household distancing requirements, both inside and outside the attraction
5. Free gloves will be provided and strongly suggested to all customer contact staff members
6. Additional PPE available for staff, above the current guidance
7. Our costuming artists are required to utilize contactless makeup as much as possible
8. Signage throughout the attraction: on fabric walls/sets stating 'DO NOT TOUCH' reminders
9. We're providing more hand sanitizer to our customers and staff, allowing for multi-use, as needed.
10. Significant distancing measures available due to our size and space
 1. 6'-8' spacing between non-household groups in queue lines
 2. 6' spacing between groups waiting outside our gates (Safety Team will communicate to customers)
 3. Additional spacing between groups once in motion inside the attraction
11. Contactless payment methods encouraged
 1. Box office employees will wear masks and have access to gloves/hand sanitizer at all times.

2. Ticketing windows will be wiped down often to reduce direct contamination exposure.
12. Customers will be instructed to keep their arms to their sides while inside the attraction. Customers that don't follow this instruction will be warned once and then removed from the attraction.
13. Additional ticketing, confirmation email communications, and other forms of notification to customers about what to expect, and ways we're doing our best to keep them safe, what we are doing to protect them, and our expectations of them while on the property.
14. All actors will be given a small bottle of hand sanitizer to apply as often as needed.
15. Security Personnel on property to assist with ejection if needed, and a show of force, that we're serious about following guidelines.

Sanitation - Expanded Details and Methods:

17. Throughout the entire property, back of house and front of house, 1000ppm bleach water solution will be used for all sanitizing purposes. The solution will be created each morning by a member of management, per the 1/3 Cup to 1 Gallon of water ratio and will be discarded at the end of each operating night to ensure its efficiency within the 24 hour period. Spray bottles, wiping rags, soaked paper towels, etc. will be utilized methods.
18. We have purchased an Commercial Ozone Generator Industrial Air Purifier/ Sterilizer that will run in the costume trailer after hours.
19. We have purchased a Intelligent ULV Fogger Machine Atomizer that is suitable for hotels, shopping malls, restaurants, hospitals, schools and other public places. We will use Glissen Chemical Nu-Foamicide listed with the EPA to be used against human coronavirus, as the disinfecting agent and all areas of the haunt, front and back of the house, including all customers areas will be sprayed at the end of every open night.
20. In addition to multiple hand sanitizer pump stations throughout the entire property, we're increasing cleaning and sanitation to ensure the following areas have extra attention:

CUSTOMER AREAS:

21. -Porta-Potties:
Staff will specifically be designated for sanitizing and cleaning all units. This includes all customer and staff units. Cleaning will consist of all door handles, seat and hand sanitizer pump handle. Additional Hand Washing Stations will be utilized as well.
22. -Stanchions/Queue Lines:
Staff members will be dedicated to sanitizing and cleaning all queue line waiting areas, and possible nearby touchpoints.

STAFF AREAS:

23. -Staff/Actors:

During operating nights, all back of house staff and actors will have ample access to hand sanitizer in their assigned areas throughout the entire property for ease and convenience. Their leadership will make rounds every 30 minutes, offering sanitizer to all staff, and/or opportunities to step away from their position to access hand sanitizer, and reminders will be made across all radios.

24. -Costume Room:

All costuming artists will follow guidelines for masks, distancing, and gloves, during and between each actor. After each actor, the entire costuming station (counters, chair, etc.) will be wiped down with a sanitizer solution-soaked paper towel and discarded. Gloves will be changed between each actor. Additionally, any makeup brushes, sponges, etc. will be cleaned and sanitized between use. We are encouraging contactless makeup applications as much as possible. We have purchased an Ozone Generator Industrial Air Purifier Deodorizer Sterilizer that will run every night in the costume trailer.

25. -Back stage offices, spaces, doorknobs, etc.: These will all be sanitized and cleaned throughout the night.

26. -Staff hand washing stations:

All staff will have access to hand washing stations, in addition to the many hand sanitizer locations.

HOUSEHOLD LANGUAGE and CHECKPOINTS:

-Language has been added to all online tickets and confirmation email that uses household group language to help customers comply with local guidelines: "Household groups can enter together and will be separated from others not in their household." Additionally, when redeeming their tickets near the entrance of our timed ticket queue line entrance, groups will be asked if they are all part of a household. Those not, will be separated and told to ensure distancing and other measures.

DECREASED INPUT TIMES INTO THE ATTRACTION:

-For all groups entering the actual attraction, they will be spaced apart even more than usual. This speed ranges depending on our occupancy load during a busy night. However, we plan to slow the entry of all household groups by over 30%. Thus, in addition to extra spacing in the queue / waiting lines, they'll also have additional space inside the attraction while in motion. Before entering, rules and guidelines will be reminded.

ADDITIONAL FLOW/SPEED MONITORING STAFF:

-We've increased our Flow Monitoring Staff who will be inside the attraction to ensure we are watching the flow of all groups in motion throughout the entire facility. Should a group be slow, these staff will remove them temporarily from the customer path/flow to allow other customers to pass them. Customers will then be given their single warning that they must either keep up with the group coming behind them, while maintaining 6'

distancing, or at the next concern, they will be asked to leave, due to safety concerns of them creating bottlenecks.

-Several A-frame 24"x36" signs will be strategically placed near queue areas, reminding customers of expectations and Consequences.

ONE WAY TRAFFIC WHEREVER POSSIBLE:

All areas of the attraction will be one way only whenever possible. This includes queue spaces and lines, flow of traffic inside the attraction, and exit areas. Ropes or floor markings will be used to ensure customers stay in one-way guided areas whenever possible.

EMPLOYEES:

In addition to the aforementioned steps, protocols and procedures, employees who appear sick should be separated from others immediately and sent home and their assigned area/hiding areas shall be cleaned immediately. All Wisconsin Feargrounds leadership will be trained on the symptoms of COVID-19 and will be given this document to read its entirety. We have also re-written our sick policy and added non-punitive leave policies, to ensure our team knows we're flexible, and would rather err on the side of safety than have them working.

-Additional Signage

- Throughout the outside back of house areas, signage will be posted

They'll include:

a) Symptom examples, stating they cannot work if these symptoms are present or have been recently

-Leadership follow-up

- Leaders will be checking in on our team to ensure employees are feeling well, not symptomatic, and have what is needed to comply with guidelines while also performing to their duties as an employee.

-Scaring OUTSIDE of the 6' space

- The following steps have also been added to ensure staff inside the attraction can stay 6' away from customers whenever possible:
 - Additional training for all staff has occurred several times to educate and strategize options to ensure compliance of being more than 6' away whenever possible. Certainly, this will change the experience of our show.
 - ○ In areas where there were usually 2-3 actors in a room to team-scare, there may now be 1, to ensure extra space for both staff to staff and staff to customer distancing measures.
 - ○ We've also added many non-human and non-contact scares throughout the attraction whenever possible

Further, all rules that usually apply in our attraction remain, including the following below:

1. Don't touch actors

2. Don't touch the set or props-you will be held liable.
3. Don't proceed on our property or into the attraction if intoxicated.
4. Don't tease, verbally assault or swear at actors-we'll consider it harassment.
5. Don't run, stay on designated customer paths.
6. Don't bring weapons.
7. Don't stop or slow the flow of traffic at any time. Notify an actor/staff if there's an emergency.
8. Continue moving forward at all times-No stopping or slowing down, to ensure safety at all times.
9. No cameras, flash, video, or live streaming while in the haunted house.
10. No smoking or vaping.

Marketing / Communications efforts:

As expected, marketing these new steps and requirements will require additional artwork, funding and resources. As part of our commitment to customers and staff being in compliance while on our property, the following are additional areas we plan to communicate our requirements.

1. Create artwork to be posted on our website, with a call to attention (our Commitment to Safety) button on main landing page
2. Social Media specific artwork to be posted consistently on all social media, with updates as needed
3. Create artwork and instructions for banners at the entrance gate indicating symptoms that are not allowed, physical distancing, and other rules and mitigation efforts that must be followed or face ejection.
4. Requirements (masks strongly suggested for all customers, timed ticketing, 6' physical distancing) notes in all ticket text via online purchases portal.
5. Updated content in all direct customer correspondence (ticket purchase confirmation emails, email blasts, reminder emails, etc.)

