



May 19, 2020

The Honorable Jerry L. Demings  
Orange County Mayor  
201 S. Rosalind Ave.  
Orlando, FL 32802

Dear Mayor Demings:

First, thank you for your tireless leadership of our community through this pandemic. Your steadfast commitment to the safety of Orange County citizens has no doubt saved thousands of lives. Thank you for taking the time to consider my statements on behalf of Gatorland, a family amusement park that has been woven into the fabric of Central Florida for over 70 years.

To help prevent the spread of COVID-19 in our community, Gatorland closed its doors on March 17, and sent the majority of our 190 employees home to shelter in place. We maintained a few workers every day to care for the animals and secure the park. Gatorland continued to pay and maintain the benefits of all 190 of our employees, full-time, part-time, and seasonal workers, throughout this entire crisis. It has been a difficult period in our history, as it has been for our entire country. The past few weeks, however, we have been working hard to implement the vast number of safety protocols that are detailed in Gatorland's recently developed, 32-page COVID-19 policies and procedure manual. We have thoughtfully implemented a broad range of safety protocols that are in-line with COVID-19 business guidelines from the CDC and Department of Health, and also meet or surpass best management practices of the Florida Attractions Association and the International Association of Amusement Parks & Aquariums. A brief summary of this manual is provided in the attached outline of guest and employee guidelines for safe park operations.

Gatorland has spent over a month implementing the largest overhaul of the park and park operations in our 70 years of business to ensure the safest theme park experience for our guests and employees. This includes over two weeks of enhanced employee training to provide our team members with the skills needed to operate the park in this new world. Therefore, I respectfully request a review of this letter and Gatorland's safe operating policies, and approve the park to open in a thoughtful, controlled, and phased plan beginning Saturday, May 23, 2020. I am available for further discussion or to provide additional details as needed.

Thank you again, Mayor Demings, for your continued leadership to guide our community through this crisis.

Sincerely,

Mark McHugh  
President & CEO

# **GATORLAND POST-COVID-19 OPERATING POLICIES**

## **General Facility/Guest and Employee Guidelines**

### **May 19, 2020**

#### **Introduction**

Gatorland is a family-owned amusement park that opened in 1949. The park sits on approximately 110 acres in south Orange County, Florida. A portion of the park is comprised of undeveloped property and protected wetlands. The current operational footprint of the park sits on approximately 36 acres, with about 17 acres of open-air, guest pedestrian areas after subtracting parking, buildings, back-of-house areas, and two large ponds. The vast majority of the park is outdoor, with wide walkways, outdoor shows, outside dining areas, and outdoor seating/respice areas. Gatorland has meticulously calculated the maximum capacity of the public, open-air spaces, shows, venues, and guest service outlets in the park, all in accordance with CDC guidelines on safe social distancing. We will operate all aspects of the park on the following reduced capacities:

Phase 1 Occupancy at 25%

Phase 2 Occupancy at 50%

Phase 3 Occupancy at 75%

#### **Guest Requirements:**

Before entering Gatorland, all visitors must agree that:

- They do not have fever, cough, shortness of breath or other symptoms of COVID-19;
- Gatorland may check their temperature at any time during their visit;
- They will maintain social distancing standards from everyone outside of their group;
- They will utilize handwashing and hand sanitizer stations frequently during their visit;
- They will properly dispose of items like gloves and masks.

We strongly encourage park guests to wear face masks during their visit, and will offer them a free face mask if they did not bring one with them.

#### **Employee, Vendor, and Contract Worker guidelines**

- All employees, vendors, and contract workers understand that if they do not feel well, do not come to work. This will not affect their compensation. Workers will be required to provide a doctor's note, clearing them of COVID-19 before returning to work;
- High risk employees are asked to work from home whenever possible;
- All employees, vendors, and contract workers are required to pass a body temperature check each day before starting their shift. Employees with a body temperature over 100.0 degrees F will be sent home and not allowed to return to work without a doctor's note, clearing them of COVID-19. An employee may be required to have his or her body temperature checked again during the day if their temperature is elevated, but below 100.0 degrees;

- Employees, vendors, and contract workers are required to wear facial coverings that cover their mouth and nose at all times while in the park or in employee areas;
- Social distancing is mandated at all times where possible;
- Employees are coached to follow safe hygiene habits, such as avoid touching your face, sneeze or cough into a cloth, face mask, or shirt sleeve, and to wash your hands frequently. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of viruses. All Gatorland employees are instructed to wash their hands (for at least 20 seconds) or use hand sanitizer at least two times every hour, and after any of the following activities: using the restroom, sneezing, coughing, touching their face, blowing their noses, cleaning, smoking, eating, drinking, and before starting their shift. Instructions for proper handwashing are posted in all employee break areas and restrooms.

\* This is an abbreviated summary of the detailed guidelines for maximum guest and employee safety/protection programs found in *Gatorland's Post COVID-19 Operating Policies* manual. Additional detail is available upon request.