



COVID-19 RE-OPENING PLAN

California State Legislative Update

October 14, 2020

EXECUTIVE SUMMARY

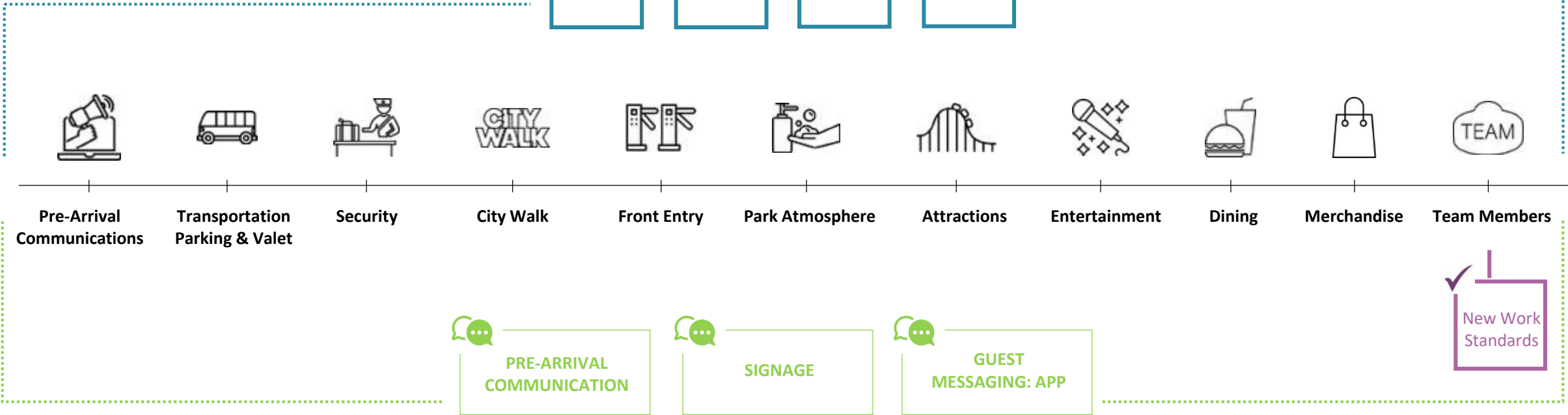
- California's amusement parks and attractions want to be a **part of the solution** as California faces the **unprecedented hurdles** presented by COVID-19.
- After the Governor rolled out the Resilience Roadmap, California Attractions and Parks Association (CAPA) crafted a **comprehensive plan** with health and safety protocols for parks to reopen. Our parks have been busy **planning and preparing to implement their own site-specific plans** for reopening in manner that **promotes the safety of both guests & employees**.
- California's parks employ over 135,000 people throughout the state at every socio-economic level and we want to help these **people get back to work**.
- The CAPA plan details how amusement parks and attractions can begin to **reopen in limited capacity with the proper modifications** so we can be consistent with the **Governor's Resilience Roadmap** and now the **Blueprint for a Safer Economy**.
- Our parks are ready to reopen in a **responsible manner now** and yet they have **not been authorized** to do so.

USH COVID Guest Journey

Operational Shifts & Best Practices Across Key Touchpoints of Engagement



Provide our Guests & Team Members with **clean, safe, and fun** destinations while implementing **responsible precautions**, adjusting processes to **promote physical distancing** and build confidence to **encourage visitation**.

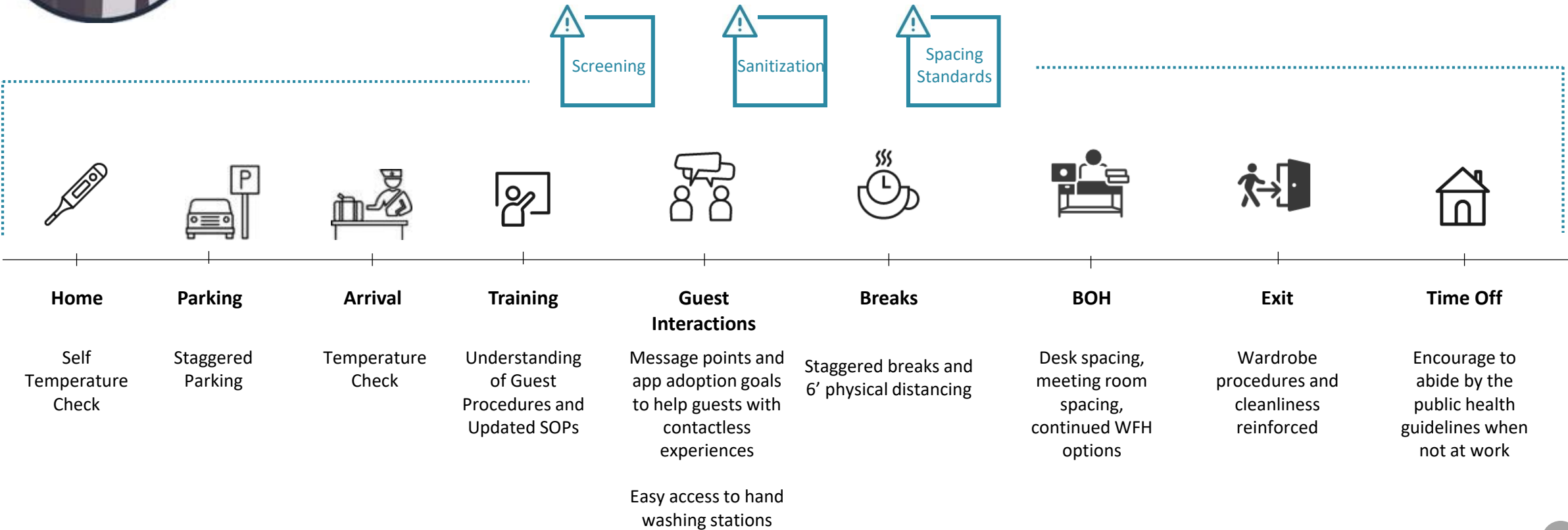


USH COVID Team Member Journey

Operational Shifts & Best Practices Across Key Touch Points of Engagement



Provide our Team Members with **clean, safe, and fun** destinations while implementing **responsible precautions**, adjusting training and processes to **promote physical distancing** and increasing app adoption to enable a **seamless guest experience**.



MEETING THE BLUEPRINTS CRITERIA For Determining Risk

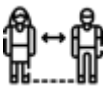
Amusement parks check all the boxes of the Blueprint's defined list for determining risk and ought to be allowed to responsibly reopen.

BLUEPRINT CRITERIA



Face Coverings

Ability to accommodate face covering wearing at all times (e.g.: eating and drinking would require removal of face covering).



Physical Distancing

Ability to physically distance between individuals from different households.



Limit Number of People

Ability to limit the number of people per square foot.



Limit Duration of Exposure

Ability to limit duration of exposure.



Limit People Mixing

Ability to limit amount of mixing people from differing households and communities.



Limit Physical Interactions

Ability to limit amount of physical interactions of visitors/patrons.



Optimize Ventilation

Ability to optimize ventilation (e.g.: indoor vs. outdoor, air exchange and filtration).



Limit Activities

Ability to limit activities that are known to cause increased spread (e.g.: singing, shouting, heavy breathing; loud environments will cause people to raise voice)

AMUSEMENT PARK ACTION

Amusement parks will have designated eating and drinking areas and face coverings will be required while guest walk through the park.

Many amusement parks have ample square footage to accommodate physical distancing and are all committed to implementing a variety of control measures to promote physical distancing between households.

All amusement parks include capacity reductions in their site-specific plans.

CDPH defines exposure to be 15 minutes or longer within 6ft of a person who has tested positive. Amusement parks generally keep people moving and can monitor guest distancing and duration of exposure.

Physical distancing requirements are aimed at keeping different households separated. Attraction and ride seating will group families/household units together and not mix with other guests.

Ample signage, staff controls, recorded instructions and appropriate barriers are examples of how amusement parks can limit these interactions.

Vast majority of amusement park operations are outdoors; parks have tools to minimize the duration of guest time indoors. Parks utilize sophisticated air filtration systems & are often able to open doors to enhance air flow indoors.

Face covering usage and/or modifications to seat loading patterns will be required on amusement park rides to mitigate the effects of shouting. Additionally, on rides, guests generally face in one direction.

GETTING CALIFORNIANS BACK TO WORK **Safely**

All parks have crafted their own site-specific plans that spell out in detail modifications for employee health and safety.

An Industry on the Brink

Amusement parks have reopened in other states and other countries – many companies with multiple parks report that their *only* park that remains closed is their California park.

Even if amusement parks were allowed to reopen immediately, economic recovery will be slow-going. It will take some time for consumer confidence to return and for struggling families to plan a trip to an amusement park.

Smaller, family-owned amusement parks, are contemplating permanent closures – those jobs and the community benefits of these parks may never return.

Many parks were forced to pause or abandon capital investments and infrastructure projects, causing job losses in both the construction sector as well as the service sector and having a negative impact on park business operating plans.

Employee Safety

We take the health and safety of both our guests and our employees seriously – we cannot operate without a healthy workforce and without consumer confidence.

Amusement park employees will be required to have their temperatures and symptoms checked daily either on-site or at home, will receive COVID-19 specific training, will have appropriate PPE made available to them, and will be made aware of workers compensation and leave policies related to COVID-19.

Amusement parks have increased access to hand sanitization throughout their parks.

Universal Studios Hollywood employed 7000 employees prior to COVID-19. Due to the pandemic and elongated closure, every socio-economic level has been impacted and we want to get people back to work. Currently, only 1000 active employees are employed at USH. Additionally, USH relies heavily on seasonal employment positions which are non-existent excluding the ability for people to supplement their disposable income.

More than \$500M construction work deferred or is no longer planned.

Amusement Park Placement within the Blueprint

In the CAPA plan, we spell out how amusement parks and attractions can begin to reopen in limited capacity with the proper modifications so we can be consistent with the Governor's Resilience Roadmap and now the Blueprint for a Safer Economy.

We are excited that segments of our industry such as our colleagues at museums, zoos, aquariums, and family entertainment centers are able to reopen according to the Blueprint and we are eager to join them.

Amusement parks can reopen in a judicious manner, taking numerous steps to promote the health and safety of our employees and guests, and we encourage the Administration to promptly and appropriately place our industry in the Blueprint.

USH Preventative Measures

Our plan was put together with government and health official input from around the world, consumer research, competitive benchmarking, scenario planning and demand modeling; reinforce the safety and security of the park creating confidence among guests



SCREENING



SANITIZATION



SPACING

Transportation, Parking & Valet	Security, City Walk & Front Entry	Attractions, Entertainment & Restrooms	Dining & Merchandise	Team Members Guest Facing/Front of House	Team Members Back of House
<ul style="list-style-type: none"> Guest temperature checks at parking or main entrance Guests found with 100.4 degree temperature or greater will not be permitted to visit the theme park that day and recommended to seek medical help as needed based upon CDC guidance for both flu and COVID-19 	<ul style="list-style-type: none"> Audio message on walkway reminding guests to follow all new safety protocols 	<ul style="list-style-type: none"> Close interactive play areas Hand out 3D glasses individually Manage flow of traffic across restroom usage to ensure no over-crowding 	<ul style="list-style-type: none"> Face coverings will be offered for sale at retail locations 	<ul style="list-style-type: none"> Self-temperature checks at home, upon arrival to work TMs will be checked and if they have a 100.4 temperature or more/declared flu-like symptoms will be sent home and will not return to work for 72-hours as well as recommended to seek medical help as needed based upon CDC guidance for both flu and COVID-19 Support team members who are not comfortable reporting to work based on higher risk factors (e.g. over 65 and/or with certain health conditions) by allowing team members to use accrued paid time off and evaluate leave of absence options. 	<ul style="list-style-type: none"> Self-temperature checks at home, upon arrival to work TMs will be checked and if they have a 100.4 temperature or more/declared flu-like symptoms will be sent home and will not return to work for 72-hours as well as recommended to seek medical help as needed based upon CDC guidance for both flu and COVID-19 Team members who have higher risk factors (e.g.: over 65 and/or with certain health condition) encouraged to work from home
<ul style="list-style-type: none"> Automated reminder spiels at entry locations on preventative measures All guests required to wear face covering 	<ul style="list-style-type: none"> Eliminate brochure racks for maps, team member to hand out individually, drive utilization to mobile app 	<ul style="list-style-type: none"> Reduce or eliminate water/mist elements Guests required to wear face covering to get on attraction / sit to experience a show Provide hand sanitizer to every guest at load platform as they enter ride vehicle 	<ul style="list-style-type: none"> Remove self serve condiments and cutlery provided at point of purchase. Suspend buffet and self serve beverage and bulk candy options Suspend trays, and open plate meals will be in containers Dedicated cash handling POS; promote contactless payment. Sanitization stations positioned at high contact areas 	<ul style="list-style-type: none"> All team members will be required to wear face coverings Temperature check and health service professionals will wear gloves in addition to any position who wore gloves prior to COVID-19 	<ul style="list-style-type: none"> All team members will be required to wear face coverings Sanitation stations positioned at high contact areas
<ul style="list-style-type: none"> Close valet operation Park guest vehicles 1-2 spaces apart in garages 	<ul style="list-style-type: none"> Distancing and spacing for queuing at turnstiles; reduced turnstile count Every other locker bank to be disabled and guests will be pulsed into locker area by a team member 	<ul style="list-style-type: none"> To reduce physical queuing, implement Virtual Line at highly attended attractions Space travel parties as appropriate Eliminate single-rider line Eliminate post show meet & greets; performers to remain on stage for pictures 	<ul style="list-style-type: none"> Ground markers will be used at venue queues Plexi barriers provided at POS where proper distancing cannot be achieved Capacity controls at entrance and seating markers 	<ul style="list-style-type: none"> Desk spacing and continued work from home options Staggered parking in parking garages Encourage employees to abide by the public health guidelines when not at work of physical distancing, regular hand washing, and avoiding contact with others who are sick or exhibiting symptoms Sequence schedules to minimize overlap of varied employees 	<ul style="list-style-type: none"> Desk spacing, continued work from home options, virtual meetings Staggered parking in parking garages Encourage employees to abide by the public health guidelines when not at work of physical distancing, regular hand washing, and avoiding contact with others who are sick or exhibiting symptoms

USH Guest Signage at Entry

Sign to be positioned at key guest entry points: Toll Booth Plaza, Security/Temperature Screening & Entry to CityWalk

IMPORTANT INFORMATION FOR TODAY'S VISIT

In accordance with CDC guidelines we have enhanced sanitization procedures and implemented additional measures for distance spacing and screening.

THEREFORE WE ASK THAT ALL GUESTS AND TEAM MEMBERS COMPLY WITH FOLLOWING:



Face Covering
Required



Temperature
Check Required



Wash your hands
often with soap
and water



Keep 6 feet
(2 meters)
between your
travel party and others

Please note that the CDC advises that **older adults and people of any age who have serious underlying medical conditions** might be at higher risk for severe illness from COVID-19. Guests should evaluate their risk in determining whether to attend. People who show no symptoms can spread COVID-19 if they are infected, **any interaction with the general public poses an elevated risk of being exposed to COVID-19**, and we cannot guarantee that you will not be exposed during your visit. **We appreciate your cooperation during this unprecedented time.**



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For more information, please visit [CDC.gov/coronavirus](https://www.cdc.gov/coronavirus)

USH Physical Distancing / Demarcations

Examples of communication planned across the destination at key guest touch points such as queues, lockers, store walkways, shows, etc.



A-Frame Signage



Social Distancing Floor Demarcations

USH Guest Handout

Guest handout to communicate preventative measures being taken (on request at Guest Services)

IMPORTANT INFORMATION

In accordance with CDC guidelines we have enhanced sanitization procedures and implemented additional measures for distance spacing and screening.

THEREFORE WE ASK THAT ALL GUESTS AND TEAM MEMBERS COMPLY WITH FOLLOWING:

Everyone is required to wear a face covering during their visit

Practice physical distancing and keep at least 6 feet (2 meters) between your travel party and others

Wash your hands with soap and water often for at least 20 seconds

Temperature checks will be required upon arrival, and guests with a temperature of 100.4 °F (38° C) or greater will not be admitted

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For more information, please visit [CDC.gov/coronavirus](https://www.cdc.gov/coronavirus)

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IMPORTANT INFORMATION

HERE ARE THE SPECIFIC MEASURES WE'RE TAKING FOR THE HEALTH AND SAFETY OF OUR TEAM MEMBERS AND GUESTS:

- Limiting capacity at venues to help enforce physical distancing
- We've also placed signage throughout CityWalk to help you follow physical distancing guidelines
- Continuously and thoroughly cleaning and disinfecting all tables, chairs and high-touch surfaces
- Offering cashless payments at all venues

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Download the Universal Studios Hollywood App.

WE APPRECIATE YOUR COOPERATION DURING THIS UNPRECEDENTED TIME.

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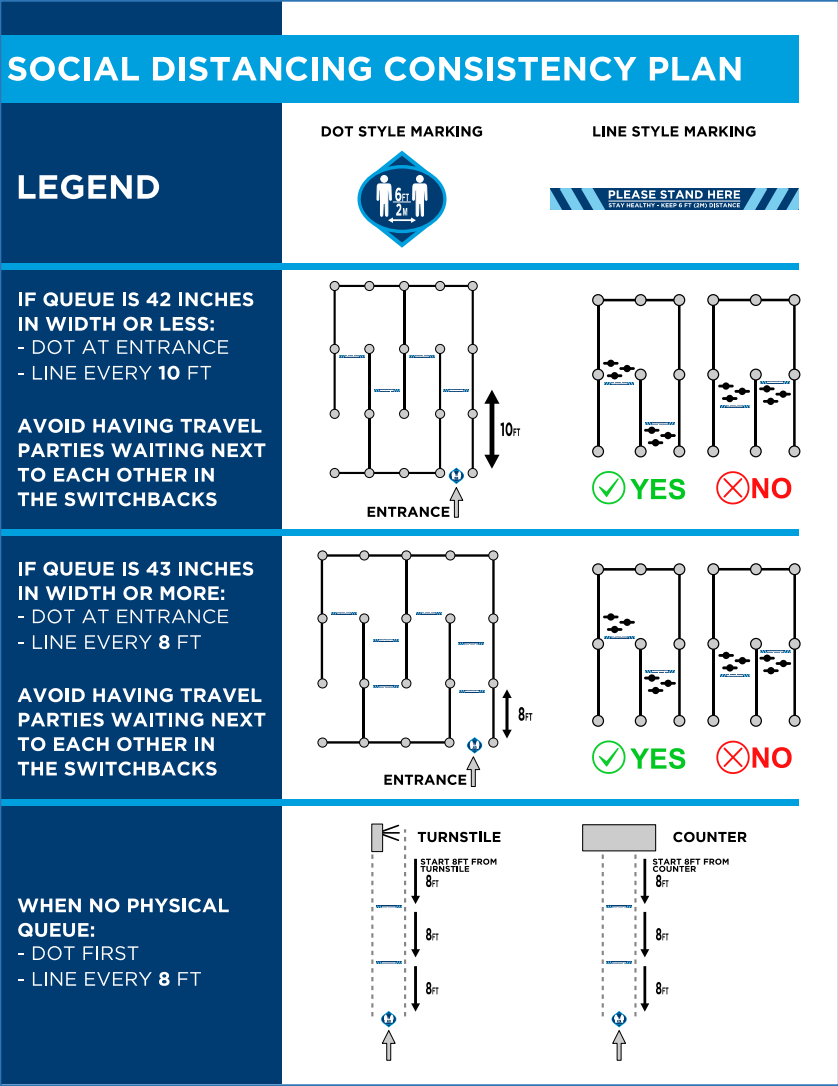
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USH Physical Distancing Queue Management Approach

Physical distancing approach has been adapted for all queue lines to ensure consistency and seamlessly comply in small environments



Quote Press Conference Friday 10/9/2020 & Bloomberg Article

“...we actually have not had a major issue with the theme parks. They have taken this very seriously. They are not only interested in protecting consumers but they are also interested in protecting their brand...So far the experience has been very good.”

Dr. Raul Pino, Director Florida Department of Health in Orange County

<https://www.bloomberg.com/news/articles/2020-10-09/florida-reports-some-covid-cases-near-disney-theme-parks>

UNIVERSAL ORLANDO Security Hub



UNIVERSAL ORLANDO Islands of Adventure Entrance



UNIVERSAL ORLANDO The Incredible Hulk Coaster

