



# COVID-19 RE-OPENING PLAN

Phase 2

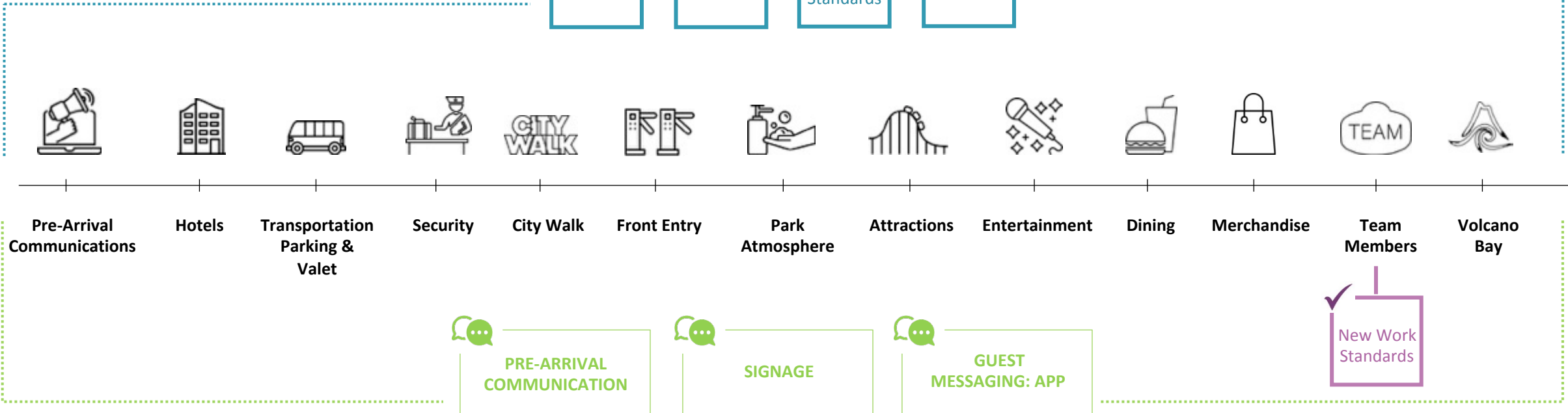
May 20, 2020

# UPR 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 social distancing** and build confidence to **encourage visitation**.

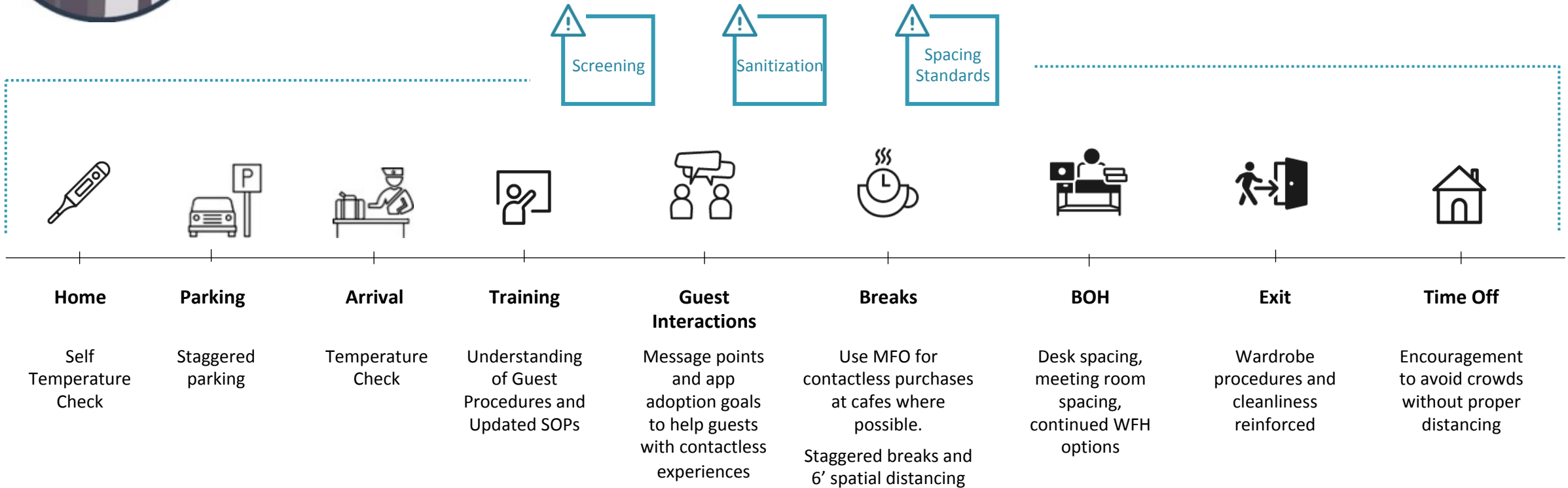


# UPR COVID Team Member Journey

Operational Shifts & Best Practices Across Key Touchpoints of Engagement






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



# UPR COVID Preventative Measure (3S)

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

	Transportation, Parking & Valet	Security, City Walk & Front Entry	Attractions & Entertainment	Dining & Merchandise	Team Members	Volcano Bay
 <p><b>SCREENING</b></p>	<ul style="list-style-type: none"> <li>• Guest temperature checks at parking or main entrance (forehead non-contact)</li> <li>• Guests found with 100.4 degree temperature or more will be requested to see a doctor and not visit the theme park that day</li> <li>• Provide one free disposable face covering to guests who did not bring their own</li> </ul>	<ul style="list-style-type: none"> <li>• Audio message on walkway reminding guests to follow all new safety protocols</li> </ul>	<ul style="list-style-type: none"> <li>• Close interactive play areas</li> <li>• Hand out 3D glasses individually</li> </ul>	<ul style="list-style-type: none"> <li>• Face coverings will be offered for sale</li> </ul>	<ul style="list-style-type: none"> <li>• Self-temperature checks at home and upon arrival to work; TMs with 100.4 degree temperature or more/flu-like symptoms will be sent home</li> <li>• If TM has temp, will not return to work for 72-hours</li> <li>• Team Members 65+ over encouraged to stay home</li> </ul>	<ul style="list-style-type: none"> <li>• The CDC has stated that well-maintained pools using chlorine and bromine are known to inactivate the virus COVID-19; Ride vehicles, rafts and life vest cleaning will be places in water for additional cleaning as needed</li> </ul>
 <p><b>SANITIZATION</b></p>	<ul style="list-style-type: none"> <li>• Automated spiels at entry locations in multiple languages on preventative measures</li> <li>• Guests required to wear face covering</li> </ul>	<ul style="list-style-type: none"> <li>• Eliminate brochure racks for maps, team member to hand out individually, drive utilization to mobile app</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce or eliminate water/mist elements</li> </ul>	<ul style="list-style-type: none"> <li>• Menus to be converted to single use</li> <li>• Individually package condiments; pre-wrapped silverware</li> <li>• No buffet or self serve options in restaurants</li> </ul>	<ul style="list-style-type: none"> <li>• All Team members will be required to wear face coverings</li> <li>• Temperature check and health service professionals will wear gloves in addition to any position who wore gloves prior to COVID-19</li> </ul>	<ul style="list-style-type: none"> <li>• Number of tubes in lazy river and life vests in action river will be reduced</li> </ul>
 <p><b>SPACING</b></p>	<ul style="list-style-type: none"> <li>• Close valet operation</li> <li>• Park guest vehicles 1-2 spaces apart in garages</li> </ul>	<ul style="list-style-type: none"> <li>• Distancing and spacing for queuing at turnstiles; reduced turnstile count</li> <li>• Every other locker bank to be disabled and guests will be pulsed into locker area by a team member</li> </ul>	<ul style="list-style-type: none"> <li>• Implement Virtual Line at highly attended attractions</li> <li>• Space travel parties as appropriate</li> <li>• Eliminate single-rider line</li> <li>• Eliminate post show meet &amp; greets; performer remain stage for pictures</li> <li>• No parades to run; individual float interactions to have performers remain on floats</li> </ul>	<ul style="list-style-type: none"> <li>• Utilize Mobile Food Ordering to enable direct to table seating and food delivery</li> <li>• Contactless payments offered with Apple Pay and Google Wallet and mobile wallet in APP</li> </ul>	<ul style="list-style-type: none"> <li>• Desk spacing and continued work from home options</li> <li>• Staggered parking in parking garages</li> <li>• Encouragement to avoid crowds during time off without proper distancing</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce number of guests per raft slide to party size only (no grouping of unfamiliar parties)</li> <li>• Lounge chairs placed in clusters to support travel party seating and separate 6-foot apart</li> </ul>

# UPR COVID Guest Signage at Entry

Sign to be positioned at key guest entry points: Toll Booth Plaza, Security/Temperature Screening & Entry to City Walk (Bubba Gump area)

**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)

Signage

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Window Cling

# UPR COVID Social Distancing Signage & Demarcations

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

STAY HEALTHY






BE SAFE AND PRACTICE SOCIAL DISTANCING

Keep 6 feet (2 meters) between your group and other Guests


6ft./2m

6ft./2m

6ft./2m




When present, please stand on the floor markings until the group in front of you moves forward

ENJOY YOUR DAY AT UNIVERSAL ORLANDO RESORT

A-Frame Signage

### UO Resort Wide Social Distancing - Floor Graphics

Citywalk Dot-Style Floor Marker Concept  
Scale 1" = 1'-0"





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Citywalk Tape-Style Floor Marker Concept  
Scale 1" = 1'-0"



NO. DATE DESCRIPTION

NO.	DATE	DESCRIPTION

Citywalk Themed Tape Concept  
Scale 1" = 1'-0"



DRAWN BY  
JOSH MANNING

CHECKED BY  
CASEY ACKERMAN

ART DIRECTOR  
JE-JEN CHU

REQUESTOR  
-

PROJECT AREA  
UO RESORT WIDE

PHASE  
DESIGN INTENT

DESCRIPTION  
SOCIAL DISTANCING  
UO GRAPHICS

DATE  
05/07/2020

REVISION  
-

SHEET NO.  
**101**

Social Distancing Floor Demarcations

6

# UPR COVID Guest Communication 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 social 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



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 social distancing.
- We've also placed signage throughout CityWalk to help you follow social 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 Official Universal Orlando Resort App.**  
It's the easy way to pre-order at Voodoo Doughnut, Cinnabon® and Red Oven Pizza Bakery.

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**WE APPRECIATE YOUR COOPERATION DURING THIS UNPRECEDENTED TIME.**




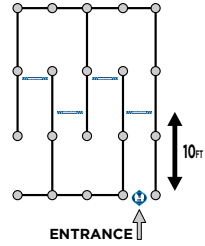
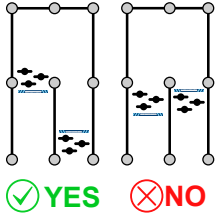
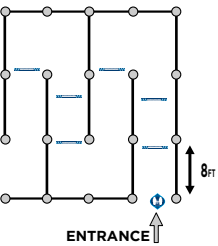
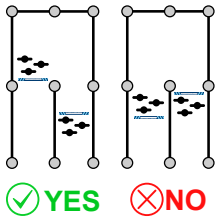
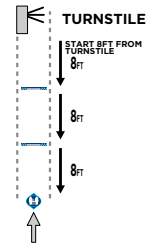
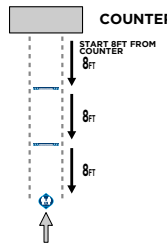
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# UPR COVID Attraction Queue Entry

Signage / process for attractions to support social distancing

SOCIAL DISTANCING CONSISTENCY PLAN		
LEGEND	DOT STYLE MARKING	LINE STYLE MARKING
		
<p><b>IF QUEUE IS 42 INCHES IN WIDTH OR LESS:</b></p> <ul style="list-style-type: none"> <li>- DOT AT ENTRANCE</li> <li>- LINE EVERY 10 FT</li> </ul> <p><b>AVOID HAVING TRAVEL PARTIES WAITING NEXT TO EACH OTHER IN THE SWITCHBACKS</b></p>	 <p>ENTRANCE ↑</p>	 <p>✓ YES    ✗ NO</p>
<p><b>IF QUEUE IS 43 INCHES IN WIDTH OR MORE:</b></p> <ul style="list-style-type: none"> <li>- DOT AT ENTRANCE</li> <li>- LINE EVERY 8 FT</li> </ul> <p><b>AVOID HAVING TRAVEL PARTIES WAITING NEXT TO EACH OTHER IN THE SWITCHBACKS</b></p>	 <p>ENTRANCE ↑</p>	 <p>✓ YES    ✗ NO</p>
<p><b>WHEN NO PHYSICAL QUEUE:</b></p> <ul style="list-style-type: none"> <li>- DOT FIRST</li> <li>- LINE EVERY 8 FT</li> </ul>	 <p>TURNSTILE</p> <p>START 8FT FROM TURNSTILE</p>	 <p>COUNTER</p> <p>START 8FT FROM COUNTER</p>