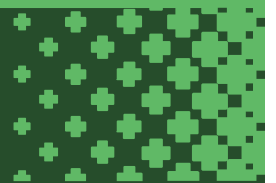




# **Mystic Mountain**

## **PLAYSAFE PROTOCOLS**

### POST COVID-19





## Reopening Mystic Mountain

Mystic Mountain Ltd. in an effort to maintain the highest level of safety, and the prevention and control of COVID-19, has developed a new procedural framework, as a way forward when we reopen the park. These guidelines reflect those recently established by Jamaica's Ministry of Health, the Tourism Product Development Company (TPDCO) and the United States - Centers for Disease Control and Prevention (CDC).

**Mystic Mountain will evaluate the ongoing industry, government and global protocols, and will make changes to our procedures and guidelines where and/or when necessary.**

### PROCEDURES FOR EMPLOYEES:

Below are our pre-opening training requirements and procedures;

#### PRE-OPENING PROCEDURES:

- **Testing** – Mandatory COVID-19 and/or antibody testing of all staff will be done two (2) weeks prior to re-opening. Follow-up testing will be done on all staff one (1) month after opening.
- **Training** – A training exercise will be conducted with all Mystic Mountain's staff and affiliates, where new Covid-19 procedures and guidelines governing the park will be communicated. A select team of Customer Service representatives (CSR) will be trained on how to effectively use and record the infrared thermometer. Staff will be trained on how to communicate the Mystic Mountain PLAYSAFE Protocols to our guests, utilizing a standardized script. Staff will be trained to recognize the symptoms of COVID-19, and encouraged to stay home, if displaying symptoms.

#### DAILY PROCEDURES:

- **Temperature Testing** – All staff will have their temperature tested and recorded upon arrival at both park entrance. Persons with a temperature of 37.3 degrees Celsius or higher will not be granted access.
- **Personal Preventative Equipment (PPE)** – It is mandatory that all staff report to work with their PPE. These include, masks, gloves, face shield and overalls where required. The company will provide PPE, as a part of the uniform, for mandatory wear. (*Also See Tour Requirements*)
- **Time Clock Touch Point Procedures** – Staff will sanitize their hands and time clock machines prior to and after use.
- **Social Distancing** -Staff will not be allowed to congregate and required to maintain their physical space of 6ft between one another in any shared space.
- **Sanitizing/Cleaning/Disinfecting**- An established protocol utilizing the *Mystic Mountain Electrostatic Spraying System (MMESS)* technology, will be implemented for the cleaning/sanitation of the park. Staff is required to frequently sanitize their hands per established procedures at hand sanitizing stations placed strategically throughout the park. In addition, team members will be issued with refillable personal hand sanitizers.

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## PROCEDURES FOR GUESTS:

- **Temperature Testing** – All guests arriving to the park will have their temperature tested in designated areas prior to beginning their tour.
  - **PPE:** As long as wearing a mask is mandatory, ALL guests, will be required to them upon entry and for the duration of their stay, at the park.
  - **Social Distancing** – Required physical spacing will be maintained by the use of markers indicating where guests need to stand as they proceed in line to board our rides. Seating and capacity requirements for all our restaurants, bars and common areas, will be adjusted in accordance with the inevitable changing social distance guidelines.
  - **Tour Purchase** – Procedures will be in place to limit touch points at all our ticket and point of sale outlets.
  - **Wristbands/Bracelets:** Our Customer Service Reps will show guests how to put on their own wrist bands.
  - **Park Orientation:** Ride instructions and general park orientations will be individualized in such a way to avoid crowding.
  - **Waivers:** Tablets with electronic waivers, inclusive of covid-19 language, will be sanitized prior to and after use.
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## TOURS & GUEST SAFETY



*Mystic Mountain, in keeping with worldwide standards, in the fight against COVID-19, will employ the latest state of the art technology. Our Mystic Mountain Electrostatic Spraying System (MMESS) is EPA (Environmental Protection Agency) approved, and provides extensive and efficient coverage, in hard to reach places, ideal for sanitizing our park's rides, chairs, sleds, E-ATV's, zipline harnesses, helmets and other equipment.*

**MMESS**, is an air-assisted sprayer producing spray droplets 900 times smaller than those produced by conventional sprayers. The tiny droplets are given an electrical charge that causes a natural force between the spray droplets and a target surface. The spray droplets literally reverse direction and move upwards, against gravity, when passing a target surface. The remarkable phenomenon by which the spray coats the undersides and the backsides of the spray target is known as electrostatic "wraparound".

*The use of **MMESS** technology, is fully incorporated in our enhanced efforts outlined below:*

### SKY EXPLORER PROCEDURES:

- **Sanitizing/cleaning:** -
  - Guests' hands will be sanitized prior to boarding the chair;
  - The chair will be **MMESS** sanitized, and/or alternatively disinfected, prior to embarking with new guests.



- **Loading Capacity:** Chairs hold a maximum of 4 people. Guests will be seated as per their request, eg. families, couples and groups.
- **Social Distancing:** Guests will maintain and observe physical spacing as indicated by markers, while in line to board the Sky Explorer.
- **Staff requirement:** Customer Service Rep/Cashiers/ Ride Operators will wear appropriate PPE.

#### **BOBSLED/RAGGAMUFFIN RIDE/E-ATV PROCEDURES:**

- **Sanitizing/cleaning:**
  - Guests' hands will be sanitized prior to tours.
  - All rides will be **MMESS** sanitized, and/or alternatively disinfected, prior to embarking with new guests.
- **Loading Capacity:** All safety features (seatbelts, restraints, harnesses etc.), will be double checked by our staff, prior to guests boarding of all tours/rides. Elderly/Physically Challenged guests will be assisted by an assigned Customer Service Reps while in the park.
- **Social distancing:** Guests will maintain and observe physical spacing as indicated by markers, while in line to board the tours.
- **Staff Requirement:** Customer Service Rep/Cashiers/ Ride Operators will wear appropriate PPE.

#### **ZIPLINE/ANANCY'S WEB & REGGAE ROCK**

- **Sanitizing/cleaning:**
  - Guests' hands will be sanitized prior to tours.
  - Harnesses will be **MMESS** sanitized, after every use.
- **Loading capacity:** Tours will be done in smaller groups in keeping with social distancing guidelines. All safety features (seatbelts, strain bars, harnesses etc.), will be double checked by our staff prior to embarking and disembarking the tours/rides.
- **Social distancing:** Guests will maintain and observe physical spacing as indicated by markers, while in line to board the tours.
- **Staff Requirement:** Customer Service Rep/Cashiers/ Ride Operators will wear appropriate PPE.

## **TRANSPORTATION**

- Ensure guests, drivers and guides are equipped with appropriate PPE.
- Ensure that drivers sanitize their vehicle before and after each trip.
- Ensure approved sanitizing methods employed by all drivers in all vehicles carrying guests to Mystic Mountain.
- Ensure provision of paper towels etc. for guest use.
- Ensure that guests are only taken to facilities which adhere to the established health protocols.
- All guests **MUST** SANITIZE their hands and wear appropriate PPE, before boarding the buses
- Small buses and/or open air buses/trolleys to be used whenever/wherever applicable
- Provide personnel to assist drivers in cleaning their buses.
- Alternative bus shuttle service to top of park from entrance will be available to assist in the maintenance of the required social distancing.



## OTHER ENTITIES

- **General Housekeeping/Cleaning:**

- Special consideration will be given to the application of cleaning and disinfection measures in common areas (restrooms, corridors, etc.), as a general preventive measure during the entire COVID-19 pandemic.
- Special attention will be given to objects that are frequently touched such as handles, handrails, switches, doorknobs, etc.
- Bathrooms will be cleaned and information logged hourly
- Cleaning staff will be trained on the use of and provided with PPE.
- Maintenance and cleaning will be done routinely, utilizing the **MMESS** technology, and/or alternative disinfecting methods.
- Staff will be required to frequently sanitize their work stations throughout the day.

- **Gift shop:** Floor markers to form lines. Staff will wear appropriate PPE. *(also refer to Mystic Treasures' Gift Shop Protocols)*

- **Restaurant/Canteen:**

- Sanitizing/cleaning using the **MMESS** technology, and/or alternative disinfecting methods, in keeping with the Public Health Department guidelines.
- Practice proper health hygiene by all staff and wear appropriate PPE.
- Floor markers to form lines.
- Redesign of food service and seating areas, to include a GRAB & GO concept.
- *(Also refer to Mystic Dinings' Restaurant Protocols)*

- **Pavilion/Reggae Ridge:**

- All common areas will be routinely sanitized/cleaned using the **MMESS** technology, and/or alternative disinfecting methods.
- Designated wait zones identified.
- Craft artisans to be relocated to a designated location, in an effort to maximize overall park flow and maintain social distancing.
- Entertainment activities to be redesigned based on new social distancing protocols.
- Floor markers to form lines.

## OPERATING PROTOCOLS

- Relevant training will be conducted when required.
- All safety protocols and documentation will be made available via our social media platforms and electronic distribution channels.
- Protocols will be established for receiving all deliveries.

*The lasting impact of COVID-19, is still to be determined, until then, it is critical for all team members to consistently adhere to the foregoing protocols as our NEW NORMAL, for our successful park operation.*

# APPENDIX

## PPE

- Preventative Equipment & personal hygiene
- Adhere to government & industry protocols & guidelines

## STAY HEALTHY

- Sick STAY HOME
- Pre-screening consistently done



## SOCIAL DISTANCE

- Stay 6ft Away

## SAFETY & SANITIZATION

- Utilize **MMESS** technology, and/or alternative disinfecting methods.

## TRAINING & INFORMATION





COVID-19 training is mandatory for all staff members.  
Distribution of PLAYSAFE Protocols to all stakeholders.

OPENING HOURS	Flexible operating days	Operating hours as stipulated	For further information call 876 618 1553 - 8
<b>GUESTS/STAFF REQUIREMENT</b>	Wear PPE	Temperature Testing	Adhere to physical spacing guidelines
<b>TOURS</b>	Sanitize using <b>MMESS</b> /disinfecting methods for all tours.	Guests ratio engagement as per request	Adhere to physical spacing guidelines
<b>TRANSFERS</b>	Wear PPE	Sanitization protocols	Increase frequency
<b>INFORMATION &amp; TRAINING</b>	PPE mandatory	Mandatory for all staff & stakeholders	Accessible via electronic and social media channels

# PLAYSAFE PROTOCOLS

## FACTS -TO- KNOW

### BE HEALTHY, BE CLEAN

 <p><b>Temperature Testing</b> – All guests arriving at the park will have their temperature tested.</p>	 <p><b>PPE</b> - It is mandatory, for ALL guests, to wear a mask upon entry &amp; the duration of their stay at the park.</p>	 <p><b>Social Distancing</b> – Required physical spacing will be maintained by the use of markers.</p>	 <p><b>Procedure for Orientation:</b> Ride instructions and general park orientations will be individualized in such a way to avoid crowding.</p>
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### TOUR HIGHLIGHTS

<p><b>SKY EXPLORER PROCEDURES</b></p> <p><b>Sanitizing/cleaning:</b> Guests' hands will be sanitized prior to tours. All rides will be <b>MMESS</b> sanitized, and/or alternatively disinfecting methods.</p> <p><b>Loading Capacity:</b> Guests will be seated as per their request - families, couples and groups.</p> <p><b>Social Distancing:</b> Guests will adhere to physical spacing guidelines.</p> <p><b>Staff requirement:</b> Customer Service Rep/Cashiers/ Ride Operators will wear appropriate PPE.</p>	<p><b>BOBSLED/RAGGAMUFFIN RIDE/E-ATV PROCEDURES</b></p> <p><b>Sanitizing/cleaning:</b> Guests' hands will be sanitized prior to tours. All rides will be <b>MMESS</b> sanitized, and/or alternatively disinfecting methods.</p> <p><b>Loading Capacity:</b> All safety features (seatbelts, restraints, harnesses etc.), will be double checked by our staff, prior to guests boarding of all tours/rides.</p> <p><b>Social Distancing:</b> Guests will adhere to physical spacing guidelines.</p> <p><b>Staff requirement:</b> Customer Service Rep/Cashiers/ Ride Operators will wear appropriate PPE.</p>	<p><b>ZIPLINE/ANANCYS WEB &amp; REGGAE ROCK</b></p> <p><b>Sanitizing/cleaning:</b> Guests' hands will be sanitized prior to tours. All rides will be <b>MMESS</b> sanitized, and/or alternatively disinfecting methods.</p> <p><b>Loading capacity:</b> Tours will be done in smaller groups. All safety features will be double checked by our staff.</p> <p><b>Social Distancing:</b> Guests will adhere to physical spacing guidelines.</p> <p><b>Staff requirement:</b> Customer Service Rep/Cashiers/ Ride Operators will wear appropriate PPE.</p>	<p><b>RESTAURANT</b></p> <p>Sanitizing/cleaning using the <b>MMESS</b> technology, and/or alternative disinfecting methods, in keeping with the Public Health Department guidelines.</p> <p><b>Floor markers</b> to be used to form lines.</p> <p><b>Redesign</b> of food service and seating areas, to include a <b>GRAB &amp; GO</b> concept.</p>
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### P.S.S.S.T (PPE, STAY HEALTHY, SOCIAL DISTANCE, SAFETY, TRAINING)

<p><b>PPE</b></p> <p>Preventative Equipment &amp; personal hygiene. Adhere to government &amp; industry protocols &amp; guidelines.</p>	<p><b>STAY HEALTHY</b></p> <p>Sick STAY HOME. Pre-screening consistently done.</p>	<p><b>SOCIAL DISTANCE</b></p> <p>Stay 6ft Away</p> <p><b>SAFETY &amp; SANITIZATION</b></p> <p>Utilize <b>MMESS</b> technology, and/or alternative disinfecting methods.</p>	<p><b>TRAINING &amp; INFORMATION</b></p> <p>COVID-19 training is mandatory for all staff members - Distribution of <b>PLAYSAFE</b> Protocols to all stakeholders.</p>
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### PLAYSAFE

<p><b>Rediscover FREEDOM &amp; experience SAFE FUN Adventures at Mystic Mountain</b></p>	<p><b>Get your ADRENALINE RUSH. Feel your HEARTBEAT!</b></p>	<p><b>JUMP DI FENCE (July) FLY DI GATE (August)</b></p>	<p><b>BREATHE FRESH AIR! REAL NATURE, REAL FUN! It's time to <b>PLAYSAFE!</b></b></p>
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