Dear Arizona Science Center Community,

I am happy to report that we’re ready to reopen Arizona Science Center! We are thrilled to reopen with both our traditional self-guided experience—free for members—and our immersive Guided Experience—both following strict health and safety guidelines. We will significantly restrict the number of Guests in the building at any one time to less than 10% of our total building capacity. This will help ensure proper social distancing between Guests and cleaning between groups, while still providing the opportunity to engage with science and experience the Center’s exhibits in entirely new ways.

Our leadership team has developed a comprehensive reopening plan, guided by the recommendations of the CDC, as well as state, city, and county public health officials, to gradually welcome back staff and visitors.

The following are just a few of the changes that you’ll see when we reopen to the public:

**ENHANCED CLEANLINESS**
We have implemented enhanced daily protocols, on top of our standard stringent sanitation procedures and added additional Guest sanitization stations in public areas.

**SOCIAL DISTANCING**
Signage and distance indicators will be used throughout the Center in high-traffic areas to allow for and encourage proper social distancing.

**APPROPRIATE FACE COVERINGS**
All Guests two years of age and older, and all Science Center Team Members, will be required to wear appropriate face masks or cloth face coverings. Guests are encouraged to bring their own masks or facing coverings. Disposable masks will be available. Guests without masks will not be allowed entry into the Center.

**PHASED OPENING**
We will be taking a gradual, phased approach to reopening. This will allow us to prioritize health and safety while taking progressive steps to restore regular operations.

**NEW GUIDED EXPERIENCES**
Limited to 10 Guests, every step of your one-of-a-kind 90-minute Guided Experience has been carefully planned to spark curiosity and engage your imagination while allowing for safe social distancing.

I am delighted to report that we have extended the *Victoria the T. rex* exhibition through the beginning of January.

Our team takes great pride in the role we play in the lives of our Guests and the community. Rest assured that as circumstances continue to develop, one thing will remain constant: We will continue monitoring this situation and will make adjustments as needed for the health and well-being of our Team Members and Guests. For those not comfortable returning to the Center, we will continue to expand upon our digital offerings including live demonstrations, lesson plans, videos, and activities.

Whether you choose to visit us for our in-person or virtual experiences, thank you for your continued support of Arizona Science Center.

Be well!

Chevy Humphrey
The Hazel A. Hare President and CEO
Arizona Science Center
The principles and considerations outlined below were developed in consultation with the COVID Committee of the Arizona Science Center Board of Trustees, Peter Fine of Banner Health, Dr. David Engelthaler from the Translational Genomics Research Institute, as well as the organizations that needed to stay open and develop protocols long before us and the front line people who worked in them. The plan was adapted from the International Association of Amusement Parks and Attractions’ Reopening Guidance, dated May 1, 2020.

These plans are developed to be compliant with City of Phoenix, Maricopa County, State of Arizona and U.S. laws and regulations, and are in line with guidance provided by Arizona Department of Health Services, Maricopa County Department of Public Health, and the Centers for Disease Control and Prevention.

It is important to note that these considerations will change as best practices, government guidelines, and guidance from medical professionals evolves. We will track community transmission rates and adjust these guidelines as appropriate, in consultation with Arizona Department of Health Services and other local health authorities. Arizona Science Center will periodically update this document with additional information as it becomes available.
Arizona Science Center has a unique obligation to follow science in this complex environment. It’s been a challenging couple of months for everyone and the Science Center recognizes this and is here to help. Guided by recommendations from state, city, and county public health officials, as well as from the American Camp Association, we are offering a modified version of a Science Center visit and of our traditional summer camps. We believe there are key differences between science centers and other venues for mass gatherings such as sports arenas and concerts that allow us to reopen in these challenging times:

- Capacity at the Science Center can be reduced/managed to allow for appropriate social distancing.
- Through Guided Experiences, the number of Guests in any one area is controlled by Science Center Team Members.
- Exposure time is limited. Guests generally move throughout their experience, and are not sitting in a single location, elbow-to-elbow, for an extended period.
- A large percentage of Science Center attendance is made up of family members and others who live in the same home and thus do not need to be physically distanced from each other.
Arizona Science Center will be taking a gradual, phased approach to opening. This will allow us to prioritize health and safety while taking progressive steps to restore operations. It also provides flexibility for regular monitoring and revision of these planned operations. Considerations and guidelines listed throughout this document are applicable to all phases of reopening.

**PHASE ONE** will include limited in-person camps and small group Guided Experiences.

**PHASE TWO** will include limited-capacity, self-exploration of the Science Center. Some exhibits may remain closed.

**PHASE THREE** will include activities and events that occur before or after normal operating hours or are operated by a third party.

**PHASE FOUR** will include programs that require additional solutions to social distancing, cleaning and/or staffing.
HEALTH AND SAFETY MEASURES

REOPENING THE CENTER

Protocols and guidelines are expected to evolve, and as such, so will our below processes and procedures.

TEAM MEMBERS
Daily health screening, frequent sanitization of all Team Member common areas.

ENHANCED CLEANLINESS
Implemented enhanced daily protocols, on top of our standard stringent sanitation procedures. Additional Guest sanitization stations in public areas.

SOCIAL DISTANCING
Signage and distance indicators will be used throughout the Center in high-traffic areas to allow for and encourage proper social distancing. Family members and others who live in the same household or have been isolated together, can be closer together.

GUIDED EXPERIENCES
Guided Experiences with advance purchase timed-ticketing to control Guest flow and allow for cleaning in between groups.

GUEST CAPACITY LIMITS
Arizona Science Center will open with the implementation of Guest capacity measures to limit density and comply with state and federal guidelines.

CASHLESS TRANSACTIONS
At this time, it is recommended all Guests use cashless or contactless payment options, such as credit cards, or debit cards.

APPROPRIATE FACE COVERINGS
All Guests two years of age and older, and all Arizona Science Center Team Members, will be required to wear appropriate face masks or cloth face coverings. Guests are encouraged to bring their own masks or face coverings. Disposable masks will be available. Guests without masks will not be allowed entry to the Center.

RESPONSE & PROTOCOLS
Activated safety protocols specific to COVID-19 will prepare Team Members to act swiftly should individuals show signs of COVID-19 symptoms.
Building-wide shifts are being made to accommodate these enhanced health and hygiene recommendations. We ask for your patience as certain areas of the Center may be temporarily closed during our phased reopening. Here is what you need to know about the new Guest experience:

Advanced online ticket purchase is recommended to reduce transactions on site and reduce congestion in the lobby.

Entry tickets will be timed to limit the number of Guests in the lobby and the Science Center throughout the day.

We will evaluate hours of operation and days of operations on an ongoing basis based on timed ticket sales.

Some hands-on exhibit components and other “high-touch” experiences will remain closed, including Sky Cycle, soft play, water atrium and others.

Exhibit galleries will now have capacity limits to allow for proper social distancing.

Arizona Science Center’s shops and restaurants are not scheduled to reopen until phase three. Before opening, they will adopt the Science Center’s safety protocols and develop additional measures specific to their business.
We have implemented enhanced daily cleanliness and sanitation protocols, on top of our standard stringent sanitation procedures. Protocols and guidelines are expected to evolve, and as such, so will the below processes and procedures. All Team Members have gone through required training sessions to understand and implement these modified procedures and sanitation practices to ensure the health of both Team Members and Guests.

- Sanitize high-touch areas frequently. Those include: door handles, elevator buttons, handrails, tables, seats, benches, door knobs, light switches, etc.

- Pay extra attention to high-touch surfaces in restrooms.

- Implement cleanliness “patrols” in all exhibition galleries and other public areas that will disinfect high touch areas throughout the day and check that all soap and sanitizer dispensers are full.

- Frequent handwashing is essential and is the responsibility of all Team Members and Guests. We will provide additional hand sanitizer hygiene stations throughout facilities: on entry, in key walkways, in all galleries, in food and beverage locations, and in merchandise shops, etc.

- Install protective plexiglass barriers at visitor, information, and sales desks to serve as an additional barrier between Team Members and Guests.

- Provide Guest-accessible disinfecting wipes at entrances and high traffic areas.

- We will close each Tuesday for deep cleaning of the Center.
The health and safety of our Team Members is a top priority. In addition to promoting physical distancing, enhancing already stringent sanitation procedures and requiring the use of masks for both Team Members and Guests, we have outlined additional safety and support practices to ensure that our Team Members are well protected.

Team Members will be required to complete thorough training regarding the updated hygiene policy and general best practices. Areas of training will include proper personal hygiene; available preventative measures; steps to protect themselves, Team Members and Guests; and cleaning protocols.

Team Members will undergo a confidential screening process at the beginning of each shift that consists of completing a health screening form to help determine if they have been exposed to COVID-19 or if they are experiencing symptoms.

Team Members will wear masks/face coverings while on the job, interacting with Guests.

Team Members will be required to stay home if they are not feeling well or exhibiting CDC-defined symptoms associated with COVID-19.