



SAFETY PROTOCOLS

ILLUMINATE

Illuminate is an immersive light and music activation. The installation is a 27ft x 7ft tunnel located under the Christmas tree. Guests must book their 5-minute appointment in advance online.

SAFETY PROTOCOLS

- Enhanced sanitization and disinfection at all touch points.
- Limited occupancy to groups of 6 maximum, or one household.
- Signage will be placed at registration to remind guests to use the hand sanitizer provided upon arrival.
- Signage will be posted at registration, reminding guests of the rules:
 1. No roughhousing
 2. No food or drink
 3. Do not touch the light tubes or walls
- Screening Questions:
 1. Do you currently have a cough or fever?
 2. Are you currently experiencing any respiratory issues?
 3. Have you been in contact with any suspected or confirmed persons with COVID-19 in the last 14 days?
 4. Have you or someone you know travelled outside of Canada in the last 14 days?
 5. Do you have photosensitive epilepsy as the installation may trigger seizures?

For Employees:

- All employees will be asked a series of screening questions before their shift as well as adhere to a temperature check.
- Employees will wear masks or face shields while working at the installation.
- Employees will be asked to wash their hands before and after their shift and sanitize frequently.
- One and up to two employees will work at the installation.
- The registration desk will have a plexi-glass shield between the host and guest.
- Employees will be instructed to maintain distance from their co-worker and guests when possible.

For Guests:

- Guests will be notified in advance that temperature checks will be conducted upon entry to Illuminate and posted health questions screen for COVID symptoms. Guests feeling sick are asked to reschedule their appointment.
- Guests are asked to arrive wearing a mask. Guests will be able to remove their masks while inside the tunnel if they wish.

SAFETY PROTOCOLS: ILLUMINATE continued...

PREVENTING CONGREGATING

- Guests are asked to book appointments with people inside their bubble up to a maximum of 6 people or one household.
- Illuminate has one entrance and one emergency exit.
- Guests book appointments online to avoid line ups.
- Appointments are 5 minutes long and guests are asked to arrive no earlier than 5 minutes before their scheduled appointment. Any group arriving early will need to stand on socially distanced markers at the outdoor registration area located next door to Famoso Pizzeria.
- Guests are required to provide their name, phone number and email address upon booking for contact tracing.

CLEANING PROCEDURES

- Bookings will be scheduled to ensure adequate time for added cleaning procedures to be completed.
- Online bookings are contactless, eliminating the need for guests to touch any machines at registration.
- All touchpoints addressed between appointments:
 1. Door handles
 2. Seating and coat hooks
 3. Phone pedestal
 4. Light tubes
- Thorough clean at the top of each hour that includes handrail.

MAINTAINING 6 FEET

- Employees will work within small co-worker groups to register guests and manage the installation.
- Employees will greet guests at the registration desk, which has a plexiglass window.
- Only guests who are registered for Illuminate will be able to enter the installation.
- Once all guests are cleared for entry the employee will walk the guests to the tunnel, open the door and turn on the light and music activation.
- When the booking time is over an employee will open the "Exit" door and guests can depart.