



## **HIGHSTREET SANTA PHOTOS: COVID-19 SAFETY PLAN**

### **SAFETY PROTOCOLS**

- Enhanced sanitization and disinfection of all touch points.
- Signage will be placed at the entrance to remind guests to sanitize before entry.
- Signage will be placed at the entrance to remind guests that masks are mandatory.
- Hand sanitizer will be available to guests upon entry and exit.
- Red masks are available for guests who do not have their own.
- Vaccine card not required.

### **For Employees:**

- Santa and all Highstreet Guest Services staff have been vaccinated.
- Santa will be wearing a mask under his beard but will not be socially distanced unless requested by the guest. Children cannot sit on Santa's knee.
- Employees will wear masks or face shields while working inside Santa's Shop.
- Employees will be asked to wash their hands before, and as frequently as possible, while working at Santa's Shop.
- Two employees (Photographer & Greeter/Cleaner), as well as Santa, will work at Santa's Shop. Shifts are 6 - 8 hours in length.
- Employee breaks will take place in a private Greenroom next door to Santa's Shop.

### **For Guests:**

- Guests will be notified in advance that masks are required.
- Guests will be asked to sanitize their hands upon entry and exit.

### **PREVENTING CONGREGATING**

- Santa's Shop has two entrances; one will be used to welcome guests and the other will be used for guests to exit through.
- Guests will pay and book an appointment online, eliminating line-ups.
- Appointments are 5 minutes long. Groups arriving early will be asked to wait in the Holiday Lounge until the previous guests have vacated Santa's Shop, and cleaning procedures are complete.

### **CLEANING PROCEDURES**

- Appointments will be scheduled to ensure adequate time for added cleaning procedures to be completed between appointments.
- Online booking and payment are contactless, eliminating the need for guests to touch any machines within Santa's Shop or handle cash.
- Photos are electronically emailed to the guests. Pre-purchased prints will be put into an envelope and will be available upon departure.
- All touchpoints addressed between appointments:
  1. Handrails (Exterior)
  2. Door handles & locks (Exterior & Interior x 2)
  3. Coat hooks
  4. Red chair