



DIVISION OF BUILDING SAFETY

Shane Gerwig, *Building Official*

201 South Rosalind Avenue, 1st Floor • **Reply To:** Post Office Box 2687 • Orlando, Florida 32802-2687

Phone: (407)836-5824 • Shane.Gerwig@ocfl.net

May 26, 2020

SeaWorld Parks
7007 SeaWorld Drive
Orlando FL, 32821

Re: Proposed Plan submitted to Orange County Economic Recovery Task Force

To Whom It May Concern:

The Division of Building Safety conducted a site visit today at SeaWorld Parks at 9:00am in order to verify criteria in a proposal recently submitted by you, or on your behalf, to the Orange County Economic Recovery Task Force. This is not a decision letter. Building Safety observation of resources necessary to implement the proposed plan found that the site conditions are consistent with the proposed plan.

This document is not intended to, and does not, grant or deny any approval(s).

For more information, please visit www.ocfl.net/coronavirus.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shane Gerwig".

Shane Gerwig, C.B.O.
Orange County Building Official

JSG/md


Cc: Roseann Harrington, Chief of Staff
Chris Testerman, Deputy County Administrator
Jon Weiss, PEDS Director



Interoffice Memorandum
Planning, Environmental, and Development Services Department

May 26, 2020

TO: Mayor Jerry L. Demings

FROM: Jon V. Weiss, P.E., Director 
Planning, Environmental and Development Services Department

SUBJECT: Sea World Parks and Entertainment Re-Opening Site Visit

Staff from FDOH-Orange County, Orange County EMS Medical Director, Orange County Building Official, and I conducted a site visit today at Sea World Parks and Entertainment to evaluate their ability to comply with a re-opening plan that was submitted to the Orange County Economic Recovery Task Force.

Aspects of the re-opening plan include operational adjustments and proposed guidelines to ensure guest and staff safety summarized as follows:

- Employee health screening and best practices
- Guest arrival and ticketing
- Restaurant operations
- Attraction queue management
- Signage and communications
- Sanitization protocols

Our observations from this site visit indicates Sea World Parks and Entertainment has the resources necessary to implement the proposed plan.

Please don't hesitate to contact me if you have any questions regarding our site visit or findings.

JVW:SG:FB

Cc: Christopher R. Testerman, Deputy County Administrator
Shane Gerwig, Orange County Building Official



**Interoffice Memorandum
Planning, Environmental, and Development Services Department**

May 26, 2020

TO: Mayor Jerry L. Demings

FROM: Jon V. Weiss, P.E., Director
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JVW:SG:FB

Cc: Christopher R. Testerman, Deputy County Administrator
Shane Gerwig, Orange County Building Official

Dear Mayor Demings:

In accordance with Governor's May 14, 2020 Executive Order (No. 20-123), we are hereby requesting the County Mayor endorsement for opening our Theme Parks as soon as June 10, 2020. Attached is an outline of our reopening plan that we have shared with County Staff during their visit to our facilities on May 26, 2020.

This plan supplements our existing exemplary health, safety and sanitation practices. In developing this plan, we have followed applicable CDC guidelines, the advice of medical and health consultants as well as our own health and safety professionals. This plan and our protocols and guidelines described in this document will be modified going forward based on evolving industry standards and methodologies, public health and governmental directives, and advancing scientific knowledge.

We look forward to your review and approval and working closely with health officials as we approach our reopening.

Thank you,



Marc Swanson

Interim Chief Executive Officer
SeaWorld Parks & Entertainment

Protecting the Health and Safety of our Guests and Employees

Overview of enhanced protocols and guidelines across our Orlando parks



SeaWorld.



DISCOVERY COVE.



We are enhancing every aspect of our park operations at reopen

These enhancements will be communicated comprehensively before arrival and during the guests' visit

Overall park enhancements to address guest and employee safety



1
Face Coverings



2
Physical Distancing



3
Cleaning and Sanitation



4
Employee and Guest Temperature Screening



5
Work and Sick Policies



6
COVID-19 Training

Specific enhancements to key operational areas



A
Guest Arrivals and Ticketing



B
Restaurants



C
Retail Shops



D
Animal Exhibits and Interactions



E
Public Spaces



F
Rides and Attractions



G
Parades and Meet and Greets



H
Employee Facilities



I
Waterpark Facilities

The health and wellbeing of our employees and guests is our top priority. We are confident in our ability to operate safely with our enhanced protocols and will manage capacity to ensure our ability to operate with these changes.

Summary of overall park enhancements



1

Face Coverings

- Employees will be provided and required to wear face coverings.
- Guests age two and up will be required to wear face coverings when experiencing our parks. Guests are encouraged to bring their own face coverings.
- Our face covering requirement will be clearly documented with in-park signage and literature.



2

Physical Distancing

- We will promote proper physical distancing throughout the parks.
- Ground markings will be installed at key guest areas.
- We will have signage throughout our parks reminding guests and employees of new protocols.
- We will encourage contactless payments across the parks including Apple Pay, Google Pay, Samsung Pay.
- Plexi-glass will be installed in high-traffic or close-contact areas.



3

Cleaning and Sanitation

- We will significantly increase cleaning and sanitization, especially in high-contact areas.
- Increased signage throughout our parks will remind guests of health and sanitation recommendations.
- Sanitation and disinfection for employee areas will be increased.
- The number of hand sanitizer stations will be significantly increased at appropriate locations throughout the parks.



4

Employee and Guest Temperature Screening

- CDC guidance will be followed on temperature measurements.
- All guests must undergo and pass temperature screening before entering the parks.
- Employees must undergo and pass the temperature screening before being allowed to report to work.



5

Work and Sick Policies

- Employees with flu-like symptoms will notify their manager and not come to work (or depart if already at the park).
- Employees will follow current CDC guidelines for self-isolation and symptom-free periods before returning to work.



6

COVID-19 Training

- Employees will receive COVID-19 specific training on all new enhanced park operating procedures.
- Training for employees will include guidance from the CDC and other health advisors.

Specific enhancements to key operational areas



A Guest Arrivals and Ticketing

- We will have instructional signage and ground markings upon entrance communicating expectations of our guests and enhancements to our operations.
- Enhanced cleaning protocols will be implemented for arrival areas and high-contact surfaces.
- Spacing will be increased for our touchless turnstiles enabling appropriate physical distancing.



B Restaurants

- Seating layouts will be arranged to accommodate physical distancing.
- Tables and chairs will be sanitized with increased frequency, condiment and topping stations will be closed, and utensils will be pre-packaged, and guests with refillable products will be provided single-use alternatives.
- Paper menus will be utilized in lieu of traditional menus.
- Buffet-style service will be adjusted or closed until further notice.
- Additional grab-and-go and pre-packaged food offerings will be added.
- Enhanced cleaning and disinfecting protocols will be implemented in all restaurants.



C Retail Shops

- Queues and shops will have markings for physical distancing.
- Shops will have signage directing guests to defined entry and exit points.
- Inventory replenishment will be done at night or during low traffic times to limit interactions.
- Bagging and wrapping material will be given to customers to minimize contact of items at checkout.



D Animal Exhibits and Interactions

- All open animal viewing spaces will have markings for distancing added to queues.
- Certain tours and interactions will be restricted to one-party at a time.
- Only tours allowing for physical distancing will operate.
- Certain animal interactions will be modified.
- The frequency of cleaning and sanitizing all guest-facing habitat surfaces will be increased.

Specific enhancements to key operational areas



E

Public Spaces

- Enhanced cleaning protocols will be implemented across the parks, especially in high-contact areas.
- The number of hand sanitizer stations will be significantly increased at appropriate locations throughout the parks.
- We will move to single-direction guest flow in some areas.
- Consistent signage for distancing will be placed throughout the parks.
- Venues will be configured with modified seating to maintain physical distancing and cleaned according to enhanced protocols after each event / presentation.
- Audio announcements and our mobile app will include the most recent guidance on distancing and operational changes.



F

Rides and Attractions

- Queue lines for all rides will have markings for physical distancing.
- Single rider lines will be removed.
- Modified seating will be implemented on rides and attractions to maintain physical distancing.
- Requests for additional space will be accommodated.
- Hand sanitizer will be available at the entry and exit of all rides.
- We will increase the frequency of cleaning and sanitizing on all rides.
- Open play areas will be temporarily closed unless they meet distancing protocols.
- Specific protocols will be implemented for water rides for employees and guests.



G

Parades and Meet and Greets

- Certain components of parades and meet-and-greets will be limited or removed, depending on ability to ensure physical distancing for guests and employees.
- Any parade components involving guest interaction will be updated or removed.
- Character interactions will be modified for appropriate physical distancing.
- Photo opportunities will be modified to ensure physical distancing.



H

Employee Facilities

- We have added additional signage regarding health and safety to team areas.
- Reminders about face covering policies, requirements for wearing PPE, and how to wear it properly have been posted prominently.
- Additional hand sanitizer stations have been added and we have increased the frequency of cleaning and sanitization of employee areas.
- Our enhanced food and beverage safety standards for guest facing areas will be applied in employee dining areas.



Waterpark attractions and facilities

Specific enhancements to waterparks and water-based attractions.

According to CDC there is no evidence that COVID-19 can spread to people through the water used in pools, hot tubs, or water playgrounds. Proper operation and disinfection of pools, hot tubs, and water playgrounds should kill the virus that causes COVID-19.

We will increase the cleaning and sanitization of high contact surfaces, to include ride vehicles, rafts, tubes and life vests.

We will limit guest capacity of all of our pools and rivers to ensure physical distancing.

All rafts and ride vehicles will be limited to specific party. We will not group unfamiliar guests with others.

Lounge chairs will be placed to ensure physical distancing.





Examples of signage and guest communications

OUR COMMITMENT TO SAFETY
PLEASE READ BEFORE ENTERING THE PARK

SeaWorld is committed to the health and safety of all our guests and employees. We have implemented the following safety measures to ensure a safe and enjoyable experience for all. In addition, our employees will be wearing face coverings for continued safety. We ask that you read and adhere to the following items while in the park.

- FACE COVERING REQUIRED**
All guests 2 years of age and older are required to wear facial coverings throughout the park.
- PHYSICAL DISTANCING**
Please keep 6 feet (2 meters) between your party and others.
- CLEAN HANDS OFTEN**
Restrooms and hand sanitizer stations are located throughout the park.
- MODIFIED SEATING AND CAPACITY LIMITATIONS**
- CONTACTLESS PAYMENT**
Credit or debit non-contact payments as opposed to cash are highly encouraged.

We appreciate your cooperation and understanding during this challenging time, and we hope you enjoy your day at SeaWorld.



THANK YOU

Thank you for visiting and following our safety measures to help keep everyone safe and healthy.



SeaWorld.

Examples of signage and guest communications

PRACTICE SAFE DISTANCING

Blacktip reef shark
6' (2m)

PLEASE WAIT HERE

6 FT 2 M

EXIT ONLY

Please allow space for guests exiting here.

ENTER HERE

Please follow signs and markings indicating where you should walk and/or stand.

ONE WAY

PHYSICAL DISTANCING
Please keep 6 feet (2 meters) between your party and others.

FACE COVERING REQUIRED
All guests 16 and over must wear a face covering on this attraction.

CLEAN HANDS OFTEN
Restrooms and hand sanitizer stations are located throughout the park.

MODIFIED SEATING AND CAPACITY LIMITATIONS
Please follow signs and announcements throughout the attraction.

WASH HANDS OFTEN

PLEASE REMEMBER TO:

- 1 Wet your hands with running water
- 2 Lather your hands thoroughly with soap
- 3 Scrub your hands, and in-between your fingers for no less than 20 seconds
- 4 Rinse hands entirely with running water
- 5 Dry hands completely

FACE COVERINGS REQUIRED

HAND SANITIZER STATION

PRACTICE SAFE DISTANCING
6 FT 2 M

SORRY THIS ROW IS CLOSED

WASH YOUR HANDS OFTEN

ENTER HERE

EXIT DO NOT ENTER ONLY

Adaptive protocols and guidelines

These protocols and guidelines serve as enhancements to our existing standard operating procedures due to the COVID-19 pandemic. The protocols and guidelines described in this document will be modified based on evolving industry standards and methodologies, public health and governmental directives, and advancing scientific knowledge on the transmissibility of COVID-19.

Thank you
We are excited to welcome our guests back



SeaWorld®

AQUATICA



DISCOVERY COVE.