

POLAR EXPRESS™ Train Ride 2020

COVID-19 Safety Plan

July 8, 2020

- 1. Reduced Ticket Load** – The number of seats available for each show will be reduced for 2020. Seating capacity will be reduced by approximately 40 percent to allow for social distancing. On the train, social distancing will mean:
 - a. every other seat or specified seating sections are not occupied.
 - b. family groups from the same household will be seated together.
 - c. in cars with table seating, the number of tables will be reduced by 50 percent with the remaining tables spaced as far apart as possible.

Additionally, each show will have two separate train rides, increasing social distancing. Those holding tickets for the cars: *Glacier Gulch*, *Arctic Circle* and *Spirit of the Season* will enter the Lenfestey Center first. They will see the Hot Chocolate Dance and hear the Polar Express story. This group will then proceed to the train and ride to the North Pole. Passengers on *Glacier Gulch*, *Arctic Circle* and *Spirit of the Season* will see Santa aboard the train.

After the Lenfestey Center has been sanitized, those with tickets for the car *Northern Lights* will enter, see the Hot Chocolate Dance and hear the Polar Express story. This group will then proceed to the train and ride to the North Pole. After the train ride, *Northern Lights* passengers may see Santa in the Children's Discovery Depot.

- 2. Increased Number of Shows** – To compensate for social distancing, we will be offering an increased number of shows for 2020. The number of tickets available will be 11,856, which is an increase from 2019.
- 3. Facemasks Required** – **All passengers age 3 and up will be required to wear a facemask, which covers nose and mouth, from the time they exit their vehicle upon arrival until the time they board their vehicle to leave the Museum.** Patrons who fail to comply by covering their nose and mouth will be asked to leave. No refund will be given. Children younger than age 3 and those who cannot remove the mask without assistance are exempt.
- 4. Anyone who is exhibiting symptoms of any illness is asked to stay home. The Museum reserves the right to ask anyone exhibiting symptoms of any illness to leave the Museum.**
- 5. Timed entry** – All tickets will have a specific time window when they may enter the Museum. This will encourage social distancing by avoiding waiting lines to enter.
- 6. Social Distancing – both in Lenfestey Center and on Train** – Seating in both the Lenfestey Center (for the Hot Chocolate Dance and reading of the story) and on the train (for the ride to the North Pole) will be socially distanced. In the Lenfestey Center social distancing will mean:
 - a. Family groups from the same household will be seated together.
 - b. A six-foot space will be left within a row between two family groups.
 - c. Seats will not be directly one behind the next.
 - d. Rows will be spaced six feet apart.

POLAR EXPRESS™ Train Ride 2020

COVID-19 Safety Plan

July 8, 2020

Ushers and train stewards will show patrons to their seats to ensure proper distancing. Any space within the Museum, where there is the potential for patrons to gather, will be marked for social distancing.

7. **Reduced Characters on Train** – The number of characters (ie.: conductor, steward, hobo, hero girl) appearing on the train will be reduced to encourage additional social distancing. The program will contain many of the same elements as in the past; they may, however, be presented differently.
8. **Sanitizing – both in Lenfestey Center and on Train** – After each show, the entire Lenfestey Center and train will be sanitized with CDC, EPA N-List Approved cleaning materials. Additionally, the balance of the Museum will be on a sanitizing routine, which will be executed continually throughout the entire program day.
9. **No Hot Chocolate Distribution** – We will not prepare and distribute hot chocolate following the Hot Chocolate Dance. Preparing and distributing hot chocolate increases touching and contact. We are currently working with our distributor to find a safe substitute to our normal hot chocolate service.
10. **No Ticket Punching on Train** – To further eliminate touching and contact, tickets will not be punched by the train conductors this year.
11. **No Hands-on Games** – The traditional games that have been available in the past will not be presented this year. By removing these games, and keeping the trains exhibited in the Lenfestey Center closed, we are reducing touch points and encouraging additional social distancing.
12. **Participation Risk** – The National Railroad Museum follows CDC guidelines for disinfection of its buildings. The Museum, however, cannot guarantee you will not be exposed to COVID-19. By entering National Railroad Museum premises, visitors accept all responsibility for medical risk associated with their presence in a public place for themselves and for those for whom they act as legal guardian. The National Railroad Museum is not liable for illness or injury beyond what may be prevented through reasonable accommodations. Cover your mouth and nose with a cloth face covering during your visit, avoid touching surfaces, wash your hands or use hand sanitizers frequently, and please follow all signage posted to provide you with a safe experience.