

# Zak Bagans' The Haunted Museum and Our Commitment to Safety

Here at Zak Bagans' The Haunted Museum, nothing is more important to us than the health and safety of our guests and employees. We are excited to announce our reopening as we enter Phase 2, with "Smaller groups and bigger spaces".

Since opening, The Haunted Museum has won multiple awards such as Best Museum in Las Vegas by the Las Vegas Review Journal, and Best Attraction in Las Vegas by Las Vegas Weekly.

During this time, our team has been working hard to create an environment that upholds our high standards while also considering the new realities of public interaction.

We cannot wait to reopen our doors and deliver our award-winning experience once again. Upon reopening, there are some changes you will notice:

- **Social Distancing**
  - o We will have specially marked spaces to ensure proper physical distancing in our queue area and throughout the museum tour.
- **Enhanced Safety Protocols**
  - o A temperature and wellness check will be conducted for all persons before entering the building.
- **Masks**
  - o Face masks will be required for all individuals throughout the duration of their time on property. Masks will be available on site for guests who do not have their own.
- **Online Reservations**
  - o Tours will be limited to half capacity to allow more space for guests to move around the museum and reduce wait times.
  - o No more than six guests per tour.
  - o Pre-purchased tickets will now be required with a designated reservation in order to maintain phase 2 capacity guidelines and minimize contact between guests and staff.
  - o Walk-up reservations are available on a limited basis.

# Social Distancing

- Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines and moving around the property.
- **Queue**
  - Any area where guests queue will be clearly marked for appropriate physical distancing. This includes our external queue, galleries, lobby, retail, and parking lots. One guest/party per designated area.
- **Throughout the Museum**
  - Exhibit displays, galleries, and other physical layouts have been arranged to create additional space for designated markers to ensure that guests/parties can be placed six feet apart to properly social distance throughout the tour.
  - Guides may offer gentle reminders throughout the tour to encourage proper social distancing.
  - Tour sizes will be limited to ensure proper distancing is able to be enforced throughout the tour.
- **Reduced Capacity**
  - The museum will be reducing our capacity in order to comply with or exceed local or state mandated limits.
- **Employees**
  - Employee Entrances, Break Areas, Security Podiums, Box Office, Storage Areas and other high-density areas will meet or exceed state and local health authority guidelines on proper physical distancing by limiting occupancy.
  - Employees are asked to keep proper distance with one another and with respect to guests in and around the building at all times.

# Enhanced Safety Protocols

- **Temperature and Wellness Checks**

- Both employees and guests of the museum will be required to undergo a no contact temperature and wellness check before entering the museum.
- Individuals that register a temperature of 100.4 ° or higher will not be allowed entry into the building.
- Guests will be offered a full refund should they not be granted entry.
- Employees that register a temperature of 100.4 ° or higher, or who are experiencing any symptoms of illness are asked to remain home and provide medical clearance before returning to work.

- **Hand Washing**

- Guests will be encouraged to wash their hands immediately prior to the start of their tour. Guests will be asked to refrain from touching anything in the building once their tour starts, with the exception of safety handrails. Guides will open all doors throughout the tour with appropriate gloves.
- Restrooms will feature signage that outline proper hand washing procedures.

- **Cleaning and Sanitization Procedures**

- Deep cleaning and sanitization will be increased after hours, with only hospital grade disinfectants.
- Throughout the day, staff will be disinfecting high-touch areas such as doorknobs, restrooms, and seating areas.
- All staff will receive training on these new policies and procedures.

- **Shared Equipment**

- Shared tools and equipment will be sanitized before, during, and after each shift or anytime the equipment is transferred to a new employee.

- **CODE 19**

- In the event of a fluid spill in any room (coughing, sneezing, vomit) that room will be removed from service and quarantined. The room will not be returned to service until it has been cleared and undergone the enhanced sanitization process.

# Masks and PPE

- **Employees**

- All employees will receive masks to be a part of their uniform.
- Masks must be properly fitted over the **nose and mouth and must be worn throughout the duration of their shift.**
- Gloves will be available for use for employees who wish to do so.
- Additional PPE will be worn by employees based on their role and responsibilities in adherence to state or local regulations and guidance.
- Training on how to properly use and dispose of all PPE will be mandatory

- **Guests**

- Masks will also be required by guests in order to enter the property. Masks will be available to all guests.
- Masks must be properly fitted over the **nose and mouth and must remain in place for the duration of the visit.**
- It will be clearly communicated that removing the mask during the tour will result in ejection.
  - If a guest is feeling affected and removes their mask but is not in medical distress, the guest will not be offered the opportunity to return to the tour.

- **Signage**

- We will have signage posted in our queue area, reminding guests about our mask requirements.

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# Online Reservations

- In an effort to minimize transactions between guests and staff, reservations are now required in order to take a tour.
- **Tickets may be purchased through our website.**
  - Time slots are now being implemented in order to ensure appropriate capacity levels that allow proper social distancing of six feet between guests/parties and reduce our line and wait times.
- **Guests may upgrade their tickets on site.**
- **Digital Waivers**
  - Waivers will now be signed digitally, to reduce transactions between guests and staff.
- **Walk-Ups will be available on a limited basis.**
  - Tickets sell out **fast**. Preordering is highly recommended.
  - Check with security upon arrival for availability.



**OUR TEAM IS EXCITED TO HAVE YOU BACK!**