



**WILDERNESS** *Safer At Play*  
RESORTS AND WATERPARKS™

# SOAKY MOUNTAIN WATERPARK SAFER AT PLAY PROGRAM

PLAY SAFE, PLAY HEALTHY

## SOAKY MOUNTAIN WATERPARK COVID-19 SAFETY PRECAUTIONS

Wilderness Resorts and Waterparks, the developer of Soaky Mountain Waterpark has always held the comfort and safety of our guests and staff in the highest regard. In light of COVID-19 we have taken a number of additional steps to ensure that those at our waterparks are able to play and work in a clean and enjoyable environment. The details of our Safer At Play Program can be found below:



**SAFER  
AT PLAY**



## **PHYSICAL DISTANCING**

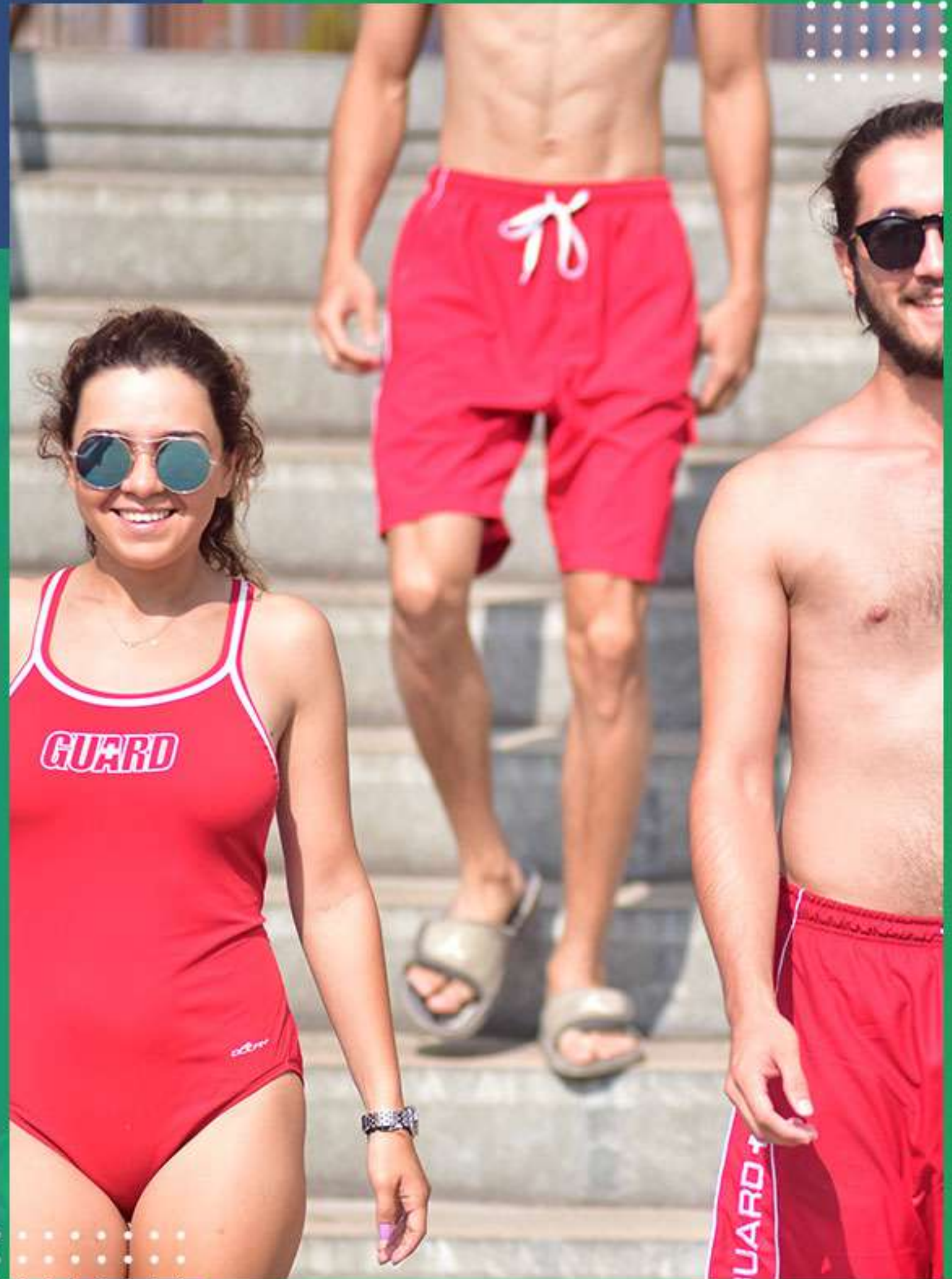
GUESTS WILL BE ASKED TO GATHER IN GROUPS OF 10 PEOPLE OR LESS AND TO REMAIN AT LEAST 6 FEET APART FROM OTHER GROUPS OF GUESTS WHILE AT SOAKY MOUNTAIN WATERPARK. SIGNAGE AND OTHER MARKERS HAVE BEEN PLACED THROUGHOUT THE PARK TO REMIND AND REINFORCE THE NEED FOR SOCIALDISTANCING.



# EMPLOYEE PROCEDURES

**All employees will undergo COVID-19 Safety Training before Soaky Mountain Waterpark Opens. In addition:**

- All employees are required to have their temperature taken before starting their shift and will be sent home if they have a fever over 100.4 or present other symptoms of a potential illness.
- All employees have been issued a face mask to wear when appropriate social distancing may not be available to them.
- All food and beverage staff, and others who are handling guest goods or merchandise are required to wear gloves and a mask.



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# ADMISSION

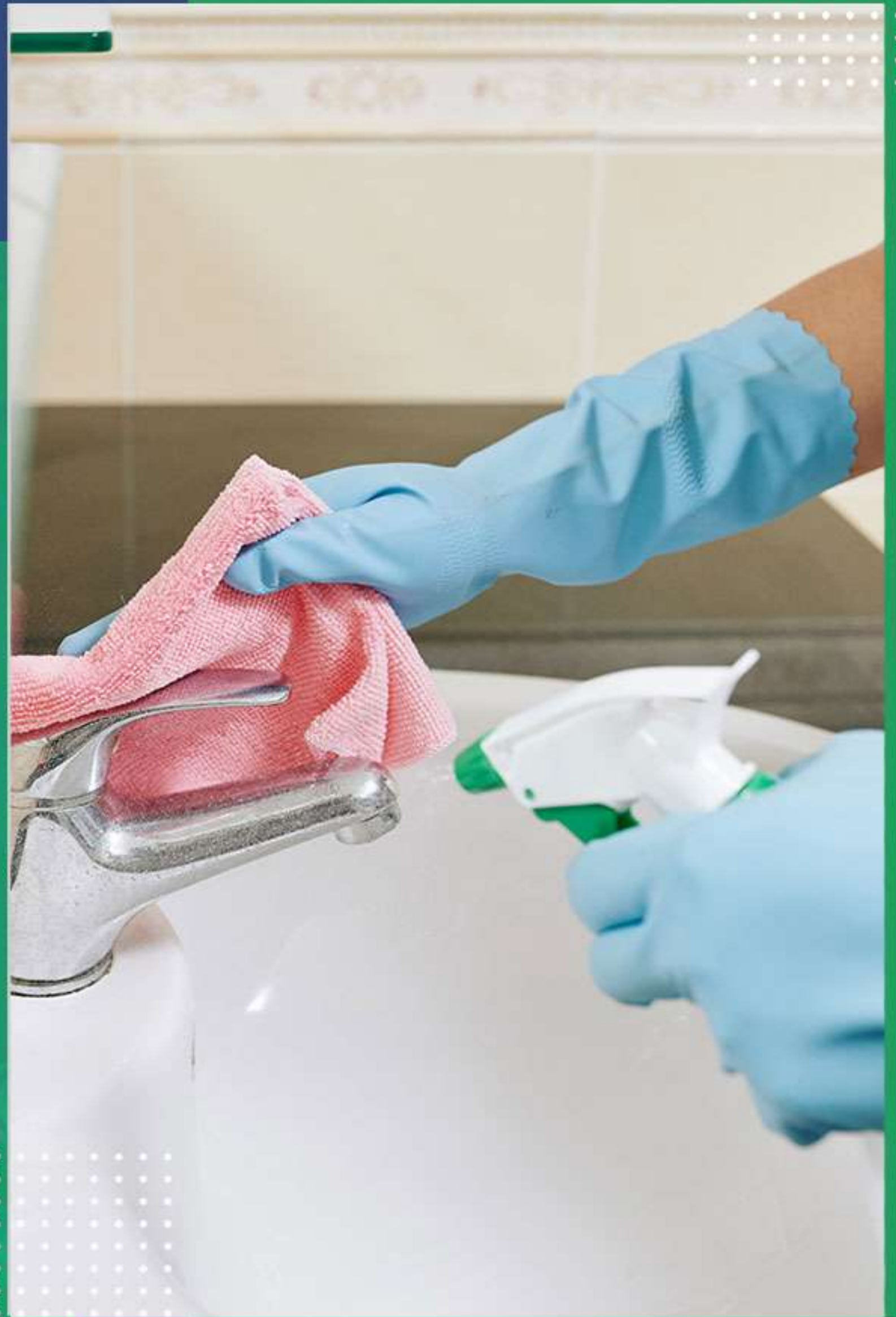
- All materials (tickets, wristbands, cash, etc.) for transfer between guests and staff are being placed on a countertop to avoid direct contact.
- All guest touch points are being disinfected frequently utilizing hospital-grade cleaning products.
- Guests are being advised to practice physical distancing by standing at least six feet away from other people while standing in line. Social distance markers have been added to all queueing areas to aid in this communication.
- Guests are not required, but encouraged to wear masks when social distancing is not available or when in common areas around other guests.
- Hand sanitizer stations have been added at all admission areas.





## PARK COMMON AREAS

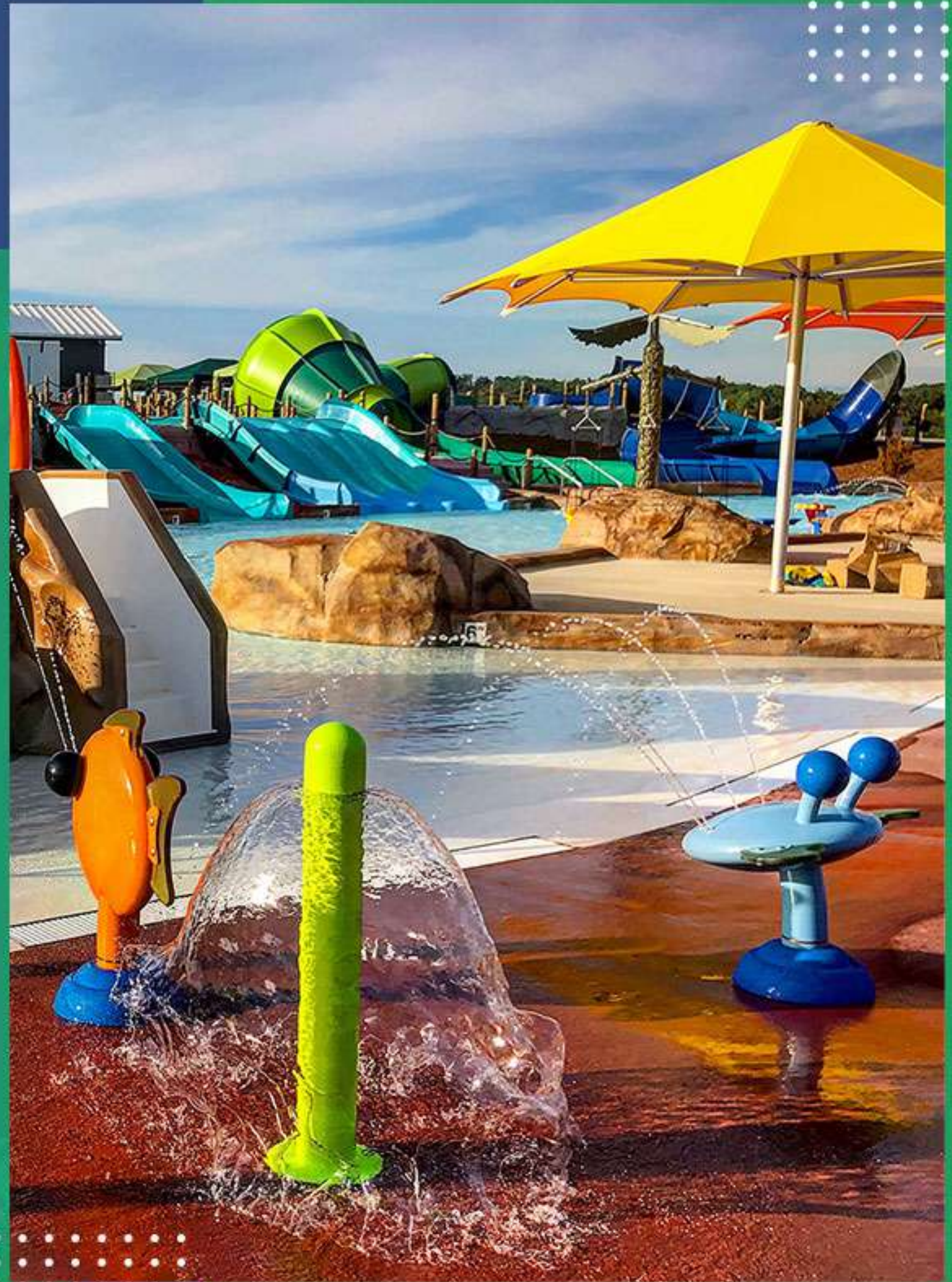
- All common-area cleaning team members are required to wear gloves and masks.
- Common areas, handles, faucets, trash-receptacle touchpoints and counters are frequently being deep cleaned.
- As an additional precaution, BIOPROTECT (which uses patented, EPA registered technology to kill and inhibit the growth of problematic bacteria, fungi, algae, protozoans, viruses and other microorganisms that can exist on many surfaces) is also being applied with an electrostatic sprayer. It has a 90-day residual effect from time of application and is being reapplied as necessary.
- Additional hand sanitizing stations have been placed throughout common areas.
- An increased cleaning focus is being placed on any areas where events or gatherings are held.





# WATER AREAS

- Please note: On March 13th the CDC stated, "There is no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs. Proper operation, maintenance and disinfection (e.g., with chlorine or bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19."
- Our Certified Pool Operators are conducting ongoing chemical readings to ensure our water is safe.
- We are frequently disinfecting and sanitizing all waterpark locker rooms, common areas, and touch points with hospital-grade cleaning products.
- Guest tables and chairs are being sanitized to the extent possible between new guests and are spaced to provide effective social distancing.
- Guest lockers are being cleaned and sanitized between rentals.
- Additional hand sanitizing stations have been placed throughout the park grounds.
- Guests are being asked to sit and play in groups of no more than 10 people and to space themselves at least 6 feet away from other guests.
- Social distancing markers have been added on slide towers and other applicable queueing locations to remind and reinforce social distancing guidelines.
- Staff are monitoring social distancing and park capacity to ensure safe play.



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# FOOD & BEVERAGE OUTLETS

- We are disinfecting and sanitizing all tables and chairs with hospital-grade cleaning products between guests.
- As an additional precaution, BIOPROTECT (which uses patented, EPA registered technology to kill and inhibit the growth of problematic bacteria, fungi, algae, protozoans, viruses and other microorganisms that can exist on many surfaces) is also being applied with an electrostatic sprayer. It has a 90-day residual effect from time of application and is being reapplied as necessary.
- We are frequently changing out all kitchen serving utensils for cleaning and disinfection.
- All kitchen staff are required to wear gloves and masks and are required to wash their hands when changing gloves.
- We are continuously cleaning common areas, handles, faucets, dispensers, trash-receptacle touchpoints, buttons, keypads, counters and cleaning tools with hospital-grade disinfectants.
- We are making it a priority to exceed the state guidelines for all food preparation and food handling.
- Guests are being asked to sit in groups of no more than 10 people and to space themselves at least 6 feet away from other guests.
- Social distancing markers have been placed in queueing locations to remind and reinforce social distancing guidelines.



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## RETAIL OUTLETS

- All retail team members are required to wear masks at all times and gloves when handling merchandise or conducting transactions.
- Tried-on clothing will not be recirculated for purchase for 72 hours.
- Changing rooms are being disinfected after each guest use.
- All materials for transfer between staff and guests are being placed on countertops to avoid direct contact.
- No returns or exchanges will be accepted. All sales are final.
- Social distancing markers have been placed in all queueing locations to remind and reinforce social distancing guidelines.
- Guests are being asked to shop in groups of no more than 10 people and to space themselves at least 6 feet away from other guests.
- All touch points at point of sales counters will be disinfected utilizing hospitalgrade cleaning products between guests.
- As an additional precaution, BIOPROTECT (which uses patented, EPA registered technology to kill and inhibit the growth of problematic bacteria, fungi, algae, protozoans, viruses and other microorganisms that can exist on many surfaces) is also being applied with an electrostatic sprayer. It has a 90-day residual effect from time of application and is being reapplied as necessary.



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## CLOSING MESSAGE

WE WANT TO ASSURE YOU, OUR VALUED GUESTS,  
WE ARE READY TO PROVIDE YOU A FUN-FILLED, SAFE  
VACATION THROUGH OUR SAFER AT PLAY PROGRAM  
AND LOOK FORWARD TO SEEING YOU AGAIN.

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