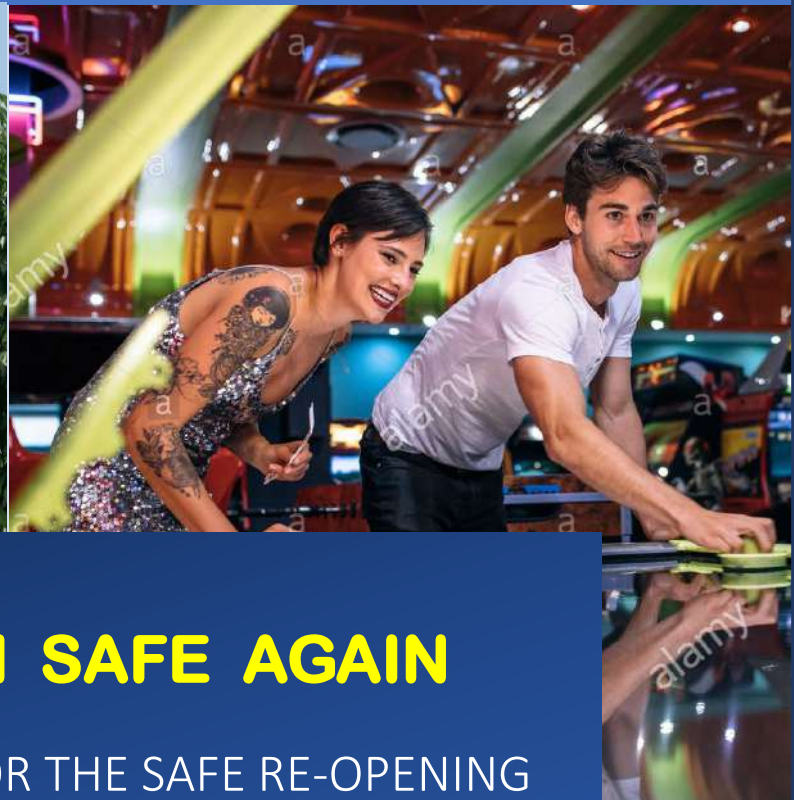




RECOMMENDED MINIMUM STANDARDS PLAYBOOK

2nd Edition 13 July, 2020



MAKING FUN SAFE AGAIN

A REFERENCE GUIDE FOR THE SAFE RE-OPENING
OF THE MENA LEISURE & ATTRACTIONS INDUSTRY





MAKING FUN SAFE AGAIN!

*These are general guidelines on “Best Practice”.
Please check all regulatory requirements with your local authorities to
ensure adequate compliance.*

TABLE OF CONTENTS

- 5 INTRODUCTION
- 7 TOPLINE CONSIDERATIONS FOR RE-OPENING
- 9 REOPENING GUIDANCE - DETAILED
- 18 ADDITIONAL GUIDELINES – STAFF TRAINING
- 20 CURRENT PRACTICES AND THOSE TO APPLY TO COVID-19
- 22 GENERAL POINTS FOR ADDITIONAL CONSIDERATION
- 23 ANNEXURES

NEW ADDED SECTIONS

- 40 ANNEXURES ON CINEMAS, BOWLING & REDEMPTION **New!**
- 48 REOPENING GUIDELINES FROM REGIONAL AUTHORITIES **New!**



GETTING READY TO REOPEN

*These are general guidelines on “Best Practice”.
Please check all regulatory requirements with your local authorities to
ensure adequate compliance.*

LET'S GET READY TO DELIVER SAFE FUN AGAIN!

Dear Operator,

As we get set to reopen our facilities to our Guests, we must be able to reassure our Clients of their safety.

The following document has been created as a Guide for all our Leisure and Entertainment Operations across the MENA Region, to help them reopen in a safe and protected manner. The purpose of this guidance is just that, to offer you direction and provide a set of minimum standards we recommend you to follow before and during your reopening.

In addition to following these guideline, kindly ensure you are compliant with your respective local authority regulations. Also, consider reviewing reopening plans with your legal counsel before moving forward.

We hope you find these recommendations useful, and we wish you a safe and successful re-opening!

*Best Regards,
MENALAC Safety Committee*

Where information has been sourced for these Guidelines:

- W.H.O.
- U.S. Centre of Disease Control (US CDC)
- European Centre for Disease Prevention and Control (ECDC)
- U.S. Environmental Protection Agency (EPA)
- Government agencies from MENA region
- Industry Leaders

“

*Making Safety measures
visible to your facility guests is as
important as the measures
themselves*

”



TOPLINE CONSIDERATIONS FOR RE-OPENING

1. PHYSICAL CHECKS PRIOR TO ENTRY

- Ensure all personnel are subjected to a body temperature check at entry gates.
- Ensure masks are worn correctly covering mouth and nose.



2. SANITIZING YOUR FACILITIES

- Consider DEEP cleaning of the facility with special consideration to the AC units



3. PROVIDE MEANS FOR HAND SANITIZATION

- Provide means to sanitize hands frequently



4. PHYSICAL DISTANCING AND CAPACITIES

- Manage density of people within the facility
- Ensure social distancing is adhered to
- Plan and train for entry and egress



5. REDUCE TOUCH POINTS, SANITIZE TOUCH AREAS

- Reduce high touch areas where possible and sanitize high touch surfaces frequently



6. SAFEGUARD EMPLOYEES

- Protect employees with various approaches, including barriers, protective coverings, and distancing



7. EDUCATE ON SELF-PROTECTION

- Communicate with employees and guests effectively on how to self-protect and prevent the spread of the virus



8. HAVE A PLAN FOR ON-SITE EMERGENCY

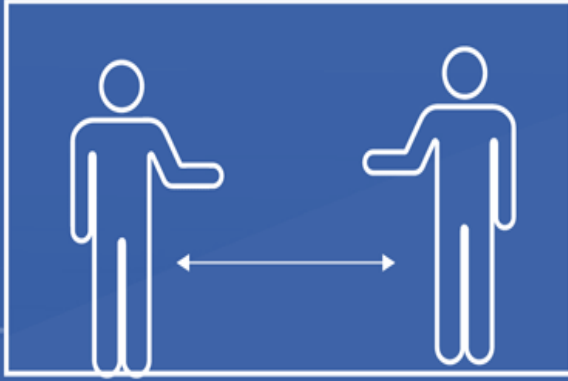
- Have a plan to meet any health emergency



9. ENSURE ADEQUATE SIGNAGE

- Signages help remind Guests & Employees to follow regulations and stay safe





لابد بشكل إلزامي
ارتداء الكمامات

خلال زيارتكم لنا، حافظوا على ترك 2 متر مسافة
تباعدا اجتماعي

2 meters

PHYSICAL DISTANCING

is a must, throughout your visit

**KEEP YOUR
MASK ON**

(And Gloves if
applicable)

Ensure you are compliant with Local Government
Regulations and in line with guidance provided by
your Government Health Agencies

1.



PHYSICAL CHECKS PRIOR TO ENTRY

- Ensure all personnel (staff, guests, security, cleaners etc.) are subjected to body temperature checks prior to entry into the facility. Temperature range must be below 37.5 Degree Celsius
- Several methods are available e.g.
 - **Handheld Infrared thermometer**
Ensure the person using the thermometer is at a safe distance from the person being monitored.
 - **Infrared camera**
Ensure the operator is visible and at a safe distance.
- Allow healthy people to enjoy the facility and encourage the use of masks/face coverings for people entering the facility.

2.



SANITIZING YOUR FACILITIES

- Check local government guidelines on reputable cleaning companies to use
- If facility AC units have been switched off for a period of time, there is the real chance of legionella
- Ensure you have on record the Safety Data sheets on all chemicals used and that they are approved by any relevant bodies
- Implement and record Staff Trainings for:
 - What should be cleaned
 - Frequency the cleaning is to take place
 - Method on how the cleaning should be done
 - Chemical to be used and how
 - Be visible with minimal disruption to activities
- Assess all chemicals for compatibility and safety on equipment being cleaned. Some chemicals can harm certain equipment (ref example Annexure 1)

3.



PROVIDE MEANS FOR HAND SANITIZATION

- Ensure hands free Sanitizer Units with appropriate Signage are easily accessible throughout the premises and can be clearly seen from all areas within your facility.
- Public areas (Hand Sanitization Options)
 - Hands Free Sanitizer Stations



Sensor Based free standing sanitizer

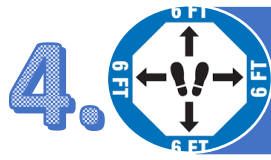


Hand Touch Free Foot Pedal Operated Sanitizer



Wall mounted Sanitizer dispenser units

- Back of house staff facilities – If wash basins are available ensure staff are trained on the correct procedure of hand washing sanitization.



PHYSICAL DISTANCING AND CAPACITY

- At the time of booking online or purchasing entry tickets on site, inform guests of any mandatory PPE e.g. Masks, that maybe required as well as the Safe Distance regulations to be maintained.
- Consider:
 - Good quality floor marker signage clearly indicating safe distances to be maintained
 - Spacing of games, seating, etc.
 - Spacing of cars in the parking area
 - Spacing of Washroom stalls / urinals
 - Single line queue to and from all counters
 - Cashier / Reception / Information
 - Redemption
 - Food & Beverage
 - Merchandise Stores & all Point of sale Kiosks
- Manage density within the facility to keep people 2 meters apart from other guests. This may not apply to family units that have been isolating together
- Please adhere to your local authority guidelines on allowed occupancy
- To Calculate the “maximum capacity” for your facility divide the Free Circulation Area within your facility by 4. (4sqm is the area that a person needs in order to stay 2m from others). The number of staff in this Free Circulation Area should be included in your Capacity calculations.
- Create a data base of Guest and Employee questions to learn, record and address with management in a timely manner
- Consider any government restrictions on ages allowed

5.



REDUCE TOUCH POINTS, SANITIZE TOUCH AREAS

- Reduce touch points where possible and sanitize high touch surfaces frequently
Consider:
 - What do Guests & Employees touch?
 - How can this be controlled / reduced?
- Promote Cashless transactions and online bookings where possible
- Create a schedule and have a planned approach to frequently sanitize high touchpoints and surfaces regularly throughout the day. For E.g. Balustrades to be sanitized every 3 hours.
- Frequency of Sanitization should also take into consideration, the number of Guests visiting the Facility during a given time interval.



6.



SAFEGUARD EMPLOYEES

- Provide PPE for your Staff. Masks must be considered as essential.
- As a tip Face Shields and Sneeze/Cough Guards at Customer Service Counters can make every staff smile noticeable 😊.
- Front of house signage for Guests and Staff as well as back of house signage for Staff will help to reinforce your safety message.



- Regular updated and recorded staff training and continuous education to enable your Staff to stay protected and deal with the Customers effectively, whilst being aware of the situation we find ourselves in.
- Staff Welfare Monitoring
 - Record and maintain records of staff timings and temp.
- Ensure your team knows:
 - When to stay away from the workplace
 - What action to take if they become unwell
 - What symptoms should they be concerned about



EDUCATE ON SELF-PROTECTION

- Conduct regular and recorded trainings for Employees on:
 - Dealing with Guests and being friendly and knowledgeable
 - Money handling, glove wearing, frequency of changing PPE, and other safe procedures

- Communicate with Employees and Guests effectively on how to prevent spread of virus.

Consider:
 - Signage in and around the building
 - Max Capacity
 - Safe Distancing
 - Location & visibility of hands free Sanitizers
 - Temperature Check Stations

- Consider having employees as set teams to minimise interaction

- Keep your Employees informed and stop the spread of Misinformation



HAVE A PLAN FOR ON-SITE EMERGENCY

Have a plan in the event a guest or employee falls ill on site

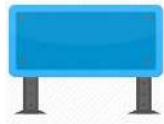
➤ Consider:

- Making your Managers aware of how to contact your medical authority in the event of serious incident that requires medical staff intervention
- Separating holding area for suspected COVID cases and general first aid responses
- Training Staff on first aid processes
- Maintaining and periodically reviewing records of training
- Defining and implementing process for employee to contact management if they are sick or suspect contact with COVID 19
- Understanding the emergency procedures being followed by the Mall or a larger setup that you could be a part of
- Appointing an Emergency Management Team per shift

➤ Are there any changes needed to emergency or evacuation procedures?

- Routes, assembly points
- Any new Internal Radio / Communication codes needed.

9.



ENSURE ADEQUATE SIGNAGE

Ensure that you have adequate Signage throughout your facility, reminding your Guests and Employees of the regulations they need to follow whilst visiting.

Signages serve to regularly reinforce recommended behaviour and helps to keep your Guests and Employees safe while having fun!

Below are some examples of Recommended Signage options you can use.

Floor Stickers



Posters



Guidance

Preparation

EDUCATION



Instruction

TRAINING

*These are general guidelines on “Best Practice”.
Please check all regulatory requirements with your local authorities to
ensure adequate compliance.*

RE-OPENING GUIDANCE – STAFF TRAINING

Family entertainment, Parks and Water Park professionals from all around the MENA region, public health officials and government bodies have come together with a mind to developing a set of opening and operating guidelines to help return to full operation safely when the time comes.

This guidance is designed to provide you with a basic summary of recommended practices that can be used to help mitigate exposure to the COVID-19 virus.

Combine this guidance with your existing policies along with your local government guidelines during the COVID-19 Pandemic.

Operators should make use of these guidelines as they relate to their existing policies and procedures and in conjunction with instructions they receive from authorities during their reopening phase.

As community transmission rates decline amongst your population of visitors, these guidelines may be adjusted and relaxed, preferably in consultation with local health authorities. If you decide to open your attraction later in the progression of COVID-19, you may be able to do so with fewer adjustments and accommodations in place

For the most comprehensive and up to date COVID-19 resources and information for the industry, visit www.menalac.org

Armed with this information and recommendations of your local health departments, you can help secure a safe opening.

RE-OPENING GUIDANCE – STAFF TRAINING

Prior to opening prepare your staff with specific, detailed and recorded training packages

Example

HYGIENE SAFETY PROTOCOLS STAFF TRAINING & AWARENESS

| Action Required | Implementation Method | Responsibility | Time Frame | Measurement Criteria |
|-------------------------------------|--|---------------------|---|----------------------|
| Deep cleaning of the whole area | Outsourced to approved company to perform the deep cleaning | Supervisor/ Manager | Prior to opening and staff attendance | Records |
| Awareness among the staff | Briefing all the staff about Coronavirus prevention methods and ensuring the staff has clearly understood them. | Supervisor/ Manager | Prior to opening | Briefing records |
| Hand Hygiene | To ensure staff and guests always maintain hand hygiene, hand sanitizers are to be situated at strategic spots across all areas, making them easily accessible to everyone. | Supervisor/ Manager | Prior to opening | Visual inspection |
| Screening staff and guests | Staff and guests are screened prior to entry into the areas. <ul style="list-style-type: none"> Visual checks of staff & guest hygiene Visual checks of staff & guest health Screening of staff & guests upon entry using an electronic infra-red thermometer Visual checks on social distancing | Supervisor / Staff | With immediate effect, applicable daily | |
| Blood and Body Fluid Clean-up | Staff cleaning up a blood or body fluid spill from a visitor/guest should be trained in the correct procedure and the proper usage of PP | Supervisor / Staff | With immediate effect, applicable as & when the need arises | Records |
| Symptoms Identified | Create a culture where protocol is followed whenever staff & guests show any symptoms. They should be reported immediately, if necessary quarantined. The Dubai Health Authority must be contacted immediately at 800342. | Supervisor / Staff | With immediate effect, applicable daily | Records |
| Monitor sickness and absenteeism | Supervisors are to monitor and track the health of the staff via the daily morning briefings. | Supervisor | With immediate effect, applicable daily | Records |
| Stay educated | Monitor the advice issued by public health bodies and government sources. Action the relevant and necessary steps when and where required. | Supervisor/ Manager | As & when required | |
| Good infection prevention practices | Perform cleaning and surface disinfection regularly throughout the day | Supervisor | With immediate effect, applicable daily | |
| Waste disposal | Staff to be educated that while transferring and disposing garbage the garbage bags are to be held away from their bodies. | | Ongoing daily | |

CURRENT PRACTICES AND THOSE TO APPLY TO COVID-19

- Prohibiting sick employees in the workplace
- Strict handwashing practices that include how and when to wash hands
- Strong procedures and practices to clean and sanitize surfaces
- Cash handling should be avoided if possible. If cash handling is required, employees should wash or sanitize their hands frequently
- Monitoring body temperatures and appropriate PPE (Personal Protective Equipment) for both guests and staff at point of entry to the facility
- Consider back of house signage reminding employees of the proper procedures when:
 - 1) Wearing and removing / disposing of mask, gloves, and any other PPE
 - 2) Washing their hands
 - 3) Sneezing / coughing
 - 4) A high temperature has been recorded in a staff member OR a customer



Example MATRIX

| ACTIONS | DESCRIPTIONS | MANAGEMENT | TEAM MEMBERS | MAINTAINENCE | CUSTOMERS | OTHERS |
|---------------------------------|--|--|--|---|-----------|--|
| BEFORE LEAVING HOME | <ul style="list-style-type: none"> To self access and check for any symptoms like runny nose ,fever ,Dry cough and tiredness. Ensure Proper hygiene is maintained. Ensure Hair and makeup done before leaving home. Wear complete uniform . | Clean uniform or clean business attire | Wear clean uniform daily ,if no clean uniform available optional choice Black color T- shirt for TEKZONE ,Gray or White color T-shirt for KIDZANIA ,black T-shirt for Quest. All 3 brands must have their brand lanyard and brand name tag .All 3 brand trouser option dark blue or dark black colored denim jeans or old costume. | Combination of old and new uniforms | na | na |
| TRANSPORT | <ul style="list-style-type: none"> Wearing Face masks and gloves while travelling mandatory. Recommended to wear a full sleeved jacket over uniform. | Use one row seat leavening space with social distancing | Use one row seat leavening space with social distancing | Use one row seat leavening space with social distancing | na | na |
| MALL ENTRY POINTS | <ul style="list-style-type: none"> Use only the mall recommended entry points. Use parking with the least distance to staff entrance. Anyone entering the mall including staff, visitors, contractors all comply with the mandated temperature screening & checks. Social distancing on elevators and escalators and while walking in the mall | Review mall policies and cascade to the team. | <ul style="list-style-type: none"> If entry to mall denied contact on duty manager and inform. Comply with authorities and follow instructions | Inform contractors and attain necessary permits before hand . | tbc | tbc |
| STAFF ENTRANCE- CLOCK IN | <ul style="list-style-type: none"> Maintain Social Distancing of 2 meters between each other . Staggered entry so as to avoid crowding. | <ul style="list-style-type: none"> To maintain electronic head count. Management to oversea of opening doors and or curtain. | <ul style="list-style-type: none"> Before park opening ticketing area for KidZania. After opening area back of house entrance. | See that the contractors comply with the guidelines. | na | Make an appointment before visit or delivery |



FOR YOUR SAFETY AND OTHERS PLEASE MAINTAIN SOCIAL DISTANCING AT ALL TIMES



HANDY CONTACTS
MINISTRY HELPLINE 151

GENERAL POINTS FOR ADDITIONAL CONSIDERATION

- Pre-opening periodic maintenance and inspections of facilities, attractions. Are the certifications up to standard and up to date?
- Operational employees training and skill levels. Is there a requirement for re training and assessing competency? *Training requirements for employees to be documented*
- Expected numbers of guests
- Timing of operations
- Temperature screening
- Batching and entry process
- Touch point identification, route and protocols
- Personnel Protective Equipment (PPE)
 - Type
 - Level
 - When to change/ renew
- Foot baths on entry
- Deep cleaning – Requirements and frequency
- Retail Operations
- First Aid Response
- Food and Beverage considerations.
 - Cook to Order
 - No Buffets
- Table and seating set up for distancing
- Hygiene refresher training hand washing policy
- Prayer Rooms,
 - Open/closed
 - Capacity for use
 - Cleaning
- Ticketing – Online preferred
- Lost children
- Lost/found property
- Complaint handling



ANNEXURES



ANNEXURE 1

Maintaining Safety within FECs

ANNEXURE 2

VR Cleaning Tips

ANNEXURE 3

IAAPA Re-opening Guidance for Water Parks

ANNEXURE 4

Disinfecting your Harness Equipment

ANNEXURE 5

WHO - Cleaning and Disinfection of Surfaces

ANNEXURE 6

Safety Guidelines for Cinemas, Bowling & Redemption

MAINTAINING SAFETY WITHIN FECs



*These are general guidelines on “Best Practice”.
Please check all regulatory requirements with your local authorities to
ensure adequate compliance.*

Maintaining Safety Within FECs

(Annexure 1)

Maintaining Safety – MENALAC Recommendations COVID 19 Guidelines for Video, Redemption and General Midway Operation

Introduction

These recommendations are aimed to guide operators in maintaining COVID 19 safety guidelines around FEC game operation. This refers to all Redemption, Merchandising, Video, Arcade, Kiddie Rides, as well as other unclassifiable game categories that are not fenced in or are subject to an individual entrance fee.

General Recommendations

- **It is necessary to inform the public of changes to the operating conditions of multiplayer games in advance by means of signage or other communication**
- Where social distancing measures cannot be maintained by natural separation of equipment, an option to inform the players by means of signage to maintain at least a one game gap on either side of the game they wish to play should be considered for public safety. You can also train your operations staff to promote this message to your players.
- Game Cabinets that allow multiple players to participate in the same game but have only one card reader could be operated to a reduced capacity to maintain social distance. Members belonging to the same family or household can be allowed to play together.
- With Multi Player Game Cabinets (such as midway games) that allows multiple players to participate and has multiple card readers, we recommend to maintain safe distancing by keeping the seat on either side of the player vacant. Members belonging to the same family or household can be allowed to play together in adjacent seats.

MAINTAINING SAFETY WITHIN FECs



*These are general guidelines on “Best Practice”.
Please check all regulatory requirements with your local authorities to
ensure adequate compliance.*

Maintaining Safety Within FECs

(Annexure 1)

General Recommendations (Cont.)

- Accessories for games that are not in operation can be removed
- In all cases, recommended or mandatory PPE must be easily available for replacement and customer convenience
- Ensure the use of Free Standing Redemption Ticket Eating and Counting Stations and transfer tickets to cards. This will minimize interaction at the redemption Counter. Another option could be to Go Ticketless if your guests don't mind seeing their tickets coming out of redemption games

Cleaning Routines

All handheld devices must be sanitized continuously by way of cleaning routines

- Steering Wheels
- Light guns
- Air Hockey pucks and ladles
- Basket Balls
- Other types of balls needed for the purpose of game operation
- Buttons (start buttons, directional buttons)
- Joysticks
- Other frequently touched surfaces, grips
- Card Readers
- Seats and seat adjusters
- Cabinet and open playfield surfaces
- Doorknobs and other touch dependent entry and exit points
- Any other applicable surfaces and accessories required for game operation

VR CLEANING TIPS



*These are general guidelines on “Best Practice”.
Please check all regulatory requirements with your local authorities to
ensure adequate compliance.*

VR CLEANING TIPS

(Annexure 2)

All VR based Equipment & Attractions will require extra care and consideration during present times. We recommend that all VR Games & Attractions, even if attendant free, are attended to until the present situation improves. You may even consider having one dedicated staff member across multiple attendant free VR Attractions to disinfect the touch points before and after use.

Recommendations for Keeping VR Equipment hygienic:

- For most of the headsets, and their controllers, isopropyl alcohol (min 70%) will do the job. Just wipe down all the hard surfaces and touch points. Include the top and bottom of the eyepiece, which you grab when putting on and taking off the headset and adjustment ring on the back, the headband and the foam interfacing found inside.
- For the lenses, avoid using anything abrasive. Make sure the whole thing gets nice and damp from the wipes, then leave them to air dry. Do not use the headset until everything is completely dry, or you could be introducing more microorganisms to an already wet environment.
- Invest in some replaceable pads and change them on a regular basis dependent on the usage.
- Ensure that the staff cleaning the headset disinfects their hands before and after cleaning.
- There are also options for UVC light boxes available in the market. However, if you decide to disinfect with UVC light, ensure the lenses are covered as this can irreparably damage the displays. Additionally, please check if the plastic used in your VR Headset is UVC Safe.
- We recommend encouraging the players to sanitize their hands before playing VR Games.



TIP: Provide your players with a Isopropyl Alcohol wipes and ask them to wipe the VR apparatus before wearing the same so that they feel even more assured.

IAAPA: CONSIDERATIONS FOR THE WATERPARK INDUSTRY



*These are general guidelines on “Best Practice”.
Please check all regulatory requirements with your local authorities to
ensure adequate compliance.*

IAAPA REOPENING GUIDANCE

Considerations for the Waterpark Industry

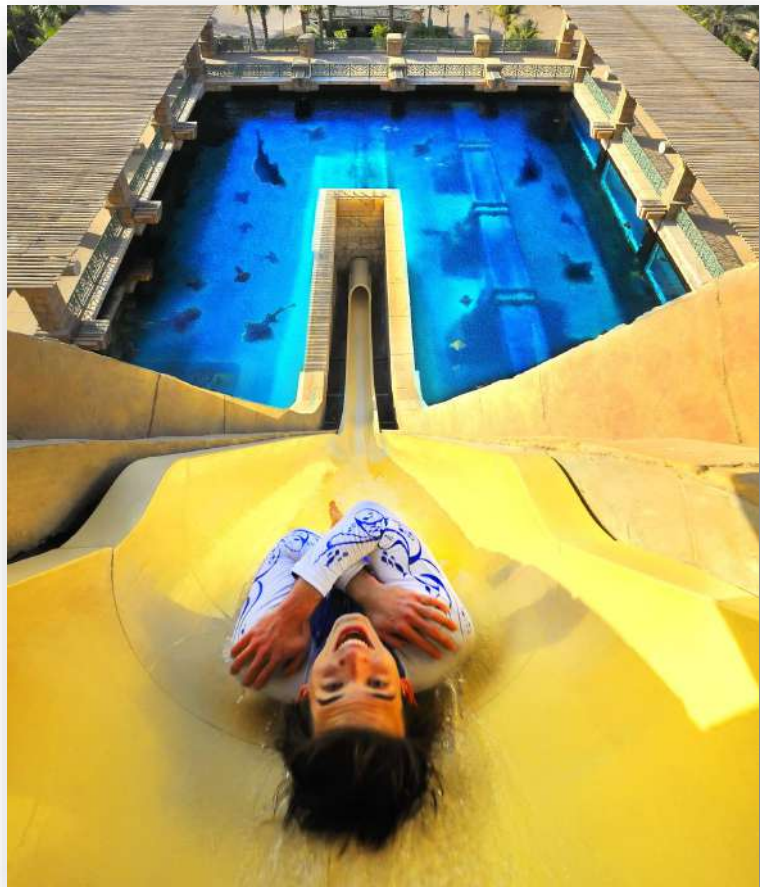
(Annexure 3) Document provided by IAAPA

WATER PARK OPERATIONS

Note: These guidelines only apply to water park attractions / rides where the pool water is treated in accordance with health department regulations (typically, 1 ppm free chlorine and pH less than 7.5.) They do not apply to water rides where the water is not treated to these standards.

1. Physical distancing is critical and can be effectively managed in a water park. Consider if physical distancing can be facilitated by a timed / controlled entry system to control guest density.
2. Install signs at the entrances of all attractions regarding physical distancing. Establish control points of entry to monitor capacity and have employees remind guests to adhere to the guidelines.

[Click Here for Full Article](#)



CONSIDERATIONS FOR THE ROPES COURSES AND ZIPLINES



*These are general guidelines on “Best Practice”.
Please check all regulatory requirements with your local authorities to
ensure adequate compliance.*

IAAPA REOPENING GUIDANCE **New!**

2nd Edition

(Annexure 3) Document provided by IAAPA

The new edition has brand-new content and updated, refined language for guidelines and safety protocols for:

- A team COVID-19 training outline
- Ziplines and aerial courses
- Miniature golf facilities
- Bowling centers
- Birthday parties
- And more.

[Click Here for Full Article](#)



DISINFECTING YOUR HARNESS EQUIPMENT



*These are general guidelines on “Best Practice”.
Please check all regulatory requirements with your local authorities to
ensure adequate compliance.*

Recommendations for disinfecting your harness equipment

(Annexure 4) Document provided by PETZEL

During the current COVID-19 crisis, many of you have sent us questions on how to disinfect your equipment. Here are the basics that you need to know.

To clean PPE or other equipment, please follow the instructions provided in the technical notice for each product.

As a reminder, chemical cleaners damage plastics and textiles, breaking down the compounds and the fibres. The only cleaning products tested and recommended are soap and water.

In the specific case of COVID-19, hospital disinfection methods involve high temperatures (>150°C) or low temperatures (<100°C) and using bleach. We cannot apply these protocols to PPE or other equipment.

To date, no health authority has announced an official, reliable disinfection protocol using low temperatures (<100°C) and without bleach.

With this in mind, we recommend using the following protocol:

1. Respect a 72 hour quarantine period
2. Hand wash products with soap and water, at a maximum temperature of 65°C (Warning: these are exceptional measures during the COVID-19 crisis. Otherwise, under normal circumstances, please wash your equipment at 30°C as indicated in the technical notice).

To dry your equipment, please follow the instructions provided in the technical notice. This protocol will highly reduce the risk of contamination, but of course is not 100% guaranteed. You can also request further information from your local health authorities concerning low temperature disinfection protocols.

PLEASE NOTE: Cleaning products developed by ECOLAB, when applied as instructed, are also compatible with all Petzl helmets and can be used. However, we do not know how effective ECOLAB's products are in killing the coronavirus. Here is the link to the ECOLAB website for more information: <https://en-uk.ecolab.com/>

Cleaning and Disinfection WHO Recommendations



World Health Organization

*These are general guidelines on “Best Practice”.
Please check all regulatory requirements with your local authorities to
ensure adequate compliance.*

WHO - Cleaning and disinfection of environmental surfaces

(Annexure 5) (May 15 2020)

- Spraying disinfectants and other no-touch methods in indoor spaces, routine application of disinfectants to environmental surfaces by spraying or fogging (also known as fumigation or misting) is not recommended for COVID19. One study has shown that spraying as a primary disinfection strategy is ineffective in removing contaminants outside of direct spray zones. Moreover, spraying disinfectants can result in risks to the eyes, respiratory or skin irritation and the resulting health effects. Spraying or fogging of certain chemicals, such as formaldehyde, chlorine based agents or quaternary ammonium compounds, is not recommended due to adverse health effects on workers in facilities where these methods have been utilized. Spraying environmental surfaces in both health-care and nonhealth care settings such as patient households with disinfectants may not be effective in removing organic material and may miss surfaces shielded by objects, folded fabrics or surfaces with intricate designs. If disinfectants are to be applied, this should be done with a cloth or wipe that has been soaked in disinfectant.
- Spraying individuals with disinfectants (such as in a tunnel, cabinet, or chamber) is not recommended under any circumstances. This could be physically and psychologically harmful and would not reduce an infected person's ability to spread the virus through droplets or contact. Moreover, spraying individuals with chlorine and other toxic chemicals could result in eye and skin irritation, bronchospasm due to inhalation, and gastrointestinal effects such as nausea and vomiting.

[Click Here for Full Article](#)

REOPENING GUIDELINES FOR CINEMAS



*These are general guidelines on “Best Practice”.
Please check all regulatory requirements with your local authorities to
ensure adequate compliance.*

Safety Guidelines within Cinemas ^{New!}

(Annexure 6)

- Enforce social distancing at Food collection point Counters
- Maintaining Safety distance, physical barrier between guests and employees when conducting transactions
- Counters to be disinfected after every customer
- All associated transaction material (handing food out to the guests) to be placed on the allocated counter-top and not handled by the cashier on issue
- Online food ordering to be encouraged to minimize contact/ Queue less ordering.
- All F&B Utensils in use to be covered, disposable, one use only
- All F&B product to be served sealed to the guests
- Mandatory frequent cleaning and disinfection using approved disinfectants, at least every half hour.
- Maintain high levels of personal hygiene at all times.
- Increase the frequency of cleaning and disinfecting of cinemas post and during operational hours and focusing on the following (entrance and exit, toilets and stairs, escalators and elevator handrails and door handles)
- All Employees to avoid touching eyes, nose and mouth, Avoid handshakes and close contact.
- Cinema capacity reduced as per local authorities' guidelines.
- Cinema seat mapping to be aligned with local authorities' guidelines. (Vertically and horizontally social distancing to be applied)
- Daily disinfection of floors and seats
- Sanitization fogging of Auditoriums, seats, and passageways on a regular basis
- Sanitizations post every individual show
- Dedicated isolation room available for guests and staff displaying Flu-Like symptoms as per Mall operator provision
- 4D & 3D cinemas not allowed to operate



Increase the frequency of cleaning and disinfecting

Safety Guidelines within Cinemas

(Annexure 6)

- Frequency of shows to be reduced to allow the sufficient time for effective sanitizations post completion of each show (a minimum of 20 – 30 mins be allocated)
- Providing blanket in luxurious hall (gold, platinum etc.) cinemas is not allowed.
- No movie promotional booklet to be distributed to customers
- Touch screens and self-service kiosks should be closed
- Promote smart payment solutions
- staggered start time and finish times of movies to reduce entry and exit hot spots.
- Social distancing ambassadors deployed in the foyer area and general areas including the auditorium to avoid gathering and ensure all social distancing control measures are adhered to and monitor compliance



REOPENING GUIDELINES FOR BOWLING

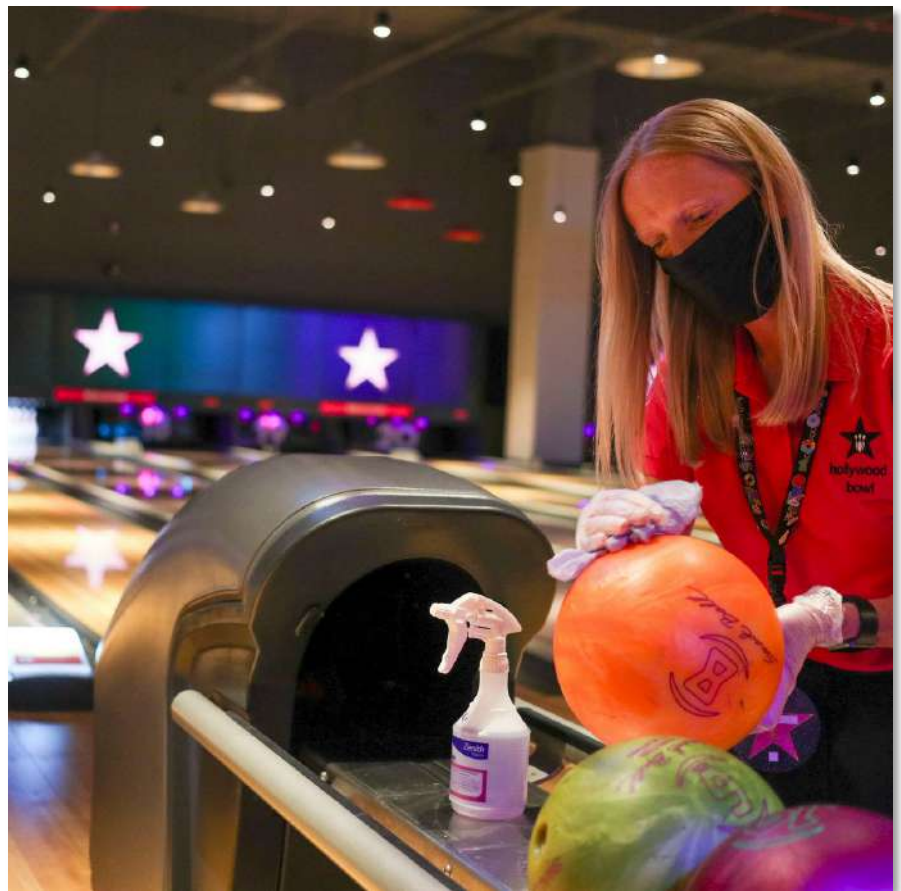


*These are general guidelines on “Best Practice”.
Please check all regulatory requirements with your local authorities to
ensure adequate compliance.*

Safety Guidelines within Bowling ^{New!}

(Annexure 7)

- Bowling lane seating area capacity to be reduced to comply to social distancing requirements, with clear signage on where is allowed to sit.
- Social distancing stickers introduced to assist guests to maintain separation
- Bowling waiting area to comply with social distancing
- Maintaining Safe distance, physical barrier between guests and team
- Equipment (ex: shoes, balls) issued as part of Bowling safety regulations to be washed, sanitized, disinfected after each use
- Bowling lanes to maintain social distancing safety regulations



REOPENING GUIDELINES FOR REDEMPTION



*These are general guidelines on “Best Practice”.
Please check all regulatory requirements with your local authorities to
ensure adequate compliance.*

Safety Guidelines for Redemption **New!** Counters

(Annexure 8)

- Barriers placed to control counter access and limit entry/access points to guests
- Counters to be disinfected after every customer interaction
- Social distancing maintained between cashiers and guests throughout the sales process.
- Staff to be allocated their own stationary
- No refunds / Exchange except for faulty items.
- Hand sanitizer dispensers to be available, visible and reachable at redemption counter
- Cashiers to be always wearing PPE



REOPENING GUIDELINES FROM REGIONAL AUTHORITIES

DUBAI MUNICIPALITY GUIDELINES

New!



April 22, 2020 Wholesale, retail construction & Office



May 12, 2020, Wholesale, retail construction & Office (additions)



June 17, 2020, Economic activities



July 3, 2020, Economic activities resumption (additions)

** kindly ensure you are compliant with your respective local authority regulations. Also, consider reviewing reopening plans with your legal counsel before moving forward.*

MENALAC HEALTH & SAFETY COMMITTEE MEMBERS



Ross Patitson
HSE Manager
Warner Bros Abu Dhabi



Amjad Alata
Senior Manager - Security
HSE, Emaar Entertainment



Ben Clegg
GM Spares & Support
Amusement Services
International



Grahame Campbell
Director of Operations
Wild Wadi



Alex Schrott
Head of Amusement
Rides & Structures
TÜV SÜD ME



Mohamed Gad
Senior Accreditation
Engineer
E.I.A.C



Ammar Belleh
Senior HSE Manager
MAF Leisure,
Entertainment & Cinema



Rodney Johns
Vice President –
Technical Services
Qiddiya



Michael Scholz
Technical Operations
Manager - Entertainment
Division
AHokair Group, KSA



Karl Rothenburg
Maintenance Director
Legoland Dubai



Rawad Hossein
MENA Senior HSE Manager
MAF Leisure,
Entertainment & Cinemas



Lokesh Krishnappa
Technical Controller &
Training Executive
IMG World of Adventures



Vinodchandar Johnson
QHS Manager
Sparky's, UAE



Renjith Nair
HSE Officer
Al Othaim Group



Pankaj Sharma
Health & Safety
Manager
Landmark Group



Mohamed Nazim
Assistant Operations
Manager
Adventureland



Steven Putzeys
Operations Manager
M.H. Alshaya Leisure &
Entertainment



Our Aims & Objectives

- To promote a safe operation, regional development, professional growth and commercial success of the amusement industry.
- To be an indispensable resource for the Council's members and an international authority for the attractions industry.
- To advocate on behalf of the members among consumers, government officials and the media.
- To provide market connections between buyers and suppliers through events and gatherings.
- To be an allied partner with state, regional and national industry associations.
- To be a credible resource for industry data and statistics.
- To pursue appropriate purposes and objectives that are approved by the Board of Directors.
- To provide continuing education and training in amusement facility operations.



**BRINGING TOGETHER THE MENA LEISURE
& ATTRACTIONS INDUSTRY**

Email: info@menalac.org Tel: +971 4 516 3046

Office 207, Level 2, One Central Building 2,

P. O. Box 9289, Dubai, U.A.E.

www.menalac.org