



Covid-19 Response FAQ

GENERAL FAQs

- **Is it safe to visit Georgia Aquarium?**
 - Georgia Aquarium takes the safety of our guests and our team members very seriously. Upon reopening, we have established visitation blocks with limited capacity, new cleaning and sanitization protocols, and updated processes to ensure the Aquarium is operating in accordance with the advice of the state and federal governments and the Centers for Disease Control (CDC).
- **When did the facility reopen?**
 - Georgia Aquarium reopened to the public on June 15, 2020.
- **What safety measures have been put into place?**
 - First and foremost, Georgia Aquarium is limiting the number of guests allowed in the building at one time. Our new capacity will be capped at a number that is well below the CDC recommendation for occupancy and will allow guests to visit the Aquarium while staying an appropriate distance from other guests.
 - Tickets are only available online and need to be purchased in advance of your visit. Entry to Georgia Aquarium will be scheduled in 30-minute timeslots. Your admission is only valid during the timeslot you select. Please arrive on time, this will allow us to ensure proper social distancing is maintained.
 - The Aquarium will be cleaned, and all guest areas sanitized before and after each visitation block with hospital grade disinfectant. Our staff will continue to clean high touch areas throughout operating hours as well.
 - High contact areas of the Aquarium, such as railings, elevator buttons, etc., will be covered in a copper-infused film that reduces the transmission of viruses.
 - Wall and floor signs have been installed to illustrate required social distancing measures.
 - All Georgia Aquarium team members and guests must consent to a contactless temperature scan prior to entering the building. Any person exhibiting a fever (temperature of 100.4° or higher) will not be permitted entry.
 - Georgia Aquarium is requiring that all guests age 3 and up, who are able to wear a mask, do so. Masks will be available at our gate for those who might need one. All Georgia Aquarium team members are required to wear masks for the entirety of their shift.
- **How many people are allowed into the aquarium at one time?**
 - We are taking a phased approach to reopening, with the safety of our guests and team members at the forefront of every decision we make. We are going beyond CDC recommended guidelines for people per square foot to ensure everyone appropriately distances themselves from other parties while visiting.
- **May guests still park in the parking deck?**
 - Yes! We have made changes to the parking deck to allow for social distancing. This includes blocking off every other parking space to give guests ample room and providing signs to explain where to go upon arrival. Georgia Aquarium is not responsible for valuables left in vehicles.
- **Are guests required to wear masks? What about staff and volunteers?**
 - For the safety of our guests, team members and our animals, Georgia Aquarium is requiring that all guests age 3 and up, who are able to wear a mask, do so. Masks will be available at our gate for those who might need one. All Georgia Aquarium team members are required to wear masks for the entirety of their shift. As we move through our reopening phases, we are beginning to open up more activities. Some of these involve within-six-feet-contact with marine mammals, so we are adjusting our mask policy to best protect our entire team, our guests and our animals.
 - Since reopening, we have gone above and beyond the state and federal recommendations for safety in our spaces. As a mission-based organization grounded in research and conservation, we continue to

navigate these new waters relying on science and caution to provide the best atmosphere at Georgia Aquarium.

- **Are there dolphin/sea lion/4d theater presentations?**
 - Yes! Some of our in-building presentations have resumed with limited capacities and will require a reservation for attend. Reservations will be required for presentations. Please see our daily schedule for presentation times.
- **Can guests do animal encounters?**
 - Yes! Some of our animal encounters have resumed with limited capacities and will require a reservation for attend. Please visit our website for more information as well as program availability.
- **Can guests go on a Behind the Seas tour?**
 - Yes! This program has been brought back online with reduced capacities for each tour. Please visit our website for more information as well as tour availability.
- **Can animals get sick with COVID-19? Can they transmit it to humans?**
 - Since COVID-19 first appeared last fall, Georgia Aquarium and the world zoological community has been closely following the virus and taking precautions to protect our guests, team members and animals. There is currently no evidence to suggest that any animals, including pets, can spread COVID-19 to people. Scientists are still learning about this new coronavirus and how it spreads. Georgia Aquarium will continue to take every precaution to protect our team and our animals.

EVENT FAQs:

Will room capacities be reduced and how will room setups be different?

- Event room capacities have been reduced to adhere to the Centers of Disease Control (CDC) and state distancing guidelines.
- Event diagrams are being designed to keep tables six feet apart with a limited number of seats at each table. If an event needs more space, additional rooms may be added depending on availability.

Will my event guests have to have their temperature checked and wear face masks?

- Face masks will be required for event guests when they are not stationary or seated.
- All guests will be required to go through a temperature check before entering the building. Any guests with a temperature of 100.4° or higher will be directed to a secondary temperature check in which a Piedmont staff member will retake their temperature and decide the next course of action. If a guest's temperature is still elevated, security will inform the guest that they unfortunately cannot be permitted into the building and offer to have their tickets rescheduled for another day.
- After going through the temperature check, guests will then proceed through the metal detectors and bag check as a part of a security screening.
- Following the security screening, guests will be directed to their event space.
- Hand sanitizing stations will also be available as guests enter the facility and placed throughout the event space, including next to bars, attended food stations, etc.

How will catering food and beverage service be different?

- Modified menu options for food & beverage have been adjusted to ensure that CDC and state guidelines are met and /or exceeded.
- Minimized points of contact for service. There will be individually portioned or packaged items for tray pass or self-service, which will include individual utensils, napkins, etc.
- Increased use of high quality, compostable serviceware for guests as well as plate covers for seated meals and acrylic guards for attended buffet stations as additional forms of service safety.
- Wolfgang Puck Kitchen will adhere to recommended state restaurant guidelines as well as provide additional safety training for all staff.
- Self-serve buffet stations have been suspended until further notice.
- If applicable, the café will be open in a limited capacity and will gradually open more options as it becomes safe to do so.

Will there be additional costs incurred due to the strict cleaning schedule?

- In order to maintain proper disinfection and sanitation of the event space, there is a possibility that additional costs, such as restroom attendants, service fees, etc. may be incurred.

Will all the galleries be open during events that have admission?

- All exhibits will be accessible to guests, including Aquanaut Adventure, but social distancing signage and staff will be in place to encourage guests to follow CDC and state guidelines. Aquarium admission will be available during our facility operating hours. Please see your Wolfgang Puck Catering Sales Manager for specific admission time availability.

Is there a designated area guests can utilize to wait for the event if they arrive early?

- For the safety of all guests, there are no designated waiting areas. Guests should plan to arrive on time for their event and we highly encourage clients to stagger their guest arrival times when possible.

Will I be asked to enforce social distancing with my guests?

- The client accepts responsibility as an “active participant” in the event by acknowledging that guest safety is a shared duty and the client will be asked to enforce CDC and state regulatory social distancing guidelines with their guests.

Are there new protocols that outside vendors, such as photographers, decor, etc. must comply with?

- The use of dancefloors and outside food or food vendors, including bakeries, have been suspended temporarily.
- Effective immediately, all vendors will need to submit their COI and signed Covid-19 waiver at least 48 hours prior to the event. If a vendor is unable to provide a COI, the client will be notified, and an addendum will be signed acknowledging that the client accepts COI responsibility of the vendor.
- Vendor personnel will be required to adhere to Georgia Aquarium’s Social Distancing and Personal Protective Equipment Procedures, which may include, but is not limited to, temperature screenings, identification badges/lanyards, wearing face masks, bag and security screening, hand washing regimens, equipment sanitation, observing “social distancing” measures, etc.
- Georgia Aquarium reserves the right to deny access to the facility to any vendor(s) who fail to meet the above criteria in addition to those regulations listed in the vendor guideline document.

Will coat check be offered?

- At this time, Georgia Aquarium will not be offering coat check for events and will bring this option back online when it is safe to do so.

How are packages being handled?

- Before opening the inbound boxes from UPS, FedEx, DHL, USPS, the shipping team will spray the outside of the boxes with the disinfectant, CiDehol 70. Once sprayed, the package will then be set aside for an hour before being distributed to the event team.

How are restrooms being handled?

- Ballroom restrooms will have established entry and exit points in addition to distancing signage placed strategically within the restroom itself.
- Cleaning staff members will be in restrooms conducting routine sanitizing of surfaces and handing out sanitizing wipes to guest as to avoid touching surfaces.
- Every other urinal and sink will be closed off for social distancing in the men’s restrooms.

How often is the building being cleaned?

- Disinfecting cleaning will take place each night along with sanitizing cleaning throughout the day.
- The use of new cleaning technology will be implemented such as the use of electrostatic sprayers to help disinfect surfaces. This method will allow cleaning staff to disinfect areas quickly and in areas that are hard to reach.
- We currently operate with touchless fixtures, dispensers, and sanitizer in our restrooms and throughout the facility by using sensor technology, this will continue.
- Our disinfecting and sanitizing cleaning program will utilize antimicrobial technologies and coatings to help improve proficiency of program.