



# AMUSEMENT PARK GUIDELINES

## RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

### PART OF PHASE 4 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE IV | ISSUED ON MARCH 18, 2021

The Revitalization Phase of the Restore Illinois public health approach to reopening the Illinois economy includes larger gathering sizes, additional businesses reopening and increased capacities. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

This document is applicable to businesses that meet the following criteria:

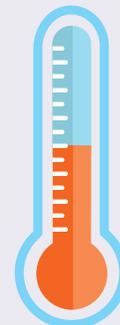
- a. Customer-facing amusement parks primarily engaged in providing outdoor and indoor recreational and amusement services (e.g., roller coaster rides)
  - i. Examples of amusement parks include (non-exhaustive): roller coaster parks, traveling carnivals
  - ii. Water parks and recreational swimming will be allowed to reopen in accordance with [Swimming facilities guidance](#)
- b. Note: organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces
- c. Note: As of release, amusement parks should operate at maximum 25% of overall capacity. Indoor facilities should operate at lesser of 50 customers OR 50% of facility capacity. Capacity restrictions and group sizes will be reassessed based on the latest science and public health metrics on an ongoing basis throughout Phase IV
- d. Note: All amusement rides and attractions covered by the Amusement Ride Attraction and Safety Act must be inspected and issued a permit to operate by the Illinois Department of Labor before opening for public use and enjoyment .

**Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:**

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – [see IDHR's guidance](#)
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase IV guidelines
4. Employers should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the [DCEO Restore Illinois guidelines website](#)
2. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be available for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the [DCEO Restore Illinois guidelines website](#)
  - a. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
  - b. If employee shift is greater than 5 hours, employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset AND until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If employee reports having any COVID-19 related symptoms, employers should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms, employers should notify their local health department within three days of being informed of the prevalence of COVID-19 symptoms; if multiple employees test positive for COVID-19, employers should notify their local health department within one day of positive test results
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed according to [CDC guidelines](#)
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name
7. Any employee who has had close contact with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop
8. Parks should make information available to all visitors regarding post-visit symptom monitoring, testing for COVID-19, and how to inform the park and appropriate public health authorities of a confirmed case of COVID-19.
9. Visitors from outside the state or country should receive a negative COVID-19 test within 72 hours of their visit to the park



### ii. Encouraged best practices

1. If practical, parks should advise all visitors to test for COVID-19 within 72 hours before visiting the park

## Guidelines specific to amusement parks:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Park operators should [display signage](#) at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
  - a. Park operators should [display signage](#) with face covering requirements at entry of every ride/ attraction
2. Park operators should design a plan to ensure social distancing within the park property, especially at locations where visitors are likely to congregate. Parks should take additional precautions at those locations to ensure visitors adhere to social distancing and other interventions.
  - a. Consider limiting capacity in high-traffic, high-density areas to minimize opportunities for person-to-person contacts.
3. On website and digital ticket purchasing sites, park operators should clearly indicate face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
4. If amusement park has stations for individual recreation activities (e.g., carnival games), park operators should ensure at least 6-ft. between stations. If stations cannot be moved, park operators should limit number of open stations to ensure social distancing
5. Allow for 6-ft. spacing between occupied ticketing workstations OR if not practical, install an impermeable barrier between ticketing workstations
6. Ensure at least 6-ft. between seats on rides occupied by park guests that are not members of the same household or party
7. All individuals (e.g., employees, park guests) should maintain 6-ft. of social distancing unless job duty cannot be performed without proximity and should wear face coverings if practical
8. For any seated areas, park operators should ensure at least 6-ft. between seats occupied by park guests that are not members of the same household or party. If seats cannot be moved, park operators should limit number of open seats to ensure social distancing (e.g., zip tie unused seats, remove seat bottoms, cover unused seats)
9. Concessions/ food courts must follow [Restaurant and Bar guidelines](#) for all food and beverage operations and must be one of the following:
  - a. Delivered by a server who takes orders from park guests while seated with distancing requirements laid out in [Restaurant and Bar guidelines](#); OR
  - b. At outdoor kiosk, purchased pre-packaged via “grab and go” with queuing areas clearly marked to observe social distancing OR



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

- c. At indoor quick service areas over 500 square feet, purchased pre-packaged via “grab and go” (no queuing permitted)
  - d. At indoor quick service areas 500 square feet and under, purchased pre-packaged via “grab and go” with queuing areas clearly marked to observe social distancing
10. If practical, minimize queuing for rides and other attractions via virtual queuing
    - a. Where not practical, display visual markers 6-ft. apart at park guest queue points (e.g., attractions/ rides, ticketing stations)
    - b. Avoid winding queues whenever possible. If necessary, ensure a distance between queued visitors of at least 6 feet in all directions.
  11. If applicable, locker rooms and changing areas should be configured with signage, tape, and other markings to ensure park guests can maintain 6-ft. of social distance
  12. For any specific recreation activities (e.g., arcades), park operators should refer to [Indoor and Outdoor Recreation guidelines](#)
  13. For any gift shops or retail locations, park operators should refer to [Retail guidelines](#)
  14. For water parks, refer to [IDPH guidance](#)
  15. For any seated theaters, cinemas, and performing arts centers within amusement park, park operators should refer to [Theater and Performing Arts guidelines](#)

## ii. Encouraged Best Practices

1. Display visual markers to regulate traffic flow and limit congregation of individuals throughout park
2. If practical, designate doors as entry-only and exit-only to reduce likelihood of close contact and congestion points
3. Prepare a park-specific emergency evacuation plan that allows for park guests to maintain 6-ft social distancing
4. If park guests are required to go through security, utilize walk-through magnetometers to allow security workers to maintain social distance and avoid patting down any park guests
  - a. If not practical, security workers performing pat-down searches wear appropriate face coverings and gloves and have access to a hand washing and/ or sanitizing station
5. If practical, designate staging area for taxis and rideshare vehicles to drop-off and pick-up park guests
6. Where possible, eliminate common touchpoints (e.g. remove shared items in common areas, use touchless door pulls)
7. If practical, install impermeable barrier between employee and park guest at ticketing station, security, and any other checkout points
8. If practical, implement touchless transactions
9. If practical, install check-in stations at entrance of attractions/ rides to track park guest movement across park

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on weekly basis
2. Clean and disinfect common areas (e.g., restrooms, equipment rental counters) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every hour recommended for high-traffic areas
  - a. Amusement park rides (e.g., hand rails, seats, restraints) should be sanitized after every hour
3. Park operators should thoroughly sanitize all rental and other utilized equipment before and after use by a customer (e.g., flash passes). Rental equipment sanitization process should be properly displayed for park guests and employees to comply with
4. Make hand sanitizer or handwashing stations available at the entrance and exits of all amusement park attractions/ rides
5. Clean and disinfect occupied tables and seats between use by different groups or parties, and again at closing time
6. If applicable, sanitization of locker rooms and changing areas should be completed every hour at minimum
7. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time



### ii. Encouraged Best Practices

1. Make hand sanitizer or hand washing stations available throughout park

## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Park should operate at 25% of overall facility capacity. Indoor facilities (e.g., indoor attractions, indoor rides) should operate at lesser of 50 park guests OR 50% of facility capacity
2. Park operators should have a plan to limit congregation and ensure social distancing during entry/exit and throughout duration of park visit:
  - a. If practical, stagger park guests' arrival times, with email or mobile notification
  - b. If practical, allow park guests to select their entry time and location
  - c. If practical, limit number of unscheduled entries
  - d. If applicable, create plan to limit congregation in venue-owned parking lots and assign parking spaces to park guests during the digital sales process
3. Written plan addressing areas where park guests may congregate (e.g., ride queues) should be made available for inspection by IDPH staff or any other duly authorized government agent. These plans should address, at minimum, controls for maintaining social distancing while in queues, including but not limited to:
  - a. Using employees to assure park guests are maintaining at least 6-ft. social distancing in queues
  - b. Utilizing markings, signage, and verbal advisories to maintain 6-ft. social distancing at all times



- c. Providing sanitized equipment (e.g., boat for boat ride) for use by park guests
- 4. Park operators should designate employee(s) to monitor capacity limits and social distancing throughout the park, including entrance and egress
- 5. Park operators should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft. or greater by removing/ decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements
- 6. Park operators should develop a method to inform park guests of available facility capacity before park guests arrive at the facility (e.g. reservation system, overview of days/ times when establishment is typically most crowded)
- 7. No signatures, fan pictures, character meet-and-greets, or close contact between park guests and mascots/ employees in costume

## ii. Encouraged best practices

- 1. Stagger shift start and end times to minimize congregation of employees during changeovers

## EXTERNAL INTERACTIONS

### i. Minimum guidelines

- 1. Before allowing external supplier or non-customer visitor to enter, or while requiring them to wait in a designated area, park operators should ask whether external supplier or non-customer visitor is currently exhibiting COVID-19 symptoms
  - a. If possible, park operators should take external supplier or non-customer visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
- 2. Park operators should keep log of all external suppliers who enter premises
- 3. Suppliers and non-customer visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)

### ii. Encouraged best practices

- 1. Limit contact between external suppliers/ non-customer visitors and employees

## CUSTOMER BEHAVIORS

### i. Minimum guidelines

- 1. Park guests should wear face coverings over their nose and mouth at all times while on the premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
- 2. Visitors should avoid shouting, singing, or chanting as much as possible.
- 3. Before allowing entrance to park, park operators should ask whether park guest is currently exhibiting COVID-19 symptoms. If park guest does have symptoms, they should wait to enter park until they have had no fever for at least 72 hours, other symptoms have improved, and at least 10 days have passed since their symptoms first appeared

4. If practical, implement touchless transactions/ registration for park guests upon arrival to the park (e.g. mobile ticketing/ check-in)
5. Park guests should purchase online tickets in advance of arriving to park
6. Park guests should check for available capacity before going to the park
7. Visitors should be advised to monitor for symptoms for COVID-19 for at least 7 days after their visit and, if symptoms develop, to test for COVID-19. Parks should make information available to visitors directing them how to inform the park and appropriate public health officials of a confirmed case of COVID-19.

**ii. Encouraged best practices**

1. Visitors should be advised to test for COVID-19 within 1-3 days before visiting the park, if possible.
2. If practical, park operators should take park guest temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
  - a. Park guest temperatures should be taken upon arrival to park. Anyone with a temperature of 100.4°F or above will not be permitted to remain on site



**If you have questions or need additional support:  
Please call our hotline at 1-800-252-2923  
or e-mail us at [ceo.support@illinois.gov](mailto:ceo.support@illinois.gov)  
or return to [illinois.gov/businessguidelines](https://illinois.gov/businessguidelines)**

