



SeaWorld Parks & Entertainment Health and Safety Commitments

For more than half a century, SeaWorld guests have put their trust in us to not only deliver incredible experiences for them, but to do so in a way that's safe for them and their families.

I want to take this opportunity to share with you how SeaWorld is committed to safely opening our parks for you, our employees, and the animals in our care.

For over two months, all 12 of our parks have been temporarily closed due to the COVID-19 pandemic. During that time, we have worked diligently alongside health experts, attraction industry leaders and fellow park operators to make our already strict health, safety and cleanliness standards even stronger. We have developed a comprehensive plan for all of our parks to follow and are committed to keeping you informed of the steps we're taking to safely reopen. Of course, this is a situation that's changing all the time - we will continue to monitor the latest information from health experts and make the necessary changes in our parks to keep you safe.

We will continue to work with local, state, and federal authorities and with health officials who are making decisions about when certain communities can reopen, allowing us to make decisions on a park-by-park basis.

We have spent considerable time over the last two months making sure our parks are ready for your return. We are eagerly looking forward to having all 12 of our parks open and providing our guests incredible and inspirational experiences.

Overall park enhancements to address employee and guest safety



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SeaWorld Health and Safety Commitments

Overall park enhancements to address guest and employee safety



1 Employee and Guest Temperature Screening

When guests and employees arrive on-property, they must undergo and pass temperature screening using the CDC temperature recommendation of 100.4 degrees Fahrenheit or 100 degrees Fahrenheit in accordance with state guidelines in California.

Employees must undergo and pass the temperature screening before being allowed to report to work.



2 Physical Distancing

To promote proper physical distancing throughout the parks, we will install signage and markings throughout our guest areas (including on the ground) to identify appropriate, six-foot physical distancing.

At our water parks, lounge chair seating will also be modified to maintain physical distancing.

We also encourage contactless payments and plexi-glass will be installed in high-traffic or close-contact areas to maintain a physical barrier.



3 Cleaning and Sanitation

To protect the health and safety of our guests and employees, we will significantly increase both the frequency of cleaning for all key areas of the parks (including employee spaces) and the number of hand sanitization stations across each park, especially in high-contact areas.



4 Face Coverings

Employees and guests 2 years of age and older must wear face coverings while in the park. Guests are not required to wear them while eating and drinking, or in designated relaxation areas of the park.

At our water parks, face coverings will be required for guests 2 and older in certain designated areas of the park (e.g., the park entrance, retail areas, food and beverage areas and other designated areas). Face coverings will not be required in the water (e.g., the lazy river, the wave pool, all water slides, and all other water attractions in the water park).



5 Work and Sick Policies

We will require our employees to stay home if they are feeling sick.

We will also require our employees to follow the most current CDC guidance for self-isolation and symptom-free periods before returning to work.



6 COVID-19 Training

Employees will receive COVID-19 specific training to cover all new enhanced park operating procedures.

The training will include the most current guidance from the CDC and other health advisors.

SeaWorld Health and Safety Commitments

Specific enhancements to key operational areas



A Guest Arrivals and Ticketing

We will have instructional signage and ground markings upon entrance communicating expectations of our guests and enhancements to our operations.

Enhanced cleaning protocols will be implemented for arrival areas and high-contact surfaces.

Spacing will be increased for our touchless turnstiles enabling appropriate physical distancing.



B Restaurants

Restaurants across the parks will include arranged seating layouts to accommodate physical distancing.

Tables and chairs will be sanitized with increased frequency, condiment and topping stations will be closed, utensils will be pre-packaged, and guests with refillable products will be provided single-use alternatives.

In lieu of traditional menus, single-use paper menus will be used and additional grab-and-go and pre-packaged food offerings will be added.

Buffet-style service areas will be adjusted or closed until further notice.



C Retail Shops

In our retail shops and queues, we will have markings for physical distancing and signage directing guests to defined entrances and exits.

To minimize contact of items at checkout, bagging and wrapping materials will be given to customers.



D Animal Exhibits and Interactions

In all open animal viewing spaces, we will add markings to queues to indicate required distancing.

Certain animal interactions will be modified and only tours allowing for physical distancing will operate.

Some tours and interactions will be restricted to one-party at a time.

* For Discovery Cove: Certain animal interactions will be temporarily modified or removed to accommodate physical distancing.]



E Public Spaces

Across the parks and especially in high-contact areas, enhanced cleaning protocols will be implemented.

This includes an increased number of hand sanitizer stations, areas with single-direction guest flow, modified seating in venues to maintain physical distancing and cleaning according to enhanced protocols.



F Rides and Attractions

Queue lines for rides will have markings for physical distancing and modified seating will be implemented to maintain physical distancing.

We will have hand sanitizer available at the entrance and exit of all rides and will increase the frequency of cleaning and sanitizing.

Specific protocols will be implemented for water related rides for employees and guests and, unless play areas meet distancing protocols, they will be temporarily closed.

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G Parades and Meet and Greets

Depending on the ability to promote physical distancing for guests and employees, certain components of parades and meet-and-greets, such as those involving guest interactions, character interactions and photo opportunities will be modified or removed.



H Employee Facilities

We have added signage regarding health and safety, increased hand sanitizer stations and increased the frequency of cleaning in employee areas.

The same enhanced safety standards for guest-facing food and beverage areas will be applied in employee dining areas as well.



I Waterpark Facilities

Specific enhancements to waterparks and water-based attractions:

According to CDC there is no evidence that COVID-19 can spread to people through the water used in pools, hot tubs, or water playgrounds. Proper operation and disinfection of pools, hot tubs, and water playgrounds should kill the virus that causes COVID-19.

We will increase the cleaning and sanitization of high contact surfaces, to include ride vehicles, rafts, tubes and life vests.

We will limit guest capacity of all of our pools and rivers to ensure physical distancing.

All rafts and ride vehicles will be limited to specific party. We will not group unfamiliar guests with others.

Lounge chairs will be placed to ensure physical distancing.

Adaptive protocols and guidelines

These protocols and guidelines serve as enhancements to our existing standard operating procedures due to the COVID-19 pandemic. The protocols and guidelines described in this document will be modified based on evolving industry standards and methodologies, public health and governmental directives, and advancing scientific knowledge on the transmissibility of COVID-19.