



## CONTINGENCY PLANNING FOR RESTRICTED EVENT OPENING

### *A Self-Assessment Scenario*

*The following is a list of potential restrictions and/or activities that may be necessary depending on the timing of your event. The purpose of this exercise is to encourage strategic thinking by considering “What If” scenarios for a limited capacity or increased safety protocols. Completing this exercise now will help you to prepare in the event that any of these scenarios were to occur. This is by no means a comprehensive list of considerations, nor have the questions come from any health authority. This list is a modified version for Festivals, based off of the original document created by IAFE for Fairs & Expos.*

OPERATIONS & PROGRAMMING AREAS	
<p>Are you in communication with the authority (state or local) which will give the approval for any gathering?</p> <p>Have you discussed the situation with your general liability insurance provider and are you in agreement that if allowed to go forward in some manner you have the proper coverage or understand the risk?</p> <p>What if the event opens but is then required to close at some point?</p> <p>What are risks of public perception being negative and dissent ensuing should you proceed?</p>	
Total capacity limitations	<p>Do you have controlled ingress / egress points and perimeter fencing?</p> <p>Would you consider extending hours to accommodate a larger overall audience?</p> <p>How would limiting capacity impact your revenue?</p> <p>How would limiting capacity impact your vendors and sponsor ROI?</p>
Staff & Volunteers must wear face covering	<p>What if required to have more than one covering per shift?</p> <p>Will you provide or require each person to have their own?</p> <p>If event provides, can you procure sufficient quantity as well as afford them?</p> <p>Who is responsible for cleaning them?</p> <p>Will those with immunity certificates be exempt?</p>

Staff and Volunteers must wear gloves	<p>Can sufficient quantity be procured?</p> <p>What is the estimated cost?</p> <p>What are the requirements for how often they will need to be changed?</p>
Staff & Volunteers must have temperature checked upon arrival and logs must be maintained	<p>Will you use no-touch thermometer or thermal scanning?</p> <p>Will you hire an outside service to handle this or do it in house?</p> <p>If you are going to do it in house, can sufficient quantity of no-touch thermometers be secured in time?</p> <p>What are the costs associated with these options?</p> <p>What is your plan if a temperature comes back above normal?</p> <p>Will you have a designated quarantine space for those who have a high temp?</p>
Staff & Volunteers must be tested for COVID-19 before event begins	<p>Are testing kits and processing available?</p> <p>Will you take immunity certificates?</p> <p>Parameters for testing?</p> <p>Who will perform the testing?</p> <p>Who incurs the cost of the testing?</p>
Limitations for staff / volunteers who are considered in an at-risk category	<p>How will this impact your ability to provide your typical programs / services if this group is unable to participate?</p> <p>Are there other duties that can be performed remotely / safely that this group could be considered for?</p>
Common surfaces must be cleaned and disinfected with frequency as recommended by CDC or mandated by Governing Authority	<p>Who will complete these tasks?</p> <p>How often will they be completed?</p> <p>What is the additional cost on cleaning products and staffing?</p> <p>What are the areas that may be included in this?</p>
Additional handwashing stations and / or hand sanitizer locations required	<p>Can sufficient quantity of both stations / stands and product be secured in time?</p> <p>Who will maintain these areas during the event?</p> <p>What is the additional cost that will be incurred?</p>

	Is there signage that should be added to these areas with CDC guidelines on handwashing?
Monitor capacity, queue lines and social distancing regulations	<p>Which areas do you have seating, lines or crowds gathered? Possible examples:</p> <ul style="list-style-type: none"> <li>• Ticketing</li> <li>• Security / Bag Check</li> <li>• Rides</li> <li>• Food &amp; Beverage</li> <li>• Merchandise Sales</li> <li>• Grandstand Entry</li> </ul> <p>How would you add staffing to monitor these?</p> <p>What are the additional costs that would be incurred for the increased staffing?</p> <p>Is there training that would be required in advance for this staffing?</p> <p>Will you need signage or equipment to manage distancing?</p>
Customer Expectations for increased availability of contactless transactions	<p>Which areas are “touch points”? Are there systems or programs that you could utilize to transition to contactless?</p> <ul style="list-style-type: none"> <li>• Ticketing</li> <li>• Hand Stamps</li> <li>• Wristbands</li> <li>• F&amp;B purchases</li> <li>• Merchandise purchases</li> <li>• Security</li> <li>• ATM Machines</li> </ul> <p>What would be necessary to convert to contactless? Equipment, technology, broadband, staffing?</p> <p>Would converting to contactless require staffing changes (more or less)?</p> <p>What additional costs / considerations would need to be made?</p> <p>How would you work with your vendor partners and existing contracts regarding accepting transactions?</p> <p>Will you need signage to inform patrons of how to operate?</p>

## ENTERTAINMENT & ATTRACTIONS

Have tickets been sold to concerts and shows?

<p>Are tickets reserved seating, general admission, standing room or a mix?</p> <p>Do you have assurance the act will be traveling and willing to perform?</p> <p>What are your refund policies in event of cancellation?</p> <p>What are your refund policies in event of restricted capacity?</p>	
Seating or standing capacity restricted in order to maintain distancing	How will you determine seating arrangements to accommodate?
Elimination of artist meet and greet	<p>Have you already sold tickets to this or included this in media or sponsor contract agreements?</p> <p>Can you offer a virtual option if you can't do the in-person option?</p>
Elimination of audience participation	<p>How will you determine if you will allow acts to include audience participation?</p> <p>How will you communicate with your artists regarding this policy?</p> <p>How will you communicate this policy with your audience?</p>
Group acts (i.e. dance, choir, band) required to perform with distance between participants	<p>How will you determine if you will require distance?</p> <p>How will you communicate with your group acts regarding this policy?</p>
Roving entertainers must be able to maintain distance from guests	Even if Roving Entertainers can distance from guests – how will you prevent guests from gathering in large groups?
SRO attractions are required to have defined ingress/egress points and all guests must maintain 6' distance	<p>Do you need signage / equipment to do this?</p> <p>Do you need staffing to manage this?</p>
Enhanced cleaning and disinfecting protocol as recommended by CDC or mandated by governing authority for all touch points on rides and games	<p>Do you have staffing available to sanitize rides and games after each use?</p> <p>Have you ordered operating/custodial supplies (cleaning, disinfecting, soap, paper products, etc.?)</p> <p>If they can be procured, what is your cost?</p>
Ride capacity, especially for rides with rows or multiple seat clusters, reduced to allow distancing	<p>What will this do to wait times?</p> <p>Do you need signage to let your guests know your policy?</p> <p>If you are selling tickets / wristbands / ride passes, how does this impact your revenue or operator agreement?</p>

Rides spaced farther apart to allow for queue lines	<p>Does your event layout allow for this?</p> <p>How does this impact your operator agreement if you have to limit the number of rides?</p>
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## COMMERCIAL EXHIBITS / VENDORS

<p>Have contracts/licenses been issued?</p> <p>Are all spaces assigned?</p> <p>When are payments due?</p>	
Buildings or Outside commercial exhibit areas must limit number of people within a tent or structure and have queue lines	<p>Do you have staff to monitor and control?</p> <p>How many ingress/egress points must be controlled?</p> <p>Have you communicated these guidelines to your vendors / exhibitors so they have the expectation of less traffic?</p> <p>Are there virtual ways to promote your exhibitors to a larger audience if your onsite traffic has to be limited?</p>
Exhibitor booths / displays must be spread out	<p>Do you have alternate layout options that include additional spacing between booths?</p> <p>Will you still be able to accommodate all of the booths you had originally sold for this event if you need to add additional spacing?</p> <p>What is your revenue loss if you don't have space for budgeted number of exhibitors?</p>
Personnel required to have PPE	<p>If you require this, are you providing or asking vendors to provide their own?</p> <p>If you have them bring their own, do you have additional available in the event they show up without any?</p> <p>Will you have additional garbage cans available throughout exhibit space for glove disposal?</p>
Wider aisles required	<p>Can you accommodate wider aisles?</p> <p>Would a one-way traffic pattern make sense?</p> <p>Do you need signage or equipment to direct traffic?</p>

Additional ventilation or air handling equipment needed for indoor spaces	What is your cost on adding equipment?
Food sampling is discouraged or not permitted	How does this impact your vendors / exhibitors who typically sample?
Event Merchandise Booths should limit contact and allow spacing for line queue.	<p>Can event merchandise be posted on a web site or event app that allows for mobile ordering and on-site pickup to allow for contactless ordering?</p> <p>Can you set restrictions that include: No trying on merchandise, no returns / sales final?</p>

## FOOD & BEVERAGE

<p>Have contracts/licenses been issued?</p> <p>Are all spaces assigned?</p> <p>When are payments due?</p>	
Trailers/tents/stands spaced farther apart to allow for queue lines	<p>Do you have staff to monitor and control?</p> <p>How many ingress/egress points must be controlled?</p> <p>Do you need signage / equipment to control entry and exit and line queues?</p> <p>Who will monitor line queues?</p>
Seating areas/food courts must allow for adequate distancing between tables and seating	<p>If tables and benches are spaced farther apart and tables with chairs have fewer chairs per table, do you still have ample seating for food service?</p> <p>Do you need signage to remind guests of your distancing policies for seating?</p>
Enhanced cleaning and disinfecting protocol as recommended by CDC or mandated by governing authority for all touch points	<p>Do you have staffing available to sanitize Dining tables, bar tops, stools and chairs after each use?</p> <p>Have you ordered operating/custodial supplies (cleaning, disinfecting, soap, paper products, etc.?)</p> <p>If they can be procured, what is your cost?</p>
No common source touch points	<p>Can you eliminate reach-in coolers?</p> <p>Can you replace self-service fountain drinks with bottled beverages?</p>

	<p>Can you post menus electronically, via signage or printed on single-use paper?</p> <p>Can physical barriers such as clear plastic partitions be installed at registers?</p> <p>Can POS terminals be assigned to one worker and be sanitized between each user and before and after each shift?</p> <p>Can you convert to single use and individually wrapped for things like condiments, utensils, packaging?</p> <p>Do you have additional waste containers available if you are going to use single use materials?</p>
Sampling from live cooking demonstrations restricted or prohibited	Are your partners aware and OK with this?
Reconfigure judging of food products (where judge must remove mask to taste) to allow distancing	<p>Do you have an alternate location where this can be done?</p> <p>Do you need to test judges prior to participating?</p>
Personnel required to wear masks and gloves	<p>If you require this, are you providing or asking vendors to provide their own?</p> <p>If you have them bring their own, do you have additional available in the event they show up without any?</p> <p>Will you have additional garbage cans available throughout exhibit space for glove disposal?</p>

## FIRST AID / MEDICAL

<p>Who is running your First Aid / Medical area?</p> <p>If you typically work with a local hospital, do they have available staffing to dedicate that can be away from the Hospital?</p>	
On-site first aid/medical facility must have adequate PPE	<p>Who is providing the PPE?</p> <p>Are you able to procure adequate amounts?</p> <p>Do you have funding available to procure?</p>
On-site first aid/medical facility to be designed to eliminate "waiting room"	Do you have adequate spacing and staffing for this?

On-site first aid/medical facility to have at least one isolation care room	<p>Are you able to procure?</p> <p>Do you the funding available to procure?</p>
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## PARKING / TRANSPORTATION

Buses and/or trolleys used for transportation on grounds or from satellite parking limited to 50% capacity and distancing protocols in place	<p>Do you need to reevaluate the number or size of buses that you typical hire?</p> <p>How will you indicate to patrons which seats are available / unavailable?</p>
Buses and/or trolleys used for transportation on grounds or from satellite parking have additional cleaning/disinfecting protocols between cycles of ridership	<p>Do you have staffing available to sanitize buses / seating between each cycle?</p> <p>Have you ordered operating/custodial supplies (cleaning, disinfecting, soap, paper products, etc.?)</p> <p>If they can be procured, what is your cost?</p>

## SPONSORSHIP

<p>Have contracts been issued?</p> <p>What is your cancellation policy and does it mention pandemic / communicable disease?</p> <p>When are payments due?</p> <p>What are the possible impacts from reduced sponsorship revenue due to economy?</p>	
Total capacity limitations are required.	<p>How do capacity limitations impact sponsor activations / ROI?</p> <p>How will you communicate these limitations to your sponsors?</p> <p>Are there other benefits you can offer your sponsors to add value?</p>
Sponsors discouraged from distributing materials onsite to limit personal contact	Can you offer virtual swag bags or digital prizes / handouts?

## MARKETING & COMMUNICATIONS

The event would, in all its messaging, remind community that no one who is sick, or in the high-risk category should attend. Event will also communicate any new safety protocols that will be implemented (including any PPE requirements for attendees)	Have you considered your marketing strategy and how that will change?  Messaging could include: <ul style="list-style-type: none"><li>• Website</li><li>• Social Media</li><li>• Print Mail / Print Materials</li><li>• Signage</li><li>• Onsite PA Announcements</li><li>• Mobile App / Push Notifications</li><li>• Ticket purchase sites</li></ul>
The event would actively work with local health authorities to provide messaging throughout grounds of expected visitor behavior, handwashing, risks of failure to comply (i.e. ejection from grounds).	What are your costs on implementing this messaging?  Where can you implement this messaging?  What strategy will you use for messaging?
All signs, announcements, and messaging of any type should also be presented in other languages as may be appropriate for the locale and meet any ADA requirements.	Do you have someone who is able to translate or provide ADA accessible services / devices to communicate your messaging?

## SPECIAL EVENTS FOR AT-RISK POPULATIONS

Does your fair offer certain “days” or activities that are designed for certain populations that may now be considered “at-risk” for COVID 19?

Will you remove from schedule or dedicate specific and limited time to just this population?

*\*The assumptions in this document for contingency planning are purely hypothetical. No criteria have been set forth for events to go forward with limited numbers and/or suggested protocols. As of this date no mass gatherings have been allowed to go forward and the decision to do so will largely fall to local government and public health authorities.*