

THIS IS HOLLAND



Details measures COVID-19

As an addition to the protocol of the Amsterdam day attractions



Inhoudsopgave



- Establishment
- Four substantiations for reopening
- Three guarantees
 - We provide 1,5 meters distance between households
 - We provide sufficient and clear information
 - We provide extra hygienic measures
- Entree
- Face mask mandatory
- Cash register
- Routing
- Queues
- Ticketscan/Picture
- Fly Over
- Preshows
- Elevator
- Attraction
- Seating areas
- Shop
- Food corner
- Toilets
- Exit
- Canteen
- Office spaces
- Staffing
- Cleaning
- Required protective equipment
- Signage plan



Establishment



Establishment of the initiative

- Use was made of the basic protocol of the Club van Elf and the protocol of Amsterdam indoor Attractions, acuminated to the THIS IS HOLLAND organization



Four substantiations for reopening

1. Value Case for the industry
 - Why day recreation is desired right now
 - Why day attraction companies are capable of managing
2. Three guarantees to be safely out together
3. Protocol with details of approach
4. Customer Journey with engaging examples



Four guarantees

1. We provide 1,5 meters distance between households

- Limited amount of guests at the same time
- Online reservations only
- Norm by location – always an appropriate amount of guests

2. Face mask mandatory

- A face mask is mandatory throughout the Experience for visitors from 13 years old
- Employees will wear a face mask as well

3. We provide sufficient and clear

- Visible, well-informed and trained staff
- Understandable information, instructions and signage
- Guests who violate agreements will be called to account

4. We provide extra hygienic measures

- Personal protective gear where needed
- Disinfect important contact points and regular cleaning
- Central disinfecting points

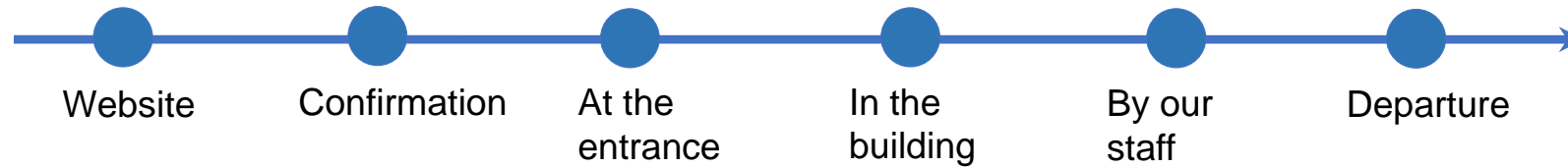
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1. We provide 1,5 meters distance between households

- Online reservations
- Established time slots
- Phased entrance
- Control at the entrance of the building



2. We provide sufficient and clear information



Appointed Protocol Officer

- The General Director and Commercial Director have been appointed as Protocol Officers
- Officer will brief the Duty Manager when necessary

Day manager

- Duty Manager is responsible for the day operation and is fully aware of all COVID-19 measures

Training Staff

- Staff will be trained on site per workplace (taking into account the 1.5 meter distance)
- Extensive consultations with the external employment agency will have taken place in advance

Calling guests to account

- Guests who violate agreements will be called to account

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3. We provide extra hygienic measures

- Mandatory to wear face mask for every visitor and employee
- Disinfecting relevant contact points
- Cleaning more often; described per workplace
- Central disinfecting points
- Personal protective gear

These points are adapted per workplace



Entrance



- Safety sign explaining code of conduct Corona at THIS IS HOLLAND
- Online sales only!!
- No access for guest without tickets, this includes toilet visits
- Doorkeeper receives visitors
- Doorkeeper executes visual health check
- Doorkeeper checks tickets and timeslots
- Visitors are guided through the queue towards the cash register by the doorkeeper
- Doorkeeper indicates the waiting spots in the queue
- Doorkeeper regulates at busy times



Kassa



- Contactless payments
- Safety screen at counter
- Communication screen explaining code of conduct Corona at THIS IS HOLLAND
- Online sales only!
- Disinfecting gel at the counter
- Employee checks and confirms time slots
- Guest receives timeslot and personal number. Number corresponds to seat numbers in pre shows and I-Ride
- Employee notes guests on I-Ride layout list (where possible in advance, guests have already booked in advance)
- Employee indicates that ticket lasts the entire tour and is necessary throughout



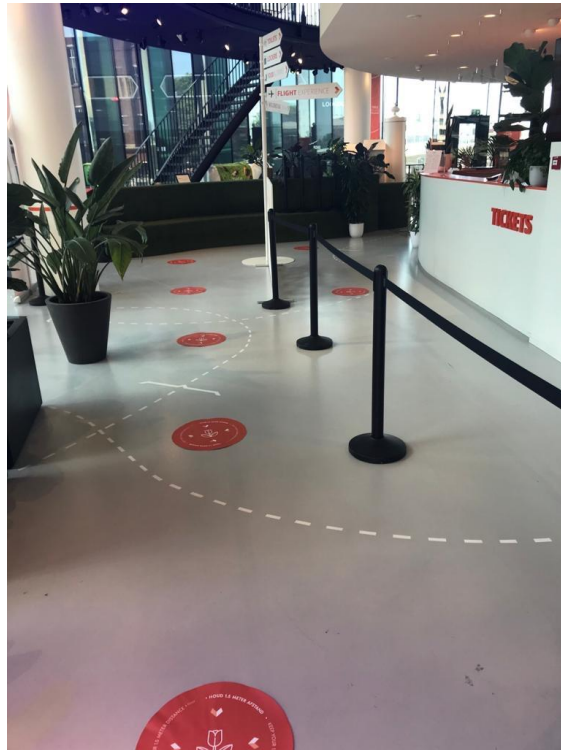
Routing

- One clear route throughout the building provided by signage and floor stickers
- Visitors move in a controlled manner, on call from employee



Queues

- Visible 1,5 meter marks
- Online reservation with time slots regulates the correct capacity





Ticketscan / Picture

- 1,5 meter distance guaranteed, placed lines
- Ticketscan
 - Employee receives guests and checks tickets
 - Forwards guests
- Picture
 - Employee places guests
 - Takes picture
 - Places picture ticket on designated shelf, guests take the ticket
- Employee forwards guests and points out 1,5 meter distance rule



Preshows



- 1,5 meter distance guaranteed
- Seats are numbered and comply with the 1,5 meter distance rule
- Preshow 1a (21 t/m 40) → 3rd floor
- Preshow 1b (01 t/m 20) → 4rd floor
- Employee places guests on assigned seat numbers in preshow 1
- Employee points out the 1,5 meter rule to guests and indicates them to keep their order numbers throughout the tour
- Employee starts **preshow 1b** first
- At the end of pre show 1 employee guides guests in the right order to the elevator
- Guests take their assigned seats at pre show 2



Lift

- 1,5 meters guaranteed
- Employee decides amount of people in the elevator
 - 3 individualsor
 - 2 households
- Reminder guests for pre show 2
 - Take place at designated seat
 - Maintain sequence numbering when leaving pre show 2
 - You can take your seat in the flight without crossing each other





Attraction

- 1,5 meter distance guaranteed
- Seats are numbered
- Visitors enter the flight in the correct order without crossing each other
- Employee places visitor on indicated seat number
- Employee checks safety belts remotely (by means of own belt)
- Employee ensures that at the end of the flight everyone leaves in the correct order
- Employee disinfects the brackets of the attraction after every flight



Holland Lounge

- 1,5 meter indication at register
- Shelving units are included in routing
- New design complies with the 1,5 meter rule
- Safety screen counter
- Contactless payments
- Disinfecting gel at the counter
- Disinfect screen after photo order
- Regular cleaning of touchscreens and pepper ghosts



Foodcorner

- Clear routing
- Safety screen counter
- Guests pick up order
- 1,5 meter signage at counter
- Adjusted assortment
- Contactless payments
- Use of disposables
- Disinfecting gel on counter
- Employee keeps an eye on routing
- Employee wears gloves when issuing orders
- Employee works according to the extra measure list



Seating

- Seats are placed in such a way that 1,5 meter distance is guaranteed
- Seating areas are split into seating areas for visitors arriving and for visitors departing
- Employee keeps tables clean



Toilets

- Facilities closed when necessary
- Doors open if possible
- No guests during cleaning
- Use paper towels
- Employee empties waste bins in time
- Employee does a follow-up / cleaning round every 30 minutes





Cleaning

- Detail cleaning schedules for workplaces and spaces available on location and known by employees
- Clear agreements with external cleaning company “GOM”
- Duty manager does regular checks on the operational execution of cleaning tasks

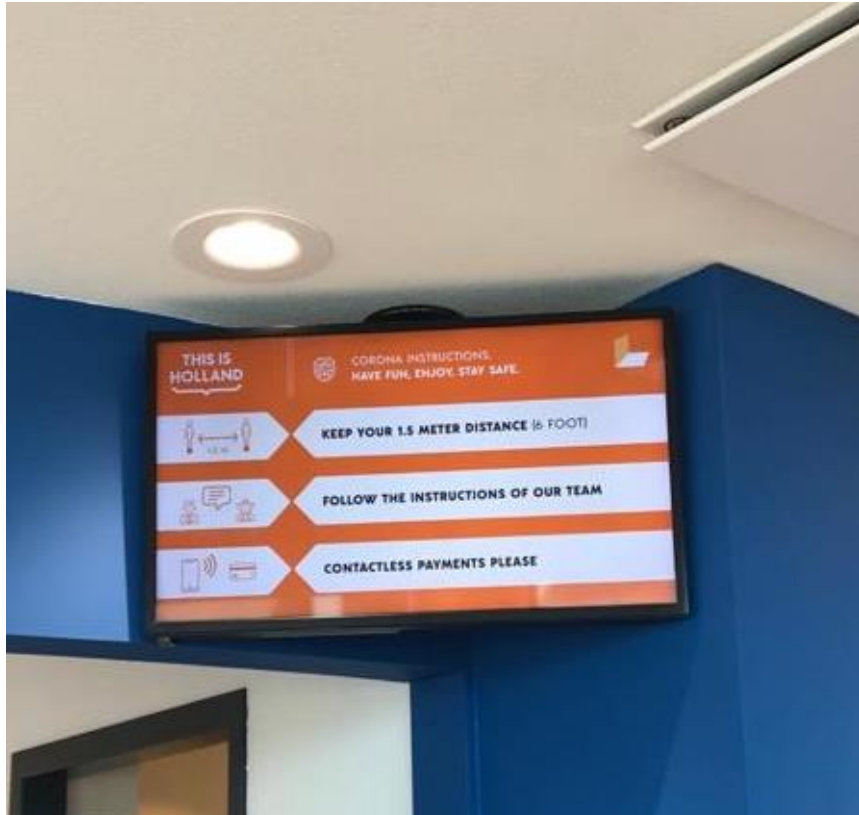


Required protective equipment

Required:

- Gloves
- Face masks
- Disinfectant
- Wipes
- Safety screens
 - Cash register
 - Food corner
 - Holland Lounge (Picture desk)
- Safety signs and communication screens
- Safety tape and adhesive dots with 1,5 meter mark
- Vests with 1,5 meter indication

Signage



THIS IS HOLLAND



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