

SuperPark Malaysia - Covid-19 Precautionary Measures

Staff:

1. ALL staffs are required to check their temperature before starting their shift & middle of the shift.
2. ALL staffs are expected to observe proper hygiene such as sanitizing or washing hands at least every 2 hours.

Park Capacity:

1. SuperPark will limit the park capacity to 4 guests per activity or 25% of parks capacity or 200pax at a single time/ session.
 - a. All ops staff especially the duty floor in charge will check all areas that are being used. Ops team will spread out the guests accordingly. All crew should proactively report via radio, areas that are busy and empty so we can circulate the guests accordingly.
2. Once reached capacity, selling online and walk-in tickets will be freeze until there is available capacity.
3. Sessions will be implemented daily for Regular Day & Super Day until further notice.
4. Since SuperPark will run a limited capacity, guests are highly encouraged to purchase their tickets online.
 - a. SuperPark will include in announcements and recommendations for guests to pre-book their tickets online and fill in the waiver prior to their visit.

Check in Process:

1. For faster transaction and to avoid using common tablet for waiver, guests are highly encouraged to fill in the waivers online prior to their visit.
2. Guests can scan the QR code or go to the website and use their mobile phone to fill in the waiver as well.
3. All guests with travel history, if the country does not impose mandatory quarantine within 14 days, will be re-scheduled until they finished the 14-day period.
4. All guests will be asked to sanitize their hands and temperature will be taken before purchasing ticket/ wristband redemption. Those who have more than 37.5, second temperature scan will be taken again, if high temperature is consistent, they will be asked to reschedule or refuse of entry.
5. All guests will be briefed (on top of basic safety guidelines) to observe social distancing and respect others' space.
6. ALL guests will be required to wear masks inside the park. SuperPark will sell mask at costs for those who will not bring their masks.
7. ALL guests are required to filled in contact tracing form, contact tracing is very important to enable our government to know who has gone near a person if the person identified as Covid-19 positive.

Operations:

1. Reception Queuing Area, games area, to have 1-meter gapping line in placed.
2. ALL queueing areas will be marked/ red-taped with at least 1-meter distance per group of 4.
3. Sanitizer will be installed inside the park; guests could have sanitized their hands freely /anytime when they inside the park.
4. Hourly hand sanitizer will be offered to guests by announcement or staff will go around.

5. Staffs will proactively check activities capacity and will remind guests to observe social distancing.
6. All guests who will remove their masks will be asked to wear it again or go out of the park.
7. All resting benches will be separated with at least 1-meter gap.
8. On top of safety announcement, there will be additional announcement about hygiene and new measures inside the park.

Cleanliness:

1. Thorough cleaning and disinfection will be handled by Operations Team before park operation.
2. Sanitization of all equipment and areas that will be handled by Operations crews every session.
3. Monthly fogging of nano protection all throughout the park.
 - a. SuperPark will be using reputable chemical agent that is proven to kill virus and ensure long lasting effect on surfaces.
4. Session break to sanitize the equipment.
 - a. Note that all day tickets will now need to leave the park during cleaning and sanitation.