REOPENING & MODIFIED OPERATIONS PLAN
SAFE. SMART. STEP-BY-STEP.

Updated: September 17, 2020
ZooTampa is an acknowledged global leader in protecting and preserving wildlife. Our team understands and appreciates our obligation to do our utmost to provide the Tampa Bay community with the safest possible environment to get outside in the fresh air, relax and enjoy our beautiful zoo and the wide-ranging wildlife and botanic species in our care. The zoo prides itself on its attention to detail related to every aspect of guest experience, guest flow and capacity management. We further recognize that in everything we do, the well-being of our employees, volunteers, supporters, members, guests, and animals continues to be our foremost priority. This priority is integral to our mission and especially important now.

On March 16, 2020, in tandem with global health initiatives due to COVID-19, ZooTampa temporarily closed to visitors. As a nonprofit institution that is 95% self-funded through admissions and visitor spending, this temporary closure significantly and negatively impacted the zoo’s operating budget. In response, we implemented a series of thoughtful, cost-saving measures to help ensure the zoo’s financial sustainability. Actions included furloughing staff not essential to limited operations and reducing the salaries of top leaders. We are also supporting our furloughed team members by fully paying their medical, dental, life, supplemental and critical illness insurance benefits premiums. Despite the unforeseen but necessary challenge of closing to the public, we continue to provide exemplary care, veterinary oversight, and daily enrichment to the 1,100 animals who live at ZooTampa.

We recognize that science and data must lead our reopening plans. The governor’s Safe. Smart. Step-by-Step. plan indicates that our community is beginning to see declining numbers of COVID-19 positive cases, hospitalizations and deaths, as well as other metrics that show the State is ready to lift its stay-at-home order. Data also indicates that Hillsborough County is well positioned for a phased reopening and end to its safer-at-home initiative relative to other counties within the state.
The Bay area has relatively few of the state’s COVID-19 cases (about 10%), our area hospitals are currently not strained. The zoo recognizes any reopening must take into consideration varying operational factors. For example, according to a recent U.S. government study conducted by the Department of Homeland Security, COVID-19 survives for a shorter time in warmer, more humid conditions and when exposed to direct sunlight, which is abundant at our zoo. Furthermore, the study concluded that COVID-19 droplets die at a much more rapid pace on porous surfaces such as wooden boardwalks and railings which make up the majority of ZooTampa’s natural exterior. Additionally, studies show that when people spend time in natural spaces such as zoos it is good for their health.

With safety as our top priority, the zoo will implement a comprehensive plan that highlights the limited, gradual, and safe return of guests leveraging our zoo’s unique design, open air setting, one-point entry and highly trained staff who will prevent people from congregating and will limit family groups to no more than 10 people.

We are developing innovative strategies to safely initiate a reopening with limited capacity on or around June 1. The following plan details the enhanced ZooTampa protocols and guidelines to help keep our guests, employees, and community safe. Each operating department in the zoo has its own customized set of strict protocols and procedures that are even more detailed than outlined here. Our operating model, which does not rely on the use of enclosed spaces, high capacity rides or pinch points is being developed in consultation with professional infectious disease and zoological industry experts. We will continue to closely monitor government policy updates, Centers for Disease Control (CDC) guidelines, government mandates, and public health advisories and promptly adjust these protocols and procedures, as necessary. Our procedures are extensive and specifically applicable to the characteristics of our zoo, where health and safety rank number one.
Reopen ZooTampa with modified operations and elevated safety procedures on May 29, 2020.

**GOAL:**

**REDUCED CAPACITY**

ZooTampa will manage the traffic flow and reduce the number of guests in the park. The zoo will restrict in-park attendance based on current state guidelines and manage capacity at our limited indoor venues. We will also encourage on-line ticket sales and minimal contact transactions for admission. Additionally, we will also set aside days or specific times that will be reserved exclusively for vulnerable members of our community.

**GUEST & EMPLOYEE HEALTH**

Employees and guests will be instructed to stay home if they have a fever, cough, shortness of breath, or other known symptoms of COVID-19. ZooTampa will have an on-premise, full-time Emergency Medical Technician during zoo operating hours.

**GUESTS: THERMAL CAMERAS**

The zoo’s one point of entry for guests allows the security and safety team to conduct noninvasive temperature checks utilizing thermal cameras. Anyone displaying a temperature over 100.4°F will be taken to a private area for a secondary temporal temperature screening. Guests confirmed to have a temperature over 100.4°F will be denied entry to the property and will be directed to seek appropriate medical care.
EMPLOYEES: CONTACTLESS DIGITAL INFRARED THERMOMETERS
As employees arrive at the zoo for work their temperatures will be checked utilizing contactless digital infrared thermometers. Anyone displaying a temperature over 100.4°F will be sent to the EMT for a secondary temporal temperature screening. Employees confirmed to have a temperature over 100.4°F (or displaying any signs of illness) will be directed to seek appropriate medical care and will not be allowed to work until cleared by a medical professional.

PHYSICAL DISTANCING
Guests and employees will be advised to practice physical distancing by standing at least six feet away from other individuals not traveling with them while moving around the property. Visual markers will be placed around the zoo and additional staff will be assigned to areas of potential concentration (such as queue lines) to supervise compliance. Groups will be limited to no more than 10 people.

GUESTS: PERSONAL PROTECTIVE EQUIPMENT
ZooTampa is principally an outdoor fresh-air experience; therefore, when outside, guests who maintain proper social distancing are not required to wear facemasks. Even so, every guest entering the zoo is strongly encouraged to wear a mask, and ZooTampa will provide disposable masks free of charge for anyone who does not have one. Guests will be informed of indoor venues where masks are required which currently include: retail shops, bathrooms, restaurants (except while seated for dining), Manatee Mangroves, Giraffe Meet & Greet, Expedition Africa Safari Tram Ride & queue line and during our behind the scenes Signature Encounters. In response to CDC guidelines, masks or face coverings must fit snugly against the face, cover the nose and mouth and be secured under the chin. The only exception to mask use will be for children under the age of 3.
Appropriate PPE will be worn by all employees based on their job responsibilities and in adherence to state or local regulations and guidance. Training on how to effectively use and dispose of all PPE will be mandatory. ZooTampa will provide all PPE equipment free of charge to employees. Masks must fit snugly against the face, cover the nose and mouth and be secured under the chin. Only ZooTampa branded cloth masks, 3-ply disposable paper masks or KN95s are acceptable. Mask use is required for all employees that have direct interaction or are in close proximity to guests. Animal care staff who work with susceptible species are required to wear eye protection and gloves when feeding and/or within 6ft of the animal. Park quality staff are required to wear masks and gloves while sanitizing and cleaning.

All employees will attend mandatory Functional, Safety & Guest Engagement Training. Additionally, health and hygiene reminders will be posted throughout the property, including guest and back areas, that include health information about proper hygiene (for example: wash hands, cover sneezes and avoid touching one's face, etc.), the proper way to wear, handle and dispose of masks, and social distancing.
EMPLOYEE & GUEST HEALTH
The health and safety of our employees and guests is our number one priority.

Noninvasive Temperature Checks
Points of entry will be limited to allow our security team and safety compliance team to conduct noninvasive temperature checks utilizing thermal cameras (guests) and contactless digital infrared thermometers (employees). Anyone displaying a temperature over 100.4°F \(^1\) will be taken to a private area for a secondary temporal temperature screening by a registered EMT. Anyone confirmed to have a temperature over 100.4°F \(^1\) will be denied entry into the zoo and will be directed towards appropriate medical care.


Physical Distancing
Guests and employees will be advised to practice physical distancing by standing at least six feet away from other individuals not traveling with them while standing in lines or moving around the zoo. Restaurant tables and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded to not touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible.

Handwashing Stations
Hand washing stations will be placed throughout the zoo with signage instructions of proper hand washing technique.

Employee Back Areas Signage
Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks, use gloves (in positions deemed appropriate by medical experts), wash hands, contain a sneeze and to avoid touching their faces.

Case Notification
We will work with the Florida Department of Health to follow the appropriate recommended actions. In the event, that a case is confirmed, the zoo will deep clean and sanitize the affected employee’s area and/or work station.
EMPLOYEES’ RESPONSIBILITIES

ZooTampa employees are vital for an effective sanitation and health program.

The following protocols are mandatory:

**Hand Washing**
Correct hygiene and frequent handwashing with soap is vital to help combat the spread of the virus. All ZooTampa employees are instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20 seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, smoking, eating, drinking and before or after starting a shift.

**Health Concerns**
Zoo employees will be given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the on-site EMT. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the zoo are instructed to immediately notify their manager (employees) or the Safety and Security team (guests).

**Daily Timekeeping**
Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands **after clocking in and out.**

**Personal Protective Equipment (PPE)**
Appropriate PPE will be worn by all employees based on their job responsibilities and in adherence to state or local regulations and guidance. Training on how to effectively use and dispose of all PPE will be mandatory. ZooTampa will provide all PPE equipment free of charge to employees. Mask use is required for all employees that have direct interaction or are in close proximity to guests. Animal care staff who work with susceptible species are required to wear eye protection and gloves when feeding and/or within 6ft of the animal. Park quality staff are required to wear masks and gloves when sanitizing and cleaning.

**Training**
All employees will receive Functional, Safety & Guest Engagement training which includes COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Food & Beverage, Operations, Administration, Guest Engagement, Animal Care and Safety and Security.

**Compliance**
Our management team will maintain ongoing communication with employees and ensure proper PPE and sanitation procedures are being followed and updated per the latest expert guidance.
3 GUEST ARRIVAL

- Prior to arrival, guests are strongly encouraged to make an on-line reservation which is the only way to guarantee entry. Walk-ups are only accepted on a first come/first served basis based on current zoo capacity. Real time counts maintained by front gate staff as guests enter and exit the zoo.
- Upon arrival, guests will be encouraged to use the hand sanitizing station.
- Every guest entering the zoo will be encouraged to wear a mask.
  - ZooTampa will provide disposable masks free of charge for anyone not having one.
  - Guests will be informed of areas where masks are required (indoor venues, tram ride & queue and at our behind the scenes Signature Encounters).
- Guests will go through our security screening process which includes bag check and metal detector. Screening area to be frequently sanitized.
- Guests will be screened for elevated temperatures by noninvasive thermal cameras.
  - Anyone displaying a temperature over 100.4°F will be taken to a private area for a secondary temporal temperature screening. Guests confirmed to have a temperature over 100.4°F will not be allowed entry to the property and will be directed to seek appropriate medical care.
  - Any guest displaying any signs of illness, including other known COVID-19 symptoms (chills, dry cough, shortness of breath, fatigue, muscle aches, headache, diarrhea) will not be allowed entry.
- Guests with memberships and electronic tickets will be expedited and sent directly to the gate for entry.
- Ticket windows will be available with clearly marked physical distancing requirements.
- Touchless transactions will be available and encouraged.
- Hand sanitizers will be available throughout the main entrance at each ticket window.
The zoo uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood-borne pathogens. Our main disinfectant product is HALT by Spartan Chemical. The zoo is working with vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE. Additionally, the zoo is assigning more staff to our park services team to increase the cleaning frequency of bathrooms, restaurants and all common areas.

2 https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

Common Areas
The frequency of cleaning and sanitizing with HALT disinfecting product has been increased in all public spaces with an emphasis on frequent contact surfaces and railings. Additionally, bathrooms are deep cleaned before opening each day. Drinking fountains reopened Sept 9 with sanitation station nearby. Machines such as ATMs, souvenir penny presses, and survey kiosks will be frequently cleaned using an electrostatic disinfectant sprayer.

Back Areas
The frequency of cleaning and sanitizing will also increase in back areas with an emphasis on employee entrances, employee restrooms, offices, kitchens and employee break rooms.

Air Filter and HVAC Cleaning
The frequency of air filter replacement and HVAC system cleaning has been increased and units are set to max outside air intake whenever possible.

Shared Equipment
Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes golf carts, bicycles, phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the zoo. The use of shared food offices will be discontinued. Shared equipment such as refrigerators, coffee brewers and microwaves will be sanitized by the user following each use.
5 PHYSICAL DISTANCING

The zoo will meet or exceed state and local health authority guidelines on proper physical distancing.

Restaurants
Restaurants will follow capacity limits based on current state guidelines. Outdoor seating and takeout orders will be emphasized and encouraged. Seating layouts will be adjusted to allow for a minimum of six feet between each party of guests. Protective Plexiglas screens will be installed at cash registers.

Queuing
Although the nature of the zoo guest experience is not reliant on rides, any area where guests may need to queue will be clearly marked and supervised for appropriate physical distancing. For queue lines (Expedition Wild Africa) that can't accommodate physical distancing, we require guests to wear masks at all times.

Retail Gift Shop
Guest occupancy limits and appropriate physical distancing at our indoor retail spaces will be supervised by a staff member. Protective Plexiglas screens will be installed at cash registers.

Back Areas
Physical distancing protocols will be mandatory in employee break areas and shared office spaces.
Each department has additional protocols in place that are frequently reviewed and modified as necessary.

**RETAIL**

**Cleaning & Sanitizing Protocol**
- Cash registers, phones, workstations, hard surfaces, handles and frequently touched surfaces to be sanitized frequently and upon a shift change.
- Strollers, ECV (electronic convenience vehicles) and wheelchairs to be sanitized before and after each rental.

**Physical Distancing Protocol**
- Limit capacity based on current state guidelines.
- Signage will be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines.
- Team member to be stationed at entry to supervise compliance of occupancy limits.
- Protective Plexiglas screens will be installed at cash registers.

**Guest Considerations**
- All sales final until further notice
- Contactless payment methods will be offered and encouraged
- Per current City of Tampa mandate, masks are required to be worn inside the retail shops

**ENTERTAINMENT**

**Cleaning & Sanitizing Protocol**
- Theater seating and public areas to be sanitized at the conclusion of each show

**Physical Distancing Protocol**
- Theater seating and capacity to be managed to allow for appropriate distancing between groups of guests based on CDC guidelines
- Employees to assist in guest movement and flow to ensure physical distancing protocols are followed
Follow all guidelines set by the Florida and Hillsborough County Department of Health and Department of Business and Professional Regulation. Implement the following additional protocols:

**Cleaning & Sanitizing Protocol**
- Counters, cash registers, and touch points to be sanitized frequently.
- Cash registers to be assigned to a single employee where possible and sanitized between each user and before and after each shift.
- Dining tables and chairs to be sanitized after each use.
- Condiments to be served in single use containers.
- Food preparation stations to be sanitized frequently.
- Kitchens to be deep cleaned and sanitized at least once per day.
- All staff to wear PPE as deemed appropriate for their job responsibilities.
- Guest order buzzers to be sanitized before and after each use.

**Physical Distancing Protocol**
- Limit indoor capacity to current state guidelines.
- Increase outdoor seating options.
- Add physical distancing floor markers at entries, ordering and waiting areas.
- Employees to supervise physical distancing compliance and manage line flow.
- Install protective Plexiglas screens at cash registers.
- Tables and benches to be placed at appropriate physical distance (six feet between family groups).
- Separate points of entry and exit will be designated with proper signage.
- Online ordering and takeout orders will be emphasized and encouraged.

**Guest Considerations**
- All food items will be served in sealable and recyclable to-go containers with the exception of pizza which will be served in a box.
- Individually wrapped/packaged condiments and utensils to be provided.
- All food and beverage items to be placed on the table, counter or other surface instead of being handed directly to a guest.
- Sanitation wipes will be available at self-service beverage refill stations.
- Contactless ordering and payment methods will be offered and encouraged.
- Per current City of Tampa mandate, masks are required to be worn inside restaurants except when a guest is seated and drinking/eating.
OFFICES/ADMINISTRATION BUILDING

Cleaning & Sanitizing Protocol
- Desks, phones, workstations, hard surfaces, handles and frequently touched surfaces to be sanitized at beginning and end of the workday.
- The use of shared food offices will be discontinued.
- Shared equipment such as refrigerators, coffee brewers and microwaves will be sanitized by the user following each use.

Physical Distancing Protocol
- Visitors are temporarily suspended from all office locations unless business critical
- Signage will be prominently posted at each administrative office reminding employees of distancing guidelines
- All business travel suspended.
- Employees encouraged to use digital meetings where possible. If on-site meeting is necessary, all appropriate physical distancing requirements must be followed.
- Work from home will be encouraged when appropriate

EARLY CHILDHOOD EDUCATION CENTER

Follow all guidelines and recommendations set by the Hillsborough County School District. Implement the following additional protocols:

Cleaning & Sanitizing Protocol
- Desks, phones, workstations, hard surfaces, handles, play equipment, and frequently touched surfaces to be sanitized at beginning and end of the school day.
- The use of shared food offices will be discontinued.
- Shared equipment such as refrigerators, coffee brewers and microwaves will be sanitized by the user following each use.

Physical Distancing Protocol
- Visitors are temporarily suspended from all classrooms and school offices unless business critical
- Signage will be prominently posted at each classroom reminding employees, parents, and children of distancing guidelines
The Animal Care team has implemented enhanced internal health safety protocols for all staff to minimize transmission of the SARS-COV-2 virus to its mammalian species.

**Limit close proximity (within six feet) at all times unless it’s necessary.**

**PPE must be worn by staff when they are within six feet of all mammals.**

**Diet Prep**
- Staff must wash their hands thoroughly (20 seconds with soap and water / hand sanitizer) **before and after** preparing and feeding animals.
- Disposal gloves must be worn when making diets.

**Cleaning Protocols**
- To reduce the chance of aerosolizing animal waste, body fluids etc., wherever possible, dry cleaning should be utilized.
- The area should be rinsed with water volume, rather than water pressure in areas that house these species.
- Place footbaths in all appropriate areas, and actively use them.
- Proper cleaning and disinfecting of food bowls, enrichment items, and tools is imperative.
- Frequently sanitize all high contact areas and communal spaces.
Rides to be cleaned every hour throughout the day utilizing HALT disinfectant product.

Dinos Alive
- Control the number of guests that go through at any one time using a reservation system.
- Place signage throughout experience to remind guests of six feet spacing requirements.
- Employee to walk through the area often and sanitize- photo ops, video and stamp buttons in tents, and props.
- Install Protective Plexiglas screens at cash registers.
- EXHIBIT CLOSED ON SEPT 9th

Roaring Springs
- Limit capacity per boat.
- Only seat every other row, unless it is a family that is together.
- Utilize extra boats to increase overall capacity and better space out guests.
- Visually mark six feet spacing in queue line and supervise compliance.
- Sanitize seats hourly.

Expedition Africa Safari Tram
- Masks required on tram & in queue line
- Limit capacity per tram.
- Only seat every other row, unless it is a family that is together.
- Utilize three trams to increase overall capacity and better space out guests.
- Visually mark six feet spacing in tram queue line and supervise compliance.
- Sanitize seats hourly.

Carousel
- Limit capacity to ensure six feet spacing.
- Visually mark six feet spacing in queue line and supervise compliance.
- Sanitize hourly.

Wallaroo
- Attractions where physical distancing cannot be maintained (such as a roller coaster) will operate at reduced capacity.
  - Tasmanian Tiger Coaster - reduced capacity
  - Koala Clubhouse Playground - reopened Sept 10th
    - close hourly for disinfecting
    - add hand washing station to entrance
  - Overland Express Train - open
    - space out riders
    - sanitize hourly
  - Lil’ Joey’s Caravan - open
    - space out riders
    - sanitize hourly
  - Boomer’s Flyin’ Bananas - open
    - space out riders
    - sanitize hourly
  - Wallaroo Petting Zoo & Pony Barn- Eliminate touching element and add secondary barrier.
  - Increase hand sanitizing and washing stations.
  - Encourage and supervise social distancing in queue lines.
Water Play Areas
- To remain open as current chlorine and ozone levels meet sanitization standards
  - Manatee Circle - open
  - Wallaroo Water Element - open

Manatee Mangrove
- Guests required to wear a mask to experience the aquariums inside the Manatee Mangrove.
- Employees will be stationed at both entrances and a security guard inside to supervise compliance and hand out masks as needed.
  - Face masks provided free of charge.

Animal Feedings
- Experiences that offer feeding of animals to be discontinued or modified:
  - Lorikeet Aviary - Reduced capacity
  - Stingray Bay (water ozone treated)
    - Reduce capacity
    - monitor physical distancing
  - Giraffe Meet & Greet - CLOSED FOR SPRING
    - Masks required
    - No direct feeding by guests (utilize branch or browse)

Conservation Tails Walkabout
- Decrease capacity to ten and eliminate indoor film element.
- Add mic (portable with speaker) to maintain safe distance from guests.
- Add message of importance of keeping six feet distance to script.

Signature Encounters
- All guests required to wear a mask.
- Place hand sanitizing stations at all encounter areas and at meeting area at front of park.
- Encourage and supervise social distancing and hand sanitizing.
- Experiences that offer any touching or proximity (within six feet) to mammals will be discontinued or modified:
  - White Rhino - modify
  - Indian Rhino - Discontinue feeding
  - African Elephant
    - Reduce capacity to 10 participants
    - Enforce 6’ distance between parties.
  - Koala
    - No changes to encounter.
  - Penguin
    - Reduce capacity to maintain distance between parties.
  - Tortoise
    - One party at a time inside Aldabra habitat.

Conservation Stations
- No stations open or modify stations to not include any handling of objects.
- Guest Engagement Ambassador "narrate" at habitats, potentially on microphone, encouraging guests to maintain a six feet distance.
Summer Camps

Only ZooTampa operated camps to take place during modified operations. Temporarily pause all youth group activities including visiting camps and field trips.

- Shift start of camps back two weeks to mid-June
- Move all activities outdoors and/or limit camper numbers in lodge.
- Modify any "partner" activities to be solo, and have counselors encourage/enforce six feet distance.
- Incorporate frequent hand washing into campers' daily routine.
- Discourage sharing of objects (iPads, phones, etc.).
- No games that require touching of each other or communal objects (such as board games).
- Disinfect camper areas whenever possible.
- Spread lunch out in lodge. 4 campers per table maximum to maintain safe distances.
- Stagger lunch groups.
- Mask Use
  - Masks will be given to each camper on Monday morning to have for the duration of the week, or they may bring their own face covering.
  - Masks are required when the campers are indoors, including the lecture hall, classrooms, retail spaces, manatee mangrove and restrooms.
  - Masks are strongly encouraged whenever doing activities outdoors such as walking from one area to another with the general public.
  - Counselors must wear masks at all times. While serving food, counselors must wear PPE (face mask and gloves).
ZOO SCHOOL

Our team has thoughtfully designed a long term plan to support extended sanitation practices that include physical adjustments to our facility, modifications to our check-in/arrival procedures and other recommendations from the Department of Children & Family and Hillsborough County licensing division.

PHASED OPENING (starting mid-June):
1. ZooTampa employees’ children
2. Essential workers’ children
3. Open to all children

CHECK-IN/ARRIVAL PROCESS MODIFICATIONS:
• Parents will need to sign up in advance for staggered arrival times.
• Parents will check in students at the exterior of the building.
• Parents will be asked 5 questions related to travel and a contact form must be completed weekly.
• Student’s temperature will be checked upon arrival daily.
• Students will be required to have a pair of “school shoes” and “home shoes”.

PHYSICAL MODIFICATIONS:
• Soft items will be removed from the classroom
• Touch-free faucets, water bottle fillers and soap dispenser to be added.
• All carpets from the classroom spaces will be removed and replaced with yoga style mats where appropriate.

CLASSROOM ADJUSTMENTS:
• Maximum of 12 people per classroom. Ratio of adults to children may vary.
• Zoo School staff will be wearing masks at all times.
• Masks required for children age 3 and older when indoors in large groups and must be provided by the parent. Masks can not be worn during nap time and are not recommended in the playground.
• Zoo hikes are permitted, however, masks (provided by the parents) are required for children age three and older. Due to limited capacity at the Zoo, hikes will take place in the morning and may not be available every day.
• Classroom seating and bedding (head-to-toe positioning) will be spaced out to six feet apart where possible.
• Classes to maintain the same group of children and child care providers each day.
• Restrict mixing/merging small groups.
• Children will need to have an individual general supply box (provided by the parent) that will be used exclusively by them.
• Playground will be open. We are only allowed one class with a maximum capacity of 10 on the space at a time.
• Water play will be cancelled until further notice.
Mask Use POLICY

GUESTS:
ZooTampa is principally an outdoor fresh-air experience; therefore, when outside on zoo grounds, guests who maintain proper social distancing are not required to wear facemasks. However, every guest entering the zoo is strongly encouraged to wear a mask, and ZooTampa will provide disposable masks free of charge to anyone who needs one.

Guests are required to wear masks at our limited indoor venues which include, retail shops, restrooms, restaurants (except while seated for dining) and Manatee Mangrove. Additionally, masks are required during our behind-the-scenes Signature Encounters, Giraffe Meet & Greet, Expedition Africa Safari Tram ride and while in the tram queue line. In response to CDC guidelines, masks or face coverings must fit snugly against the face, cover the nose and mouth and be secured under the chin. The only exception to mask use will be for children under the age of 3.

Acceptable face coverings
- Face coverings must be made from a cloth or other barrier material that prevents the discharge, release, and expulsion of respiratory droplets from a person’s nose or mouth.
- If you are wearing a face shield, you must also wear a mask.

Unacceptable face coverings
- Face coverings with mesh material, or holes of any kind
- Face coverings that do not securely and fully cover a guest’s nose and mouth
- Face shields without masks

In accordance with the US department of Justice, the American Disability Act (ADA) does not provide blanket exemption to people with disabilities from complying with legitimate safety requirements necessary for safe operations. To ensure the health and safety of everyone, any guest who is not able to wear an acceptable face covering will be restricted to our outdoor areas which make up more than 90% of our zoo.

EMPLOYEES:
Mask use is required for all employees that have direct interaction or are in close proximity to guests. Masks must fit snugly against the face, cover the nose and mouth and be secured under the chin. Only ZooTampa branded cloth masks, 3-ply disposable paper masks or KN95s are acceptable.

In back areas and offices, employees will be required to wear their mask while in proximity to other people (within 6 feet). Employees will be required to wear the appropriate mask and additional PPE while in areas that have specific safety protocols to include the hospital, commissary, animal buildings/habitats and restaurants.
**Indoor Venues**

Indoor space capacity will be modified to follow the latest guidelines set forth by the Florida state government. This includes restaurants, gift shop and Manatee Mangrove. ZooTampa operations staff will monitor and supervise capacity at these locations.

**Zero Tolerance Policy**

The safety of our guests, employees and animals is a top priority. ZooTampa has a zero tolerance policy for aggressive behaviors along with well-defined and effective consequences for violators. Consistent with this policy, any type of acts or threats of physical violence, including intimidation, harassment and/or coercion will not be tolerated. Additionally any discrimination on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status will not be tolerated. Violators will be immediately reported to the Tampa Police Department and prosecuted to the fullest extent of the law. We will do everything possible to create and preserve an environment where everyone can feel physically and emotionally safe to enjoy our zoological park.

**COVID-19 Warning**

For the safety of our guests, employees and animals, we have implemented enhanced health and safety protocols that everyone must follow while visiting ZooTampa. An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is a contagious disease that can lead to severe illness and more. Please visit the Center for Disease Control and Prevention’s and the World Health Organization’s websites for the most accurate and up-to-date information.

By visiting ZooTampa, you voluntarily assume all risks related to exposure to COVID-19. Please follow all posted instructions while visiting ZooTampa. Thank you for your cooperation. Let’s keep each other healthy and safe.