

## **New Safety Measures**

Welcome! Please know that your safety is our priority. We have pivoted on how we have fun so that we can be open for your enjoyment. Please read the following safety procedures that have been implemented, in accordance with the Governor's executive orders and mandates for non-critical businesses ([www.georgia.org/covidfaq](http://www.georgia.org/covidfaq)) as well as the CDC and local guidelines and. Specifically, those related to restaurants and amusement rides and restaurants.

While we take the safety of our guest very seriously, we also know that by finding safe ways for families to get outside, play, and make quality memories together is also especially important to the mind, body, and spirit. We will continue to look for ways to benefit our guests and continue our mission of "Growing Healthy Families."

We hope you enjoy our New Ways to Play at The Rock Ranch!

We're glad y'all are here!

## **For Our Guests**

### **Admission for All**

- How to experience the ranch has changed. To institute daily capacity guidelines to ensure guests have space to enjoy the ranch and its attractions, gate admission has been waived in lieu of a punch card system.
- We are moving as quickly as possible to contactless transactions. Guests are encouraged to pre-purchase punch cards and zip line reservations online.
- Protective screens have been installed at cash registers.
- Upon arrival, guests should follow the signs to the Country Store, which is now located in Truett's Barn.
- Guests who want to leisurely stroll the farm may do so in the walking trail areas, which are designated.
- Dogs are now permitted to visit the ranch, but appropriate dog etiquette must be followed. Dogs should remain on leash, outside and pet owners should be prepared to clean up after their dog.

### **Guest Safety**

- Guests who have COVID-19 or COVID-19 like-symptoms will be asked to leave along with those in their party. Any interaction with the public poses an inherent risk of exposure to COVID-19. People who show no symptoms can spread COVID-19 if they are infected. COVID-19 is an extremely contagious disease that can lead to severe illness and death. The CDC advised that older adults and people of any age who have underlying medical conditions are especially vulnerable to severe illness from COVID-19.
- We will provide masks for guests that would like a mask but do not have a mask.
- While we are not requiring guests to wear masks, we are requiring all ranch hands/team members in guest contact areas and those who are preparing food to wear them.

- Our ranch hands will have their temperatures screened and logged each day prior to their shift. Anyone exhibiting symptoms or who has been exposed to someone will be required to not work until they have followed required protocols of quarantining.
- We are promoting social distancing for the safety of our guests and team members. Guests are asked to maintain a 6-foot distance, or do the Holstein Distancing, from those not in their party. Be on the lookout for signs.
- Where guests form lines, such as at attractions or inside The Country Store – which has moved to Truett’s Barn to serve as a hub of activities, queue lines will be socially distanced with identifying spots identified on the floor and in lines at attractions. Inside Country Store, the space is designed to create one-way pedestrian traffic to peruse the shopping area, arrange activities, and order food.
- Five new hand sanitizing stations have been installed. Additionally, hand sanitizer is available for purchase in the Country Store.
- All areas, including restrooms, are being sanitized frequently. Already thoroughly cleaned between each visit, the ranch hands have double-downed on the disinfectant regiment, including at the Farm Stay Houses.
- Where seating is involved, such as the train, guests will be spaced apart as mandated by the state guidelines – meaning places guest in family groups together but guests will have empty rows between them.

### **New Punch Card System**

- Punch cards come in a variety of values.
- A discount is built in based on the number of punches purchased.
- Each attraction and a few food items are assigned specific values.
- The punch cards are only valid at The Rock Ranch through October 2020.
- The cards are transferrable between family members.
- The cards have no cash value and cannot be returned.

### **Annual Members**

- Members will have their own stand to visit upon arrival at the entrance to The Country Store.
- Upon presentation of their member card, members will receive special Annual Member punch card(s) with access to each open attraction. The number of cards is relative to the membership level.
- New memberships will be activated upon the first visit.
- Existing memberships have been extended by six months.
- Each member may receive one member punch card per day that the ranch is open allowing access to every standard attractions that is open.

### **Attractions**

- The zipline reservations will be structured so that family groups are together by appointment and a dedicated ranch hand will disinfect all touchpoints between guests.
- The high-touch attractions - pony rides, corn bin, rock climbing wall, and Tiny Town – will remain closed during this time.

### **Guest Food Options**

- Food ordered from the Café will be delivered from the kitchen straight to a guest table. The table area has been expanded with tables spaced apart inside as well as additional covered patio seating outside.
- The kitchen, which was already exceptionally clean, has increased its frequency of cleaning all surfaces.
- To prevent cross contamination, drinks will no longer receive refills.
- We will continue to offer an online store for Heat & Eat Meals, Meats, and Groceries.

Effective June 11, 2020.

Subject to change.