



DISCOVERY PLACE REOPENING PROCEDURES & PROTOCOLS

Effective September 14, 2020



MISSION AND FOCUS FOR REOPENING



As Discovery Place enters its initial phase of reopening, we are keeping the health and safety of our guests, employees and community top of mind.

Our team spent several months working on a reopening plan, with all discussions and decisions guided by the recommendations and orders of government authorities, public health officials and scientists. We are continuing to follow all federal, state and local guidelines related to COVID-19, and these guidelines are at the center of our ongoing work to create and maintain a safe environment for all.

Our goal is to provide experiences that are educational and fun but adjusted to the COVID-19 world.

KEY INFORMATION



REDUCED CAPACITY

Our Museums will operate at reduced capacities to allow for proper social distancing.



ADVANCE TICKETS

Due to limited capacity and to minimize contact during the arrival process, tickets must be purchased online in advance of a visit.



TIMED ENTRY

Tickets are purchased for a specific hour-long arrival window. Visitors arriving after their designated arrival window will not be admitted. Once admitted, you may stay as long as you like.

Once you leave the Museum, however, there is no re-entry.



FACE COVERINGS ARE REQUIRED

Visitors age 2 and older are required to wear a face mask or cloth face covering that covers the nose and mouth while at the Museum. No exceptions. Staff members will also be wearing masks in all public spaces as well as in back-of-house areas where social distancing is not feasible.



TEMPERATURE CHECKS AND HEALTH SCREENS

All visitors must consent to a contactless temperature scan and health screen prior to entering the Museum. Anyone exhibiting a fever (temperature of 100.4° or higher) will not be permitted entry.

All employees will also undergo pre-entry temperature checks and health screenings.



STAY ON THE PATH

Inside our Museums, directional signage and pathways provide guidance for social distancing and one-way traffic flow. Visitors are asked to follow these guidelines at all times.



WASH YOUR HANDS AND USE HAND SANITIZERS

Visitors should wash their hands frequently while in the Museum and use hand-sanitizing stations located throughout the building.



RIGOROUS CLEANING

Several new cleaning protocols have been put into place at our Museums to limit the spread of germs.

Please note: Visitors are required to abide by all guidelines around traffic and safety procedures inside the Museum. Those in violation of these guidelines will be asked to leave and no refund will be issued.

PRIOR TO VISITING THE MUSEUM



ADVANCE TICKETS AND TIMED ENTRY

Due to limited capacity and to minimize contact during the arrival process, tickets must be purchased in advance online for a specific hour-long arrival time. Members also must reserve their tickets in advance.

As a part of the online ticket purchasing process, visitors must confirm that they are not showing signs of illness and have not been exposed to someone who has tested positive for COVID-19. Should an individual start showing symptoms or learn of a potential COVID-19 exposure after purchasing tickets, they are required to contact Guest Sales at 704.372.6261 x300 for a refund.

Visitors must arrive on time. It is not possible to visit the Museum later than the designated hour-long arrival window selected at the time of purchase. Visitors may arrive any time during their entry window. Visitors arriving after their designated window of time will not be admitted and are not entitled to a reimbursement. Missed timeslots can be rescheduled once without penalty. All requests to exchange timeslots will be handled over the phone by calling Guest Sales at 704.372.6261 x300, weekdays only.

Members have three opportunities to reschedule a timeslot. If Members arrive late to their entry window they can be admitted to the next available timeslot if there is availability. Otherwise, they must reschedule by contacting the Membership team at 704.372.6261 x354.

For Group Admission (15 or more) information, contact Guest Sales at 704.372.6261 x300. Questions regarding field trips, Classes and School Camp can also be answered by contacting Guest Sales.

For visitors wishing to use their Welcome Program benefit or any other type of discount, tickets must be purchased in person at the Museum's Ticket Help Desk. Visitors using discounts to purchase tickets will be able to book for the next available timeslot or a later timeslot if desired.

FACE COVERINGS REQUIRED

Discovery Place requires all guests, ages 2 and older, to wear a mask or cloth face covering while in the Museum.

Masks and cloth face coverings must be worn properly, covering both the mouth and the nose. Visitors who refuse to properly wear masks or face coverings will not be permitted to stay in the Museum. Visitors may remove masks and cloth face coverings when eating or drinking.

At this time, we are unable to make accommodations for those who may have a medical condition making it unsafe for them to wear a mask.

ARRIVING AT THE MUSEUM



ENTRANCE

All visitors must enter the Museum through a single location as identified on your ticket. There, visitors must present their digital tickets for entry.

TEMPERATURE CHECKS

All visitors must consent to a contactless temperature scan and health screen prior to entering the building. Any person exhibiting a fever (temperature of 100.4° or higher) will not be permitted inside the Museum.

NO RE-ENTRY

Once you are in the Museum you are welcome to stay until closing. However, please note that once you exit, re-entry is not allowed.

INSIDE THE MUSEUM



EXHIBITION AVAILABILITY

Not all areas of the Museum will be available during a visit. Some areas will remain closed due to the difficulty they pose related to social distancing and/or cleaning. Other exhibits may be modified or temporarily offline at different times throughout the day to ensure proper sanitation and cleanliness.

SOCIAL DISTANCING AND PATHWAYS

Inside each Museum, directional signage and pathways will provide guidance for social distancing and one-way traffic flow. Visitors are asked to follow these guidelines at all times. Whenever possible, visitors are encouraged to use the stairs. Those needing to use the elevator should ride only with other members of their own group.

HYGIENE BEST PRACTICES

In addition to wearing face coverings, we ask all visitors to wash their hands frequently with soap and water and use hand-sanitizing stations located throughout the Museum.

CLEANING PROTOCOLS

Several cleaning protocols have been put into place at our Museums to limit the spread of germs. Intense sanitization of each Museum will take place daily and individual areas and exhibitions will be cleaned, on a rotating schedule, multiple times a day. Cleaning will be conducted both by Discovery Place team members and a third-party company. All cleaning products being used are approved by the Centers for Disease Control and Prevention to combat the spread of COVID-19. Additional deep cleaning will take place on days our Museums are closed to the public.

FOOD AND DRINK

Only water bottles and baby bottles are allowed in the Museums. No other food or drink is permitted. At Discovery Place Kids and Discovery Place Nature, there are vending machines that will dispense water. There is no food or drink service at Discovery Place Science. There are nearby parks or outdoor areas at all of the Museums and visitors who wish to enjoy lunch/snacks are encouraged to explore these options before or after their Museum visit.