

## **SPECIAL COVID CONDITIONS**

*For Terra Natura Murcia is very important confidence and well-being of visitors. We try to strictly accomplish all security protocols in order to guarantee visitors and employee's health.*

### **MAIN POINTS OF PREVENTION**

- **Use of marks is compulsory**, except in swimming pools.
- **Frequently wash your hands** with hydroalcoholic gel points spread out through the park.
- Keep a **security distance of 1,5 meters**.
- **Avoid physical contact** with other people.
- **Avoid touching your face, specially eyes, nose and mouth.**

### **ACCESS TO PARK**

- Limited capacity.
- We recommend buying tickets through our web page: <https://www.entradasterramurcia.com>. Purchase should be done 24 hours ahead the selected date.
- In case capacity is available, the ticket office will be opened to public in order to buy entry tickets.
- Promotions, discounts and invitations are subject of available capacity.
- We recommend payments with credit cards avoiding, if possible, cash payments.

### **CAPACITY**

- Total capacity (zoo + water park): 1.800 persons.
- Birds of prey amphitheater capacity: 150.
- Exotic birds' capacity: 82.
- Shop capacity: 35.
- In restaurants and bars there will be a distance between tables of at least 1,5m.
- Distance of 1,5m also in toilettes.

### **WATER PARK**

#### ***Rules***

- It is compulsory to shower before and after the swimming pool use in exterior showers.
- Frequently wash your hands with the hydroalcoholic gels spread through de park.
- Visitors should also wash their hands before and after use of any swimming pool elements: stairs, railings, etc.
- Visitors should keep the security distance of 1,5 m in water park facilities and also in swimming pools and water attractions.

#### ***Water slides/Floats***

- The use of slides will be restricted to one user per slide. It won't be possible to start gliding in slides until previous user arrives to the finish area.
- Safeguards will assure correct separation among users on slides access waiting lines.
- Individual and multiple floats could only be used after rental. Once a person or family gives back the float it will be cleaned and disinfected with virucidal disinfectant.
- Use of double floats can only be possible with two persons of the same family unit. Individual use is not possible.
- Lifeguards will frequently disinfect exist slides with water from the swimming pools.

#### ***Sunbeds***

- Group of sunbeds for family units will be separated 1,5meters between them. This will be properly indicated on the floor.
- We recommend using sunbeds covered with a towel.
- After use, our work team will proceed to proper disinfection.

#### ***Other***

- Deposit boxes are available with a price of rental of 3€ + 1€ bond. Deposit boxes will be disinfected after each use.

- Medical service stretcher will be covered with disposable paper.
- Extreme security measures in pic-nick areas will be taken. Security distance will be respected.
- Flows of people to enter and access waterslides will be properly indicated to avoid people crossing.
- Changing rooms will be available, always respecting security distance among users.
- One out of two showers will be available in changing rooms.
- Maintenance tasks and water control will be taken following local health authorities' indications (chlorine and pH levels).

#### SHOP

- Use of mask is compulsory inside the shop, covering nose and mouth.
- We recommend washing hands when entering and exiting shop.
- Disposable shoes and hat covers will be available for clients wanting to buy articles such as sandals, hats or caps.
- We recommend use of credit cards for payments. Cash payments will be collected and returned in tray to avoid direct contact client/employee.
- We recommend 1,5 meters separation among clients.
- Trying on clothes is permitted. Changing room can be used only by one person. After each use, changing room will be cleaned and disinfected. Clothes tried on by clients and turned back clothes will be in quarantine in a dated box for 5 days.
- Elderly people special shop timetable between 16:00 and 17:00 hours.

#### RESTAURANTS

- Distance of 1,5 meters among tables or group of tables.
- Table or group of tables will be arranged to maintain the security distance among the people sitting in them.
- In Carnivore Restaurant and Lunatic Express pub & lounge, consumption will be allowed sitting in a table or group of tables, preferably with previous reservation.
- In Lunatic express pub & lounge, Humedal bar, Isla de Mnemba bar and Jetty Bar, consumption in counters will be allowed with at least 1,5 meters distance among clients or group of clients.
- Cleaning and disinfection of tables, chairs and other contact surfaces will be done between use of different clients. Premises will be cleaned and disinfected at least once a day.

#### BIRDS OF PREY SHOW AND EXOTIC BIRDS SHOW

- Consult our timetables for birds of prey and exotic birds shows.
- Use of mask is compulsory, protecting nose and mouth.
- We recommend use of hydroalcoholic gels dispensers for hand cleaning before and after each show.
- To access the show, people should keep a 1,5 meters distance.
- Spectators should stay seated and keeping security distance of 1,5 meters.
- When show is finished, exit should be done gradually, keeping the security distance among people.
- Employees will recall before and after the show all distance and hygiene measures.
- Public participation activities in birds of prey show are temporarily suspended.