

## **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**, when is not possible to maintain a security distance of 1,5 meters among no cohabitants.
- **Frequently wash your hands** with hydroalcoholic gel points spread out through the park.
- Try to 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.
- We recommend payments with credit cards avoiding, if possible, cash payments.

### **CAPACITY**

- Total capacity zoo: 642 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 1,5meters.
- Distance of 1,5 meters also in toilettes.

### **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.
- 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.
- Restauration services will be always subject to current sanitary measures.

### **BIRDS OF PREY AND EXOTIC BIRDS' EDUCATIONAL TALKS**

- Consult our timetables for birds of prey and exotic birds' educational talks.
- Use of mask is compulsory, protecting nose and mouth, when is not possible to maintain a security distance of 1,5 meters among no cohabitants.
- 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.