

COVID-19 Information for Self Guided School Groups SEALIFE Melbourne 2020

Updated 16/11/2020.

For the safety of all our guests during the COVID-19 pandemic we have had to implement some temporary changes that impact our group bookings. Please read below to find out how we are minimising risk for staff and guests in our attraction.

CASHLESS ADMISSIONS – our COVID safety changes have included moving to cashless purchasing, so we are only now accepting cards onsite in our retail store and Café.

All school groups both guided and self-guided will be sent an invoice after the school visit. Numbers will be confirmed on the day by the head teacher for accurate invoicing of the group.

MASKS* – As per the DHHS guidelines all Victorians are currently required to wear a correctly fitted and appropriate mask when outside the home. This includes all staff and guests in our attraction. We ask that all staff and students over the recommended age of 12 wear a mask while visiting our attraction. *Subject to change according to DHHS guidelines.

SELF-GUIDED AND GUIDED EXCURSIONS – SEA LIFE MELBOURNE is currently offering self-guided tours and limited guided tours to all Primary and Secondary schools who have gained the proper consent of their Principal. Due to social distancing our guided options are limited however we have a range of supporting resources for excursions to help you get the most out of your trip.

UNIQUE OPPORTUNITY – For the remainder of 2020 Term Four we are closed to the public on Tuesdays and Wednesdays*. SEA LIFE Melbourne is offering the exclusive opportunity for self-guided school groups to visit our exhibits.

These sessions allow for large groups to attend the Aquarium for up to three hours without the public in the venue. It also includes the opportunity for your students to meet with one of our educators for a half hour question and answer session in our Shipwreck Theatre area.

Please note as the Aquarium will be closed to the public the retail store, 4D cinema and café will not be available for use.

*Subject to change if capacity limits are changed)

Contact our Education team now for more details education@melbourneaquarium.com.au.

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On arrival at SEA LIFE Melbourne:

- We have significantly reduced the daily ticketed capacity to allow for social distancing and the best possible guest experience.
- Guests will notice new information signage informing them of key safety messages and instructions.
- We are required to record contact details for all guests to ensure contact tracing may be conducted if necessary. In the case of a guided or self-guided group direct contact will be made with the school via email address of the contact we have for the booking and by calling the School. Please ensure an accurate record of attendance is kept for all excursions to assist in contact tracing should it be required.
- Self-guided and guided groups are asked to wait at the **main entrance** to the Aquarium until their allocated session time. We have a limit of 20 people in the foyer area so please do not bring your students inside. The head teacher should go to the front ticketing desk for assistance on entering the group into the building. Please organise your students into small groups with an accompanying adult to assist in this process.

Social distancing measures within our attraction:

- We have introduced new arrangements for the application of social distancing within queues. Clear markers or signage has been installed in our building entry, viewing areas, and café to help guests keep a safe distance from one another. Our employees will monitor the queues to ensure that social distancing is being maintained. Please assist us by keeping your student groups small and accompanied by an adult at all times.
- We have introduced new arrangements for the application of social distancing in our cafe area. Secondary school students may access the café for take away food only. Please do not allow the students to sit in the café area. This area is limited to the public.
- We have introduced new capacity limits and timeslots. These restrictions will help ensure there is plenty of room for social distancing.
- We have suspended some experiences to ensure that social distancing is suitably maintained.
- We have installed new hygiene screens at our service counters to help physically separate guests from employees.
- We have revised some of our standard operating protocols in order to reduce the proximity of our employees to guests.

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Hygiene and disinfection measures within our attraction:

- We have introduced enhanced cleaning measures, throughout the day, which seek to disinfect high-frequency touch points, such as tables and chairs, service counters, grab and flush handles, door handles/plates, elevator buttons and taps.
- We have introduced new deep cleaning measures in the event that a person presents themselves with symptoms consistent with COVID-19.
- We have introduced a large number of hygiene stations/hand sanitiser dispensers around the attraction for guests to use.
- We have introduced new Personal Protective Equipment (PPE) requirements for a range of activities that employees routinely perform.
- These include face masks, disposable gloves, eye protection and hand sanitiser. The use of such equipment and clothing by our employees is both to protect them and our guests.
- We have reduced our menu offering of our cafe to place a greater emphasis on 'Grab & Go' options. Cutlery and condiments will now be provided to guests with their meal, or on request, rather than left in open areas.
- As with our employees, we politely request that all our guests uphold the highest possible hygiene standards – whether it be when sneezing or coughing, through regular hand washing or the frequent application of hand sanitiser.
- Our employees now participate in COVID-19 specific training programmes instructing them how to stay safe as well as how to keep our guests safe.

TALK TIMES - Our keeper talks are also currently on hold to ensure our guests are all able to remain socially distant whilst enjoying the attraction.

ARRIVE ON TIME - Due to strict capacity restrictions that ensure our guests can socially distance we require all groups to arrive on time for their selected time slot. If schools are arriving late for their booking, we request that they call our Education Team on **(03) 9067 8340**. If a group is late for their session we cannot guarantee entry into a later time allocation, so please make sure to plan your trip carefully and allow enough time to arrive for your allocated timeslot. Please note there is no entry into the Aquarium BEFORE the excursion session.

RISK ASSESSMENT/COVID PLAN- Should a school require a copy of our risk assessment or COVID plan these will shortly be available on our website. A copy can be emailed to you, please contact the Education Team at education@melbourneaquarium.com.au .

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COVID SAFETY INFORMATION - Merlin Entertainments have produced a video outlining our COVID safety procedures and requirements, covering all our attractions. This can be viewed on YouTube via this link:

- https://www.youtube.com/watch?v=ip-8uSblm_4

Alternatively, information can be found online here:

<https://www.visitsealife.com/melbourne/schools/plan-your-visit/>