

KidZania

London



KidZania London

Reopening Guide





Kai!

At KidZania London, the Health and Safety of our guests and staff remains our top priority. This document outlines the steps we will be taking to ensure that we can all enjoy working and playing in the city whilst following government guidelines when we reopen. We ask that you follow these steps accordingly during your visit. We look forward to welcoming you back very soon!

Caring for our Visitors



Social Distancing

Our city



- Half of regular visitor capacity
- This number may increase in line with government guidelines



Queueing

- Safe distance between groups
- Distance markers on floors



Seating

- Table separation of a safe distance
- Reduced number of seats



Personal Protective Equipment (PPE)



Mandatory use of face coverings

- Must be worn at all times
- Visitors are required to bring their own face coverings
- Face masks available for purchase if needed
- Exceptions: disabled visitors, those with special needs or those with respiratory problems



Hairnets

- Hairnets will be distributed at entry
- Mandatory in all food activities
- Disposable after use



Antibacterial Gel & Hand Washing



Available at the following locations throughout the City:

- Entrance to the City
- At our activities
- Shops & Restaurants
- Toilets
- Exit from the City



Hand washing

- Regular hand washing is encouraged
- All bathrooms will have appropriate signage to help you follow social distancing measures



Entrance

"Access to the cities will be faster and safer."



Advanced Ticket System



Please pre-book your visit online to avoid disappointment

- Walk-ins welcome subject to availability
- Debit / credit card payments only to accommodate cashless initiative throughout our city
- No infants or early years (0-3) until further notice



Adjusted Operating Hours



Check opening hours

- Selected days will be closed
- Reduced operating hours to allow us to perform deep cleaning at the end of operation



Staggered Entry and Exit

- Visitors welcome in pre-booked time slots to avoid overcrowding
- Entry options every half an hour



Access Check Point



Mandatory health check point at the entrance

- Please be prepared to answer a few simple questions to establish whether you've been in contact with COVID-19 in the last 14 days
- Individual temperature checks upon arrival
- Please check your child's temperature before arriving to avoid disappointment from refusal of entry



Queue

- Social distancing markers in place
- Please prepare to wear your face covering
- Our staff will greet you wearing appropriate PPE



Bracelets



Mandatory use of bracelet will continue

- For your safety and security
- To help us locate a child within the city in case the group gets separated



Activities

“KidZania is all about learning, fun and safety.”



Our Activities



Capacity

- Maximum 50% capacity
- Reduced capacity of children in activities
- Queue management
- Reduced number of open activities to ensure social distancing



Operations

- Safe guard screens in position at check in, customer service and POS areas only
- Safe routes for controlled customer flow with one-way traffic in certain areas



Food activities

- Individualised ingredients
- Not sharing kitchen utensils
- Disposable food containers



Role-Play Props



KidZos

- We're going cashless for our visitor safety
- Kids will receive a pre-charged bank card with 50 kidZos
- ATM's will not be in use but you can check your balance at the bank



Uniforms

- For your safety, we no longer expect guests to wear uniform and hats



COVID-19 Learning at KidZania

As leaders in educational role-play, we want to ensure all children understand the virus and the impact it has had on the world. Working with our industry partners, we have adapted activities to include their real-life changes. Therefore, many of our activities will feature the following:



Preventing COVID-19 in the workplace

- Regular hand washing
- Social distancing
- Protective equipment



Effects on the workplace

- Adapted work processes
- Impact on business and economy



Our partners

- Exploring how our industry partners have adapted their workplaces
- Celebrate our keyworkers as our heroes



Caring for our staff



Cleaning and Sanitisation



Sanitising

- Regular sanitising with disinfectant products



Deep Cleaning

- With professional cleaning supplies
- During and at the end of the day depending on operating hours



Health and Safety



On entry to work

- Health questionnaire to check COVID-19 exposure over the last 14 days
- Daily contactless temperature checking for all staff
- Washing & sanitising hands throughout the day



Personal Protective Equipment (PPE)

Area					
	Gowns	Face Masks	Face Shields	Gloves	Hairnets
• Airport		✓	✓	✓	
• Activities		✓	✓	✓	✓
• Restaurants		✓	✓	✓	✓
• Administrative		✓	✓		
• First Aid	✓	✓	✓	✓	
• Sanitising	✓	✓	✓	✓	

✓ In food activities



In-depth Training



New training courses

- Cleaning and sanitising
- Stress management



COVID-19 Support

- Mental health support
- Crisis support



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CARES