

# COVID-19 Information for Groups

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 NSW attractions.

**CASHLESS ADMISSIONS** – our COVID safety changes have included moving to cashless admissions, so we are only now accepting cards onsite. We currently ask all schools to pay prior to their visit, payment can be made either by EFT or credit card and all payment details on how to pay can be found in your booking confirmation email that is issued to you once the excursion has been processed by our education bookings team. While we understand that this may be difficult for some groups, we unfortunately during this time won't be able to accept cash and therefore will not be able to issue tickets to groups that turn up to admissions with cash. If you wish to talk to someone in more detail about our payment options, please contact our education bookings team on 1800 195 650.

**MASKS** - will be worn by staff that work inside the attractions. We recommend that any guest over the age of 11 should wear a mask while visiting NSW attractions. Please note we do not sell or supply masks for guest use.

**SELF-GUIDED EXCURSIONS** - NSW attractions are currently offering self-guided tours to schools. Due to social distancing our guided options are on hold, however we have a range of supporting resources for self-guided excursions to help you get the most out of your trip.

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

**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 cannot guarantee entry, so please make sure to plan your trip carefully and allow enough time to arrive and collect tickets.

**TEMPERATURE CHECKS** - all guests will undergo a temperature screening check prior to entering the attractions. If any member of your group has a temperature higher than 37.5 we will be unable to allow anyone in your group to enter our attractions in line with our COVID policy. We strongly advise school groups to carry out their own temperature checks prior to students leaving the schools grounds on the day of their excursion.



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**COMPLIMENTARY TEACHER PRE-VISIT TICKET PROCESS** - We invite teachers to come to SEA LIFE Sydney Aquarium, WILD LIFE Sydney Zoo and Madame Tussauds Sydney free of charge to conduct a risk assessment or similar pre-excursion planning trip prior to bringing students. Now that we require guests to select a timeslot for entry, we have brought these tickets online so teachers can pick the date and time that best suits them. To access this ticket, you will require a unique code, which can be obtained by completing the online request form as usual on the SEA LIFE, WILD LIFE and Madame Tussauds Sydney websites. Our admissions team will email you back and issue you a unique code along with the link to book their ticket. You will need to bring this ticket with you to the admissions desk, either on a device or as a printed copy, along with teacher ID to show your teaching status.

**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](https://www.youtube.com/watch?v=ip-8uSblm_4)

Alternatively, information can be found online here:

- <https://www.sydneyaquarium.com.au/updates/>
- <https://www.wildlifesydney.com.au/update>
- <https://www.madametussauds.com.au/sydney/en/plan-your-visit/staying-safe/>
- <https://www.sydneytowereye.com.au/updates>