COVID-19 Industry Guidance: Zoos, Aquariums, and Museums

What spaces or activities within these businesses are not able to open on June 12?
- Indoor playgrounds, play areas, climbing structures, etc.
- Tours that combine households or individuals from different household into the same tour group
- Convention spaces, rentable meeting rooms, other areas for private events
- Concert venues

What are the limits on capacity?
Adjust maximum occupancy rules to limit the number of people as appropriate to support physical distancing. Business owners should consider implementing timed and/or advanced reservation ticketing systems to stagger patron visits and help maintain physical distances.

Are group visits allowed?
Yes, but limit customer groups entering the facility to one household unit at a time.

Can we resume live demonstrations?
Yes, however, business owners will need to reconfigure viewing areas for live demonstrations, animal shows, etc. so that physical distancing can be maintained between different household units.

Are shuttle services allowed?
Shuttle services should be limited whenever possible and in accordance with obligations to individuals with disabilities. Employees should also avoid sharing vehicles when traveling on the property.

How will interactive services be modified to comply with the new guidelines?
Business owners should consider removing, closing sectioning off, or otherwise regulating interactive exhibits such as those with touchscreens, handles, buttons, telephones and other listening devices, handheld props, flip doors, etc.

Are there facility modification requirements?
Business owners should rearrange seating areas, tables, chairs, benches, etc., and/or remove seats to allow for a minimum of six feet of physical distance between users. Business owners should also redesign parking lots to limit congregation points and ensure proper separation.

Are there any changes to delivery services?
Yes. Business owners should eliminate person-to-person contact for delivery of goods to worksites.

State-Provided Industry Guidance for Zoos, Aquariums, and Museums can be found here.