

Longwood Gardens Reopening Plan Employee and Guest Health and Safety

As of May 1, 2020

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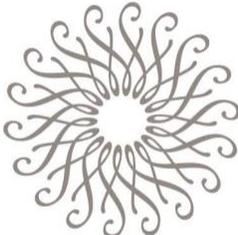
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Executive Summary

Longwood Gardens is recognized as a regional treasure and one of the great gardens of the world. In the Gardens history, a one-day closure due to weather has occurred but never a closure for weeks let alone months. In 2020, the Gardens were on track to reach 1.6 million guests, Membership hit an all-time high of 72,500 households, residential student programs were at capacity, education classes and performing arts experiences were selling out, and programs serving the socioeconomically challenged were growing at rapid rates. All this growth would have resulted in Longwood reaching its highest earned revenue forecast of \$42M. In addition, the staff count including our third-party partners on site, hovered around 1,000 people further demonstrating the economic impact Longwood continues to have in Chester County, PA. On March 13, 2020 Longwood Gardens announced it would be temporarily closing its garden gates due to COVID-19 and at that moment, triage, short-term activation, and long-term planning have ensued.

During this time, the health and safety of Longwood Gardens' employees and guests continues to be our top priority as well as caring for the plants, collections, legacy objects, and facilities. This document outlines the safeguards, operations, and actions Longwood Gardens is undertaking to ensure employee safety and ensure guest health and enjoyment as we plan to reopen after an extended closure. We are closely monitoring government policy updates and adhering to Centers for Disease Control (CDC) guidelines, government mandates, and State of Pennsylvania and local Chester County public health advancements. Longwood Gardens will continue to make policy and operational changes to our protocols and procedures in alignment with these agencies.

The operating parameters will be implemented upon Gardens reopen and remain in effect until it is determined safe to advance to the next level of operations based on State and Local guidelines. Within this document we outline core guidelines currently in place for essential staff operating across all Longwood Gardens Departments and Divisions. These guidelines are monitored and adhered to daily. Longwood employees actively participate in their own safety, and understand they are also protecting the safety of others through their actions.



Phased Reopening Plan

As we begin the incremental steps towards reopening, Longwood Gardens will take extensive safety measures and precautions for our employees and guests as outlined in this plan. All aspects of our operations, systems, and programming have been considered and rigorously evaluated with many changes afoot.

Many of our core programs like education and performing arts have been suspended through the end of 2020 knowing that both national and local mandates will ebb and flow and consumer behaviors may not readily adjust to the new norm. Longwood is more than ready to have each and every guest buy timed admission tickets and make Member reservations in advance online to ensure we have a contactless purchasing system. Our guests and Members are accustomed to this timed ticketing system and advance online purchasing as it's been in place since 2010 and already working well. Attendance capacities have also been adjusted throughout all phases of this reopening plan and measured against variables like pathway widths, indoor and outdoor square footage, and annual averages of in-garden capacities. These capacities we've set are much lower than a normal Longwood Gardens day or night experience.

In the end, when we reopen, Longwood Gardens will remain true to what it does so well – offering a place of beauty in a natural, contemplative setting spanning over 1,100 outdoor acres with 485 of those acres accessible to our guests.

Capacity Program Overview

	Pre-COVID-19	Phase 0 <i>Current Status</i>	Phase 1	Phase 2	Phase 3
Phase Timeline		11+ Weeks	14 – 21 Days	TBD	
Garden Access Areas	Full Access	No Access	Outdoors Only	Indoor & Outdoor Some Restrictions	Full Access
Access Groups	All Access	Staff Only	Members Only	All Access	All Access
Operating Days / Week	7	0	5	6	7
Base Onsite Capacity Max	8,000	0	7,000	8,000	8,000
Onsite Capacity %	100%	0	35%	75%	100%
Max Onsite Capacity	8,000	0	2,400	6,000	8,000
Avg. Timed Entry / 30 Min.	700 – 1,000	0	400	600 - 750	750 – 1,000
Daily Onsite Staffing Range	175 - 475	70 - 154	140 - 208	160 - 316	175 - 404



Staff Safety and Operational Protocols

The COVID-19 virus is thought to spread mainly from person-to-person from respiratory droplets and from contact with contaminated surfaces or objects. COVID-19 may be spread by people who are not showing symptoms. For employee safety, all staff are taking universal precautions to prevent infection or spreading infection.

Longwood staff will follow all CDC Guidelines:

- Stay home if you are sick or symptomatic
- Avoid close contact with people who are sick
- Avoid touching your hands to your face
- Frequent hand washing is required
- Social distancing is required, keeping a 6-foot distance

If an employee has had a potential exposure to COVID-19, it will be reported to Longwood Gardens' COVID-19 Exposure Response Team (CERT). This team of Longwood staff will help determine next steps based on state and health agency guidelines. CERT is in contact with and following all guidelines set forth by the Chester County Health Department (CCHD) pertaining to COVID-19 Workforce Screening as updated on April 15, 2020. We will work with the CCHD and follow the appropriate actions recommended by it.

The following COVID-19 informational links are shared with our guests through our website homepage – www.longwoodgardens.org – and internally with staff through our SharePoint intranet site. The sharing of current, factual information is paramount in our preparedness to reopen the Gardens.

CDC COVID-19 Information Site:	Center for Disease Control and Prevention
WHO COVID-19 Information Site:	World Health Organization
Pennsylvania State COVID-19 Information Site:	Pennsylvania Department of Health
CCHD COVID-19 Information Site:	Chester County Health Department

Personal Protective Equipment (PPE)

Appropriate PPE is worn by all employees in adherence to state and local regulations and guidance. All employees are trained on COVID-19 safety and social protocols. Comprehensive training has been or is scheduled to be provided to all staff members upon activation.

- Wearing disposable gloves while working onsite. Gloves are available to all employees. Employees whose responsibilities require them to be in contact with guests or work in guest-frequented areas will wear gloves throughout their shift. Gloves are disposed properly when required during a shift, and at the end of shifts.
- Wearing Face Masks While Working Onsite. In light of Governor Wolf's address on April 15, 2020 and enforceable as of 8:00 p.m. on Sunday, April 19, 2020, employees reporting for duty will wear face masks while working in the Gardens (both outdoors and indoors), except to the extent an employee is using break time to eat or drink, in accordance with the guidance from the Department of Health and the CDC.



- All employees reporting onsite for work duty will be prepared with their own pre-approved face mask and will wear it. Staff requiring a face mask will be provided one by their immediate supervisor.
- Longwood-provided face masks are only rated for single-day use and will be properly disposed of at the end of each shift.

Employee shift arrival / departure work schedules and breaks/lunch schedules are staggered to ensure social distancing. The number of employees working onsite at the same time and in the same areas (indoors and outdoors) is minimized to ensure social distancing.

Essential staff have been issued the necessary travel documentation and carry it with them indicating their status with the organization. This will quickly resolve any questions that may arise from travel to and from Longwood Gardens.

Clean and disinfect frequently touched surfaces, equipment, and tools often. At the beginning and end of shifts and when equipment is used, staff will use provided disinfectant products to clean and disinfect their work area, tools, and equipment. Employees working in guest areas will clean and disinfect surfaces and equipment on an on-going basis.

One employee per vehicle or utility cart. No passengers are permitted. Employees will clean and disinfect work vehicles at the start and end of their use, using provided disinfectant products.

Daily Onsite Staffing Levels

Department	Pre-COVID-19 Full Capacity	Phase 0 Essential Operations	Phase 1 35% Max Onsite Capacity	Phase 2 75% Max Onsite Capacity	Phase 3 Full Capacity
Presidents Office	3	2	2	3	3
Horticulture	75	75	75	75	75
Guest Services	128	13	33	67	84
Food & Beverage	105	8	30	58	84
Facilities	66	35	40	50	60
Education	21	1	8	12	21
Administration	12	0	0	6	12
Marketing	15	0	0	5	15
Volunteers	50	20	20	40	50
Total Onsite Max	475	154	208	316	404



The Guest Journey: Arrival, Experience, Departure in Phase 1

Days of Operation:	Thursday – Monday <i>Longwood will be closed on Tuesdays and Wednesdays for internal care of plants and facilities.</i>
Hours of Operation:	10:00 am – 6:00 pm (last ticket purchase availability is 4:30 pm)
Capacity Management:	Timed Ticketing of 400 Guests per 30-minute interval with a maximum onsite capacity of 2,400.
<i>*Members Only:</i>	<i>To ensure and control capacity, only Members will be permitted to visit during the Phase 1 reopening.</i>

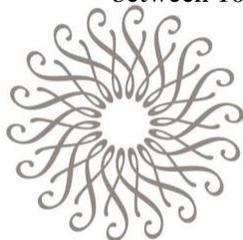
Pre-Arrival

- Throughout each phase, and typical of our business since 2010, all ticket buyers will require a timed admissions ticket. Members must make a timed reservation in advance of their visit. Contact Center and online ticketing (website) will be the two options available for reservations.
- A pre-visit email will be sent to all ticket buyers and any Members with reservations providing them with pertinent visitation information including:
 - Information and instruction on making reservations.
 - Visitation protocols based on CDC, State and Local guidelines.
 - ✓ Social Distancing
 - ✓ PPE
 - ✓ Hygiene and Hand Sanitizer locations
 - Calling out any limitations on indoor spaces, amenities and restrooms.
 - Garden entry and access guidelines and instructions.
- To ensure many Members will have the ability to visit, Members will be permitted to visit only once per week.
- Only one week of reservations will be available at a time. This provides flexibility to change and update the visitation model when needed.

Guest Arrival and Timed Entry Experience

Guests will arrive to Longwood Gardens from Route 1 and enter the Main Parking area. Entry and exit to and from the Gardens will be through the Visitor Center. Visitor Center amenities and restrooms will not be available for guest use. Outdoor Gardens and outdoor areas are available for visitation and enjoyment. All indoor spaces, with exceptions of noted restrooms, are closed during Phase I.

- Longwood Gardens' entry signage on Route 1 will communicate limitations such as:
 - Gardens Open to Members Only (during Phase I)
 - Advanced Member Ticketing Required.
 - Walk-up guests not accepted.
- Members with advanced reservations will arrive within their indicated half-hour time frame between 10:00 am – 4:30 pm. The capacity threshold has been established through a process

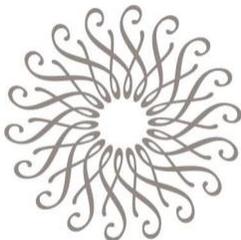


where social distancing guidelines are exceeded. *The onsite capacity of the property far exceeds our initial parameters as determined by a mapping/plotting of our pathways and trails available to the guests.*

- As guests enter the Main Parking area, Security staff will visually validate (contactless) reservation documents. Security will monitor the parking lot to ensure proper social distancing and mask use (if required). The reduced onsite capacity will allow us the opportunity to have guests park vehicles in a configuration that supports social distancing guidelines. Security managers and supervisors will assign specific sanitation responsibilities and ensure proper protocols are followed (sanitizing patrol vehicles/bikes/golf carts and equipment).
- Upon exiting their vehicles, guests will approach the Visitor Center. If an entry queue is required, it will form outside of the Visitor Center on the sidewalk at 6-foot intervals. Signage, graphics, and staff will reinforce social distance measures and pulse guests into the building for ticket scanning.
- No amenities or services will be available inside the Visitor Center including restrooms, drinking fountains, ticketing kiosks, information desks, individual ticket or membership sales, mobility device rental, and gift shop. All entrance / exit doors will be propped open to reduce contact. The Visitor Center will only serve as the entry / exit point for the Garden experience. Tensile barriers will bisect the space to separate entry and exit flow. *Our Visitors Center was originally designed for this type of access and entry to the gardens.*
- Ticket scanning will take place immediately upon entry into the building. A self-scan option is being explored and will be utilized if feasible. Once scanned, guests will immediately proceed and enter the Gardens. Proper distance and protective measures will be in place at this transaction point, clear, plexi barriers will be fitted to existing stations to provide a safe experience between guest and staff.

The Garden Experience

- Guests may visit and enjoy outdoor areas while being respectful of and adhering to social distancing guidelines and any mandated PPE. Guidelines will be shared through strategically positioned signage and ground level graphics throughout the campus.
- If a portion of the garden is either restricted or unavailable for guest access due to horticulture or facilities activity during normal visitation hours, clear signage will be positioned to safely reroute the guests through the closure area. Closure information will also be shared in advance of entry into the garden via staff and signage.
- Signage will be placed at the Garden entry and throughout the experience to communicate visitation policies, closed buildings and amenities, available restrooms, and other important information.
- Staff are positioned at key locations and will monitor and maintaining social distance and safety protocols.
- Tensile barriers and directional signage will be placed at key locations throughout the Gardens. Some paths will support one-way flow to maintain social distances.
- Cleaning and sanitizing is increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, door handles, benches, public bathrooms, counters, tables, chairs, stair handrails, trashcans, dining surfaces and seating areas. These efforts occur on a rotational basis to ensure surfaces are sanitized at a minimum of once every 30 minutes.



Guest Amenities and Visitation Information

- During Phase 1, guest amenities, restrooms, and paper maps / brochures will be limited or unavailable and we will slowly open these back up based on our phasing plan.
- Attendance capacity controls will be utilized to manage entry arrival times and guest volume throughout the Gardens. Guest attendance volume will be minimal to ensure adequate social distancing in all outdoor areas.
- Only identified restrooms will be available, ensuring proper and frequent cleaning and disinfection. Restrooms will be assigned an Operational Services Attendant and be cleaned every 30 minutes.
- All water drinking fountains will be disabled and unavailable. Water is available at the food and beverage outlets.
- All indoor garden areas, including the Conservatory, Peirce-du Pont House, Webb Farmhouse, Treehouses, and similar indoor / covered experiences, will be unavailable.
- Outdoor gardens and areas will be open and accessible. Display fountains (Open Air Theatre, Italian Water Garden, Sylvan Fountain, and the Main Fountain Garden) will run throughout the day, but no scheduled fountain performances / shows will occur.
- Rental mobility devices including scooter, stroller and wheelchairs will not be available. Guests must provide their own mobility devices.
- Informational tours and programs, as well as concerts and demonstrations, will not occur.
- All paper brochures/print material will be removed from distribution points.
- Longwood's online Gardens map will be promoted to guests for navigation, including free Garden-Wi-Fi they may use and access on their personal smart device.
- The GardenShop (gift shop) and indoor dining areas, the Café and 1906, will be closed.
- Tensile barriers will be positioned in areas to separate entry / exit traffic and support social distancing where required.
- All doors where applicable will remain propped open during operating hours to reduce contact.
- All outdoor benches will be sanitized on a regular schedule.
- Informational signage noting health, hygiene, social distancing, building closures and limited amenities reminders will be placed throughout the Gardens.

Guest Departure

- Guest may enjoy the Gardens for as long as they wish. When ready, they will exit through the Visitor Center.
- Tensile barriers will bisect the Visitor Center lobby, separating exit and entry guests. Signs will be positioned along the barrier to expedite exit and maintain social distance.
- Re-entry into the Gardens is not permitted.
- Security staff are positioned within the Visitor Center lobby to help monitor exit flow.



Health and Safety Protocols in Place throughout All Phases

Employee Training, Health Concerns and Case Notification

- **COVID-19 Training.** All employees have access to all current CDC and CCHD information on how to stop the spread of COVID-19, social distancing and other protocols and measures.
- **COVID-19 Decision Tree for Leadership.** In response to the many questions we are receiving from staff across our Gardens we have developed a step-by-step guide for managers to use if a staff member becomes sick or feels they may have been exposed to COVID-19.
- **COVID-19 Exposure Response Team (CERT).** This is a seven-person Longwood team we have formed to serve as the primary contact for all questions and concerns regarding potential exposures. They are well-versed in the COVID-19 Decision Tree for Leadership. They will be kept up to date regarding any changes from the CDC or the Chester County Health Department (CCHD). They keep an exposure log and maintain strict confidentiality. We are following all the guidelines set forth by the CCHD pertaining to COVID-19 Workforce Screening as updated on April 15, 2020.
- **COVID-19 SharePoint Site as a Repository.** We have modified our SharePoint home page to house all updates and communications relative to COVID-19 as well as resources from local, state, and national agencies in this central repository for our employees.
- **Case Notification.** If we are alerted to a presumptive case of COVID-19 at Longwood Gardens, we will work with the CCHD to follow the appropriate actions recommended by it.

Physical Distancing

- Longwood staff and guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines or moving around the property.
- Restaurant tables and other physical layouts will be arranged and/or removed to ensure appropriate distancing.
- Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible.
- The guidelines will comply with, or exceed, local or state mandated occupancy limits.
- Postings will support messaging.

Personal Hygiene and Hand Sanitizer

- Correct hygiene and frequent handwashing with soap is vital to help combat the spread of the virus. All Longwood Gardens employees have been instructed to wash their hands, or use sanitizer when a sink is not available after: using the restroom, sneezing, touching the face, blowing the nose, cleaning, using equipment and tools, entering and exiting a vehicle or piece of machinery, eating, drinking, going on break and before or after starting a shift.
- Hand sanitizer dispensers, touchless whenever possible, will be placed at guest entrances, restrooms, the Beer Garden, and other key locations throughout the gardens.
- Hand sanitizer has been and will continue to be provided in all employee only areas for their use.



Personal Protective Equipment (PPE)

- Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance.
- Every employee entering work will be required to wear a mask while on property.
- Gloves will be provided to employees.
- For employees whose responsibilities bring them in direct contact with guests, wearing gloves will be required.

Cleaning Products and Sanitization Protocols

- Longwood Gardens uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens.
- We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.
- We have maintained a healthy supply of all cleaning and sanitizing products and will continue to have a surplus on hand.
- The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, door handles, public bathrooms, counters, tables, chairs, benches, stair handrails, trashcans, dining surfaces and seating areas.
- Cleaning efforts occur on a rotational basis to ensure surfaces are sanitized at a minimum of once every 30 minutes.

Employee Only Areas

- Signage is posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks and gloves.
- The frequency of cleaning and sanitizing has been increased in these areas and the level will be maintained in our employee only areas with an emphasis on the employee break rooms, employee entrances, employee restrooms, offices, kitchens, business gate and Visitor Center ticketing areas.
- Maximum Occupancy for each employee area has been identified and posted to ensure proper social distancing.

Shared Equipment and Vehicles

- Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, cleaning equipment, keys, time clocks, vehicles, equipment and all other direct contact items used throughout the gardens.
- The use of shared food and beverage equipment in employee areas has been discontinued.
- Each vehicle must only have one staff member inside at any given time.



Daily Pre-Shift Staff Information

- The morning Line-Up staff meeting will occur outdoors and ensure proper social distance practices are adhered to. Employee pre-shift information, including weather, attendance, and daily updates, will be reviewed at this meeting and available on SharePoint. Larger updates and team meetings will be held virtually.

Continued Remote Working Arrangements

- Only staff that will be required to care for the grounds of Longwood Gardens and the guests coming into the Gardens will be on site working.
- Functions such as Administration, Education, IT, and Marketing and Communications will remain working remotely to eliminate gathering in enclosed spaces.

In-Garden Signage

- There will be health, hygiene, social distancing, building closures and limited amenities reminders throughout the property.
- Ground graphics will be deployed supporting the reinforcement of the guideline of maintaining the proper social distance between guests.
- Directional information indicating the desired walking route for guests will be posted along paths.
- Guest Weather Notification Signage pending forecasts will be posted at the Visitor Center entry area, indicating when rain or storms are forecast. Reminders that buildings / indoor spaces are unavailable will be included in the messaging.

In-Garden Staff

- Staff will be positioned at key locations within the Gardens to monitor guest traffic patterns and flow and maintain a safe environment while providing guest support and answering questions.
- Staff will wear PPE and maintain social distances when interacting with guests.
- Staff radios and similar equipment will be sanitized before and after use.
- Longwood will err on the side of limited staffing for guest flow and rely heavily on signage, the digital map, and other visual cues.

In-Garden Transportation

- The Meadow Shuttle will not operate. Signage at the Meadow Garden entrances will indicate transportation is not available to and from the Webb Farmhouse.

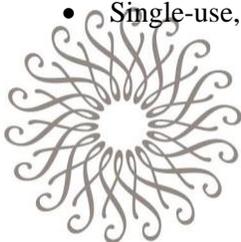
Buildings, Outdoor Structures, Children's Areas

- All guest indoor experiences and spaces will be closed during Phase I, but will slowly open as the phasing plan allows for it. This includes the Treehouses, Children's Corner (Idea Garden), Urban Garden (Idea Garden), Chimes Tower, Grotto, Pumphouse Lobby and Museum, Conservatory, Peirce-du Pont House, and Terrace Restaurant.
- **Children's Play and Gathering Areas.** Known areas where young children frequently play will be closed. The Outdoor Children's Garden will not be available.



Food and Beverage

- Restaurant Associates, Longwoods third-party food and beverage provider, has shared their COVID-19 Operational Recovery Plan crafted and endorsed at their corporate level, adapted to individual field operations and implemented and monitored throughout their global network of operations.
- Longwood Gardens' indoor restaurant spaces, the Café and 1906, will not be available during the Phase 1 reopening.
- The outdoor food and beverage concessions huts located in the Beer Garden will be available with limited service and selections. The following protocols are in alignment and comply with guidelines set forth under the "Carry Out" classification. All dine-in facilities will remain unavailable until the state mandated food establishment restriction is eased and/or lifted.
- Food and beverage staff will wear required PPE, including face masks and gloves.
- Guests will place orders for food and beverage at the concession huts. All associated equipment and surfaces, including POS terminals, dividers, and counters are sanitized at least once per hour and logged by management.
- Each POS terminal is assigned to a single employee and sanitized between each user and before and after each shift.
- All outdoor dining tables, benches and chairs will be sanitized following each use.
- Disposable utensils, napkins, and single-use condiments packets will be served alongside the food or beverage. Self-serve condiments or service stations are not available.
- Preference for electronic or card payment displayed at each POS terminal. Contactless Card transaction is currently being investigated, if contactless effort is not achieved prior to reopening then devices will be fitted with a protective covering and sanitized after each use. Cash payment accepted by request. The cashier will dispose/replace gloves after high contact surface interaction. Mobile ordering/payment application to be developed as top preference.
- Menus are posted overhead with no guest physical contact.
- Hand sanitizer dispensers are located at the outdoor dining / seating area.
- Food to be served in disposable, single-use bags/trays/boxes instead of on plastic trays. Disposable bag/tray/box to be placed on counter rather than handing directly to guest.
- Each food preparation station to be used by a single employee and to be sanitized at least once per hour.
- Kitchens to be deep cleaned and sanitized at least once per day.
- Food and beverage items being prepared to be transferred to other employees using contactless methods (ie. leaving on transfer or expediting tables).
- Restaurant Managers will direct physical distancing of queues, in addition to signage and markings.
- Outdoor dining tables to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities). No indoor seating available.
- Additional quick serve carts to open based on demand and length of physically distanced lines.
- Beer Garden concession huts to be staffed to allow for appropriate distancing between employees. A clear, plastic barrier will separate employees from guests with minimal size window.
- No self-serve or impulse items available (High Contact) for guest purchase.
- Single use cups for beverage (no refills).
- Single-use, prepackaged plastic flatware will be available.



Public Safety and First Aid

First-aid and weather information will be provided by Public Safety and Security staff.

- First responders will adhere to CDC recommendations for PPE and social distancing when responding to all calls for first aid assistance.
- Standard protocols will be followed unless a specific incident requires closer or personal contact with a guest (i.e. providing first aid).
- All contact surfaces to be sanitized at the completion of a first-aid response incident (in addition to standard sanitization protocols).
- Security managers and supervisors will assign specific sanitation responsibilities and ensure proper protocols are followed.
- Security managers and supervisors will track all first-aid responses on the daily security log sheet
- Security staff (and all employees) are familiar with hand sanitizer locations for guest and staff use.
- Security managers will share updated weather forecast information throughout the operational day.
- If severe weather is forecasted or occurs, Security staff will frequently message both before and during storms to guests and staff with the most current information. Guests will be advised to seek shelter in their personal vehicles when severe weather occurs.



Opening Our Buildings – Conservatory Preparations, Phase 2

Days of Operation:	Wednesday – Monday <i>Longwood will be closed on Tuesdays for internal care of plants and facilities.</i>
Hours of Operation:	10:00 am – 6:00 pm (last ticket purchase availability is 4:30 pm) 10:00 am – 10:00 pm Thursdays through Saturdays
Capacity Management:	In Phase 2, Timed Ticketing of 600-750 Guests per 30-minute interval with a maximum onsite capacity of 6,000.
*Single Ticket Buyers Open:	<i>Since we've been through Phase I at this point and anticipate learning a great deal, we will open up timed admission tickets to single ticket buyers in addition to Member reservations.</i>

Phase 2 includes the reopening of our historic Conservatory with a controlled level of access to ensure the health and well-being of our staff and guests. This entry and occupancy process will ensure controlled and measured efforts that align with safety and cleaning protocols implemented in our Phase 1 plan. The guest route, experience, and amenities will be managed to ensure social distancing and safety protocols. Guests will experience the Conservatory with their safety as our top priority.

A major and advantageous component of this plan is Longwood Gardens ability to accurately track Conservatory guest volume. Longwood has utilized a real-time, capacity management tracking technology system, developed by SenSource, for nearly three years. This technology has been implemented to identify overall onsite capacity and secondary capacity levels in key areas such as the Conservatory. This system accurately tracks guest entry / exit and provides a real-time guest volume within the Conservatory. Longwood Gardens staff will be positioned at the entry, have real time access via a mobile application and can pulse entry to ensure proper social distances are maintained.

Conservatory Amenities and Visitation Information

During Phase 2, controlled access, limited experiences, and one-way routing will be used to maintain the safety of employees and guests.

Conservatory guest volume. Measuring the Conservatory paths and viewing areas, Longwood Gardens staff have calculated the maximum number of guests permitted to maintain social distances. Initial Phase 2 Conservatory volume will not exceed 700 guests (43% of capacity). (Note: Maximum capacity = 1,750)

Conservatory queue. When guest volume reaches capacity, staff will support a queue outside of the East Entry Pavilion. This large, open area will be used to maintain social distances as guests await entry into the Conservatory. Clear signage and graphics will identify the queuing area and guidelines.

Conservatory access monitoring. Staff will position at exit points along the Conservatory route. Guests will be permitted to exit at any point, but those wishing to enter will be directed to the East Conservatory Entry Pavilion. This will ensure guest volume and capacity control.



Limited Conservatory Experience. During Phase 2, the Children’s Garden and the West Conservatory Greenhouses will not be available. Additionally, informational tours, demonstrations, and similar gathering opportunities will be curtailed. To maintain proper social distances, the guest experience will include the wide paths and open spaces of the East Conservatory, Main Conservatory, outdoor Waterlily Display, and Silver Garden / Acacia Passage loop.

One-way route. To further support social distances, a one-way route will be used within the Conservatory. Upon entry, guests will follow a planned route that will allow them to experience all aspects of the available Conservatory spaces but will maintain a single directional flow to the exit. (Map included within this plan)

Directional Signage & Graphics. Signs and graphics will provide visual reminders to guests to maintain social distances along their planned Conservatory experience and route. Staff will also be positioned within the Conservatory to support guests and maintain directional flow. Staff will wear PPE and maintain social distances when interacting with guests. Staff radios and similar equipment will be sanitized before and after use.

Hand Sanitizer Dispensers. Touchless hand sanitizer dispensers are placed at the Conservatory entrance/exit, restrooms, and along the one-way route at key locations. Hand sanitizer has been and will continue to be provided in both public and employee only areas.

Conservatory Restrooms. Restrooms will be available for guest use. Restrooms are cleaned and sanitized every 30 minutes per procedures enacted prior to and during Phase 1 reopening.

Conservatory cleaning and sanitizing. Staff will frequently clean and sanitize public areas within the Conservatory on a rotational basis at a minimum of once every 30 minutes. An emphasis will be placed on contact surfaces including, but not limited to, door handles, public bathrooms, counters, tables, chairs, benches, stair handrails, and trashcans. These efforts are a continuation of procedures enacted prior to and during Longwood Gardens’ Phase 1 reopening.

- **Cleaning Products and Protocols.** Longwood Gardens uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary Personal Protective Equipment (PPE). We have maintained a healthy supply of all cleaning and sanitizing products and will continue to have a surplus on hand.



Employee Only Areas, Equipment, and PPE / Safety Procedures. Safety guidelines were adopted prior to and during Longwood Gardens' Phase 1 reopening for all employees, including Conservatory staff. Proper PPE and cleaning procedures are monitored and adhered to daily. Signage is posted throughout work and break areas reminding employees of the proper way to wear, handle and dispose of PPE. The frequency of cleaning and sanitizing has been increased in these areas. Shared tools and equipment are sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. Longwood employees actively participate in their own safety, and understand they are also protecting the safety of others through their actions.



Full Access of Gardens Indoors and Out, Phase 3

- Days of Operation: Wednesday – Monday
Longwood will be closed on Tuesdays for internal care of plants and facilities.
- Hours of Operation: 10:00 am – 6:00 pm (last ticket purchase availability is 4:30 pm)
10:00 am – 10:00 pm Thursdays through Saturdays
- Capacity Management: In Phase 3, Timed Ticketing of 750-1000 Guests per 30-minute interval with a maximum onsite capacity of 8,000.

