

## **Covid-19 Updates and Frequently Asked Questions**

Flamingo Gardens is taking all possible steps to continue to ensure the safety and wellbeing of our guests, staff and volunteers. This includes implementing enhanced cleaning regimens throughout the Gardens and increased cleaning and sanitizing of frequently touched areas. Hand sanitizing stations will also be available and our staff is washing their hands thoroughly on a regular regimen. We will be limiting capacity in line with government recommendations. Flamingo Gardens is only accepting online timed ticketing to combat the spread of COVID-19.

Please do not visit if you are displaying COVID-19 symptoms, living with someone who is, or if you are feeling ill.

### **How will social distancing measure be enforced?**

Guests will be guided with directional markings, allowing them to better distance themselves while exploring the gardens. Our employees will also remind guests to maintain a respectful distance when necessary.

### **Will all attraction offerings be open?**

Due to additional safety measures, changes in operation require limited access to certain offerings. Until further notice, the narrated tram tour, Wildlife Encounter shows, the Wray Home Museum and the Gallery will be closed.

Animal feeder machines will not be operational to eliminate unneeded touching and cleaning.

A limited menu will be offered at the Flamingo Café and Garden Grill food truck with tables moved to safe distances between. No self-service of soft drinks or ice cream.

### **May I buy tickets at the door?**

Entrance is by online ticketing only. Tickets are not available at the door. Members will receive an 8-digit code to use to reserve their timed entry. If you are a member and have not received your code via email, please contact us at [membership@flamingogardens.org](mailto:membership@flamingogardens.org) or call 954-473-2955. Members only will be admitted May 20, 2020 to May 22, 2020. Ticket sales open to the public on May 23, 2020.

### **May I use online tickets purchased prior to the COVID-19 closure?**

Flamingo Gardens will honor all online tickets previously purchased and guest passes. Please contact us at (954) 473-2955 to exchange your ticket or pass with timed reservation.

## **How did the closure impact annual memberships?**

All memberships will be extended so everyone receives their 12 months of membership. Memberships will be adjusted at time of renewal.