

Fort Sumter and Fort Moultrie National Historical Park Enhanced Visitor Protection Program



Preamble

Fort Sumter Tours will fully support the National Park Service goals to safely reopen Fort Sumter and Fort Moultrie National Historical Park. We have revised our existing policies and procedures so as to evaluate their effectiveness and appropriateness in light of the health emergency and its aftermath. All procedures will be subject to constant reevaluation as conditions evolve.

The following is phase 1 of Fort Sumter Tours' Visitor Protection Program and primarily addresses Park re-opening and operations start-up; the program is based on CDC guidelines and industry best practices as of May 12, 2020.



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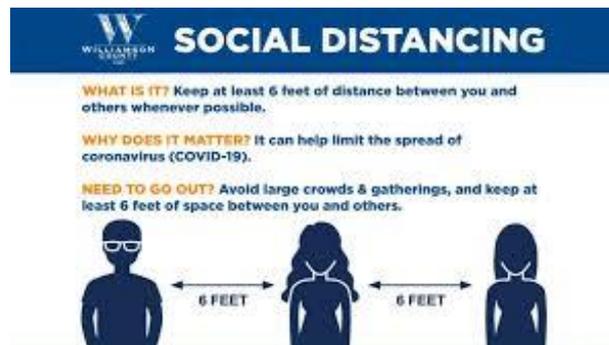
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Our message to Visitors

Every policy and procedure employed by Fort Sumter Tours has the visitor and staff safety and well-being in mind.

Guiding Concepts

- Education and Awareness
- Social Distancing
- Masks and other protection
- Emphasis on personal hygiene
- Frequent cleaning, sanitizing and disinfecting
- Person Protective Equipment and supplies to safeguard employees



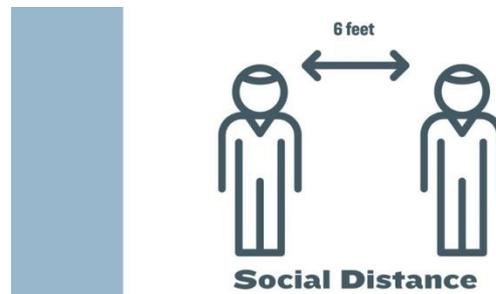
Framework

- Best Practices
- Visitor Experience
- Education and Awareness
- Communication
- Updated Policies and Procedures
- Personal Protective Equipment
- Specialized Training
- Enhanced cleaning products and protocols
- Safety-focused equipment and infrastructure



Visitor Experience

- All forms of visitor communication will emphasize/promote Reserve tickets online to help manage the flow of visitation and minimize contact points with ticket agents
- Both website & e-tickets will emphasize practicing good hygiene, maintaining 6 feet between parties when on the vessel and Fort, suggesting visitors wear face masks and other PPE they feel necessary.
- Each ticket window will have best practices displayed on the TV monitors to remind visitors.
- Walk up visitors purchasing tickets will be required to swipe their own credit card which will be disinfected after each use by the ticket agent. Ticket agents will be required to wear gloves during their shift to minimize exposure when handling cash.
- Visitors will be queued 6 feet apart via signage and markers on the ground throughout queueing lines
- Stanchions will be reconfigured to support 6 feet separation at each departure point
- Each vessel will be limited to 150 people from both departure points. The vessel will be set up with limited seating options on each desk to encourage social distancing and avoid overcrowding.
- Vessel crew will monitor and limit each deck's passenger capacity to encourage social distancing. "For your safety, we ask that you please allow six feet between parties. Thank you". In addition, each vessel will have TV monitors displaying best practice reminds.
- Announcements onboard each vessel will remind visitors to practice social distancing during their visit to Fort Sumter and Fort Moultrie National Historical Park
- Snack bars will limited on what is sold with only drinks and prepackaged items available



Enhanced Crew Responsibilities

- Captain
 - Oversight of vessel crew regarding implementation of the expanded cleaning and sanitizing regimen as well as leadership and moral support
- Vessel Crew
 - Clean and sanitize all visitor-exposed areas aboard vessels
 - Surface and objects treated with disinfectant after each departure
 - Daily disinfection of crewmember areas
- Guest Service Agents
 - Clean and sanitize all visitor-exposed areas at ticket windows
 - In addition, ticket window offices and equipment will be sanitized before and/or after each shift if agent knows a different agent worked or will be working in the room prior or after them.



Training

- Pre-start Checklist for Return to Work (See below)
- Crew Cleaning Checklist updated for new procedures (see below)
- Training sessions for returning staff
- Dissemination of CDC and other relevant information updates
- Additional periodic training sessions as necessary

Fort Sumter Tours has developed an “Enhanced Visitor Protection Program” that is visitor-responsive and practical. The plan’s objective is to sustain a healthy and safe environment for visitors, NPS staff, FST employees, and other stakeholders. Guidance from the NPS, CDC, and Charleston County Department of Health will be used to proactively address the health concerns of visitors and employees.



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