

Niagara SkyWheel Visitor Journey

In accordance with currently available guidelines and best practices from the Chief Medical Officer of Health, Ministry of Health and the Government, the following outlines the visitor journey through the Niagara SkyWheel.

All team members are subject to temperature check and health questionnaire prior to each shift. Employees must adhere to strict health and safety guidelines throughout their shift including frequent handwashing and sanitization, the use of proper personal protective equipment, cleaning and sanitizing procedures and social distancing measures. Team members must wear face masks and gloves at all times.

Quaternary Ammonium (quat sanitizer) or commercial disinfectant wipes will be used frequently to clean and sanitize all contact surfaces including cash registers, printers, payment card terminals, counters, railings, gates and turnstiles.

The entire Niagara SkyWheel will be sprayed with Aegis Microban Shield, a long-lasting antimicrobial surface treatment which helps reduce the growth of harmful microbes.

Signage will be posted advising guests of physical distancing expectations, including ground markings placed at a distance of 2 meters within the queue line.

Hand sanitizer will be provided for both visitor and team member use in an easily accessible area.

Ticket Purchase

- Tickets are available for online purchase and can be redeemed by contactless paper scan at the ride queue.
- Mobile device redemption for online ticket purchase is also available with a Customer Service Representative (CSR) at our glass enclosed booth. Visitors will require a bar code to be scanned from their mobile device to redeem purchase and a paper ticket will be placed in pass through for contactless pick-up.
- Tickets can be purchased in person with a CSR at our glass enclosed booth. Visitors will purchase their ticket and paper tickets will be placed in pass through for contactless pick-up.

Ride Queue

- Wheel capacity will be reduced by limiting the number of gondolas in use.
- No food or drink will be permitted in the queue line or inside the gondolas.
- Visitors will be directed to line up on the marked 2-meter ground points as a single party.
- Visitors will be directed to gates 1,3,4 and 6. Gates 2 & 5 will not be used to allow for physical distancing.

Gondola Entry, Ride Experience and Exit

- No food or drink will be permitted in the queue line or inside the gondolas.
- Only a single party will be permitted in each gondola.

- Windows of the gondola will be left open whenever possible to encourage air flow.
- High touch areas of the gondola will be wiped clean after every ride and left empty for one complete ride cycle.
- Visitors will exit on opposite side of ride queue one gondola at a time.