



## **Hersheypark FAQs**

### General

#### **What are Hersheypark's summer operating hours?**

Hersheypark will operate from 10:00 am to 9:00 pm for the summer operating days through September 27, 2020 [www.hersheypark.com/info/hours/](http://www.hersheypark.com/info/hours/)

#### **Will the preview plan still be offered?**

No, the preview plan is temporarily paused.

#### **What are your safety enhancements at Hersheypark?**

Our team has implemented a variety of new safety initiatives to welcome our guests back to a fun and safe environment. These initiatives include enhancing our already stringent cleaning and sanitization protocols, supporting social distancing, managing capacity through a reservation system, requiring the use of face coverings, conducting temperature screenings and increasing team member training. Please see our comprehensive safety guidelines here - [www.hersheypark.com/safety.php](http://www.hersheypark.com/safety.php).

#### **Will you limit capacity? What will that number be?**

Yes. To comply with state guidelines, we will manage capacity through a new guest reservation system. All guests with tickets or 2020 Season Passes will need to make a reservation here - [www.hersheypark.com/reservations/reserve-your-day/](http://www.hersheypark.com/reservations/reserve-your-day/)

#### **What protocols will your employees follow?**

We have implemented a variety of measures to ensure our team members can take better care of you - our guests - and themselves. These measures include: requiring face coverings, staggering schedules, enhanced training and frequent breaks for sanitization. Team members are also required to complete a COVID-19 Health Screening including temperature checks to identify the presence of symptoms and reduce the risk of COVID-19 exposure. In addition, team members have been instructed and are regularly reminded to not report to work if they have COVID-19 symptoms or if they come into contact with someone who has been diagnosed with COVID-19 or has a COVID-19 test pending result.

### Face Coverings

#### **Will face coverings be required?**

Per the recommendation of the Centers for Disease Control and Prevention (CDC) and in accordance with an Order of the Secretary of the Pennsylvania Department of Health, face coverings are required for all guests over the age of 2 and team members at this time except while dining and on certain attractions.

#### **Do I have to wear a mask on coasters?**

Where possible, guests will be required to wear face masks when riding an attraction.

### **Do I need to wear a mask in the water park?**

Guests will not be required to wear face coverings while in the water or on water attractions in The Boardwalk. All guests over the age of 2 will be required to wear a face covering while indoors in public areas, and outdoors when physical distancing from others outside your travel party is difficult.

## **Temperature Screenings**

### **Will you take the temperature of guests?**

All guests should be prepared to undergo a temperature screening with a contactless, infrared thermometer prior to entering *Hersheypark*. Based on guidance from health authorities, anyone displaying a temperature of 100.4 or above will not be allowed to enter.

### **How will my temperature be taken?**

Temperatures will be taken by *Hersheypark's* Safety & Security team members using a contactless, infrared thermometer.

### **Where do I get my temperature taken?**

Temperatures will be taken by *Hersheypark's* Safety & Security team members at the security screening points at the entrance to *Hersheypark*.

### **What temperature would mean I couldn't enter?**

Based on guidance from health authorities, anyone displaying a temperature of 100.4 or above will not be permitted to enter.

## **Reservation Process**

**\*\* All visitors to Hersheypark are required to make a reservation for a specific visit date. Please follow the steps below.\*\***

### Basic Steps

Please have your Season Pass number or ticket ID ready as you prepare to make your reservation.

1. Please enter your Season Pass number or ticket ID.
2. You will then fill in your first and last name, email address, and accept the safety guidelines to receive the confirmation of your reservation.
3. Pick the day you plan to visit and hit submit.
4. You will see a confirmation code confirming your reservation on the webpage and it will also be emailed to you. Retain this code to help modify your reservation in the future.

### **How do I make a reservation?**

Please visit the following link to make a reservation by filling out a simple form with your name, email, ticket or Pass number and the day you plan to attend - [www.hersheypark.com/reservations/reserve-your-day](http://www.hersheypark.com/reservations/reserve-your-day)

### **How do I find my Visual ID?**

Enter the Visual ID/Barcode Number located on your Season Pass, Print-At-Home ticket, digital ticket or hard stock ticket. To view your digital tickets, visit your Confirmation Email and click 'Retrieve Tickets'. To [see examples](#) click here - [www.hersheypark.com/assets/pdf/tickets/visual-id-aid.pdf](http://www.hersheypark.com/assets/pdf/tickets/visual-id-aid.pdf)

### **Why is there only one place to enter a name but six tickets?**

The name field is for the primary person for the reservation. This person will receive the email confirmation. You do not need to enter a name for each of the six IDs you enter.

**How will I know if I can come on a certain day? I don't want to drive and get turned away.**

Reservations must be made in advance so we recommend you make a reservation as soon as you know the day you plan to come. Guests without a reservation will not be guaranteed entry.

### **Do I have to reserve a day in advance? How?**

Yes, guests are required to make a reservation in order to visit Hersheypark. Any guests without advance reservations will not be guaranteed entry. To make, modify, or cancel a reservation before your visit, click here - [www.hersheypark.com/reservations/reserve-your-day/](http://www.hersheypark.com/reservations/reserve-your-day/)

### **What does this (grayed out, marked not available) mean?**

That visual indicator means a day is currently full and not accepting reservations. Please continue to check back for the day you prefer to visit in case more reservations become available.

### **The date I want to visit is not available. What now?**

Please continue to check back for the day you prefer to visit in case it becomes available.

### **Can I change my day?**

Guests may modify or cancel their reservation at any time here - [www.hersheypark.com/reservations/reserve-your-day/modify.php](http://www.hersheypark.com/reservations/reserve-your-day/modify.php)

### **How do I modify a person?**

If the plans of someone in your travel party have changed, please use your email and your confirmation number to remove or add the person from your reservation individually.

### **What if I have a 2-day or 3-day ticket?**

Please fill out the form for each day you plan to visit.

### **How many people can I reserve at one time?**

You can reserve up to 6 guests with Season Passes or ticket numbers at the same time. If you need to make additional reservations for a party larger than 6, please fill out the form again for any additional guests as the same contact person.

### **I missed my day. What happens now?**

If you haven't scanned your ticket, you are free to make another reservation here - [hersheypark.com/reservations/reserve-your-day.php](http://hersheypark.com/reservations/reserve-your-day.php).

### **I forget what day I registered for. Can someone look me up?**

Please reference your email confirmation. You can also lookup your reservation here - [hersheypark.com/reservations/reserve-your-day/modify.php](http://hersheypark.com/reservations/reserve-your-day/modify.php). If you still have trouble, please contact our Guest Experience team at 717-534-3900.

### **My ticket number isn't working.**

Please reach out to our Guest Experience team at 717-534-3900 to explore any issues.

### **When I visit Hersheypark, what do I have to show for my reservation?**

When you arrive at Hersheypark a team member will scan your Hersheypark ticket or Season Pass to ensure you have a reservation for that day. No additional barcode will be needed.

### **How does the reservation system work for Season Pass holders? Do I have to make a reservation?**

Yes, every guest, including Season Pass holders, will be required to make a reservation for a specific visit. We have reserved daily capacity for our valued Season Pass Holders. We appreciate our most loyal guests assisting us in following state capacity management guidelines for Hersheypark.

### **I'm a Season Pass holder and I can't make an additional reservation.**

Season Pass holders may have up to 3 reservations at one time. After each visit, you can then make an additional reservation.

**Can I call to make a reservation?**

No, the reservation system is only accessible via the online form here - [hersheypark.com/reservations/reserve-your-day.php](https://hersheypark.com/reservations/reserve-your-day.php).

**I need to buy a ticket on-site. How do I make a reservation in advance?**

Please visit Guest Services for further assistance.

**I didn't know I had to make a reservation. What do I do now?**

Please visit Guest Services for further assistance.

## Social Distancing

**Will you change ride queues with dots like stores?**

Yes, queue lines will allow for proper social distancing by marking the ground to denote the appropriate 6 feet of social distance between guests.

**Do I need to stay 6 feet away from all guests?**

Yes, please maintain 6 feet of space from others outside of your travel party at all times and follow the social distancing signage, ground markings and the direction of our team members when you are at Hersheypark.

## Cleaning & Sanitization

**Will you wipe down rides after each cycle?**

Highly touched ride surfaces, including handrails, arm rests, restraints, lap bars, grips, seatbelts, and over-the-shoulder harnesses will be frequently sanitized. Hand sanitizer will be available for guests to use when they enter and exit the attraction area.

**Will I have to sanitize my hands in order to go on a ride?**

Guests will be asked to use hand sanitizer before entering the queue or before boarding attractions. Hand sanitizer will be available for guests to use when they enter and exit the attraction area.

## Experience

**Will all rides be open? Will the water park be open?**

We're excited to offer our guests a wide range of experiences from family rides and thrilling coasters to The Boardwalk at Hersheypark and ZooAmerica. Attractions that cannot accommodate appropriate social distancing may close or operate with reduced capacity. Please download and refer to the Official Hersheypark app for a real-time listing of attraction availability.

**Will the water park be open?**

Yes, although attractions that cannot accommodate appropriate social distancing may be closed. Please download and refer to the Official Hersheypark app for a real-time listing of attraction availability.

**How will food work?**

All food and beverage operations will follow the National Restaurant Association COVID-19 Reopening Guidance and the Department of Agriculture and Department of Health guidelines. More info about our food and beverage protocols is available here - <https://stage.hersheypark.com/safety.php>

**What restaurants are open?**

We'll share an update on offerings as we open.

**How will my reusable cup work?**

At this time, team members will refill a disposable cup for Season Pass holders to avoid direct guest contact with the refill stations.

**Will you offer mobile ordering?**

Limited mobile ordering will be available in the Official Hersheypark app.

**Will games still be available?**

Yes, games will be available with social distancing and enhanced sanitation measures in place. More information about our games protocols is available here - [hersheypark.com/safety.php](https://hersheypark.com/safety.php)

**Is there a show running in the Music Box Theatre?**

To encourage social distancing, we have cancelled indoor live shows and strolling performers for the summer operating season. We plan to offer the outdoor aquatheatre seal and sea lion show in accordance with social distancing and enhanced cleaning protocols. We may offer *Hershey* Character experiences if appropriate social distancing can be accommodated.

**Is the Our Friends From The Sea show still running?**

We plan to offer the outdoor aquatheatre seal and sea lion show in accordance with social distancing and enhanced cleaning protocols.

**Will the shops be open?**

Yes, shops will be open with social distancing and enhanced sanitation measures in place. More info about our retail protocols is available here - [hersheypark.com/safety.php](https://hersheypark.com/safety.php)

**What does the security check-in look like?**

Please follow the directions of our Safety & Security team members as you arrive at the front gate. All personal items will be visually inspected so please limit the number of items you bring with you. Face coverings will be required to enter Hersheypark at this time. In addition, temperature screenings will be completed and guests will be asked if they have any COVID-19 symptoms.

**Will you have fireworks for July Fourth?**

Given operational priorities for opening weekend, we are not planning fireworks this year. We hope you enjoy the Park throughout the weekend!

## Hershey's Chocolatetown

**Will Candymonium be open on July 3?**

Yes, we're excited to announce that our tallest, fastest and longest coaster, Candymonium, will be open as part of the all-new Hershey's Chocolatetown when we open on July 3.

**Will I go through the front gate?**

Yes, our new front gate and Chocolatetown entrance will be open.

**Will all of Chocolatetown be open?**

Many of the elements of Chocolatetown will be open, from Candymonium and the new front gate to Starbucks and the Carrousel in its new home.

## Group Admission Tickets

### **When does my 2020 group summer ticket expire?**

If your ticket was purchased before July 2, it is now valid through June 30, 2021.

If your ticket was purchased on July 3 or after, it is valid through September 27, 2020.

### **Do children need a reservation?**

Yes with the exception of children under the age of 2 as they do not require a ticket or Season Pass.

### **How much is parking?**

General parking is \$20 and preferred parking is \$35. Buying in advance is highly encouraged. More info here - <http://www.hersheypark.com/park-info/parking.php>.

## ZooAmerica

### **Do I have to make a reservation to visit ZooAmerica?**

No, a reservation is not required to visit ZooAmerica. Our team will manage capacity on-site so admission may not be guaranteed if you arrive and we are at full capacity.

### **Do I have to wear a mask at ZooAmerica?**

Per the recommendation of the Centers for Disease Control and Prevention (CDC) and in accordance with an Order of the Secretary of the Pennsylvania Department of Health, face coverings are required for all guests over the age of 2 and team members at this time.

### **I have a medical issue that prevents me from wearing a face covering. What should I do?**

ZooAmerica will make accommodations for guests who cannot wear face coverings due to a medical condition (including children age 2 and younger).

### **When will you be offering behind-the-scenes tours again?**

These tours are temporarily paused. We will share an update as soon as we can.

### **Is ZooCamp still happening?**

Traditional ZooCamp will not happen in June. Our team is exploring additional options for later in the summer and will share details as soon as we can.