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Guest Protocols: (External Policies)

Seashore Trolley Museum is open to the general public and is following Maine’s Plan to Restart the Economy, and the Guided Outdoor Activities, Museums, and Retail Businesses provisions. Maine, New Hampshire and Vermont residents and other out-of-state guests following Maine State travel and quarantine restrictions are welcome to visit us.

All guests in your group should be from the same household, unless you can comply with current standards for physical distancing on campus, maintaining a distance of 6 feet between individuals to the degree possible. Measures have been put in place (tape, dividers, etc.) to help you maintain physical distancing while you’re visiting us, but it’s up to group members to follow them.

Face coverings are required on campus at all times—outdoors, indoors, and on our trolleys. Face coverings are only optional for guests four years’ old and younger. Face coverings that become wet must be replaced with dry face coverings. We ask all guests to bring their own face coverings, but if you forget, we will have a limited supply of disposable face coverings available. If you or anyone five years or older in your group is unable to wear a face covering, we ask that you do not visit us at this time.

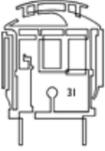
Tickets should be purchased in advance when possible, and within two (2) hours of an event/activity offering. This will help us best control the amount of people on campus at one time, and ensures your group’s spot on a trolley at the desired time.

Ticketholders can receive refunds up to one (1) day before the event start date. Following this timeline, tickets will be nonrefundable.

** The Museum is not able to open our Restoration Shop viewing gallery to guests, as well as any of our trolleys, rapid transit vehicles, or buses on display with the state’s current social distancing restrictions in place. Those familiar with the Museum know that usually guests can hop on any displayed artifact, take pictures, ding the bells, etc. We simply do not have the volunteers or staff available to clean of our collection items (over 330 pieces! Wow!) within the scope of the state’s guidelines, so while our display barns will be open when you visit, we ask that you and others in your group do not touch any of the collection items in the barns as well as around campus, with the exception of the trolley you are riding on if you purchase one of the packages where that is included. We know that this is an exciting part of the trip, so if this will disappoint members of your group, please be encouraged to hold off on purchasing tickets.**

Seashore Trolley Museum follows the Center for Disease Control’s protocols for Cleaning and Disinfecting Facilities, available at: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Museum Volunteers and/or employees will sanitize equipment used by guests with EPA registered products before and after each trip, paying particular attention to “high-touch” surfaces. Barriers will be placed inside trolleys to prevent guests from accessing the full car to make cleaning easier between trips.

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Restrooms will be available inside our Visitors Center and will be cleaned and disinfected multiple times a day by Museum employees with EPA registered products. The time they were last cleaned and disinfected will be posted on a sign on the restroom door. Restrooms are limited to no more than two people at one time, unless others using the facilities at the same time are from your group.

Picnic tables are also available on-site if you choose to bring a picnic to enjoy on campus, at your own risk. Disinfectant wipes will be available from the Museum Store employee. We ask all guests disinfect their picnic table before and after use and place used wipes in the trash receptacle in front of the Visitors Center.

As of November 16, 2020, only guests from Maine, New Hampshire, and Vermont are able to visit the State of Maine without travel or quarantine restrictions. Guests from other states wishing to visit the Museum must either quarantine in the State of Maine for 14 days first prior to your arrival to the Museum, or bring proof of negative COVID-19 tests for everyone in your party, completed within the previous 72 hours prior to your arrival to the State of Maine. For guests who are not from one of the seven states listed above, who do not desire to quarantine or complete a COVID-19 test, when the 14-day quarantine expectations change and you are able to join us again, we will gladly open our doors to you. For Maine's most up-to-date COVID-19 policies, visit <https://www.maine.gov/covid19/>

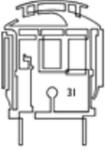
If you or a guest in your group can answer “yes” to the following questions, we ask that you not purchase tickets or visit the Museum at this time. If you have already purchased tickets, we will be happy to transfer your tickets to another day, and no extra fees will be charged.

- Have you had a cough or sore throat?
- Have you had a fever or do you feel feverish?
- Do you have shortness of breath?
- Do you have a loss of taste or smell?
- Have you been around anyone exhibiting these symptoms within the past 14 days?
- Are you living with anyone who is sick or quarantined?

Seashore Trolley Museum has successfully completed Maine's State Checklist Compliance conditions in order to operate during Phase 1, 2 and 3 of the Plan to Restart Maine's Economy and has received the badge below from the Department of Economic & Community Development as a stamp of approval for our plans to be open.

By purchasing tickets to visit the museum, you and all guests in your group accept and agree to adhere to our COVID-19 policies as written, and understand your risk visiting any businesses during this pandemic, including the Seashore Trolley Museum.

For questions or suggestions, please contact our Executive Director at (207) 967-2800 x101 or director@trolleyuseum.org. Review our internal policies at www.trolleyuseum.org

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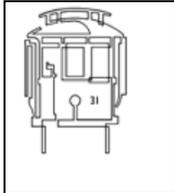
Internal Policies:

In addition to regular operating season protocols, the following policies have been created to ensure the Seashore Trolley Museum is following State of Maine protocols while keeping our volunteers, employees, members and guests safe during Maine’s Plan to Restart the Economy, available here:

<https://www.maine.gov/covid19/restartingmaine>

Employees in Museum Operations must adhere to the following policies for your safety, the safety of our guests, and to be in compliance with the State of Maine’s COVID-19 procedures:

- All employees and volunteers must wear a face covering when the campus is open to guests. When the campus is closed to the general public, employees and volunteers must continue to wear masks in every campus building and outdoors when others are in the vicinity, even if they are more than 6 feet away.
- All employees must follow the Center for Disease Control’s protocols for Cleaning and Disinfecting Facilities, available at: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
- The Museum will have readily available hand sanitizer, cleaning products and spare face coverings on every trolley and in the Visitors Center.
- Employees will post Visitors Center restroom cleaning and disinfecting times upon completing the process. Surfaces that will be targeted during these cleanings include:
 - Toilet bowl, toilet paper holder, and flush lever.
 - Sinks and faucets.
 - Paper towel holders.
 - Diaper-changing stations.
- Employees will regularly wipe down commonly used surfaces inside the Visitors Center, timed with trolley rides and the arrival of new groups of guests. When weather permits, doors leading into the Visitors Center and out to the platform will be propped open to reduce “high-touch” surfaces. Cleanings will be targeted to surfaces including:
 - Door and drawer handles.



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- Chairs, tables, and benches.
- Refrigerators, microwave, and coffee machine.
- Checkout counter.

- The Museum Store may hold up to 5 guests at one time. The Museum Store staff member will communicate with guests when they are permitted inside. Plexiglas barriers in the Museum Store have been installed to protect visitors and staff.

- Face coverings that become wet must be replaced with dry face coverings.

- When needed, museum employees will help Operations volunteers sanitize equipment used by guests with EPA registered products before and after each trolley ride, paying particular attention to “high-touch” surfaces.

- Employees and volunteers are not able to take group photos for a group with their phone/s. If the group gives a volunteer/employee consent to take the photo using the volunteer’s/employee’s own phone, we can post it to the Museum’s social media pages for them to download later. Please text or email our Executive Director these photos to post on social media.

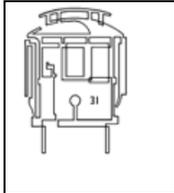
- If a guest arrives without a mask, they are asked by the Store employee if they would like a disposable mask. If they do not accept, Maine COVID-19 Executive Orders state the museum shall refuse entry and ask non-compliant guests to leave our property immediately.

- If guests are not following guest protocols after they are reminded or asked to correct their behavior, senior staff on campus will be notified for assistance. Guests will be asked to leave the property if they are not willing to comply or if they place our volunteers and employees at risk, and may face additional sanctions if the Kennebunkport Police Department is called to assist.

- Six illness screening questions are included in all pre-purchase options, over-the-phone scripts, and are posted at the Visitors Center door. If a guest answers “yes” to one or more questions, they are not permitted on our property. These screening questions will be posted on the dispatchers stand and included in weekly volunteer and employee communications. Under no circumstances should a volunteer, member or employee come to the Museum if they show signs of illness.
- Should a guest become ill while visiting the Museum, volunteers and employees will consult with EMS for immediate guidance.

- Volunteers/employees may continue to use the microwaves, refrigerators, and coffee makers available on campus but must disinfect the surfaces following use.

- If guest attendance picks up, we will create paths on the floor of the Museum Store to direct one-way guest traffic throughout our aisles.



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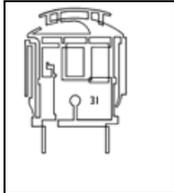
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- Visitors Center restroom occupancy shall be limited to no more than two at a time, unless those using it are from the same group. Volunteers and employees should try to use the Visitors Center 2nd floor restroom when they can, or wait until guests are not in the vicinity to take advantage of an empty restroom.
- Cash and paper receipt transactions will be limited; “contactless” payment options are being promoted to all guests prior to their visit (online and over-the-phone ticket sales).
- The card reader will be placed in front of the plexiglass barrier so visitors can swipe their own cards and enter their codes. Card readers, keypads and pens will be cleaned and disinfected frequently. Hand sanitizer will be made available for visitors before and after transactions.
- Employees or volunteers who come in contact with cash must wash hands or use alcohol based hand sanitizer (at least 60% alcohol) after handling.
- Use of customer reusable shopping bags is not allowed at this time.

Docents providing guided tours must adhere to the following policies for your safety, the safety of our guests, and to be in compliance with the State of Maine’s COVID-19 procedures:

- Docent-guided tours will only be offered to a group that arrives at the Museum together (small groups that do not know each other will not be combined into one docent-guided tour). Tour guides must maintain at least 6 feet of physical distance from visitors.
- The docent shall ask all non-members to sign a waiver to enter behind-the-scenes areas of our campus.
- Docents shall greet their group on the Visitors Center platform and cover the following protocols with guests during a welcome and introduction to the Museum:
 - All guests should comply with current standards for physical distancing on campus, maintaining a distance of 6 feet between individuals to the degree possible. Measures have been put in place (tape, dividers, etc.) to help you maintain physical distancing while you’re visiting us, but it’s up to group members to follow them.
 - As was shared during our ticket purchasing process, the Museum is not able to open our Restoration Shop viewing gallery to guests, as well as any of our trolleys, rapid transit vehicles, or buses on display. We simply do not have the volunteers or staff available to clean our collection items within the scope of the re-opening guidelines, so while our display barns will be open when you visit, we ask that you and others in your group do not touch any of the collection items in the barns as well as around campus.
 - Restrooms will be available inside our Visitors Center and will be cleaned and disinfected multiple times a day by Museum employees with EPA registered products. The time they were last cleaned and disinfected will be posted.



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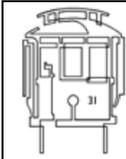
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- Docents should bring hand sanitizer, wipes and extra disposable masks with them while on the tour for personal use and to share with guests. Pick up supplies from the Museum Store before you depart from the Visitors Center.
- Employees and volunteers are not able to take group photos for a group with their phone/s. If the group gives a volunteer/employee consent to take the photo using the volunteer's/employee's own phone, we can post it to the Museum's social media pages for them to download later. Please text or email our Executive Director these photos to post on social media.
- Should a guest become ill while visiting the Museum, volunteers and employees will consult with EMS for immediate guidance.
- All employees and volunteers must practice good hand hygiene with frequent handwashing, especially after contact with guests and high-touch surfaces.
- Visitors Center restroom occupancy shall be limited to no more than two at a time, unless those using it are from the same group. Volunteers and employees should try to use the Visitors Center 2nd floor restroom when they can, or wait until guests are not in the vicinity to take advantage of an empty restroom.

Volunteers in Railway Operations must adhere to the following policies for your safety, the safety of our guests, and to be in compliance with the State of Maine's Phase 3 procedures:

- Stanchions will be used to partition the platform so the Dispatcher and guests are at least 10 feet apart from one another when the Dispatcher is at the dispatch stand. When guests are on the platform, Museum employees and volunteers should wear a mask.
- If employees and volunteers are unable to social distance inside or outside, masks must be worn by both parties.
- If a radio is taken from the radio room for use, it must be disinfected both before and after use.
- All low and high touch surfaces must be disinfected at the dispatchers stand before and after every shift. This includes the radio, phone, the surfaces used to open each drawer/cabinet, and the stool.
- All employees and volunteers must practice good hand hygiene with frequent handwashing, especially after contact with guests and high-touch surfaces.
- Under no circumstances should a volunteer, member or employee visit the Museum if they show signs of illness.



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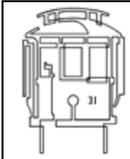
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- The Museum will have readily available hand sanitizer, cleaning products and spare face coverings on every trolley, the dispatch stand, and in the Visitors Center. Check in with the Museum Store employee if supplies are low.
- Volunteers will be responsible for sanitizing equipment used by guests with EPA registered products before and after each trip, paying particular attention to “high-touch” surfaces. Barriers will be placed inside trolleys to prevent guests from accessing the full car to make cleaning easier on us in between trips and to ensure guests and crew are able to practice socially distancing while on the trolley. If cleaning assistance is needed, the Visitors Center employee on duty is available.
- Guests should board the trolley first; the crew second. The front and back entrances will both be used when more than one small group boards the trolley. Seats will be blocked off to ensure all groups sit at least 6 feet apart.
- Crew should time the speaking part of the tour differently and consider stopping more frequently, and talking in smaller bites to guests. If the portable PA system is used, crew using it need to disinfect it before and after use.
- When leaving the trolley, both crew should step off first, followed by the guests. It is the hope that by following this procedure, we will further limit the occurrences that guests and crew are not able remain six feet apart.
- Unless doing so jeopardizes the safety of our guests, windows on the trolleys must be opened to allow for ample air flow.
- The key and controls to each trolley must be disinfected before and after each use.
- Employees and volunteers are not able to take group photos for a group with their phone/s. If the group gives a volunteer/employee consent to take the photo using the volunteer’s/employee’s own phone, we can post it to the Museum’s social media pages for them to download later. Please text or email our Executive Director these photos to post on social media.
- Should a guest become ill while visiting the Museum, volunteers and employees will consult with EMS for immediate guidance.
- If guests are not following guest protocols after they are reminded or asked to correct their behavior, senior staff on campus will be notified for assistance. Guests will be asked to leave the property if they are not willing to comply or if they place our volunteers and employees at risk, and may face additional sanctions if the Kennebunkport Police Department is called to assist.



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- Visitors Center restroom occupancy shall be limited to no more than two at a time, unless those using it are from the same group. Volunteers and employees should try to use the Visitors Center 2nd floor restroom when they can, or wait until guests are not in the vicinity to take advantage of an empty restroom.

The Board of Trustees requires that all members honor all COVID-19 regulations listed in this document, in accordance with State of Maine regulations.