	<b>New England Electric Railway Historical Society</b> <b>POLICIES AND PROCEDURES</b>	
<b>SUBJECT: COVID-19 Guest (External) and Internal Policies</b>		<b>Page 1 of 3</b>
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As pandemic conditions continue to change frequently in York County, Maine, the following are Seashore Trolley Museum's COVID-19 policies as of July 1, 2021. If additional conditions change before we are able to update this document, notices will be posted on our social media pages, at the museum entrances and inside the Museum Store with these updates. Thank you for your patience and understanding, and we hope you enjoy your visit at the world's first and largest electric transit museum!

**All out-of-state guests who are not restricted from travel to Maine by the CDC are welcome to visit us at this time.**

Per TSA security directive 1582/84-21-01, **masks are required for everyone ages five and above while on the trolleys regardless of vaccination status.** Those who are not fully vaccinated are encouraged to continue to wear masks and physically distance in all spaces across campus for their safety and the safety of others who are also not fully vaccinated.

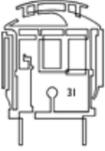
If you are fully vaccinated and notice another guest in close vicinity to you is wearing a mask, out of common courtesy for that individual/s, please consider also masking up in their presence. Physical distancing indoors or outdoors is no longer required for those who are fully vaccinated, but is encouraged for all if you or your group are around another person/s wearing a mask.

Windows on all enclosed trolleys will continue to be opened prior to each ride for ventilation. When possible, the internal and external doors to the Exhibit Room will also be opened for ventilation when the HVAC system is not in use.

The CDC and the State of Maine have relaxed expectations around the frequency of sanitizing high-touch areas. However, the majority of our guests continue to appreciate our trolley sanitizing efforts, so trolleys operating for the general public will continue to be cleaned before and after each ride. Dispatchers will continue to assess general guest appreciation in this area and Seashore will make adjustments to our trolley cleaning schedule when guest sentiment around our regular disinfecting schedule changes.

The Restoration Shop gallery will remain closed to members and guests until the area and path leading guests to the shop that was disrupted by last year's track work is repaired. This may not be until later this summer. Check our homepage for updates.

Tickets should be purchased in advance when possible. If COVID-19 conditions at the Museum or in Maine change and capacity restrictions are put back in place, only Eventbrite ticketholders are guaranteed entry on the date of their pre-purchased ticket/s. Additionally, if more Eventbrite tickets have been sold than any new capacity requirements allow, the museum will refund Eventbrite ticketholders who purchased their tickets most recently. For example: If the state imposes capacity restrictions that would limit our event capacity to 50 and the museum has pre-sold 75 tickets for an event in two weeks, ticketholders 51-75 would be contacted as soon as possible and refunded for their purchase.

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Our display carhouses and the trolleys and other transit artifacts displayed within them are open to guests this season. Hand sanitizing stations are positioned at the entranceways of Riverside and Highwood Carhouses.

Seashore Trolley Museum continues to 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>

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 on rides that are physically distanced, per guest request.

Restrooms are available inside our Visitors Center and will be cleaned and disinfected multiple times a day by Museum employees with EPA registered products.

For Maine’s most up-to-date COVID-19 policies, visit <https://www.maine.gov/covid19/>

On the day of your visit, 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.

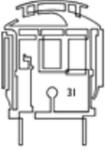
- Do you feel ill or have you been caring for someone who is ill?
- In the past two weeks, have you been exposed to anyone who tested positive for COVID-19?

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@trolleymuseum.org](mailto:director@trolleymuseum.org).

**Internal Policies:**

- Under no circumstances should a volunteer, member or employee visit the Museum if they show signs of illness.
- All employees and volunteers 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>
- 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

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sanctions if the Kennebunkport Police Department is called to assist.

### Visitors Center

- Employees and volunteers 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.
  - Checkout counter.
  - High touch surfaces in the restrooms
- “Contactless” payment options are being promoted to all guests prior to their visit (online and over-the-phone ticket sales). Hand sanitizer will be made available for visitors before and after cash and credit card transactions.

### Docent-Guided Tours

- 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.

### Railway Operations

- 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.
- Crew should time the speaking part of the tour differently and consider stopping more frequently, and talking in smaller bites to guests. Usage of our portable PA systems is encouraged.
- Unless doing so jeopardizes the safety of our guests, windows on the trolleys must be opened to allow for ample air flow.

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