

Phase III Guidelines for Recreational, Historical, Cultural, and Entertainment Establishments

This guidance document describes procedures for recreational and entertainment establishments and non-state-owned historical/cultural sites (herein referred to as establishments), and any event, activity, or venue of assembly (as described below) operating and resuming services in Phase III. In addition to these guidelines, businesses and organizations must comply with the requirements in general workplace guidelines and the Rhode Island Department of Health (RIDOH) regulations [Safe Activities By Covered Entities During the COVID-19 Emergency](#). This includes physical distancing, the use of masks, screening of employees and other customers/visitors for symptoms of, and risk factors for, COVID-19, sanitizing, and other standards.

These guidelines are designed to reduce the risk of clients, employees, and all Rhode Islanders from spreading or getting COVID-19 and should be followed closely. Upon inspection, if any business owner or professional is found in violation of the RIDOH regulations referenced in the paragraph above, they may be closed immediately by RIDOH. Keep in mind that these guidelines and the RIDOH regulations will be in effect during the period of the COVID-19 pandemic, may be updated as necessary, and relaxed when safe to do so. If you have questions, please contact the Department of Business Regulation (DBR) via the online form at <https://dbr.ri.gov/questioncomplaints/> or at 401-889-5550.

Summary of Phase III operations

In Phase III, recreational, historical, cultural, and entertainment establishments are authorized to operate with restrictions to protect public health and subject to applicable municipal approval(s). Examples of these operations include indoor and outdoor recreational establishments (e.g. miniature golf courses, golf courses, golf driving ranges, batting cages, go-kart tracks, rail biking, bumper cars, escape the rooms, trampoline parks, bowling centers, billiard/pool halls, arcades, roller-skating rinks), zoos, historical/cultural sites (e.g. museums and art galleries), entertainment establishments (e.g. movie theaters, performing arts venues, and comedy clubs), and spectator sports. Night club operations must remain closed in Phase III.

Capacity

In compliance with public health guidance and to facilitate physical distancing, capacity is limited to:

- Structured/seated settings: Up to 66% of normal seated capacity so long as six feet of physical distance can be maintained between parties. (Often, the six-foot distancing requirement should be considered first as an establishment begins its planning for reopening.) Examples of structured/seated settings include movie theaters, concert halls, and comedy clubs. Additionally, parties must be spaced by a minimum of six feet on all sides. To facilitate physical distancing, this may involve: alternating rows of seats, leaving two or three seats empty between parties, using a ticketing/reservation system to appropriately assign seats, and designating staff (e.g. ushers) to facilitate physical distancing.
- Unstructured/unseated settings (e.g. roller-skating rinks, trampoline parks, zoos, museums): One person per 100 square feet of generally accessible space. Establishments should take steps to ensure that customers remain at least six feet apart at all times.

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- Capacity limits apply both establishment-wide and in specific areas. Establishments must calculate the maximum number of people allowed under the rules for each distinct area (e.g. an exhibit room, a theater, and a roller-skating rink), and ensure capacity limits are maintained. Establishments are strongly encouraged to post signage that communicates capacity limits to customers. In addition, establishments are strongly encouraged to make their operations structured/seated whenever possible and practicable (e.g. a performing arts venue without seating should convert to a seated venue).
- In addition to the above capacity restrictions, any venue of assembly, event, or activity with a designated start/end time or times must not exceed 125 people for indoor settings and 250 people for outdoor settings. Examples of where this capacity limit applies include a movie screening (i.e. within a single movie theater as opposed to across an entire movie theater complex), a performing arts show (e.g. a stand-up comedy show, a play, or a concert), a spectator sporting event or tournament, a festival, a conference, and a faith-based/religious ceremony or convening. This capacity limit does not apply to places of general public interaction, including retail (indoor or outdoor), offices, gyms, museums, close-contact businesses, beaches, and parks except for events or activities with designated start/end times held within those settings. Please note that municipalities, or the state, may request to review and/or approve a [COVID-19 Event Control Plan](#) for venues of assembly, events, or activities subject to this cap with capacities greater than 100 people.

Physical distancing and operations

- Establishments must prevent mingling or congregating by customers in common areas (e.g. lobbies, dance floors, unseated concert areas, recreation spaces).
- Establishments should consider imposing reservations, timed tickets, or parking limitations (e.g. eliminating access to certain parking spaces or areas) to assist with facilitating capacity limits. Remote reservations (e.g. online and by phone),
- Placing reservation/ticket stations outdoors is strongly encouraged.
- For queuing at entrances or reservation/ticketing stations, undertake measures to facilitate physical distancing. This includes:
 - Demarcating six-foot spacing in any lines (e.g. by using tape and/or with signage, rope/belt stanchions, or other methods);
 - Demarcating a six-foot distance between each reservation/ticketing station; and
 - Demarcating a six-foot distance between the waiting line for customers and any reservation/ticketing station.
- Contactless and digital ticketing, reservations, and payments are strongly encouraged.
- Establishments should establish protocols and designate staff to ensure capacity limits and physical distancing are maintained—especially in high traffic areas (e.g. lobbies, entrances, exits, and popular exhibits/displays). Venues that expect a significant number of customers to enter or exit around the same time (e.g. at the beginning/end of a movie or a performance) should establish protocols, proactively communicate with customers, and designate staff to ensure customers enter and exit the premises in an orderly manner that facilitates six-foot physical distancing.
- Establishments should demarcate physical distancing (i.e. six-foot) spaces, especially in high-traffic areas, whenever practicable.
- Establishments should space seating and tables to facilitate physical distancing. In instances where separation or removal of seating, tables, or other stations is not practicable (i.e. removing seats or tables), establishments should post signage or undertake other measures to prevent customer access to certain seating and tables to facilitate physical distancing.
- Establishments should facilitate one-way customer flows whenever practicable. This may involve designating separate entrances and exits and limiting access to areas where one-way customer



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flows are not feasible. Signage, floor markings, and staff to facilitate one-way customer flows and reduce congestion are strongly encouraged, especially in high-traffic areas.

- Establishments are encouraged to install physical, non-porous barriers at key points of customer interaction. Examples include plexiglass or other materials in accordance with standards established by RIDOH (e.g. reservation/ticketing stations) and the Fire Code.
- In order to facilitate physical distancing among staff, establishments should consider:
 - Staggering employee shifts and break times;
 - Designating separate work zones;
 - Spacing workstations and personnel positioning by six feet, when practicable; and
 - Eliminating or minimizing the use of shared equipment. If equipment is shared, it should be sanitized between use.
- Establishments should promote physical distancing within bathrooms (alternating stalls, sinks, etc.), or take other steps as is practicable (including the posting of signage).
- Establishments should prohibit bag and coat checks, when possible and practicable. If establishments offer these services, they should take extra precautions to minimize the comingling and risk of contamination between checked items.
- Live performances are allowed, provided that:
 - There is 14 feet of physical distance between performers and from tables and high-traffic areas. This distance can be reduced to six feet if:
 - All performers wear masks throughout the performance; or
 - There is a physical, non-porous barrier (e.g. Plexiglas) separating performers from other performers, from tables, and from high-traffic areas.
 - No mingling or congregating is allowed, and customers must remain seated.
 - Karaoke is not recommended. Individuals singing must be at least 14 feet apart from other individuals.
- Self-service food and beverage stations are prohibited. Establishments must shut off self-service beverage stations, including water fountains, and post signage stating that customers must not use self-service beverage stations, or otherwise prevent customer use.
- Establishments are encouraged to adopt a policy of no smoking/no vaping in outdoor areas. Hookah is not allowed.

Groups

- The maximum party size is 15 people for both indoor and outdoor settings in accordance with the social gathering size for Phase III. Customers are strongly encouraged to minimize the size of their party, to minimize the number of non-household members they go out with, and to keep their party to eight people or fewer. Establishments may also choose to establish lower limits to party sizes.
- Establishments should not combine unaffiliated or unassociated individuals or groups.
- Individuals within groups should be separated by a minimum of six feet, whenever practicable. Establishments must adjust their activities and operations to align with these standards and facilitate sufficient physical distancing among individuals. Establishments should promote physical distancing whenever practicable. If physical distancing is hard to maintain reliably in an activity, then an establishment should identify measures that will be taken to ensure distancing in its COVID-19 control plan.
- Establishments should promote self-guided tours whenever practicable in lieu of group or guided tours. Guides, instructors, and other customer-facing staff should maintain appropriate physical distancing whenever possible. If an establishment offers group or guided tours, it is encouraged that groups do not exceed eight people.

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Collecting contact tracing information

- Establishments must maintain a log to retain the names, phone numbers, and the date/time in the establishment of at least one member of each party.
- Establishments must also maintain an employee work log.
- The logs must be kept for a period of 30 days and this information must be made available to RIDOH, upon request, for the purposes of contact tracing. Records dating before the previous 30 days must be permanently destroyed. Visitors and other entrants whose information is collected shall be notified at the time of collection that the information is being collected solely for the purpose of contact tracing.

Screening procedures

- RIDOH requires that establishments screen employees, customers, and visitors entering an establishment. People whose responses to screening questions indicate they are COVID-19 positive, sick, or who show visible signs of illness, must be denied entrance and instructed to isolate. Employers may supplement screening questions with temperature checks. Please review the general guidance document for more details on screening. Screening of customers and visitors may consist of self-screening as guided by posted signage.
- In addition to screening for COVID-19 symptoms and risk factors as outlined in the general guidance, establishments should inform customers, when they make a reservation, of screening requirements and notify customers that they should not enter the establishment if any member of their party does not meet screening standards. This notification can be done by phone, text, email, or verbally.

Face masks and other personal protective equipment

- All customers, employees, and visitors must follow the general guidelines for wearing face masks.

Shared objects and frequently touched objects and surfaces

- Establishments must clean commonly touched surfaces in restrooms (e.g. toilet seats, doorknobs, stall handles, sinks, paper towel dispensers, soap dispensers) frequently and in accordance with Centers for Disease Control and Prevention (CDC) guidelines.
- Establishments should remove all commonly accessible brochures, maps, and guides (e.g. on brochure racks). If establishments wish to offer these items to customers, they must do so individually. No brochures, maps, or guides may be shared by customers from different households. Brochures, maps, and guides must be discarded or disinfected between uses.

Additional golf guidance

In addition to all other requirements, recommendations, and guidelines, golf courses and golf driving ranges should follow the following guidelines:

- Tee times should be spaced to allow sufficient spacing between groups.
- Golf cart usage is limited to one golfer per cart unless:
 - They are from the same household; or
 - Non-household members sharing a cart wear face coverings when riding together **and** designate only one individual as the driver.
- Consistent with general guidance, eliminate or minimize the use of shared equipment. If equipment is shared, it should be disinfected between uses. For example, flag sticks should remain in the hole. Cups should be raised, lined, flipped, or otherwise modified to prevent touching by players. Bunker rakes should be removed, and ball washers should be removed or covered.

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- Driving ranges must space players at least six feet apart; all balls, baskets, and all other commonly touched items must be cleaned and sanitized between uses.

Drive-In operations

In addition to all other requirements, recommendations, and guidelines, drive-in operations (e.g. drive-in theaters and polo matches), should follow the following guidelines:

- Admittance to a drive-in event can only be provided to individuals arriving in a vehicle (e.g. establishments cannot admit people who do not arrive in a vehicle).
- Individuals must remain within or immediately around their own vehicles, with exceptions for access to bathrooms and food and beverage operations. No gatherings between or among multiple vehicles are allowed. Establishments are allowed to adopt a policy that requires individuals to remain within their vehicles at all times.
- Vehicles must be spaced to facilitate, at a minimum, six-foot physical distancing between individuals and groups. Vehicle spacing to facilitate capacity and physical distancing requirements must account for individuals who remain immediately around their own vehicles. Establishments are strongly encouraged to:
 - Demarcate spaces around vehicles to facilitate capacity and physical distancing requirements;
 - Communicate all capacity, physical distancing, and gathering limits to customers; and
 - Dedicate staff to facilitate physical distancing.
- Food and beverage operations must follow the restaurants guidance, and any food and beverages available on-site must be pickup only and taken back to vehicles for consumption or delivered directly to vehicles. Remote ordering is encouraged.
- To the extent establishments offer bathroom access or food and beverage operations, they must ensure that customer flows to/from these operations align with physical distancing and other requirements. Establishments are strongly encouraged to facilitate these requirements with signage, physical distancing demarcations, and dedicated staff.

Payment

- Establishments should use contactless and/or cashless payment methods where feasible.
- Establishments should encourage staff who handle customer transactions to wash their hands with increased frequency.
- To the extent customer contact is required in processing transactions (e.g. entering a PIN number, signing a receipt), the establishment should take special measures to ensure contacted areas (e.g. payment devices, pens, cardholders) are disinfected after each use.

Enhanced cleaning and/or disinfecting procedures

- Prior to reopening, an establishment must conduct a thorough cleaning and disinfecting of the facility, including all commonly touched surfaces and objects.
- Establishments must sanitize all commonly touched surfaces (e.g. seats) and objects (e.g. audio guides) between uses. If surfaces or objects involved in a recreational or historical/cultural activity cannot be disinfected between uses (e.g. interactive displays), then this activity must be prohibited, and access to these surfaces or objects should be limited.
- Establishments must make hand washing facilities (with running water and soap) or hand sanitizer which contains 60% alcohol available to all employees and customers. Hand sanitizer should be made available at the establishment's entrances and exits, as well as outside bathroom facilities, around food and beverage operations, and in common areas, when practicable.
- Establishments must clean bathrooms and other commonly touched or customer-facing areas in accordance with the CDC guidelines documented in the general business guidelines.

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- Establishments should remind employees of healthy handwashing practices and the importance of regular cleaning.

Implementing guidance

- Establishments must designate an employee to implement and monitor for compliance with physical distancing measures, disinfection, and other standards included in this guidance.
- Establishments must institute employee training programs on these standards.
- Establishments must post signage, visible to customers, that communicates expected physical distancing, mask wearing, and customer screening policies. Audio and video announcements, website pages, social media posts, and electronic communication are also encouraged.
- Establishments should go to www.reopeningri.com to determine whether any portion of their operations are subjected to alternative or additional guidance. Examples include operations related to gyms and fitness centers, party and charter boats, childcare, dining, and summer camps. DBR can determine what guidance an establishment should follow for its operations and can determine whether an establishment is permitted to reopen. DBR may be contacted via the online form at <https://dbr.ri.gov/questioncomplaints/> or at 401-889-5550.
- Follow other setting-specific guidance where appropriate:
 - If establishments have food and beverage operations, these operations are subject to the requirements and recommendations described in the State's [guidance for restaurants](#).
 - If establishments have retail operations, these operations are subject to the requirements and recommendations described in the State's [guidance for non-essential retailers](#).
 - If establishments have child care or summer camp operations, these operations are subject to the requirements and recommendations described in the State's guidance for [child care](#) and summer camps.
 - If establishments have gyms or fitness operations, these operations are subject to the requirements and recommendations described in the State's [guidance for gyms and fitness centers](#).
 - If establishments have parks and beaches operations, these operations are subject to the requirements and recommendations described in the State's [guidance for parks and beaches](#).
 - If establishments have boating operations, these operations are subject to the requirements and recommendations described in the State's [guidance for party and charter boats](#).
 - If establishments have transportation operations (e.g. shuttles, valet services), these operations are subject to the requirements and recommendations described in the State's guidance for [bus services](#) and [car and van transportation](#), as is applicable and to the extent these operations exist.

Guidance Updates

- Additional guidance added for golf courses and golf driving ranges (6/3/2020)
- Drive-in guidance added (6/15/2020)
- Revised guidance for golf carts (6/15/2020)
- Updated to reflect Phase III standards (7/01/2020)