

# THE EXPERIENCE OF VISITING ACQUARIO DI GENOVA DURING THE COVID-19 EMERGENCY

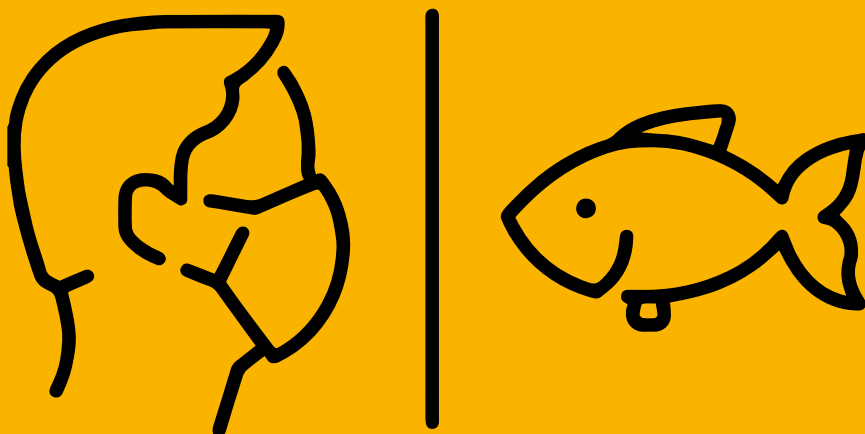
Dear visitors,

in relation to the COVID-19 health emergency, in order to **ensure a totally safe and serene experience**, we have changed the modes to access our facility and to enjoy the exhibition itinerary.

The main measures adopted to curb the spread of the virus are reported in brief here below:

- **Maximum capacity of visitors per time slot reduced by 75%.**
- **Enhancement of the daily cleaning service.**
- **Suspension of sales of “open” tickets”,** or rather without a fixed date/time slot.
- **Dedicated signage installations**, to help you to stay in the vicinity of the tanks in compliance with the safe distance.
- **Temperature taking for visitors.**
- **Gel dispenser located in toilettes and along the exhibition itinerary.**

But in order to prevent the contagion we need your involvement: therefore, we ask you to adopt, with us, a responsible behaviour and to scrupulously abide by the following rules of conduct during your stay at Acquario di Genova.

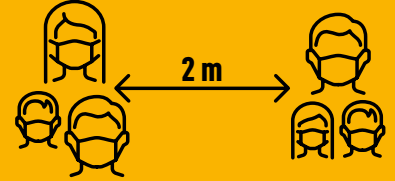


# RULES OF VISITING

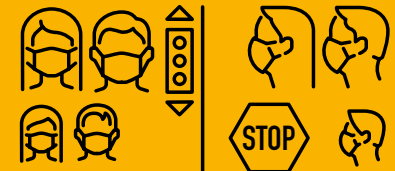
- 1) Reminding you that you must stay at home in case of flu-like symptoms or temperature above 37.5°C, we inform you that before entering the facility, **all visitor's temperature will be checked.** If a value above 37.5°C will be taken, the entrance will not be permitted. In case of tickets purchased in advance, a new date/ time slot can be agreed, by writing to [assistenza.visitatori@costaedutainment.it](mailto:assistenza.visitatori@costaedutainment.it).
- 2) **Before entering** you must **sanitize your hands**, using the gel dispensers located at the entrance.
- 3) During your stay at Acquario di Genova **you have to wear a mask.**
- 4) Inside and in line a **safe distance of at least 2m must be kept from other family groups.** In order to help you to respect the social distancing, you can find a dedicated signage at the entrance and in the vicinity of the largest tanks.
- 5) The **elevators** can be used by **one household at a time** only.
- 6) We invite you to **wash often your hands or to use the sanitizing gel** available along the itinerary and in the toilettes.
- 7) **Touch or lean on the tanks is forbidden.**
- 8) **You must follow the visiting path** indicated by the specific signage.
- 9) We invite you to **purchase on-line tickets and to make contactless payments**, via app or card, in every ticket office of the facility.



**Indossa sempre la mascherina**  
*Always wear the mask*



**Rispetta la distanza di sicurezza di almeno 2 m tra gruppi monofamiliari**  
*Keep the safe distance of at least 2m away from other households*



**Utilizza gli ascensori solo con la tua famiglia**  
*Use elevators only with your family*



**Segui il percorso indicato e non cambiare direzione**



*Follow the indicated pathway and do not change direction*



**Lava o igienizza spesso le mani**  
*Wash or sanitize your hands frequently*



**Evita di toccare o appoggiarti alle vasche**  
*Avoid touching or leaning on the tanks*



**Se puoi, effettua pagamenti contactless, via app o card**  
*If you can, make contactless payment, by app or card*

# TEMPORARILY UNAVAILABLE SERVICES

Furthermore, the following services are **temporarily suspended**, to ensure compliance with safe distances and hygiene instructions.

- 1) Wardrobe
- 2) VR- Gear
- 3) “Behind the Scenes” guided tours
- 4) “Face to face with dolphins” – “Face to face with penguins” experiences
- 5) Daily meeting with the staff
- 6) Vending machine
- 7) Entrance to the Tropical Garden
- 8) “Gusto a Bordo” Restaurant