

COVID FAQs

Creating a safe, healthy, interactive learning experience that sparks curiosity and ignites creativity for members and guests at the Scott Family Amazeum is our top priority. We have modified and enhanced processes and procedures to maintain and sustain the high-level of cleanliness our guests expect and mitigate as much risk as possible to COVID-19 by aligning with guidance and directives provided by local pediatricians, public health officials, and the Centers for Disease Control.

Does the Amazeum require face coverings?

Yes. Face coverings are required for all members and guests ages 10 and older inside the building and on the outdoor Playscape. The Amazeum encourages children between the ages of 2 and 9 to wear masks. There is no mask requirement for children under 2 years old. Regional, state, and national infectious disease experts cite wearing face coverings as the most important way to protect yourself and others from COVID-19. The Amazeum reopening plan approved by the Arkansas State Department of Health requires that all guests ages 10 and up and employees at the museum wear face coverings.

I have a medical exemption. Will I be required to wear a mask?

Yes. The Amazeum is considered a large indoor venue by the Arkansas Department of Health. Like other large venues, the reopening plan for the Amazeum approved by the Arkansas Department of Health does not provide for medical exemptions from wearing face coverings over the nose and mouth while in the facility. The only exemptions allowed under our approved plan is for children under 10 years of age.

What if I don't have a face covering or mask?

Guests without face coverings who wish to enter the Amazeum can purchase a mask in the museum's store Curiosity Corner, or a disposable mask will be provided at no cost. Entry to the museum is prohibited without a face covering.

Will masks be required for the Amazeum team?

Yes. All Amazeum team members will be required to wear face coverings.

Will capacity be limited?

Yes. In order to encourage physical distancing, capacity in the museum will be limited through the use of timed entry tickets for members and guests. Tickets are valid during 2-hour time periods between 9 and 11 am, 12 to 2 pm, and 3 to 5 pm on Monday, Wednesday, Thursday, Friday and Saturday. Time blocks for Sunday are 12 to 2 pm and 3 to 5 pm.

How can time slots be reserved?

Amazeum members reserve free tickets through their account at [amazeum.org](https://www.amazeum.org). Guests should use the link on the [amazeum.org](https://www.amazeum.org) page to reserve and pay for tickets. Guests with special passes or those wishing to use ASTC or ACM admission benefits need to contact the Amazeum reservation specialist by phone at 479-696-9280.

Will there still be member hours?

Yes. In fact, there's an extra hour on Monday and Saturday mornings between 9 and 11 am reserved just for members. These time slots can only be reserved by current Amazeum members. For information on becoming a member or renewing your membership visit <https://www.amazeum.org/memberships/>.

Will tickets be available on site?

A limited number of tickets will be available for purchase at the Amazeum for each daily time block. Guests wanting to purchase tickets on site will not be able to access the museum between timed sessions. Guests planning a visit should check ticket availability and purchase tickets before arriving at the museum. There is no guarantee that tickets will be available for purchase on site.

When can my family enter the museum if we have tickets?

Guests with timed tickets can enter the museum any time within their ticketed block. At the end of the time block, a physical distancing parade will begin to usher families out of the museum.

How will my family know when our time slot is over?

Music cues used currently will continue to remind guests it's time to "Pick it up and Put it Away" before parading out of the museum. Amazeum team will assist guests in preparing for the End of Day Celebration from their current location in the museum to avoid congregating in the main hallway prior to making their way out of the museum.

If I arrive early for my time slot, can my family enter the museum?

No. Access to the museum will take place only during the time slots to allow for cleaning and disinfecting of the museum and replacing props between time slots.

If I arrive late, can my time slot be extended?

No. An integral part of maintaining a safe, healthy, and clean environment is using the time between time slots for the Amazeum team to change out props, disinfect the museum, and replace or refill hand sanitizer and disinfectant wipe stations.

Will the Amazeum still be closed on Tuesday?

Yes. The Amazeum will continue to be closed on Tuesdays to allow for enhanced cleaning and maintenance.

How does my family enter the museum?

To assist members and guests in maintaining a safe physical distance, entry to the museum will be through one set of entry doors. These doors will be clearly marked as the entrance. Once inside the Walker Family Welcome Lobby guests are asked to maintain 6 feet of distance between family groups. Guests exiting the museum will use the doors marked exit. An Amazeum team member will be available to help guests enter the museum.

Will there be any health screenings i.e. temperature checks, pre-entrance questionnaires, etc.?

The Amazeum will not be checking the temperature of members and guests entering the museum. When reserving tickets online, all guests will be asked to confirm that no one in their group is experiencing COVID-19 symptoms – fever, cough, difficulty breathing, sore throat or loss of taste or smell or have knowingly been exposed to someone with COVID-19 in the past 14 days. Guests will be prompted again upon arrival to the Amazeum and anyone experiencing symptoms will be asked to return on another day.

Guests will be asked to provide contact information for at least one person in their group. This information will be used to follow-up with guests should the need arise for contact tracing.

Is the Amazeum going to screen its employees?

Yes. Amazeum team members will not report to work if they are experiencing any COVID-19 symptoms – fever, cough, difficulty breathing, sore throat or loss of taste or smell. Amazeum team members are required to complete a health assessment upon entering the building every day.

The Amazeum is a high-touch environment. What's being done to keep my family safe?

Amazeum team members repeatedly clean and sanitize the high-touch areas of the museum during open hours. To address COVID-19, this process is expanded. Between 11 am and noon and 2 to 3 pm, when the museum is closed, all the props will be removed from exhibits and replaced with a freshly sanitized set and surfaces in the museum will be wiped down. Other high touch surfaces like handles, buttons and knobs will be wiped frequently.

I know washing and sanitizing hands is important. How are you addressing that?

Hand sanitizer stations are placed throughout the building for easy access. Sanitizing wipes are available in the PlayScape. Frequent handwashing is encouraged of all guests and the Amazeum team.

My kids love the hands-on, Pop-Up activities led by Play Facilitators. How will those work?

To maintain physical distancing, most Pop-Up activities will be held outdoors in the PlayScape. Materials that are needed to participate in the activity are provided in a single use kit for each family.

How will physical distancing be maintained inside the museum?

Guests are able to explore the Amazeum experiences freely and are encouraged to maintain 6 feet between groups. Capacity will be limited in the Hershey's Lab, 3M Tinkering Hub, Ozark Cave, and the Painting Room in the Art Studio sponsored by Arkansas Children's Northwest. Signage around the museum to remind guests to be aware of the distance between groups.

Will I still need tickets for the Hershey's Lab?

Yes. Tickets for Hershey's Lab experiences will be available on a first come, first served basis at the admission desk. Tickets cannot be reserved online.

What about the 3M Tinkering Hub?

No tickets will be required to enter the 3M Tinkering Hub; however, space will be limited, entrance to the Hub will be first come, first served, and guests will be rotated through once they have completed their activity. Supplies and materials being used in the Hub will be sanitized between each use.

My kids love to scramble up and down the tree climber, will it be open?

Yes. The tree climber will be open for scrambling, but only in one direction. The entrance and exit will be clearly marked. The smaller climber will be closed.

Will every experience be available for play?

Exhibits that are difficult to clean, or create a lot of air movement will not be available. Other experiences may be removed from the museum gallery should the need arise.

My child's birthday is coming up, will we be able to have a party at the Amazeum?

Happy Birthday! Unfortunately, we are currently unable to host birthday parties at the Amazeum during the summer.

Will snacks be available for purchase? Can we bring a lunch?

Zing Café will be closed for food service. A limited selection of packaged food and drinks will be available for purchase at the Amazeum's store - Curiosity Corner. Families will be able to bring in lunches for a picnic at Johnelle Hunt Pavilion on the PlayScape. To assist in maintaining a clean and healthy exhibit space, we ask that no food be consumed inside the building.

COVID-19 is an airborne virus, I'm concerned about the air quality in the museum. How are you addressing that?

The amount of outside air circulated in the building is increased to reduce the amount of air recirculating through the heating and cooling system. In addition, some exhibits that are difficult to clean or move large volumes of air are temporarily closed. Guests are required to wear masks as additional protection. (See question 1).

Thank you for being our guest. Stay safe. Stay curious. Be well.