



Looff Carrousel COVID-19 Protocols FAQ

What COVID-19 precautions will be in place?

In coordination with the Spokane Regional Health District and Governor's Office, we're implementing safety measure to comply with phase II COVID-19 guidelines for Indoor entertainment facilities.

Here's what riders will experience:

- Limited number of riders: Up to 29 riders will be allowed at one time.
- Spectators: All spectators will be asked to wait with their riding party until permitted into the Carrousel rotunda. A designated observation area is available inside the building.
- Masks: Face masks are required at all times while on the premises including the ride and giftshop queues, carrousel and while inside the Looff Carrousel building.
- Sanitizing: Use of hand sanitizer before boarding the carrousel is required. Additional hand sanitizer stations will be available at the carrousel exit, gift shop and at all open facilities. High touch areas on carrousel horses and throughout building will be frequently sanitized.
- Distancing: Patrons will be asked to socially distance themselves (maintaining at least 6 feet) from others inside the Looff Carrousel building and in outdoor queues. Distancing markers will be in place. Horses on the Looff Carrousel will be grouped by colored bands into two socially distant staggered groups. Attendant will assign a color at boarding.
- Entry/exit: A separate entrance and exit will be established for those entering and exiting the Looff Carrousel.
- Outdoor queueing: Due to occupancy and social distancing constraints, queues for Riverfront Gifts and the Looff Carrousel will be outside. All attraction queues at Riverfront have been spaced at 8-feet for families.
- Tickets and Treats: Tickets and Treats café will not be open. Carrousel tickets are available at the Riverfront Gifts. Food and Beverage services are available at the Sky Ribbon Café in the Numerica Skate Ribbon.
- Riverfront Gifts: Riverfront Spokane's gift shop will be open daily between 11am and 6pm. Carrousel tickets will be available for purchase from this location. Capacity in the shop will be limited to 5 people at one time.

How does the Looff Carrousel meet phase II guidelines?

The Looff Carrousel falls in the Indoor Entertainment category for COVID-19 guidelines. General admission is permitted with capacity limited to 25 percent of the fire code occupancy of the interior space. The fire code occupancy of the carrousel rotunda portion of the building is 313 persons. Per this guideline no more than 78 persons (25% of 313 ppl) will be allowed inside at one time.

Occupancy has been reduced to 25%, how will this impact my visit?

Traffic flow through the building has been changed to reduce congestion and maximize ability to socially distance from others. Separate queues have been set up for carousel riders and gift shop/ticket purchases. These queues have been positioned outdoors to reduce capacity inside the building. Advance ticket purchase is highly recommended to minimize wait times. Additionally, separate entrance and exits have been established. Please be sure familiar with these locations when you arrive to avoid separating from your party.

How will the number of riders be managed?

An attendant will board up to 29 riders at one time. Riders will be asked to pick a horse with either a blue or red color band around the brass pole. The color coding ensures that each rider will be at least 6ft from other riders. After the ride is complete, riders will depart through a different exit than they entered. Once the carousel rotunda is clear the attendant will begin the boarding process again.

How will the Carousel experience change?

Horses on the Loeff Carousel will be grouped by colored bands into two socially distant staggered groups and a color will be assigned by an attendant while boarding. Due to this process, the availability of horses will vary. Additionally, spectators are asked to wait with their riding party in the carousel queue until being permitted to enter by an attendant.

Can I watch without riding the carousel?

Only spectators watching a member of their party ride the carousel will be allowed inside to observe. Spectators are asked to wait with their riding party in the carousel queue until being permitted to enter by an attendant.

How do I purchase tickets?

Tickets are available online at RiverfrontSpokane.org. Guests are highly encouraged to purchase tickets before coming to the park to save time from waiting in line. On-site tickets sales will be available at Riverfront Gifts.

What are the hours for the Loeff Carousel?

The Loeff Carousel will be open daily from 11am to 6pm.

What is the cost ride the Loeff Carousel?

Single ride ticket: \$3.00 plus tax

Unlimited Ride Day Pass: \$6.50 plus tax

All riders ages 3 and older require an admission ticket. Ages 2 and younger are free.

Riders must be **42" tall to ride alone**. Riders under 42" must ride with a paying adult (18 years or older) standing beside saddle and holding child. Measurement station are available on site to confirm height.

Online ticket purchases for day passes must be redeemed for a wrist band at the Carousel. Wrist bands are available from Riverfront Gifts or the Carousel attendant.

How will the COVID changes affect the use of Unlimited Ride Day Pass?

The Unlimited Ride Day Pass allows a passholder to ride the carousel as many times as they like on the day the ticket is redeemed. Passholders will be given a wrist band for easy access. All passholders will exit the carousel at the completion of the ride and need to wait in main queue to ride again. Wait times in the queue can vary depending on carousel loading, unloading and cleaning times as well as the number of people waiting in line.

I have an old carousel token, admission ticket or complimentary ticket. Where can they be redeemed?

All carousel tokens, admission tickets and complimentary tickets will be accepted by the carousel operator before boarding. There is no need to visit a cashier when you arrive.

Do online admission tickets require a reservation date & time? Do they expire?

Tickets purchased online may be used anytime during Loeff Carousel operating hours. The online ticketing website will not ask the buyer to reserve a date and time. Tickets are valid in the current operating season only.

My child is 2 years old. Does he/she or I require a ticket?

All riders over 3 years of age require an admission ticket. Riders 2 and under are free. Accompanying Parent/chaperone require a paid admission ticket.

Can I make a group reservation?

Due to COVID-19 and limitations placed on gatherings, Riverfront Spokane cannot offer group reservations at this time. Individual tickets can be purchased online. The 15% group discount can still be obtained by purchasing 10 or more tickets in a single transaction.

Where can I go for more information?

For more information, please visit RiverfrontSpokane.org.

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