



COVID-19 VISITOR CONDUCT GUIDELINES

In this COVID-19 post lockdown period, we think it is necessary to complete our visitor regulations (which continue to apply in our building) with this document.

NAUSICAAÁ is opening its doors again, taking a whole series of measures to ensure your safety.

In order to allow you to comply with these measures and the distancing rules recommended by the FRENCH government, NAUSICAAÁ has taken the initiative to reduce its reception capacity and make booking compulsory.

Normally the size of our exhibitions allows us to welcome nearly 5,400 visitors at any given time. Gradually we are preparing to welcome you in increasing numbers, but to begin with in a very limited way in line with the directives given by the authorities. This gradual and controlled opening will enable us to ensure that all the steps we have taken will allow you to comply with the social distancing rules as required.

By buying your ticket and booking your visit on-line, it will be possible to avoid queues and it will allow us to manage the flows of people with an appropriate number of NAUSICAA staff members, and to welcome you under the best conditions.

Exceptionally and for a limited length of time, you will not be able to return to the exhibition once you have left.

All our exhibition spaces will be accessible, however in a limited number of areas you will be able to admire our animals, but barriers will be in place preventing you from getting close to them.

We will not be able to organise any events so as to avoid crowding. However, the staff present in the visitor areas will be able to answer any questions you may have. These people will have a facemask, to help keep you safe, and themselves too.



When you arrive, your temperature will be taken automatically, in line with the General Data Protection Regulation. If there are any doubts, you and the people with you will be taken charge of and taken to see the Ambulance Service regulator who, depending on the answers you give to his questions in complete confidentiality, will allow you to visit our exhibitions, or not.

We have installed 150 hydroalcoholic gel dispensers in a large number of places, as well as COVID-19 signs.

- To access NAUSICAAÁ, it is compulsory to wear a facemask for all visitors aged **11 and over and recommended for children aged 6 and over**. Please bring your own masks with you. For anyone who does not have a mask or has forgotten to bring one with them, we have masks on sale at cost price.
- Social distancing of at least one metre between people who are not from the same “tribe” (family, group of fewer than 10 people who arrived together, etc.). The management of our flows of people will allow us to ensure you have a free space of at least 8 sq.m. around you.
- On your arrival you are invited to start your visit with our “Mankind and Shores” exhibition or with our “High Seas” exhibition or the “In the Eye of the Climate” temporary exhibition. There’s a one-way system for visiting the exhibitions, and you are requested to comply strictly with this.
- Some narrower and more confined spaces are closed or have special signposting reminding you of the distancing rules.
- There are hydroalcoholic gel dispensers at your disposal as soon as you arrive. You will find a large number of these dispensers spread around our exhibition areas (toilets, lifts, close to the touchscreens, shop, etc.). The soap in the toilets has been replaced with disinfectant soap, and we invite you to wash your hands regularly.
- Each toilet block will be under the supervision of the cleaning staff at all times, and disinfected frequently as will the bannisters, door handles, touchscreens, lift keyboards, etc.
- Our catering areas will remain closed to begin with.



We have done all we can to ensure you will be able to visit NAUSICAA under the best possible safety conditions. You are the key player for ensuring this safety by:

- **obeying our safety instructions**
- **wearing your masks at all times**
- **washing your hands regularly or using the hydroalcoholic gel placed at your disposal**
- **following the instructions and reminders given by our staff**
- **obeying the hygiene rules recommended by the government**

This will allow you to protect yourselves and our staff.

COVID-19

CORONAVIRUS, POUR SE PROTÉGER ET PROTÉGER LES AUTRES



**Se laver
très régulièrement
les mains**



**Tousser ou éternuer
dans son coude
ou dans un mouchoir**



**Utiliser un mouchoir
à usage unique
et le jeter**



**Saluer
sans se serrer la main,
éviter les embrassades**

Vous avez des questions sur le coronavirus ?



GOVERNEMENT.FR/INFO-CORONAVIRUS



0 800 130 000

(appel gratuit)



COVID-19

CORONAVIRUS, HOW TO PROTECT YOURSELF AND PROTECT OTHERS

Wash your hands very regularly

Cough or sneeze into the hollow of your elbow or a handkerchief

Use single-use handkerchiefs and dispose of them appropriately

Greet people without shaking hands or hugging

You have a question about coronavirus?

Call 0 800 130 000



FAQ – Frequently Asked Questions

1. I have a season ticket, do I have to book before visiting?

- It is not necessary to book on-line. Season ticket holders can come directly to the security gates in the lobby with their Pass and ID papers. The season ticket holders' passes will be extended by the time that NAUSICAA is closed owing to the health measures (this does not include the annual closure in January 2021).

2. I bought a ticket from my Works Council or from a ticket reseller, do I have to book?

You do not have to book your ticket on-line. You will be able to go directly to the security gates in the lobby with your Works Council ticket printout.

3. Will I nevertheless be able to buy an admission ticket on the spot?

We will be able to sell a few tickets on the spot, but we will only be able to do so if the number of bookings made allows this. You may have to wait for other visitors to leave, and you will not have priority with respect to everyone who has made an on-line booking. Depending on the number of bookings there is always the possibility that you won't be admitted to our exhibitions. Please consider that on-site sales are just a way for us to give some leeway regarding your visit: for example, you booked for 4 people but finally there are 5 of you.

4. I am entitled to a special rate, what must I do?

We have put the special rate tickets on sale on our website to avoid queues at the ticket office and to allow us to ensure perfect management of the flows of people. You can therefore buy your ticket on our website and, like all the other visitors, book your timeslot. However, at the access control you must show evidence justifying your special rate to an attendant. Failing that, you will be asked to settle the difference at the ticket office between the full rate and the special rate that you have already paid.



5. Must I wear a mask to see the NAUSICAÁ exhibitions?

We request that you wear a mask when you visit NAUSICAÁ. For anyone who does not have one or has forgotten to bring one with them, we have masks for sale at cost price. It is compulsory to wear a facemask for all visitors aged 11 and over and recommended for children aged 6 and over.

We will update this measure according to the hygiene recommendations and to our assessment of any such changes.

6. Are certain parts of the exhibitions closed?

Most of our exhibitions are open and accessible to everyone.

These measures will be adapted like all the others in line with our assessment and with the health recommendations made by the government.

7. Are the catering spaces open?

Our three catering points are closed. We will open them again as soon as we are authorised to do so. There are automatic hot- and cold-drink and confectionery dispensers available in the lobby, with a special consumption area (with a limited number of places) provided. The applicable social distancing rules must always be born in mind there.

8. There is a one-way system for visiting our exhibitions

Usually there are two permanent loops for visiting NAUSICAÁ: Mankind and Shores, the High Seas, and a temporary exhibition: In the Eye of the Climate.



You can wander freely around each of these loops with the possibility of backtracking, and going from one exhibition to another. But in the current context, on arriving we will ask you to start your visit along one loop as a priority, so we can manage the flow of visitors and thus help keep you safe. There is a one-way system for the High Seas and Mankind and Shores loops, and we must ask you to pay particular attention to this rule. Our reception and security staff will be extremely attentive to the application of this rule.

9. Have you taken any special disinfection measures for the re-opening of NAUSICAA?

Our maintenance department usually ensures the regular cleaning of the toilets and exhibition spaces. With the COVID-19 crisis, we have increased the frequency with which our teams clean the toilets. You will see a traceability sheet on the door of each toilet area indicating when our maintenance team last passed. The soap in the dispensers in the toilets has been replaced with disinfectant soap, and you will also find hydroalcoholic gel dispensers there. The bannisters, door handles, lift keyboards and touchscreens are disinfected several times a day. We have installed hydroalcoholic gel dispensers close to the touchscreens and in the places where there are interactions between people.

10. Will there be pushchairs available and will I be able to access the left-luggage lockers?

Initially, there won't be any pushchair hire and just one left-luggage locker in two will be accessible. Depending on how the situation develops, we will decide when to provide access to them.