



Thank you for purchasing a ticket for our special outdoor program.

NOTE: For onsite events, maximum household group size is 5 people.

We are excited to see you and welcome you back!

As the H.R. MacMillan Space Centre re-opens, our priority is the safety of all visitors and staff. We want to welcome you in a safe and comfortable environment. We hope that you will enjoy being back at the Centre and reconnecting with our programs and activities.

Following government guidelines, new protocols are in place to ensure that you have a safe and enjoyable visit. We are closely monitoring the situation and will adapt as necessary. We thank you for your patience and cooperation. And, as always, we welcome your feedback.

TICKETED ENTRY TIMES

All visitors will be required to select a specific entrance time to manage crowding, capacity and queuing.

- Online ticket purchases are strongly encouraged for all visits. We will not have capacity to sell on-site tickets.
- Online tickets will be available on with specific entry times set at appropriate intervals.
- For the moment, since we are not fully opening, we will continue hold and pause membership renewals until we fully re-open.

PLANNING YOUR VISIT

To ensure the wellbeing of both Centre's staff and visitors, new safety protocols have been established:

- All visitors must self-assess before visiting the Centre. Please stay home if you are not feeling well.
- Visitors are strongly encouraged to wear self-provided masks.
- Please arrive 15 minutes before your scheduled time to avoid crowding.
- Coats and personal items will remain with the visitor.
- The outdoor program will limit the capacity and we will use markers and signage to prevent congestion.
- All visitors and staff must maintain a two-metre distance from each other. Household groups may remain together. Children must stay with an adult at all times.
- Markers will indicate appropriate spacing. All frontline staff will wear appropriate personal protective equipment.
- Hand sanitation stations will be placed at various locations and stringent cleaning practices will be in place throughout the program.
- Visitors may use the washrooms in the observatory space. All washrooms will be checked and cleaned throughout the day at appropriate intervals.
- High-touch points, such as service counters, will be cleaned after each program rotation.