



## Traffic Light System | FAQs

### **How does the traffic light system (also known as the COVID-19 Protection Framework) affect me as a user of your facility?**

Everyone aged 12 or over - staff, visitors, volunteers and contractors - will need to present a My Vaccine Pass or an official medical exemption to a staff member to be verified before entering. Please be aware people aged over 18 may be asked for further identification.

### **Will I have to show a My Vaccine Pass every time I walk in the door?**

Yes.

### **Do I still have to scan the QR code or sign in, and wear a face covering?**

Yes, you are still required to scan your QR code or manually sign in to help keep track of any possible contacts. According to Government guidelines under the new traffic light system, face coverings are required at all times in all visitor spaces.

### **Why has the National Aquarium of New Zealand decided to opt in to the traffic light system?**

National Aquarium of New Zealand has carefully considered the implications of the traffic light system on our business and team, as the safety and wellbeing of customers, staff and communities is of top priority.

The National Aquarium is managed by Napier City Council. Council has health and safety obligations to staff, contractors, suppliers and general members of the public. COVID-19 poses a very real and serious risk, and those health and safety obligations means it must take reasonably practicable steps to manage and minimise that risk.

If we chose not to ask people for proof of vaccination, under the Orange setting we would be limited in the level of service we could provide our visitors as we could not operate contactless in our café, and any events and venue hire for gatherings would have restricted capacity.

### **How many people are allowed at NANZ at one time?**

We have conservatively assessed that we can safely have up to 400 people (excluding staff) with one metre distancing between group bubbles (that's distancing a moray's length apart!).

### **Are you keeper talks and encounters going to be running?**

- Penguin Keeper Talks: Our 9.30am, 1.30pm and 3.30pm penguin keeper talks will be reinstated, however each will be limited to 32 people so they can maintain one metre distancing.
- Little Penguin Close Encounters: Our physical penguin encounters will be running.
- Pania Reef feed: Our 10am Pania Reef feed will be running
- Shark Feeding: Our 2pm shark feeding will not be running due to challenges ensuring one metre distancing in the Oceanarium tunnel.

### **Will your café and retail store be open**

Yes.

**Will NANZ staff be vaccinated?**

Yes - All roles at our facility will be carried out by vaccinated persons, including our staff and volunteers.

**What public health measures will continue under this new framework?**

- There are a number of measures we have in place to ensure the safety and wellbeing of our customers, team members, and communities.
- Mandatory wearing masks of all people in visitor spaces
- Visitors are required to scan in using the COVID-19 tracer app
- “Distance a Moray Away”. Keeping (one metre) distance from other group bubbles.
- Managing numbers into the aquarium (400 people) to ensure the above is possible and comfortable for our visitors.
- Hand sanitiser stations by our interactive displays
- Our 2pm shark feeding will not be operating due to the challenges of ensuring one metre distancing in the Oceanarium tunnel.

**What if I am unvaccinated?**

Staff have the right to refuse entry to people who cannot show a My Vaccine Pass or official medical exemption. Businesses which have opted in to the traffic light system but fail to check certificates or exemptions can be fined up to \$12,000, or \$15,000 if the Courts impose a fine.

**What happens if I'm a Friend of the Aquarium and don't have a My Vaccine Passport?**

Please contact a member of our team to discuss.

**How will you be scanning My Vaccine Passes?**

Our team will be utilising the Verifier App to scan My Vaccine Passes at our main entrance on your arrival. Please be patient as we go through this process.

**I don't have a smart phone, do you accept paper My Vaccine Passes?**

Yes

**Are you school education programmes still running? And will all need a My Vaccine Pass?**

Yes, our education programmes will be running following the above traffic light system framework. We also have virtual offerings that schools can participate in – please have a chat with our education team to learn more or visit our website.

**What about outdoor education programmes such as your Rocky Shore programme?**

This measure does not need to be extended to our outdoor educational programming (such as our Rocky Shore Exploration) unless requested by the group, participants may not have to show a My Vaccine Pass. However, under the traffic light system any events held for a mix of vaccinated and unvaccinated guests will be limited to 50 participants at orange level and 25 participants at red level, both with 2metre spacing between bubbles, in line with the current guidance for outdoor community events.

**Where can I find more information on how the traffic light system works?**

For general information, and any updates visit <https://covid19.govt.nz/alert-levels-and-updates/covid-19-protection/>