

Hello loyal Fear Factory fans!

As May begins to take steps closer to normalcy, we're excited to roll out some exciting new features of our top rated attraction! We have two massive new areas to unveil, tons of different and new scares, and more! Visit our website FAQ page for more details!

Of course, like everywhere else, things are going to look a lot different. While we could have opened our doors earlier in May, we're taking extra measures and precautions to give us, and the community, two more weeks to prepare, as we plan to open Utah's first social distancing haunted attraction. Our commitment to the safety of customers and staff has not changed - in fact, we're ramping up extra efforts to keep everyone healthy.

Lastly, we're offering some killer savings on tickets for our May 29 & 30 LIGHTSOUT event! Plus, a percentage of all profits will be donated to local nonprofits, in our commitment to supporting our community.

SAFETY:

- While waiting in our outdoor, open air queue line, 6'-8' distances are marked to keep EXTRA spacing.
- Additional hand sanitizing stations will be available for customer use.
- If you are sick or have any symptoms of concern, please do not visit Fear Factory until your symptoms have been clear for 72 hours.
- All staff will be wearing masks, as required by the Salt Lake County Health Department.
- Temperatures of our entire staff will be taken prior to their entry of the property and any staff with a temperature over 100°F will be sent home and advised to seek medical advice.
- For added precaution, concessions and rides will NOT be open for our May event.
- We will have dedicated staff to regularly disinfect high touch surfaces such as hand rails, restrooms, etc. during the event.
- Waivers for all entrants must be filled out on your own phone, as ipads will not be available. Sign it ahead of time at FearFactorySLC.com. You can not enter without a signed waiver.
- Our zombie bus may be operating and will be at a reduced capacity. We will have updated information as soon as possible. Street parking will be available.
- High risk individuals may enter the property the first 15 minutes of opening time.
- Please keep a minimum of 6' from all other patrons that aren't in your individual group and from Fear Factory staff at all times including while walking through the attraction.
- The Touch of Fear add on option will not be available.
- A 7 page Contingency and Safety Plan has been developed and will be used throughout the year.

TICKETS:

- Tickets are now sold in timed ticketing time-slots to ensure safe physical distancing.
- Once you arrive at our front street gate entrance, you'll be greeted by our Ticketing Staff, who will guide you to the appropriate place, based on your time frame. Please do not arrive earlier than 5 minutes before your time-slot.
- If you're more than 10 minutes late for your time-slot, you'll be added to the standby line. We'll do what we can to get you in, however please keep in mind that Fear Factory may not be able to accommodate you when you arrive late.
- Waivers are still required to enter our attraction due to our size. Each year, everyone is required to sign the updated version of the waiver.
- No walk-up guests will be admitted. All tickets must be pre-purchased in advance, online, to ensure contactless payment methods.

PERKS for our May 29 & 30 event:

- Everyone gets a FREE VIP UPGRADE for the price of a General Admission ticket of \$25!
- Everyone gets to experience shorter lines due to timed ticketing options
- Free Swag for all May attendees! Everyone gets a free souvenir gift at the exit of our attraction, which include options like collector shot glasses, specialized stickers, 3D glasses and more.
- We prefer group / family sizes of 6, so, we're offering you a deal! Buy 6 tickets, and one of them is FREE! It'll auto discount in the checkout section on our website FearFactorySLC.com

We're doing our best to be flexible during these times, and request that you do the same. We expect that while things will be a lot different, we're passionately dedicated to you, and our community, and to keeping everyone safe.. We can't wait to scare...eh, see you, soon and look forward to a killer LIGHTSOUT event in May and our best fall season ever! Thanks for your loyal dedication, and the many messages asking when we'll open. We are committed to staff and guest safety and excited to show everyone all of our changes.

Thanks for your support,
Fear Factory Haunted House Attraction