



REOPENING QUESTION & ANSWER

Q: WHAT IS HERSHEY'S CHOCOLATE WORLD ATTRACTION (HCW) DOING IN RESPONSE TO COVID-19?

A: HCW has been working hard to create a safe place for our guests. For a list of health and safety measures we have implemented, [click here](#).

Q: WHAT DO I NEED TO KNOW BEFORE I VISIT HCW?

A: For the health and safety of our guests, HCW has a few new procedures you need to know before you visit.

1. You must reserve a FREE timed entry pass or Attraction tickets to enter. You can get both at tickets.hersheys.com.
2. All guests over the age of two must wear a mask over their nose and mouth while visiting HCW, including guests who are vaccinated.
3. You will be temperature screened before entering. Your temperature must be under 100.4 degrees Fahrenheit to enter.

For a list of health and safety measures, [click here](#).

Q: WHAT ARE HCW'S OPERATING HOURS?

A: Our operating hours can be found [here](#). Please visit our hours page for updates.

Q: WHAT PARTS OF HCW WILL BE OPEN? WILL ANYTHING BE CLOSED?

A: Hershey, PA attractions, shopping and indoor dining are all open at this time.

Q: IS HCW STILL FREE TO GET INSIDE?

A: Admission to HCW remains free and includes our free *Hershey's Chocolate Tour*. You must reserve a FREE timed entry pass or Attraction tickets online at tickets.hersheys.com to enter HCW building and grounds.

Q: WHY HAS HCW STARTED A FREE TIMED ENTRY PROCESS?

A: For the health and safety of our guests and employees, HCW is limiting the number of people in the building at any time. Visit tickets.hersheys.com to secure your FREE timed entry pass or Attraction tickets.

Q: WHAT AGES WILL NEED AN ADMISSION TICKET?

A: Guests of all ages need a FREE timed entry pass. For safety, HCW will track occupancy through those passes.

Q: HOW SOON BEFORE MY ENTRY TIME SHOULD I ARRIVE AT HCW?

A: Plan to arrive 15-30 minutes before your FREE timed entry pass.

Q: WHAT HAPPENS IF I ARRIVE AT HCW WITHOUT A FREE TIMED ENTRY PASS OR ATTRACTION TICKET?

A: You will be required to show your FREE timed entry pass or Attraction tickets at our front entrance. Guests without one will not be able to enter. You can reserve both at tickets.hersheys.com. We encourage you to book your passes as far in advance as possible. We are limited in the number of people who can be inside our building at any one time.

Q: DOES MY HERSHEY PARK TICKETS AND/OR SEASON PASS GIVE ME ADMISSION TO HCW AUTOMATICALLY?

A: No it does not. All guests entering HCW will need a FREE timed entry pass. Reserve yours now at tickets.hersheys.com.

Q: DOES HCW ACCEPT CONTACTLESS PAYMENT METHODS LIKE APPLE PAY?

A: Yes, HCW accepts contactless payment methods.

Q: DO CHILDREN HAVE TO BE TEMPERATURE SCREENED AS WELL?

A: HCW will temperature screen all guests outside of our building, including children.

Q: HOW IS THE TEMPERATURE SCREENING GOING TO WORK?

A: HCW will temperature screen all guests outside of our building, including children. We offer both manual, hand-held temperature scanning and automatic temperature scanning. Individuals with temperatures at or above 100.4 degrees Fahrenheit will not be able to enter. This policy is in place to maintain the continued health and safety of our employees, guests and community. Parties who have travelled together will be screened together. If one person has a temperature at or above 100.4 degrees Fahrenheit, the entire party will not be permitted to enter. If your first temperature screen is at or above 100.4 degrees Fahrenheit, our Safety Ambassadors will facilitate a short resting period and a rescreen.

Q: WHAT IF ME OR A MEMBER OF MY FAMILY HAVE A PHYSICAL DISABILITY?

A: The building entry process will be the same for everyone entering our building, but should you require special accommodation, HCW employees will be on-site to support you. You can also contact us ahead of your visit with questions [here](#).

Q: WHAT HAPPENS IF MEMBERS OF MY FAMILY HAVE A TEMPERATURE AT OR ABOVE 100.4 DEGREES FAHRENHEIT?

A: Parties who have travelled together will be screened together. If one person has a temperature at or above 100.4 degrees Fahrenheit, the entire party will not be permitted to enter.

Q: DO I HAVE TO WEAR A MASK OUTSIDE OF HCW?

A: Once guests exit their vehicles, they will be required to wear a face mask covering their nose and mouth at all times.

Q: WILL MASKS BE AVAILABLE FOR FREE?

A: Guests must bring their own face masks. Should you forget your masks, we'll have them available.

Q: WHAT AGES WILL NEED TO WEAR A MASK?

A: The Center for Disease Control (CDC) recommends that everyone two years and older wear a cloth face mask covering their nose and mouth when they are out in the community. Because of the danger of suffocation, do NOT place cloth face coverings or plastic face shield on babies or children younger than two years. Cloth face coverings should also not be worn by anyone who has trouble breathing, is unconscious, can't move, or is otherwise unable to remove the face covering without assistance.

Q: WHAT FOOD WILL BE AVAILABLE?

A: Our indoor dining is open at limited capacity with a "best of" menu including both sweet treats and savory meals. See our menu [here](#).

Q: WHAT IF I HAVE A MEDICAL CONDITION THAT PREVENTS ME FROM WEARING A MASK?

A: The Hershey Company's policies are following the state's guidance for minimizing the risk to exposure of COVID 19. The state also indicates that we cannot prevent a person from entering because they are unable to wear a mask due to a medical condition. Our policies are designed to minimize the risk of exposure to COVID – 19. We cannot completely prevent it. We are requiring that all people who are able to wear a face mask, do so, for the comfort of all our guests and to minimize the risk of transmission

Q: WHAT SHOULD I DO IF OTHER GUESTS AREN'T PRACTICING MASK WEARING AND SOCIAL DISTANCING WHILE INSIDE OR OUTSIDE CHOCOLATE WORLD?

A: We will have specially trained Safety Ambassadors throughout the building to address your questions and concerns. These individuals will have designated lanyards.

Q: WHAT IF I JUST WANT TO PICK UP A FOOD OR RETAIL ITEM?

A: All guests entering HCW will need a FREE timed entry pass. Additionally, all guests entering HCW are expected to comply with current visitor safety policies designed from the DOH/CDC guidelines, including face masks and temperature screening prior to entry.

We also offer curbside pick up for food and retail. Visit curbside.hersheys.com to view our catalog and instructions on how to place your order.

Q: CAN I SCHEDULE A BIRTHDAY PARTY?

A: Birthday parties are frequently being re-evaluated. Please call us at 717-520-8981 if you are interested in booking a birthday party with us.

Q: DO I NEED TO PRINT MY TICKETS OR CAN I SHOW MY TICKET ON MY SMARTPHONE?

A: We recommend that you show your FREE timed entry pass or Attraction tickets on your smartphone to limit guest-to-employee contact. However, if you do not have a smartphone, we will accept printed tickets.

Q: I DO NOT HAVE A COMPUTER/INTERNET/SMARTPHONE, HOW CAN I ARRANGE TO GET A FREE TIMED ENTRY PASS OR ATTRACTION TICKET? IS THERE A NUMBER I CAN CALL TO GET TICKETS OVER THE PHONE?

A: We recommend booking your FREE timed entry pass or Attraction tickets online at tickets.hersheys.com. However, if you do not have access to the internet, call (855) 802-8400 to secure your pass.

Q: WILL EMPLOYEES BE REQUIRED TO HAVE A TEMPERATURE SCREENING BEFORE EACH SHIFT?

A: Every HCW employee will be temperature screened before each shift. Employees must have a temperature under 100.4 degrees Fahrenheit to enter the HCW building for work. HCW has instituted strict health and safety guidelines for employees to protect our guests and workforce.

Q: WILL RESTROOMS BE OPEN?

A: Yes, our restrooms are open for HCW guests.

Q: WHAT IS YOUR POLICY IF MY FAMILY IS TRAVELING FROM OUT OF STATE?

A: As of March 1, 2021 the Order of the Secretary of the Pennsylvania Department of Health for Mitigation Relating To Travel is no longer in effect. Travelers should still practice appropriate public health measures to slow the spread of COVID-19 such as masking, physical distancing, and hand hygiene.

Q: I WAS EXPOSED/NOT PERMITTED TO TRAVEL FROM MY STATE/CAN'T QUARANTINE AND I ALREADY PURCHASED A PAID ATTRACTION. ARE YOU OFFERING REFUNDS?

A: Yes, our paid attraction tickets are refundable. Please call (855) 802-8400 and we will process your refund.

Q: BEFORE I BOOK MY ATTRACTION TICKETS, WILL I BE ABLE TO RECEIVE A REFUND IF IN THE FUTURE HCW CLOSES, I BECOME EXPOSED TO COVID OR I CANNOT TRAVEL DUE TO COVID RESTRICTIONS?

A: Yes, we will work with you in the event that any of those situations occur. Please call (855) 802-8400 and our team will assist you.

Q: DO I HAVE TO FOLLOW ALL HCW COVID SAFETY POLICIES IF I'VE BEEN VACCINATED?

A: Yes, all of HCW's COVID safety guidelines apply to vaccinated and unvaccinated guests.

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