

# Theme Parks

## Keep Your Guests Happy and Safe

The Right Communication System Can Make Guest Safety Transparent.

As with any major venue or event, costs have risen, and guests are paying more for their entertainment than ever. This creates an expectation from the customer that their experience must both be valuable and highly satisfying. For an amusement park, it means providing an incredible long-lasting experience for their guests, while at the same time, managing their safety. Maintaining a balance between these two factors is key to ensuring a valuable customer experience.

Communication is the key factor in keeping an efficient flow of guests moving through the park's attractions all while maintaining a transparent layer of safety. On any given ride, you have guests waiting in a queue line, boarding, riding, and finally exiting the ride. Safety situations could arise at any of those points and the ride may need to be stopped before a guest is injured. Hands-free communication between all staff members responsible for managing the ride is paramount to every guest's safety. The ability to talk and listen to each other simultaneously, in a conversational style without taking turns speaking and without removing their hands from the activity they are doing allows staff to concentrate on their tasks.

Additionally, adding audio communication paths to and from park administration is a key benefit to the overall safety management of the park. Various action plans may need to be set in motion depending on the type of emergency at the park. A weather incident, structure fire, or active shooter are all scenarios where park management needs to communicate discretely to park staff about what actions to take. These communications must be non-blocking, reliable and in real-time which is why Clear-Com's EQUIP system is so powerful.

The EQUIP wireless intercom system provides exceptional audio quality and range even in challenging RF environments. The hands-free headset has no cabling and does not require park staff to stop what they are doing to press a button to communicate. In many situations, workers cannot take their hands away from the control panel they are working on. If a radio call comes in, do they risk not taking an important call, or risk removing their hands from the system.





## EQUIP Brings These Benefits

- A central Base with a simple touchscreen menu for set-up configuration and monitoring.
- Wireless Headsets are easily paired to the system using NFC communication.
- Up to 40 wireless headsets can be supported by four external transceiver antennas which can be placed wherever wireless coverage is needed, including in non-adjacent areas.
- Users can move seamlessly between transceivers to allow for maximum movement within the coverage area.
- For more targeted communication, the system provides two channels of full-duplex audio communication in case separate talk groups are needed.
- Headset is easy to clean and has an IP rating of 54 to protect against dust or moisture.
- Rechargeable batteries can easily be removed/installed to minimize downtime.
- Headset voice alerts provide status details such as out of range and volume.