



# Transform Your Visitor's Experience with Tensator

At Tensator®, we understand the importance of spending quality time together, which is why we have developed solutions to make life easier for you and your guests.

COVID-19 has changed the way that the leisure and tourism industry will operate for years to come. The way that people move and interact has changed and having systems in place to manage guests safely is more important than ever.

We can partner with you to assess your location and its specific needs, review your concerns, and then provide options to best suit your criteria.

Our products can organise ticket lines, guest services, attraction lines, accessibility services, information centres, carparks, cordon off areas out of service and provide visitor guidance throughout your space.

## Some of our Leisure & Tourism partners





# Creating the best experience for your guests



## Visitor Flow

It is important that visitors can move through your attraction as seamlessly as possible. Ensure visitors can easily find their way around without getting lost and enter the right queue when necessary.



## Personalise Your Queue

Queuing is an integral part of leisure and tourism so why not make your queuing system aesthetically pleasing and on-brand? Simply adding branding or interesting visuals to your queue makes the experience much more pleasant and allow your queue to compliment the rest of your surroundings.



## Minimise Overcrowding

Tourist attractions will always encounter extremely busy periods, and this is when congestion and the space to social distance becomes a problem. It is therefore key to maximise space and plan accordingly to ensure visitor safety.



## Reduce Waiting Times

Queuing can make or break a good visitor experience. Reducing queue times allows visitors to enjoy their experience quicker ultimately increasing satisfaction.

# Queue Management

## TensabARRIER® & RollabARRIER®

Ideal for maximising space and organising visitors in all areas of your attraction - there will be a TensabARRIER® to suit your needs. We even have a stackable RollabARRIER® which allows for quick movement of posts and saves on storage space.



## Lawrence® Post & Rope

Lawrence® Post and Rope provides a stylish and versatile solution to queue management by discreetly guiding visitors. The Post and Rope products are ideal for creating a VIP feel and enhancing the look of important areas.

## Barricade

Large scale crowds can be effortlessly and safely managed with the Titan Barricade by Tensator®. Whether a crowd of thousands or hundreds, the Titan Barricade system can be positioned to ensure queues are organized and safe.



## Wall Units

Quickly and efficiently cordon off out of service areas to the public. Use to clearly define routes and restrict access. Can be fixed to glass, metal, walls, and poles, permanently or semi-permanently. Ideal for closed rides or exhibits.



# Queue Management

## Safety/Outdoor posts

Ideal for outside areas, cordon off out of service rides or areas. Our durable plastic posts offer flexibility as they can be dismantled and stored when not in use.



## Tensabanners®

The Tensabanner offers large, clear printed graphics or messaging. Perfect for adding promotions, such as meal offers, or branding to a queue or seating area.

## Electronic Queueing (eQ™)

Reduce waiting times at ticket offices, gift shops and other locations with our eQ™ systems. Available as manual or automatic to suit your needs. You can add media for safety messages, information, or advertising. You can display your call forward messaging and media via a ceiling/wall mounted screen or a free standing Tensator Digital Totem.



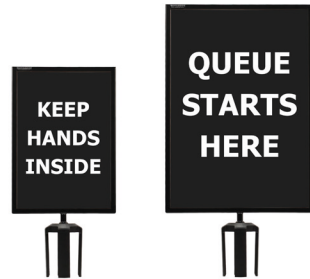
## In-Queue Merchandising (IQM®)

Make the most of your gift shop with in-queue merchandising. The system is completely customisable to any environment and branding requirements. IQM® has been engineered to take up no more floor space than a conventional queue management system. It transforms previously wasted or dead queuing space into valuable retail space.

# Wayfinding & Signage

## Post Top Signage

The Tensabarrier® Post Top Signage is a very popular add-on for its versatile usage. The signs can be easily swapped out so you can always display your latest message. You can take advantage of post top signage for wayfinding, displaying safety messages or promotional messages.

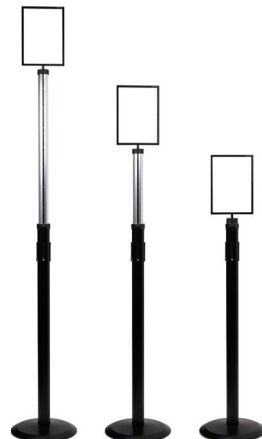


## Totem

The InQ-Totem® is a wayfinding & signage solution that can be easily added to your Tensabarrier® queue system. It provides a highly visible and customisable signage solution that is perfect for organising large queues and providing important safety messaging.

## Telescopic Post

The Telescopic post is a flexible signage solution which can be easily incorporated into your queuing system. The post features telescoping tubes that lock into place at a variety of heights, enabling the sign frame to be raised above head level to create a more visible and effective signage solution.



# Printed webbing

We offer a custom printed webbing service on all Tensabarrier® products. This means that your retractable barrier can be completely customised to suit your needs.

## Personalise Your Space

An efficient queue doesn't have to be boring. Print your logo or graphic onto webbing to create an appealing environment and to match the rest of your attraction. You could use custom webbing to help build an atmosphere and help visitors feel like they are part of the experience even when queuing.

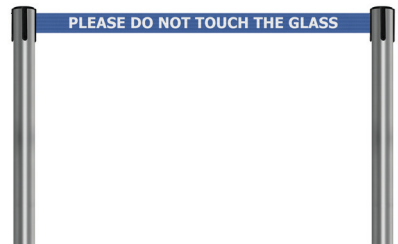


## Help With Wayfinding

An eye-catching focal point can help visitors find their way and improve the visitor experience you offer. Take the stress out of visiting an unfamiliar place or getting orientated when the venue is busy or crowded.

## Deliver Safety Information

Use your custom printed barriers to keep visitors informed. You could print text instructions or direction arrows on barrier webbing. Use Tensabanners to give more detail or display bigger graphics.



## Organise Queues

Add messaging to your queues, such as 'fast track', 'priority', 'disabled access' to help organise visitors. Colour coded webbing could also be used to divide queues clearly.

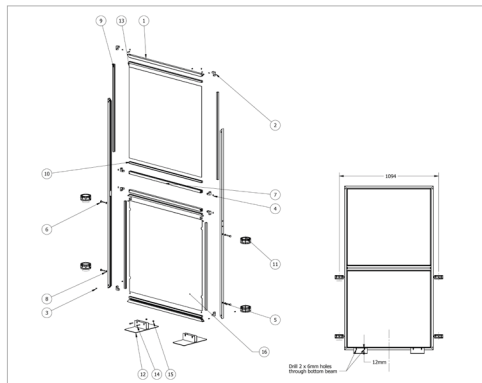


# Our Collaboration Process

At Tensator, we differentiate ourselves by our consultative and collaborative approach. We believe that 'one size' doesn't fit all and work with our clients to find the right solutions to suit their space.

## Space Planning

Our design team will work with you to discuss your brand values, wants, needs and pain points and use this to plan your queue layout to suit your exact space and environment.



## Bespoke Products

Whilst we offer a vast range of products that suit most tourist attractions, we understand that there isn't always an exact solution to suit your needs. This is why we design and manufacture bespoke products when necessary.

## NEED SOME ADVICE?

We understand each business, their requirements and goals are different. With our extensive knowledge and expertise we can help achieve your aims.

Don't just take our word for it, Tensator® solutions are used in tourist attractions across the world for a multitude of applications.



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