

RE-OPENING GUIDELINES (COVID-19)

Summary: *This information is provided as an alert for all guests and team members to be aware of all measures and information pertaining to the re-opening guidelines and procedures of iPlay America post COVID-19 shutdown. In time, as community transmission rates decline in our region and amongst our population, and as we learn more about COVID-19, these guidelines should be adjusted, relaxed, and/or eliminated based on current requirements, guidance from local health authorities, and as permitted by local and state government. This guide will also change and evolve as we learn more about best practices, government guidelines, and the latest recommendations from medical professionals.*

Welcome Back!

Our iPlay America team is committed to protecting our guests and team members. As we return to our daily lives, we will continue to lead in health, sanitation, and safety practices throughout the park.

We ask that you take the time to read our promise!

OUR PROMISE TO YOU

- We are enhancing safe sanitation practices everyday
- All team members are required to complete a health check prior to each shift
- All seating, que lines, and attractions around the facility follow the appropriate social distancing guidelines
- Hand sanitizing stations are available at convenient locations
- We are constantly cleaning and sanitizing surfaces around the facility, including rides, attractions, and games
- We offer a wellness center regarding any health & safety questions or concerns that you may have

YOUR PROMISE TO US

- If you have been exposed to COVID-19 recently or have symptoms of COVID-19 (that may include fever, cough, shortness of breath) please help us keep everyone safe by staying home
- If you have underlying health conditions or are otherwise concerned about contracting COVID-19, we ask that you consider your individual risks and consult your physician
- You agree to follow the social distancing and sanitary guidelines that have been put in place to protect you and our other guests and team members

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REQUIREMENTS

- Face masks/coverings will be required for all team members at all times. Face masks/coverings are also required for all guests over the age of two. Our team members will be wearing masks to protect you, please protect our team in return.
- Gloves will be used in accordance to state and Department of Health guidelines. Gloves will be provided to team members, and available for guests.
- iPlay America will require all team members to comply with frequent hand washing/sanitizing procedures. Food & Beverage team members will be required to clean & sanitize their hands after assisting each guest. iPlay America highly encourages all guests to frequently wash/sanitize their hands, and has ample hand washing and sanitation stations available to all guests & team members.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Health Screening for Team Members: All team members will be required to check their own temperatures before arriving to work. Team members with temperatures of 100.4 or higher should refrain from reporting to work and call out to their direct supervisor. Team members with temperatures below 100.4 degrees should arrive to work as they normally would. By clocking in, hourly team members agree that they have performed their at home health check and do not have a temperature of 100.4 degrees or more. Salaried team members must sign in.
- Health Screening for Guests: All guests will have their temperatures taken upon arrival. Any guest with a temperature of 100.4 or will be denied access.
- We also have several forehead scanner thermometers onsite in the event a guest or team member feels ill and would like to be checked.
- If you are sick, or showing any symptoms, stay home!
- Social distancing will be required wherever possible; we will use markings for floors to indicate appropriate distances.
- All team members must refrain from having any physical contact with one another, including but not limited to handshakes, hugs, high fives, etc. Guests are encouraged to do the same, unless they are members of the same household.
- Limited occupancy in enclosed spaces during applicable phases and in conjunction with state and local guidelines.
- Most interior doors throughout facility will be propped open to limit use of door handles.
- Management & Security will follow the action plan outlined and provided, regarding ill or potentially ill team members or guests onsite.
- Protective barriers will be placed at most point of sales between guests and team members. Barriers will be cleaned frequently throughout the day.
- iPlay America encourages the use of credit cards in attempt to limit cash transactions and handling. Team members using cash payments will sanitize their hands between transactions and disinfect the credit pin pads after each use. Team members that are assigned as cashiers only for their entire shifts will use gloves, and change gloves frequently.
- All safe food handling practices to be strictly enforced as they normally would.
- All que lines are adjusted to enforce proper distancing measures.

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CLEANING & SANITATION

Correct and frequent cleaning/sanitizing of equipment and surfaces is important in preventing the spread of illness amongst both team members and guests. While iPlay America maintains focus on cleaning and sanitation on a daily basis, additional existing information and new preventative measures include:

- Our HVAC system is contracted with a licensed HVAC technician and is serviced quarterly. We use Purolator Hi-E 40 Mechanical Merv filters that are the highest quality filters made for our system.
- All team members trained on proper use of cleaning & sanitizing products.
- Clean and sanitize objects and surfaces, especially those frequently touched with bare hands.
- Ensure proper cleaning of “high touch surfaces” such as, but not limited to, tables, handrails, door handles, and telephones that can easily spread germs between team members and guests.
- Multiple disinfecting stations available throughout the facility; all team members are aware of these locations to best direct guests.
- All party rooms are equipped with hand sanitizing stations. Team members are expected to encourage guests to use upon entry and prior to exit.
- All team members are to follow the daily “disinfection plan” provided for their specific areas. Please see your direct supervisor for the plan for your direct work area.
- All Rides, Attractions, and Arcade games will be sanitized constantly throughout the day.
- Daily use of the electrostatic sprayer post-close.
- Sanitation of all restrooms to occur every two hours daily, and 2 times per week deep clean of all restrooms. Cleaning checklist will be to be placed in conspicuous locations and physically signed off on each time the restroom is cleaned for all to see the frequency and ensure completion.
- Restrooms are equipped with automatic soap dispensers.
- Family restrooms will be remain closed until further notice.
- Restricted use of employee break room (no more than 4 team members at a time).
- Ride Operators will follow specific cleaning/sanitation guidelines for each ride and attraction in park, which includes sanitizing all rides and handrails in between each use of the ride/attraction.
- Food & Beverage team members will follow specific cleaning/sanitation guidelines at each food & beverage location throughout the facility.
- Cleaning/sanitation standards for all back of house and food prep areas will be conducted constantly.
- iPlay America will have a designated “Wellness Concierge”, where guests can go to get specific information, ask questions about our health and safety standards, or report a concern.
- For information on our cleaning & sanitation products and equipment, see page 11.

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SIGNAGE

In effort to keep our guests and team members abreast on all health, safety, and sanitation measures, iPlay America will be adding an abundance of signage throughout our entire venue. This signage will include, but may not be limited to:

- Signage indicating the requirement of masks/face coverings.
- Signage indicating those who are ill should not enter the establishment.
- Signage indicating proper social distancing measures.
- Signage reminding everyone the importance of frequent and proper hygiene standards.
- Signage indicating proper use, removal, and disposal of masks and gloves.
- Signage indicating closure of any rides, attractions, or indication of limited/reduced availability.
- Signage indicating the location of the “wellness concierge” available for questions or to report a concern.

PROPOSED PHASES OF OPENING

PHASE ONE:

In Phase One, iPlay America will open for outdoor dining only beginning on June 15, 2020.

- All of the above requirements, cleaning & sanitation procedures will apply in their entirety to phase one of re-opening.
- Game Time Bar & Grill will operate under all state & local guidelines specific to outdoor dining.
- Face masks/gloves will be provided to team members.
- Guests will be permitted indoors to use the restrooms only, utilizing dedicated entrances and exists. Guests entering the facility are required to wear a face covering during the duration of their time indoors, unless the guest has a medical reason or is a child under two years of age.

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- Limit seating to a maximum of eight (8) guests per table, with 6+ feet of distance between tables.
- Guests will be required to provide a telephone number and email address upon their arrival (one per group) for contact tracing purposes.
- Ample space is available for waiting for a table at safe distances.
- Inclement Weather Policy: in the event of inclement weather, Game Time Bar & Grill's outdoor dining may not be open or available, and instead will be available for take-out. In the event of inclement weather while guests are mid-meal, or expecting their meal, we will ask that guests return to their vehicles and we will package up their food and beverages for take-away.

Outdoor Dining Specifics:

- Dining layout in place for necessary distancing measures.
- All tables, chairs, benches, etc. will be disinfected after each use.
- Use of disposable paper menus, or ask guests to view menu from their mobile devices when possible. New menus will be printed daily. Bar menus will be laminated and disinfected after each use.
- No pre-sets or condiments on tables.
- Bartenders and servers to sanitize hands after each order/assisting each guest.
- Ensure higher frequency for cleaning and sanitizing all back of house and food prep areas.
- Guests will be greeted by our team and seated by a team member. No guests will be allowed to seat themselves.

FOOD & BEVERAGE TEAM MEMBER PROTOCOLS & PROCEDURES:

GREETING THE TABLE/GUEST

- A team member will greet the table by standing a reasonable amount away from the table and the guests wherever possible.
- At the bar, the bar staff will be mandated to stand 1ft away from the counter and will not be permitted to lean on the bar.

DELIVERING DRINKS/MEALS

- Team members will not be permitted to reach across the table to serve food or drinks; they will be required to go around and serve from behind each guest. If the table is a booth, the team member will make their best effort to hand drinks to the guests by placing the meal/drink closest to the right guest.
- If the guest is a child, the staff will hand the meal/drink to the parent/guardian.

DRINKS CUPS/GLASS

- All drinks will be served in a fresh cup/glass

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CONDIMENTS/SAUCES

- All condiments such as ketchup, mayo, mustard, hot sauce, etc. will be served in 1oz paper cup.
- Dressings will be served in 2oz plastic cup
- Pre-packaged salt and pepper will be provided upon request; 2 packages of each per guest and any remaining packages on the table will be discarded at the time of the guests departure.
- Sugar will be provided upon request but the team member will ask which sugar, and how many packages the guest would like.

POS STATIONS (Point of Sale)

- Servers & Bartenders will be assigned to their own POS station when possible to prevent cross contamination.
- When it's not possible to assign individual POS terminals, team members must ensure they sanitize their hands before and after the use of the POS.

COMMON WORK AREAS

- All common areas will be sanitized every 20 minutes.
- All team members will have sanitation materials readily available to them.

BACK OF HOUSE SAFETY PROCEDURES

WORK STATIONS

- All stations will be equipped with cleaning and sanitation materials, and be disinfected frequently. All cleaning products will be refilled every 1-1 ½ hours.
- All stations will be entirely disinfected whenever any shift changes occur.

KITCHEN TEAM

- Will follow all requirements for team members as listed above in the requirements section
- Will be mandated to wash their hands frequently using proper health department guidelines of at least 20 seconds with soap and water.
- Will have extra gloves at station and change often.
- Will constantly check that the dishwasher machine has the appropriate disinfecting chemicals/soaps before running.

PHASE TWO

In Phase Two, in addition to Outdoor Dining, iPlay America will open the Arcade, and Top Golf Swing Suite for play only – all at 25% capacities.

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- All of the above requirements, cleaning & sanitation procedures will apply to all phases of re-opening.
- All guidelines will be followed and enforced in their entirety. (See specifics below)
- Enforce restricted occupancy in smaller areas: iLounge, Broadway Sweets, as outlined in the requirements section. Numbers will vary based on location and will be enforced by team members in each area.
- Management to oversee frequent hand sanitizing for all team members. Management to oversee and enforce sanitation policies and procedures of all open work & guest areas.

Arcade Specifics:

- A large majority of our games have been re-configured to ensure 6 feet of distance between games. Where this is not possible, some games will remain unavailable.
- Gloves will be available to guests who participate in games that include balls, such as bowling, skee ball, basketball games, etc.
- No virtual reality games will be in service until further notice.
- Dedicated team members, in addition to our dedicated onsite maintenance team, will be constantly sanitizing all game surfaces throughout the day.
- Team members will have one scanner assigned that they will only use during their shift.
- One team member will be designated to operate the point of sale.
- Two cue lines will be formed in front of the arcade counter to limit the amount of guests waiting on line for specific things (redeeming tickets, card purchases, etc.) Guests will place the card face down on the counter so the team member is able to scan their card to see how many tickets they have. If they have multiple cards, the team member is able to card combine the tickets only by using the redemption sheet & scanners.
- Guests will be assisted one at a time by number, using a number ticket system.
- Team members will then obtain a bag from behind the counter specifically for their redemption prizes, placing the items in there as they choose them. Once the transaction is complete, the team member will place the bag on the counter for the guest to obtain without having any physical contact with that guest.
- Team members will be responsible for sanitizing their hands after every guest interaction.

Top Golf Swing Suite Specifics:

- Food & Beverage services will remain unavailable.
- Bays will be operated for play only. Physical barriers have been installed in between each bay for additional safety measures.
- Clean & sanitize all surfaces prior to next reservation, including equipment.

Broadway Sweets (Retail)

- Designated markings on the ground to have each family stand apart from each other and a que line outside of the Broadway Sweets door to have a line form to keep control on capacity level inside store.
- Bulk Candy bins that require a scooper will remain empty and unavailable. Bulk candy bins that have a lever can be used, and will be sanitized after each use.

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- Protective barrier at POS

Admissions

- Designated markings on the ground to have all guests stand apart from each other.
- Cashiers to disinfect the credit card pin pads after each use.
- Cashiers to inform guests where the nearest hand sanitizing station is located for after their transaction, especially when using cash as their payment method.
- Protective barrier at POS.
- Credit card transactions are highly encouraged over use of cash payment.

Please refer to our website for the latest information on our hours of operation at www.iplayamerica.com

PROPOSED PHASE THREE – FUTURE

In phase three, all information listed in phase one & two will be applicable in its entirety. In addition to the information outlined in phases one & two, phase three will consist of operating select rides & attractions, operating indoor dining at Game Time Bar & Grill, Top Golf Swing Suite, and various concessions throughout the facility. Subject to capacity restrictions and state and local guidelines.

- All of the above requirements, cleaning & sanitation procedures will apply to all phases of re-opening.
- Adjusted layout of all tables and benches to meet distancing guidelines.
- All items outlined in phase one (outdoor dining) will also apply to indoor dining, and remain subject to indoor dining protocols as directed by state and local authorities.
- For guests using a game card to participate in a ride or attraction, they are to swipe their card themselves and the operator will monitor.
- Please note that our wait times for rides and attractions may be longer than usual to ensure all necessary protocols are met. We appreciate the patience of our guests.

Game Time Bar & Grill Specifics:

**Subject to state & local guidelines*

In addition to all items outlined for outdoor dining

- Adjusted dining floorplan for necessary distancing measures and capacity rules.
- All bar stools will be removed and separated in pairs by 6ft distance from each other.

Top Golf Swing Suite Specifics:

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** Subject to state & local guidelines*

- All policies and procedures for servers, bartenders, & back of house team members as defined in the Game Time Bar & Grill section shall apply in their entirety to food and drink service in Top Golf Swing Suite.

Rides & Attraction Specifics:

Laser Tag

- Laser tag sessions will be limited to 12 people per battle.
- Every other time slot will be available for game play.
 - Alternate time slots will be utilized for sanitizing vests & lasers, among other components of game play.
- Computer stations for player registration will remain closed.
- Designated markings on the ground to have all guests stand apart from each other.
- Protective barrier at POS.
- Any additional guidelines or procedures set forth by the manufacturer will be implemented as necessary.

Freedom Rider, Kite Flyer, Skyscraper, Reverse Time, Crazy Cabs & Dizzy Dragons:

- Designated markings on the ground to have all guests stand apart from each other.
- Guests in the same party are permitted to sit next to each other. Guests not in the same party will be separated with necessary distancing measures. Children requiring an adult rider, must have a member of their party to ride with them.
- For Dizzy Dragons, guests within the same household can ride inside of the same dragon.
- After each ride cycle, the team member will sanitize each car and all handles/touch points.
- Some rides will be operating on alternate schedules in 30 minute increments.

Speedway:

- Extended que line & designated markings on the ground to stand apart.
- Single rider line eliminated. Single Riders will still be permitted, but only one line will be in use.
- After each ride cycle, the team member will sanitize each car, steering wheel, and any handles/touch points.

THE FOLLOWING RIDES & ATTRACTIONS WILL REMAIN CLOSED UNTIL FURTHER NOTICE:

Ropes Course, 4D Theater

Midway Games:

- **Stinky Feet, Wac-a-Mole, Balloon Darts, Hot Shot**
 - Families or members of the same household playing group games or skill games need only follow Social/Physical Distancing requirements from other guests. Upon completion of the game, all positions, game props, and counters will be cleaned and sanitized.
 - For skill games, such as Balloon Darts and Hot Shots, there will be a maximum of 2 players simultaneously and they must reside in the same household.

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Additional Food Outlets:

Sonny's

- Create markings on the ground to have all guests stand apart from each other
- 1 point of sale cashier & 1 cook
 - Self-serve condiment station will remain closed. Condiments will be kept behind counter and given out upon request in the same manner outlined in the Game Time Bar & Grill section.
 - Souvenir cup refill program: refills will be provided in a paper cup and guests can either put the beverage into their souvenir cup on their own, or drink from paper cup if they choose.
 - Napkins will be provided by team members.
 - Protective barrier at POS.

Rob's Pizza

- 1 team member scheduled for food handling only, Rob's Pizza purchases to be paid for at Sonny's point of sale with only one que line for both outlets.
- Dedicate markings on the ground to have all guests stand apart from each other.
- Team member to add any requested toppings to pizza (parmesan cheese, garlic, etc.) If guest requests to do this on their own, team member shall provide a small cup of the requested topping.
- Protective barrier at POS

Grind

- Self-serve coffee bar will remain unavailable. Team member will add any requested sugar, milk, and hand out any other prepackaged items requested if available.
- Create markings on the ground to have all guests stand apart from each other
- Protective barrier at POS

FUTURE PLANS

While iPlay America's banquet business for social and corporate clients may not open as part of the early phases of opening, we are actively monitoring and preparing all guidelines for when this aspect of our business will be allowed to operate.

EVENT SPACES – SOCIAL & CORPORATE EVENTS

**Recommendation of the NJRHA subject to future guidelines*

- All requirements and cleaning and sanitation protocols as outlined in this document will apply in their entirety to social & corporate events

GUEST SAFETY GUIDELINES:

- Prior to an event, a complete guest list and seating assignment will be requested from clients.

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- Tables will be spread out for appropriate physical distancing where possible.
- Hand sanitizer dispensers will be placed at all entrances and contact areas such as reception areas, bars, restrooms, and meeting spaces, whenever possible.
- Door handles and surfaces will be constantly sanitized and sterilized. Interior doors will be propped open where possible to limit the use of handles.
- During cocktail hour, hot stations will be manned by employees to serve food to guests, cold stations will offer a basket with disposable serving pieces allowing guests to choose a new fork, spoon, etc., and all passed items will be able to be picked up via skewer or individual plate.
- During dinner/main event, sanitizer will be available.
- Bathrooms will be cleaned in accordance to the cleaning and sanitation protocols outlined for the entire facility. Cleaning logs will be visible to guests.
- Additional cleaning staff may be scheduled for the lobby and bathrooms.

GUIDELINES FOR VENUE TOURS

- All sales processes to start in a controlled environment.
- All appointments are to be scheduled with new clients on an hourly basis.
- No more than 6 people to attend an appointment.
- Clients will be met in an open space instead of a confined office space.
- All participants in sales meetings to practice appropriate physical distancing or proper use of masks.

iPlay America's Cleaning Products & Equipment

Our in house products & equipment include, but are not limited to:



Victory Electrostatic Backpack Sprayer & Purtabs Disinfecting Solution

The Victory Electrostatic Backpack Sprayer is the ultimate tool for complete and total sanitation. The sprayer provides an electrical charge to the solution, which effectively encapsulates 360 degrees of any conductive surface. This technology combined with Purtabs versatile and powerful disinfecting solution gives complete coverage of all high touch points.



Fresh Air Ionizers

The Ecoquest Fresh Air Purifier is a medical grade air and surface purifier. It uses a powerful germicidal UV light that will disinfect the air and surfaces where all Lazer Tag vests are kept. The sanitation mode is effective at destroying airborne germs and viruses with coverage up to 3000sq. ft.



UV Disinfecting Travel Wand

Lightweight and convenient hand-held design can sterilize the required area at any time. The special lampshade design allows the lamp tube to be partially exposed, which has greater sterilizing power and is also convenient for wiping the lamp tube. Maintain cleanliness in the room, closet, and household items. Avoid being covered by harmful microorganisms.



Germicidal Cleaner

A milder version of the 1 oz. Germicidal Cleaner. Its neutral pH which can be used in all institutions. EPA approved for use against COVID-19.



Crew CARE Sanitizer

FDA registered and made in FDA registered and compliant facilities. Safe for repetitive use on hands and surfaces as a spray-able solution.

WipesPlus



WipesPlus disinfecting surface wipes can be found throughout the facility for both team members & guests alike. They are highly absorbent and are used for hands & surfaces to be cleaned regularly of germs & bacteria.

Purell Hand Sanitizing Stations



Purell is available throughout the facility for hand sanitizing, which decreases any germs or bacteria from spreading from hands to another surface. This solution can be found in our automatic dispensing locations throughout the facility, and is available to both team members & guests alike.



Germ-X

Germ-X is another hand sanitizer located throughout the facility for sanitizing, which decreases any germs or bacteria from spreading from hands to another surface. This solution can also be found in our automatic dispensing locations throughout the facility, and is available to both team members & guests alike.

Please note that iPlay America cannot guarantee that you will not be exposed to COVID-19 during your visit. The CDC advises that older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19. Guests should evaluate their own risk in determining whether or not to attend. People who show no symptoms can spread COVID-19 if they are infected, any interaction with the general public poses an elevated risk of being exposed to COVID-19. By visiting our facility, you acknowledge and agree that you assume these inherent risks associated with attendance.

This guidance was created from a series of resources including The Center for Disease Control (CDC), World Health Organization (WHO), New Jersey Amusement Association (NJAA), International Association of Amusement Parks & Attractions (IAAPA), and the New Jersey Restaurant & Hospitality Association (NJRHA). All information outlined in this guide, including the requirements, policies, and procedures, are subject to change at the sole discretion of iPlay America Management in accordance with state and local guidelines.

