

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 guidelines and procedures of iPlay America during the COVID-19 pandemic. 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

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

REQUIREMENTS

- Face masks/coverings are required for all team members at all times. Face masks/coverings are also required for all guests over the age of two.
- Gloves are available upon request to both team members and guests if desired.
- iPlay America requires all team members to comply with frequent hand washing/sanitizing procedures. 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.
- If you are sick, or showing any symptoms, stay home!
- Social distancing is required wherever possible; we will use markings for floors to indicate appropriate distances in certain locations.
- Limited occupancy in enclosed spaces during applicable phases and in conjunction with state and local guidelines. Overall capacities as directed by the state will apply.
- Management 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.
- 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 regularly.
- All safe food handling practices to be strictly enforced as they normally would.
- All que lines are adjusted to enforce proper distancing measures where possible.

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:

- iPlay America is certified in Infectious Disease Prevention and has received a Healthy Business Certification by NJBIA. This means that the iPlay America Facility has a disease prevention plan in place that meets the guidelines set forth by the World Health Organization, the Center for Disease Control, and the Occupational Safety & Health Administration.

- 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.
- All Rides, Attractions, and Arcade games will be sanitized constantly throughout the day.
- Daily use of the electrostatic sprayer for deep sanitation process.
- 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.
- 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, as they normally would.
- For information on our cleaning & sanitation products and equipment, see page 6.



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. **We urge all guests to take time to read all posted signage.**

Game Time Bar & Grill Indoor/Outdoor Dining Protocols:

- Seating will be limited to a maximum of eight (8) guests per table.
- Dining layout in place for necessary distancing measures.
- All tables, chairs, benches, etc. will be disinfected after each use.
- Menus will be sanitized in between each use, or guests can view menu from their mobile device.
- No pre-sets or condiments on tables.
- Masks are required at all times for all guests over the age of two, except when seated at your table.
- Guests may only consume food or beverage while physically seated. (Indoor only)

Arcade Protocols:

- Gloves will be available to guests who participate in games that include balls, such as bowling, skee ball, basketball games, etc.
- Games will be disinfected and sanitized throughout the day.
- Guests will be assisted one at a time by number, using a number ticket system.
- Team members will be responsible for sanitizing their hands after guest interaction.

Top Golf Swing Suite Protocols:

- Food & Beverage services are available while in your bay or seated at a table.
- Guests must wear their face masks while playing unless they are physically seated to consume food or beverages.
- Physical barriers have been installed in between each bay for additional safety measures.
- All surfaces will be cleaned and sanitized prior to next reservation, including equipment.

Broadway Sweets Protocols:

- Individual scoopers will be given to each guest wishing to purchase bulk candy. Each scooper will be cleaned and sanitized after each use.
- Protective barrier at POS
- Store will be staffed on a limited basis, or available upon request until further notice, with one family/group permitted at a time.

Admissions Protocols:

- Designated markings on the ground to have all guests stand apart from each other.
- Cashiers to disinfect the credit card pin pads, pens, among other surfaces frequently.
- Protective barrier at POS.
- Credit card transactions are highly encouraged over use of cash payment.

Rides & Attraction Protocols:

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 and their ability to self-distance from other guests.

Laser Tag

- Laser tag sessions will be limited to 16 people per battle, until further notice.
- 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.

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.
- After each ride cycle, the team member will sanitize each car and all handles/touch points.
- Some rides may 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.

4D Theater:

- All seats and touch points will be sanitized in between each use
- 4D will operate on a limited basis only.

OUR HIGH ROPES COURSE ATTRACTION WILL REMAIN CLOSED UNTIL FURTHER NOTICE

Midway Game Protocols:

- **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. Frequent cleaning and sanitation of the game, all positions, game props will occur.

Concession Stand Protocols: (when available)

- Self-serve condiment stations will remain closed. Condiments will be kept behind counter and given out upon request.
- 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.

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

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.

