

Covid-19 Operation Suggestions

During conversations with a multitude of operators, many suggestions and ideas have come forth. You will find below many of these. Some are great and have an enormous amount of merit. Some are, well let's just say not what we at Zone would do. We will still forward those. Remember, even bad ideas can spawn a good one!

Disclaimer-Please note these and any other suggestions given by Zone are in no means to be taken as recommendations to replace any requirements, suggestions or regulations from any municipality whether it be city, state or federal. We at Zone are simply passing along a list of suggestions and ideas given from other operators and should not be misconstrued as Zone requirements or. Please accept this as what it is. A conversation of ideas. Not recommendations or regulations.

- 1) Operate every other arcade game, place appropriate signage to let you customers know the ones out are not broken, they are just assisting with social distancing in your facility, and the ones out will be rotated every couple of hours.
- 2) The big box stores and groceries did it, so we don't have to reinvent this. Floor markings to give customers the proper spacing while in line at your POS.
- 3) Mark your arena floor in several places showing the 6 foot recommended spacing. The arena needs to be kept appropriately spaced as well. The change in lighting can play games with the perception of distance, so some markers with indicators in the actual arena will assist in reminding your customers.
- 4) Lower the number in each game to no more than half of your capacity. This allows half of your capacity to play and the other half of you packs to be getting sanitized between each game.
- 5) Use your briefing room as a second vesting room (if you have one). You can vest and brief in one and sanitize in the other.
- 6) Be sure customers SEE you sanitizing and if you have any directions printed out for your staff to adhere to, post it in a very visible spot for everyone to see.
- 7) Be sure that all sanitizing should be allowed to air dry. Lysol Wipes and some other sanitizing cleaners can take up to 12 minutes to thoroughly dry. Isopropyl can dry in 90 seconds.
- 8) As many hand sanitizing stations as needed to keep staff and customers hands clean.
- 9) Masks may or may not be required in your area. Regardless of they are, your staff should wear them. Due to this, do everything possible to be sure you have a name tag or some indicator of the staff's name.
- 10) When you make your schedule, when you think you have enough, add one mor staff person until you are confident you will be able to handle customers and the constant need to clean and disinfect.
- 11) If at all possible answer the phones with a human voice, not let it go to your service. Answering the phone is a subconscious notification that you are there and you are confident it is safe there. Answering services give a different impression.
- 12) Just because you can doesn't mean you should. Only opening limited attractions is not necessarily bad. Customers can and will see an effort being made by the center to keep them safe. If you have hesitancy opening the attraction, don't until you are sure.

- 13) Remember we are in a different situation. Things once considered the norm, such as blowing out the candles on a cake are no longer acceptable. Consider eliminating birthday cakes and only have cupcakes. Look around what else you offer that could be construed as a group offering and change that to more of a personal offering.
- 14) Gloves available for your staff. This can and will be difficult. Consider something other than latex. Many people are allergic to latex.
- 15) Mark off areas in the arena on the floor at recommended safe distances for social distancing. A player cannot leave that area unless they tag a player in another area, then they can take that spot. One area is considered the "Top Dog" location. You achieve that location by tagging other players in their area to reach that spot.