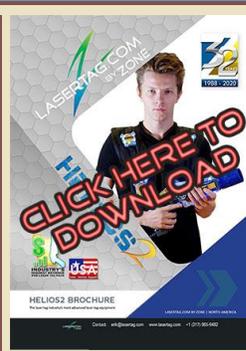




### In This Issue:

#### Time to Upgrade?



#### **Time to Upgrade?**

If your equipment is in need of upgrading to our Helios2 or Helios PRO systems, [contact us](#) to find out what deals and benefits can be available to you to trading in your old system.

Click the image above to download our most recent buyer's guide to see the incredible features of the Helios system.

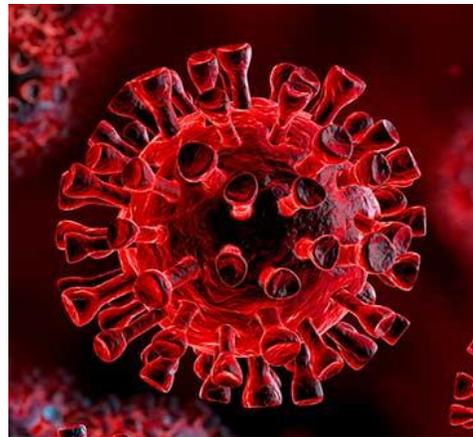
### To our dear and valued customers,

I am writing to you today to address the current health situation facing the world - the COVID-19 virus, colloquially known as "Coronavirus".

As you all would be aware, [COVID-19](#) is rapidly spreading globally, which is leading to massive impacts on trade, investments, and business in general, across all types of industry.

I would like to reaffirm our commitment to minimizing the effect these trying times will have on your operations, and your livelihoods.

To assist in the near future, we have put together an information sheet to help you prepare (how to sanitize your equipment and best practices for cleaning), - please see attached - and some cautionary posters that you may find useful to post around your center. The editable files are included so feel free to adapt or add your logo. You can find these here:



[https://www.dropbox.com/sh/s4c9d7121py8nax/AABJ3AU00OcD9kYMuRm\\_pzwua?dl=0](https://www.dropbox.com/sh/s4c9d7121py8nax/AABJ3AU00OcD9kYMuRm_pzwua?dl=0)

Some operators have also found success in being proactive and letting their customers know (particularly via social media) that if they wish to reschedule or postpone a booking, they are more than welcome to. This can help minimise panic-cancellations and preserve income. Issuing notice that your business is implementing and undertaking preventative measures is also a good idea to encourage public trust & confidence in your business

### **Regarding the immediate future of Zone...**

While we will do all we can to minimize any disruption to our services, we are unable to predict with any certainty whether we will be forced to temporarily close (either by government edict, or by sickness). With this in mind, we are encouraging you to place any spare parts orders you may have pending, and ensure you have a reasonable stock of spare parts to see you through.



We are committed to supporting & assisting you in every way we can, so even if Zone's office closes, we will still be providing phone and email support throughout this situation.

If you find yourself needing to close, either from personal decision or under direction of the authorities, please let us know as soon as possible.

For now, things continue to be business as usual - and we are ready to assist in any way we can. Although there will be difficult times ahead, I am confident in your resilience.

If anyone requires any further information relating to sanitizing, safety procedures, or if you have any questions about the content above, please don't hesitate to contact us.

I'd like to urge you all to stay the course, and let us know if we can be of any help in these difficult times - we stand ready to assist in any way we can. The Zone family intends to weather this storm together.

Warmest Regards,



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