



## Rochester Play Grand Re-Opening Plans

We welcome back all guests, new and returning, to our much anticipated Grand Re-opening, and we would like to share the details with you regarding our modified operating format and plans. Based on feedback and staying in line with the battle with COVID-19, we are pleased to announce Rochester Play! is reopening in our new format starting Monday, September 21.

We want to ensure you that the health and safety of our guests and staff continues to be our highest priority and has driven the changes in the format for our re-opening. As in the past, we are continuing to take the lead to provide the very best set of play, party, and cafe services and pleased to share our new approach and services below:

### NEW SERVICE FORMAT

- **Private Only Format** - our indoor recreation center will only be open at this time for private, reservation only, visits - we will NOT offer any open public accommodations or visitors during private group visits
- **Private Parties** - all parties will now be conducted similar to our past private party format and still require an advanced reservation but now offered any day and time
- **Private Events and Play Groups** - all other visits for yourself or group will also require a reservation and be provided in a similar private format and also offered any day and time
- **Closed To Clean and Sanitize Between Private Visits** - we will close the center to clean and sanitize between each private visit reservation
- **Reduced Maximum Capacity** - each private group visiting will be limited in size to 25% of our center's maximum capacity
- **New Menu Offerings** - we are still offering our same healthier and great menu options, but have added and changed a few items featuring a new pancake kids meal, new bread and cheesy bread sticks, sandwiches, salads, pizzas, snacks, and drinks
- **New Boxblaster Virtual Reality** - keep your distance and still have fun with others! Play our new Boxblaster VR system during your visit. Recommended for ages 4 - 94 years old
- **Updated Cafe Table Layout** - new table layout and positioning will be observed to provide social distancing between tables
- **No Self Serve Food Coolers or Water Fountains** - these snack and drink items are still available but now will be served from behind our service counter

### ENHANCED CLEANING

- **Added Cleaning and Sanitizing During and In Between Visits** - staff team members will perform additional cleaning and sanitizing of high-touch surface areas during your visit and will clean and sanitize the center between all private visits
- **Added Hand Sanitizing Stations** - additional hand sanitizing stations have been added throughout the center
- **New Sanitizing Sprayers** - we have obtained and now using new commercial sprayers to sanitize our center between visits



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### ADDITIONAL PRECAUTIONS

- **Face Masks** - all team members and guests 4 years old and older must wear a mask upon entry and during their visit unless they are sitting at a table
- **Touchless Temperature Checks Upon Entry** - all team members and guests will be required to perform a touchless temperature check upon entry. Anyone with a fever of 100.4°F or greater will not be allowed to enter
- **Hand Sanitizing Upon Entry** - all team members and guests will be required to sanitize their hands upon entry
- **COVID-19 Questionnaire** - all team members and guests will be required to complete our COVID-19 questionnaire upon entry
- **Entry Waiver** - all guests will still be required to complete and sign our entry waiver upon entry
- **New Air Purifiers** - we have installed and added air purification equipment throughout our HVAC system
- **New Protective Barriers** - we have installed and added protective barrier equipment within our counter service area
- **New Signage** - please notice and observe new signage facilitating service counters and increased spacing throughout various areas of the center
- **Social Distancing** - all team members and guests are requested to observe markings, signage, and 6' social distancing

We look forward to welcoming you back to our center. Additionally, with everyone's health and safety in mind, we will be limiting visits to our center as noted above at this time and asking each guest to observe the following prior and during visits to our center:

- Please stay home if you're feeling ill. We will require anyone with any illness or symptoms, at our discretion, to not enter or leave if observed
- Bring and wear a mask. Consistent with government code, mask use is now required throughout the center. Masks are available for purchase at the front counter
- Help and respect all others. We expect our team members and guests to help and assist all guests, especially kids, interact positively, be respectful to all others, and practice social distancing during their visit. We will require anyone causing a disruption or refusing compliance, at our discretion, to not enter or leave if observed

We look forward to seeing you soon! For more information regarding our operating format and safety protocols give us a call at 248-650-PLAY (7529).