



**LOVELAND LASER TAG
FUN CENTER**

**COVID-19
Reopening Guidelines**

**Version 2.1
May 29th, 2020**

Summary of Considerations for Reopening

In creating our plan to reopen Loveland Laser Tag, we used the variance guidelines from Larimer County and the State of Colorado as well as resources from the International Association of Amusement Parks and Attractions. This plan will be amended as necessary to remain in compliance with the latest requirements.

The following key areas will be described in detail in this document:

- We will allow healthy individuals to enjoy LLT and all of our attractions.
- LLT will operate at a reduced capacity of 125 guests, which is well under the limits of 50% of the posted occupancy of 420 and mandated maximum of 175 people.
- Employees and guests will be required to wear face masks while on site at LLT, with limited exceptions for guests as permitted by the Larimer County Health Department guidelines.
- We have installed touch-less hand sanitizer and wipe dispenser stations throughout the building to encourage frequent use.
- The facility layout has been modified to enable individual guests or families who have been isolating together to stay 6 feet apart.
- The frequency of cleaning in high traffic areas has been increased and high-touch surfaces and equipment will be cleaned after each use.
- Touch-less forms of payment and online purchases have been implemented to increase safety when purchasing and receiving passes.
- There will be signs clearly posted when entering LLT and throughout the facility to give guests guidance on how to effectively reduce the spread of germs while playing.
- Employees are being trained on procedures to be followed and will be screened for symptoms and temperature upon arrival to work.
- Symptomatic employees will be sent home and required to isolate for 10 days, and encouraged to get tested for COVID-19. All positive cases will be reported to the Larimer County Health Department.



General Guidelines

General Health & Safety

- Frequent hand washing is essential and the responsibility of guests and employees to engage in. We have posted signs both conveying the importance of hand-washing and the proper ways to wash your hands clearly for all to see.
- We have provided a large increase in hand-sanitizing stations, both for customer use and in employee areas. Sanitizer stations have been installed in the lobby, cafe, by each attraction, in every party room, and in employee break areas.
- All high-touch areas will be cleaned frequently and overall cleaning schedules for the facility have been increased. Equipment including harnesses and laser tag vests will be sanitized after every use. Employees will be scheduled to focus on cleaning and sanitization.
- All guests and employees will wear face masks while at LLT when interacting with others.
- Touch-less payment options are now available for guests to utilize when purchasing items in-store and we have online options to purchase passes before your arrival to allow for less contact when checking in. We have also added two self-service kiosks at the redemption counter which will be sanitized after each use.
- We have reduced our maximum occupancy for each attraction and for our building overall to allow for proper social distancing while enjoying our activities. Our calculated reduced guest capacity will initially be 125, compared to our normal occupant load of 420 for our 17,000 square foot facility. Additional details about our revised capacity calculations can be found further in this document.
- We have placed plexiglass in areas of high contact between guests and staff to reduce any possible contamination.
- We have installed self-service lockers in our front entry area for guest convenience instead of our previous practice of storing guest belongings in cubbies behind the front desk. These lockers will be sanitized after every use.
- These guidelines are being written and shared with everyone, guests and staff alike, to be as transparent and safe as possible during these times. Along with this online guide, we will have physical notices placed to reinforce these guidelines throughout our facility. Templates are provided by the Larimer County Health Department.
- In order to reinforce the previously mentioned distancing guidelines, we have placed floor markings in all areas of LLT where a line may be formed to ensure that all guests are aware of the distancing guidelines that they are expected to follow.



Guest Responsibility

We want each guest to be safe during their entire experience at LLT and beyond. During your visit to LLT, we rely on you to protect yourself by adhering to the following guidelines:

- If you or a member of your family is not feeling well, PLEASE DO NOT VISIT. We will do everything in our power to reschedule an event or passes that you have purchased.
- Wash your hands often and avoid touching your face.
- Cover your mouth and nose when sneezing or coughing, then find the nearest sanitizer station or sink to clean your hands at.
- As a guest at LLT you have the responsibility to wear a face mask for the protection of yourself and others while visiting. There are exceptions (eating, drinking, when it inhibits the ability to safely participate in a physical activity such as laser tag, etc.) but we ask guests to be vigilant and wear their masks any time they can. We reserve the right to ask you to place your mask back on if our staff and management feel it is necessary for your safety or the safety of others, and reserve the right to refuse to serve anybody not willing to do so without the right to receive a refund.
- We ask that you sanitize your hands before engaging in an attraction and avoid touching objects in a high-traffic or high-contact area as much as possible. We also ask that you wash your hands thoroughly and properly as often as possible. We will have signs posted in the restrooms to inform guests how to properly wash their hands.
- We ask that guests be patient with us as we have enhanced our already stringent cleaning protocols. This may lead to delays at times when a guest is looking to do an attraction, but rest assured that these cleaning measures are done in the interest of keeping everyone as safe as possible and will be carried out as efficiently and thoroughly as possible. We will mark which attractions are closed for cleaning with signs in front of the attraction to be as transparent as possible.
- Everyone at LLT is expected to follow social distancing guidelines, meaning that we ask guests to stay 6 feet apart from each other whenever possible. We will have spaces marked anywhere where a line can be formed. Families may stand closer to each other when lining up for attractions, congregating around arcade games, etc. but we ask that family units as a whole distance themselves from others in the interest of everyone's safety.
- If you or any member of your group start to feel ill at any point during your visit or are observed to be afflicted with any illness-related symptoms, LLT has a specific area that is separate from the rest of the building for your convenience. If you are



presumed to pose a possible hazard to other guests or employees, you may be asked to leave, but will be sincerely welcomed back once any possible illness is no longer present. We understand that this sort of action being taken can seem drastic at times but we hope guests understand that we want to create the safest possible environment for fun in our community and hold the safety of guests as our highest regard.

Employee Policies

- Employees must observe all safe contact practices and assume responsibility for their own safety and well-being. Adhering to social distancing procedures, following proper cleaning techniques, and maintaining frequent cleaning are the best ways to keep yourself safe as an LLT employee.
- Training sessions will be held for all LLT employees prior to re-opening in order to teach proper health and safety practices, as well as training each employee how to handle possible unsafe or hazardous situations.
- Employees will be trained on each of the following subjects related to Covid-19:
 - Most recent health and safety information available and how to keep up-to-date.
 - When to stay away from the workplace.
 - What actions to take if they become unwell.
 - Which symptoms to be concerned about.
 - LLT's COVID-19-related guidelines and all health department rules.
- Employees will be properly informed about how frequently and in what circumstances they should wash their hands or use hand sanitizer in order to reduce the spread of COVID-19 or other diseases.
- LLT will reinforce its sick leave policy to ensure that employees that feel unwell are highly encouraged to stay home and to ensure all symptoms of are resolved before they may return to work. Part of this policy change is also meant to ensure that employees properly isolate themselves outside of work as well. Although we want to respect employees' freedom outside of work, they do have a duty to keep themselves safe in our current environment. Management reserves the right to ask any employee to stay home and not work if they have been engaging in large social gatherings or activities not in compliance with local guidelines, have been in contact with someone who has tested positive for COVID-19, or any other circumstance that may present itself as a risk to other LLT employees or guests.
- Employees will be provided with a face mask to wear at work. They will be responsible for keeping their mask clean and in good repair and must request a replacement if needed.



- Employees will be required to have their temperature taken before their shifts. If the staff member is observed to have a fever greater than 100.4 degrees Fahrenheit or has any symptoms, they will be sent home. All Larimer County guidelines will be followed regarding their ability to return to work. Per the Families First Coronavirus Response Act, they will receive paid leave if they test positive for COVID-19.
- Employee breaks will be staggered in order to minimize time that they may come into contact with others at work.
- LLT will provide UV-C sanitizing wands to sanitize shared-use items such as keyboards and other office equipment.
- Any changes to our current knowledge of COVID-19 (how it spreads or what measures must be taken to mitigate these risk factors) will be shared with all employees to be as safe and transparent as possible.
- Management is available for employees to share their insights, concerns, or suggestions for improvements to be made to our safety system.

Specific Guidelines

Admission, Entry & Purchases

To facilitate our COVID-19 policies, LLT will require advanced reservations for all guests until further notice. This will allow us to strictly enforce capacity limits and better communicate with our guests in case of unexpected changes to our operations. This will result in changes to our admission policies until we receive guidance from Larimer County allowing us to safely reduce restrictions.

- As mentioned previously, we have initially reduced our maximum capacity from 420 to 125. To assist with social distancing, the number of guests admitted per hour will be staggered.
- Entry passes must be purchased in advance from our online store or by calling our facility. Guests will be able to choose their check-in time and date at the time of reservation.
- To allow as many people as possible to enjoy our facility, we reserve the right to impose a 3 hour limit per visit during peak times. As long as we are under capacity and space is available, guests are welcome to stay longer.
- Because we are operating under strict capacity limits, we ask that all guests make a minimum \$10 purchase and that groups limit their count to one non-participating guest for each play pass purchased. (e.g. one spectating parent per child)



- The number of birthday party slots has been reduced by 50%. Parties must adhere to group size limits, which is currently a maximum of 10 people in general and a maximum of 8 people per cafe table. The party rooms are closed at this time.
- Kiosks are available in the facility for purchasing additional activities, reloading arcade cards, and redeeming points for prizes. These kiosks accept cash. In the event you need to make a purchase from one of our point of sale stations, we are not accepting cash at this time and have upgraded our credit card terminals to support touch-less payments.
- An LLT staff member will remain at the front desk during operating hours to ensure the maximum number of guests is not exceeded.

Attractions

- **Laser Tag.** We have reduced our laser tag player capacity from 40 to 20 per game. This allows for each laser tag vest to be disinfected after each game and increases the arena space to 285 square feet per player. We are temporarily eliminated the use of our briefing room to prevent players from standing in a crowded space. Instead, we are adopting a new queueing and vesting procedure similar to theme park lines with floor stickers spaced 6 feet apart. Employees will provide players with sanitized vests before the game. Briefing videos are available online.
- **Laser Maze & RAID.** The 2-player modes have been temporarily disabled to adhere to social distancing guidelines. The touch pads in the laser maze have been modified to activate when players place their hands within 10”, eliminating the need to touch them. These attractions will be closed once an hour to allow employees to disinfect high-touch surfaces.
- **X-Rider.** The X-Rider’s capacity will be remain at 8 guests, but we have changed the way guests may access it. The ride will not be shared with any guests not in your family unit; instead, all X-Rider movies will be private to your group. 3D glasses will be disinfected with a UV-C sanitizing wand and alcohol wipes in between use and we have doubled the number of glasses available to provide adequate time to disinfect each set.
- **Climbing Wall.** The climbing wall will operate at its normal capacity of 4 active climbers with 1 player in line for each difficulty level. The current wall layout allows for proper social distancing. Climbing wall handholds will be wiped down and a UV-C sanitizing wand will be used to disinfect harnesses between each use.
- **Ropes Course.** The ropes course capacity will be reduced from 15 to 7 to limit usage to one guest per platform. An exception will be made for a family unit socially distancing together as a group. A UV-C sanitizing wand will be used to disinfect harnesses and slings between each use. The queuing and harnessing area has been increased to give guests more space.



- **Bumper Cars.** At its closest point, the distance between each bumper car rider is 6 feet, so the capacity for this attraction can remain at 8 people. The queue has been spaced out with floor stickers every 6 feet. Bumper cars, including handles and seats, will be sanitized between each use.
- **Arcade.** The availability of the arcade is subject to health department approval. The number of available games has been reduced to enforce a 6 foot distance between each arcade game, similar to the requirements for gym equipment. We have increased the number of hand sanitizing stations in the arcade and have also provided wipe dispensers to encourage guests to wipe down games before and after use. We have increased our already stringent cleaning schedule for all arcade games, especially their high-touch areas such as buttons, ski balls, racing seats/steering wheels, and crane machine controls to keep guests as safe as possible. A staff member will be in the arcade area at all times to enforce social distancing.

Cafe

- Tables have been moved further apart to adhere to the 6 foot social distancing guidelines.
- All self-serve condiment dispensers and utensils have been removed from public access. Condiments and utensils will be provided to guests upon request.
- An online cafe menu is available to reduce the need for physical menus.
- A plexiglass barrier has been installed at the cafe register.
- As usual, gloves will be worn by all cafe employees. We have reinforced Larimer County health department guidelines such as proper hand-washing before putting on gloves and frequent glove changing.
- The normal procedure for washing and disinfecting dishes, silverware, and glassware will be followed, which includes the following steps: wash, disinfect, and rinse. We have also installed a high temperature dishwasher.
- All surfaces in the cafe and surrounding tables will be sanitized frequently and a cleaning schedule has been posted in the cafe for employees to follow.

