

Bowling & Entertainment Centers

Proposed Phase Plan

Phase 1 – Bowling & Entertainment

EMPLOYERS & EMPLOYEES

1. Continue to encourage remote work whenever possible and feasible with facility operations, i.e. marketing, league and party planning, office work, etc.
2. Arrange special accommodations including scheduling needs for staff who are considered at-risk, or who have household family members who are considered at-risk.
3. Follow Universal Guidelines for all New Hampshire employers and employees.
4. Follow CDC guidance for businesses and workplaces.
5. Follow CDC guidelines for reopening guidance for cleaning and disinfecting businesses.
6. Conduct employee health screening as outlined in the Universal Guidelines for all New Hampshire employers and employees. Temperature checks required for staff at the start of each shift. Potentially sick employees are to be sent home immediately.
7. Build social distancing into operations to maintain a safe distance of at least 6 feet between employees and customers.
8. Employees shall wear cloth face coverings over their nose and mouth when at work and around others in settings where social distancing may be difficult.
 - a. Customers should also be asked to wear cloth face coverings when inside the facility where social distancing is difficult (e.g. waiting in line for check-in or check-out).
 - b. Cloth face coverings worn by employees should be kept clean in accordance with CDC guidance.
9. Train all employees on the importance of frequent hand washing and the use of hand sanitizers with at least 60% alcohol content.
10. Enforce strict social distancing protocols - Review time clock placement, separate shift duties, and consider staggered work shifts when possible.
11. Assign transaction terminals to single employees when possible. Avoid sharing of terminals among employees when possible.

Phase 1, cont'd

GENERAL GUIDELINES

1. Display clear signage in the facility reminding guests to stay safe and sanitized. Keep social distancing top of mind. Bowling Proprietors Association of America and Bowling University provide [free resources and signage assets](#).
2. Signage must be prominently posted throughout the venue to ask customers if they are experiencing COVID-19 symptoms, including:
 - a. Fever
 - b. Respiratory symptoms such as sore throat, cough, or shortness of breath
 - c. Flu-like symptoms such as muscle aches, chills, and severe fatigue, or
 - d. Changes in a person's sense of taste or smell
 - e. If you answered yes to any of these questions, please do not put our employees and other guests at risk and come back another day when you feel better.
3. Maximum 50% occupancy permitted according to State and local occupancy permit.
4. Groups of no more than 10 each allowed entry into the facility.
5. Clearly mark distances of 6 feet between patrons checking in and out.
6. Provide sanitizing stations throughout the facility including alcohol-based sanitizer dispensers with at least 60% alcohol content or sanitizing wipes. At a minimum, sanitizer must be provided at all facility entrances, exits, cashier stations, restrooms, and between attraction areas such as bowling, arcade, restaurant, etc.
7. Disinfect all front-of-house surfaces including door handles, screens, phones, pens, keyboards and other areas of hand contact every two hours, at a minimum.
8. Disinfect potential touch surfaces in restrooms every 30 minutes at a minimum.
9. Customers should be asked to bring and wear a cloth face covering when entering and exiting a facility to protect other patrons and employees during the seating and exiting process, when getting up to use the restroom, or when social distancing may be difficult. Cloth face coverings are not required while a customer is on the lane or in their own group in more confined areas.

Phase 1, cont'd

BOWLING

1. No more than 10 people per group and no more than 5 people per lane.
2. No congregating – guests are encouraged to maintain as much social distance as possible while playing and spectating.
3. Must maintain a minimum of one unoccupied lane between groups.
4. League play permitted only if it complies with the above guidelines. Two teams may occupy adjacent lanes only, with at least one lane unoccupied between league matches.
5. All touch points sanitized between groups – all bowling balls and holes (if applicable), reset buttons, seating, tables, scoring consoles/tables, according to CDC and BPAA recommended standards.
6. Rental shoes sanitized with appropriate disinfectant between each use, inside AND out.
7. No bowling towels to be stored in any common area or on tables, ball racks, scoring consoles/tables, etc. Any towels are to be used by single person only.
8. [Additional free resources are available.](#)

ARCADES, LASER TAG, ETC.

1. Maximum of one entrant for every two arcade/amusement games. 50% laser tag capacity.
2. All touch points sanitized every 30 minutes at a minimum; when possible depending on arcade size, dedicate a staff member to continuously sanitize gaming touch surfaces.
3. Redemption prize centers CLOSED during phase one for safety. Encourage guests to return during phase two for redemption.
4. [Additional free resources are available.](#)

Phase 1, cont'd

RESTAURANTS/SNACK BARS (Adapted from NH Stay At Home 2.0 Food Service Guidelines)

1. Follow all ServSafe guidelines.
2. Tables limited to 6 guests per table.
3. Table spacing must be maintained so people sitting at adjacent tables are more than 6 feet apart, and to allow employees/servers to stand back 6 feet from a group's table (e.g. when taking an order) and still maintain a minimum of 6 feet from other adjacent tables.
4. Waiting areas should build in social distancing so customers and employees are spaced at least 6 feet apart (either through spacing of seating while waiting, or demarcations on the floor).
5. To the extent possible, use menus that are disposable or sanitized between each use. A disposable ordering system is also advisable when possible to limit guest interaction with wait staff.
6. Use of 'self-serve' utensils, plates or napkins, are not allowed. Consider using rolled silverware and eliminating table presets.
7. Sanitize all tabletop items, including condiments, after each table turns (or use disposables).
8. Disinfect chairs, especially where contact occurs, after each table use.
9. No self-serve buffets or appetizers, condiments on a counter for use by multiple tables, or beverage station re-use.
10. No catering or large-group functions shall be allowed.
11. [Additional resources are available.](#)

Phase 2 – Bowling & Entertainment

EMPLOYERS & EMPLOYEES

Continue all aspects of Phase 1.

GENERAL GUIDELINES

Continue all aspects of Phase 1, with the following adaptations:

1. Maximum 75% occupancy permitted according to State and local occupancy permit.
2. Groups of no more than 20 each allowed entry into the facility.

BOWLING

Continue all aspects of Phase 1, with the following adaptations:

1. No more than 20 people per group and no more than 5 people per lane.
2. Congregating continues to be discouraged. Groups larger than 10 people must remain in their vehicles and may not be permitted entrance into the facility until notified that space is available.

ARCADES, LASER TAG, ETC.

Continue all aspects of Phase 1, with the following adaptations:

1. Redemption prize centers may reopen, but must serve only as many guests as the 6 foot social distancing rule allows at any one time.
2. No self-service of redemption prizes allowed.
3. Returned prizes must not be put back in stock. They must either be discarded or in the case of defective merchandise, returned to the vendor.

RESTAURANTS/SNACK BARS

Continue all aspects of Phase 1, with the following adaptations:

1. Tables limited to 12 guests per table
2. Congregating continues to be discouraged. Groups larger than 10 people must remain in their vehicles and may not be permitted entrance into the facility until notified that space is available.

Phase 3 – Bowling & Entertainment

1. All bowling and entertainment center operations may resume while continuing to practice increased sanitation policies and procedures.
2. All aspects of facilities may resume regular occupancy without limitation.
3. Larger gatherings, events, and peak business may resume with policies and procedures to help maintain reasonable physical distancing as necessary.

Thank You!

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