

Bowling & Entertainment Centers

Phase 2 (no Phase 1)

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) Build social distancing into operations to maintain a safe distance of at least 6 feet between employees and customers.
- 7) 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. If not coming within 6' social distance, no mask is required for employees.
- 8) 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. If shared, disinfect between each employee use.
- 12) At Point-of-Sale locations, sneeze/cough barrier is required.

CONSUMER PROTECTIONS:

- 1) Maximum occupancy permitted according to State and local occupancy permit and ability to maintain social distancing throughout the facility.
- 2) Groups size limited by maximum attendance Executive orders.
- 3) 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.
- 4) Customers should be asked to bring and wear a cloth face covering when entering and exiting a facility as well as 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 at the lane area or in their own group in more confined areas.
- 5) Display clear signage in the facility reminding guests to stay safe and sanitized. Keep social distancing top of mind.
- 6) 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.
- 7) 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.
- 8) 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.

BUSINESS PROCESS ADAPTATIONS:

Bowling

1. No congregating – guests are encouraged to maintain as much social distance as possible while playing and spectating.
2. Must maintain a minimum of one unoccupied lane between groups.
3. 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.
4. 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.
5. Rental shoes sanitized with appropriate disinfectant between each use, inside AND out.
6. 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.

Arcades, Laser Tag, Prize Redemption, 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 may open but must serve only as many guests as the 6' social distancing rule allows at any one time.
4. No self-service of redemption prizes allowed.
5. Returned prizes which are perishable must not be put back in stock. Non-perishable prizes must be sanitized before returning to stock, or in the case of defective merchandise, returned to the vendor.

Restaurants/Snack Bars

1. Food Services will follow Food Service guidelines.