

your safety  
in mind.



COVID-19 | RESPONSE & HEALTH STANDARDS



## COVID-19 BUSINESS PRACTICES & HEALTH STANDARDS

As part of Uptown Alley's commitment to the health and well-being of our staff, guests, and the larger community, we continuously work to provide the safest, cleanest, and friendliest venues possible. Across the company Uptown has always implemented high standards regarding the cleanliness of our venues, and our attention to these practices has only increased due to recent events.

We are actively monitoring the guidance of the World Health Organization (WHO), the U.S. Centers for Disease Control and Prevention (CDC), and local government agencies, on the steps we can take to help prevent the spread of the virus. We remain committed to providing our communities, families, guest, and staff with the safest experience possible. There is nothing more important to us than making sure we manage this situation as effectively as possible.

### **PROMOTION OF PHYSICAL DISTANCING**

- Discouragement of groups gathering inside and at entrances.
- Management of lines inside and outside by keeping customers 6 feet apart. If space is limited, allow only a limited number of customers inside at a time.
- All venue layouts are updated to promote social distancing and help guests and staff keep 6 feet of separation including visible floor markings in all waiting and bar areas, bowling counters, and arcade to help guests physically distance while waiting or in line.
- All seating including chairs, booths, tables, and couches will be spaced at a 6ft distance
- No large parties will be seated together at any time, unless they are part of the same family or group. This policy includes but is not limited to bowling lanes, Red Embers Restaurant, & all lounge and seating areas.
- Bowling lanes will only be sat every other lane to enforce a 6 foot barrier between all groups and guests

### **ENHANCED HYGIENE & PREVENTATIVE MEASURES**

Our staff will take important preventive measures to protect themselves and reduce the spread of COVID-19. In addition, our staff knows to follow preventive

actions while at work and home, such as practicing healthy personal hygiene and avoiding close contact (physical distancing).

- Promotion and re-training of healthy hygiene standards and prevention including
  - o Providing resources and a work environment that promotes personal hygiene including tissues, no-touch trash cans, hand soap, alcohol-based hand rubs containing at least 60 percent alcohol, disinfectants, and disposable towels for workers to clean their work surfaces.
  - o Requiring regular hand washing or using of alcohol-based hand rubs.
  - o Posting handwashing signs in restrooms.
  - o Providing Personal Protective Equipment (PPE) for all staff including masks and gloves.
- Encouraging staff to stay home if they are feeling unwell, exhibiting symptoms, have been in contact with an infected person, have a fever, cough, or shortness of breath.
- Staff that have been out sick should not return until all the following are true:
  - o It has been at least seven days since their symptoms started.
  - o They never had a fever or have not had a fever for the prior three days without the use of fever-reducing drugs such as Tylenol or ibuprofen.
  - o Their overall illness has improved.
- Managers will conduct daily hygiene and health checks of employees before allowing them to begin their shift. For example:
  - o Temperature checks.
  - o Checking work uniforms are clean and staff is practicing preventative hygiene measures.
  - o Each staff member has the correct PPE and is wearing it effectively.
    - Change of gloves after each transaction or before handling food is mandatory.
    - Masks must be worn at all times during a shift and should be changed out as needed.
- It is mandatory that all staff members replace their gloves after any use of their personal cell phone, after taking a fresh air break, or leaving the venue at any time.

## **CLEANING AND DISINFECTION PRACTICES**

While Uptown always strives for exceptionally high standards for cleanliness and safety, we have enhanced our already strict cleaning procedures to include the following:

- Every 30 minutes, every team member wipes down point of sale stations, door handles (inside and out), and washes their hands before returning to work.
- Team members are regularly cleaning bowling lanes & areas, disinfecting all bowling balls (inside and out), touchscreens, booths, and tables.
- Before seating any new guests, team members are wiping down tables, booths/chairs, and caddies (including bar menus, ketchup, mustard, salt & pepper shakers).
- Menus are disinfected after every use.
- Team members in games are consistently making rounds on the arcade floor, regularly wiping down and disinfecting games.
- All laser tags guns, VR headsets, & vest are disinfected after each use.
- The bars and any bar stools are disinfected after every guest leaves the area.
- Team members are washing or sanitizing their hands and screens after every interaction with guests.
- Server Stations are completely wiped down and sanitized after every shift or more frequently when possible.
- All team members are washing and sanitize their hands as often as possible.
- All high guest traffic areas are routinely cleaned as frequently as possible.
- Nightly after close, a cleaning crew, certified in proper practices and sterilization, execute a full cleaning of the venue, including gaming floors, bathrooms, high contact surfaces and eating areas.

### **STAFF, GUEST, & COMMUNITY SAFETY MEASURES**

Uptown has always put the care and well-being of our staff, guests, and larger communities ahead of profit. We remain focused on how we can play our best roll during a time of uncertainty and change, while continuing to offer a positive, fun, and safe environment for our family of staff and guests.

- Staff leave and sickness policies have been relaxed to accommodate staff following guidance to stay home until well
- Uptown recognizes that during times of crisis it is natural to feel overwhelmed, sad, anxious, and experience symptoms of distress. All members of our staff are provided with information and access to tools to help manage their health and emotional welfare and are supported to do what is best for themselves and their families.
- All managers are serve safe certified on updated COVID procedures and practices
- Signage will be available throughout the venue to ensure preventative measures are taken by staff and guests. Including:
  - o Health notices on all doors

- “In order to protect our staff & guests Uptown does not allow any persons that are feeling unwell, exhibiting shortness of breath, have a fever or dry cough, to enter the venue or remain on premise. We encourage you to remain home until your symptoms subside and you are feeling better. Thank you for your support in keeping our venue and community healthy.”
  - Updated health standards and guest safety procedures will be available to view inside the venue at all entrances
- Curbside and delivery will remain available to better serve the community by offering safe and convenient access to hot meals.

## **VENUE FLOOR PLANS & ACTIONS**

All venues have updated their layouts and operational procedures to better keep our staff and guests safe. Changes include:

- Visible floor markings in all waiting and bar areas, bowling counters, and arcade to help guests physically distance while waiting or in line.
- Physical barrier walls between booths
- Encouragement of call ahead seating, allowing for less guests in the waiting areas
- Limiting max occupancy in venues
- Updated walking patterns in high traffic areas including restrooms
- Labeled exit and entrance doors
- Limited contact between guests and staff including:
  - Sneeze guard barriers at all bowling counters & host stands
  - Self-order menu tablets & wireless payments
- No outside food, beverages, or containers are permitted at any time
- Easy access to hand sanitizer stations through the venues for guests and staff with a minimum of one sanitizer station available every 1000 sq ft.
- Automatic door openers will be installed at all entrances and exits as well as bathrooms.
- All seating is to be cleaned and disinfected after every guest (including tabletops, chairs, booth seating, bowling areas, etc.)
- Personal protective equipment including gloves and masks will be provided to all staff at no cost.
- All bowling lanes will only be sold by the hour to ensure they are cleaned and sanitized after every use.
- Protective footwear will be provided to all guests with each shoe rental. All shoes will be taken to guests on the lanes, and guests will be asked to leave them there after use, at which time a trained staff member will properly handle the shoes and disinfect them.

- At least one gaming host will be scheduled per shift with the sole responsibility of disinfection and whipping down all games after use.
- All ball games, Virtual Reality, and laser tag will remain closed until phase 3 at which time they will be re-opened with the understanding that all VR & Laser tag equipment (guns, facemasks, earpieces, vests, and phasers) will be sanitized by trained staff after every use.
- Redemption areas and prizes will be monitored and sanitized as often as possible. Guests allowed into this area at one time will be limited and guests will be distanced while waiting in line. A gaming attendant designated to this area will walk guests through one at a time, utilizing 6 feet of separation, to retrieve and limit contact with any prizes.
- Bowling Balls, ramps, shoes, and lanes will be disinfected after every use.
- All handrails, door handles, touch screens, and other high touch areas will be disinfected regularly.
- Mandatory restroom checks and completion of sanitary checklist will be completed every 30 minutes.
- All venue phones will be sanitized after every use. No cellphones are permitted for use by staff while on the floor, handling food, or serving guests.
- All hand washing sinks, (private & public) will be stocked with soap and papers towels, and access to hot water at all times.
- All bar stools will be removed from entertainment floors until a time at which health organizations and governments lift social distancing procedures.

## **FOOD & BEVERAGE STANDARDS**

### Service & Front Of House Standards

- Disposable/ One-time-use drinkware, utensils, plating, etc will be enforced at all times
- Single-use condiments, napkins, utensils, and wrapped straws will be available to guests. All bottled condiments including ketchup, sauces, mustard, salt, and pepper will be wiped down after each use.
- Drink garnishes are only available at the bar, will remain covered at all times, and will only be handled with tongs.
- Ice buckets, ice, and ice scoops will be covered at all times. Ice scoops will only be held in specific containers and will be cleaned after each use.
- All tap handles will be disinfected after every use.

- Sanitizer buckets/ stations will be set up throughout the venue and refreshed every hour.
- All serving trays will be disinfected after each use and returned to dedicated tray stations.
- No table settings will be pre-placed on tables at any time.
- Menus are disinfected after every use.
- To minimize staff and guest contact, as well food contact, dedicated food runners will be assigned at all shifts.
- All point of sale stations will be disinfected after every transaction.
- One team member will be scheduled at all times to ensure all health standards are being enforced on the lanes.
- Single-use towels will be provided for cleaning tabletops, and high touch surfaces after all transactions and guest departures. All fabric towels may only be used once.

#### Kitchen & Back Of House Standards

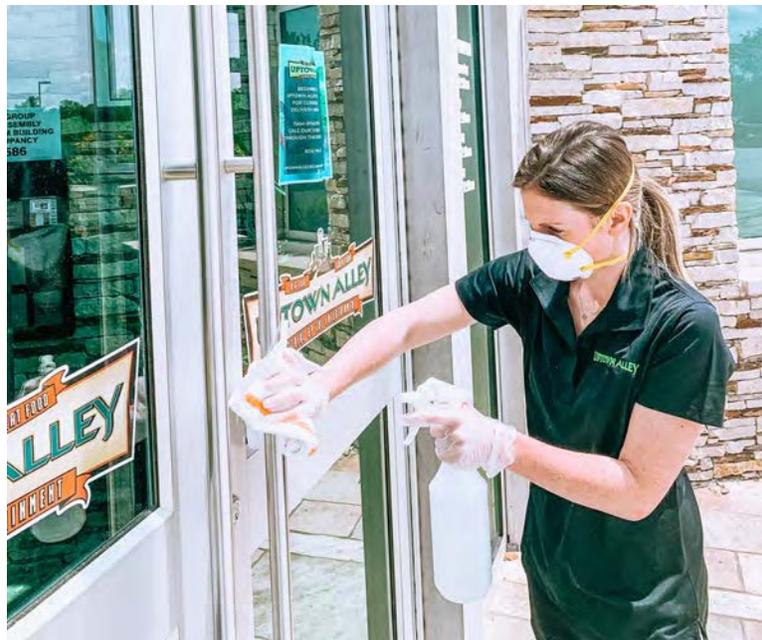
- Enforcement of heightened cleaning and sanitizing procedures including
  - All sanitizer stations must be refreshed and changed out hourly
  - All aprons must be changed every two hours
  - Sanitizing of all cooking stations and equipment as frequently as possible
  - Masks and gloves must be worn at all times while in the kitchen or handling food
  - Floors are cleaned and dried every two hours
  - All trashcans are to be removed and emptied every hour. Staff is required to wash hands, change apron, and replace their mask and gloves before returning to work.
  - It is mandatory that the dishwasher be drained and sanitized every two hours.
- All kitchen staff has knowledge of updated sanitation programs, as well as adheres to and maintains the Everclean sanitation program
- Increase checks and logs of all food temperatures
- Consistent and re-training of staff on food safety procedures as well as updated preventative procedures

#### Events

Uptown is proud to be your celebration destination, and while we have always set the standards for events, we are now determined to also set the standard for event safety. In order to better serve families and businesses looking to celebrate all the positives in life, we have updated a number of event procedures including:

- Lowering minimum guest counts, to help promote smaller gatherings.
- Updated our buffet setups to include sneeze guards and better ensure proper food handling and low contact policies are enforced.

- For families & businesses that choose to remain at home or in the office, Uptown now offers low-contact, affordable, catering options for pick up or delivery.
- Providing larger spaces for group sizes and implementing new event layouts that provide additional space between groups and barriers (drawn curtains, walls, dividers) when available.



striking up the entertainment  
with your safety in mind.

[UPTOWNALLEY.COM](http://UPTOWNALLEY.COM)