COVID-19 RELAUNCH
PHASED OPERATING PROCEDURES
OPERATING STANDARDS FOR ALL PHASES

WASH YOU HANDS
ALL TEAM MEMBERS MUST PROPERLY & FREQUENTLY WASH THEIR HANDS AT A MINIMUM OF ONCE EVERY HOUR.

SANITIZE HIGH-CONTACT SURFACES
HIGH-CONTACT SURFACES (DOOR HANDLES, COUNTER TOPS, FAUCETS, KIOSKS, RAILINGS, ETC.) SHOULD BE WIPE DOWN WITH MEDICAL GRADE SANITIZING AGENTS AT A MINIMUM OF ONCE EVERY 30 MIN.

MAINTAIN SOCIAL DISTANCING
ALL TEAM MEMBERS MUST PRACTICE SOCIAL DISTANCING AS RECOMMENDED BY THE CDC AND HEALTH AUTHORITIES.

STAY HOME IF YOU ARE SICK
ANY TEAM MEMBERS WHO ARE SICK OR SHOWING SYMPTOMS OF ILLNESS MUST REMAIN HOME & WILL NOT BE ALLOWED BACK TO WORK UNTIL CLEARED BY A MEDICAL PROFESSIONAL. PAID SICK LEAVE OFFERED TO TEAM MEMBERS UNABLE TO WORK DUE TO DOCUMENTED COVID-19 RISK.

WEAR REQUIRED PROTECTIVE EQUIPMENT
ALL TEAM MEMBERS MUST WEAR THE REQUIRED PPE AND ADHERE TO CDC RECOMMENDED STANDARDS OF USE AT ALL TIMES. PPE WILL BE TO TEAM MEMBERS PROVIDED BY ROCKY TOP 10 AT NO COST TO
PHASE 01 | STRICT SOCIAL DISTANCING

INTAKE & SCREENINGS

TEMPERATURE READINGS
- Readings taken of both guests & staff upon entry to the venue
  * Readings of 100.4° or higher not permitted
  * Staff must maintain non-fever temp for period of 3 days prior to returning to work

VERBAL SYMPTOMS DISCLOSURE
"Within the past 14 days have you experienced any symptoms of illness such as fever, chills, shortness of breath, or sore throat?"
- Record upon entry of staff

PERSONAL PROTECTIVE EQUIPMENT
- Facial coverings: required for staff/encouraged for guests
PHASE 01 | STRICT SOCIAL DISTANCING

BOX OFFICE & TICKETING
- Online ticketing fees reduced. Mobile purchases encouraged.
- Service spaced at every other P.O.S. terminal.
- Card payment encouraged.
- 6ft spacing marked via adhesive floor vinyl.

CONCESSION STAND
- Service spaced at every other P.O.S. terminal.
- Card payment encouraged.
- 6ft spacing marked via adhesive floor vinyl.
- Provide new container for refills.
- Plexiglass sneeze guards installed at P.O.S. terminals.

ARCADE
- Closed.
OCCUPANCY & SPACING

MAXIMUM CAPACITIES LIMITED TO 25% OF RATED CAPACITY

BLOCK OFF ALTERNATING ROWS TO CREATE FORWARD & REAR SPACING OF MIN 6FT

ENCOURAGED 2-SEAT GAP BETWEEN GROUPS TO CREATE LEFT & RIGHT SPACING OF MIN 6FT

MAXIMUM 6 GUESTS PER SINGLE GROUP

PHASE 01 | STRICT SOCIAL DISTANCING

PHASE 1 SEATING EXAMPLE
PHASE 02 | MODERATE SOCIAL DISTANCING
PHASE 02 | MODERATE SOCIAL DISTANCING

**INTAKE & SCREENINGS**

**TEMPERATURE READINGS**
- Readings taken of both guests & staff upon entry to the venue
  * Readings of 100.4° or higher not permitted
  * Staff must maintain non-fever temp for period of 3 days prior to returning to work

**VERBAL SYMPTOMS DISCLOSURE**
"Within the past 14 days have you experienced any symptoms of illness such as fever, chills, shortness of breath, or sore throat?"
- Record upon entry of staff

**PERSONAL PROTECTIVE EQUIPMENT**
- Facial coverings: required for staff/ encouraged for guests
PHASE 02 | MODERATE SOCIAL DISTANCING

STAGING & FOOD-SERVICE

BOX OFFICE & TICKETING
- Online ticketing fees reduced. Mobile purchases encouraged.
- Service spaced at every other P.O.S. terminal
- Card payment encouraged
- 6ft spacing marked via adhesive floor vinyl

CONCESSION STAND
- Service spaced at every other P.O.S. terminal
- Card payment encouraged
- 6ft spacing marked via adhesive floor vinyl
- Provide new container for refills
- Plexiglass sneeze guards installed at P.O.S. terminals

ARCADE
- Open under strict cleaning rotation
  - Player interfaces sanitized regularly
**Occupyancy & Spacing**

- Maximum capacities limited to 50% of rated capacity.
- Staggered seating to crate forward & rear spacing of min 6ft.
- Encouraged 1-seat gap between groups.
- Maximum 10 guests per single group.

**Phase 02 | Moderate Social Distancing**

**Phase 2 Seating Example**

- Empty seat: 
- Occupied seat: 

![Phase 2 Seating Example](image-url)
INTAKE & SCREENINGS

VERBAL SYMPTOMS DISCLOSURE

“WITHIN THE PAST 14 DAYS HAVE YOU EXPERIENCED ANY SYMPTOMS OF ILLNESS SUCH AS FEVER, CHILLS, SHORTNESS OF BREATH, OR SORE THROAT?”

-RECORD UPON ENTRY OF STAFF

PERSONAL PROTECTIVE EQUIPMENT

- FACIAL COVERINGS: NOT REQUIRED
PHASE 03 | LIMITED SOCIAL DISTANCING

STAGING & FOOD-SERVICE

BOX OFFICE & TICKETING
- 6FT SPACING MARKED VIA ADHESIVE FLOOR VINYL

CONCESSION STAND
- CARD PAYMENT ENCOURAGED
- 6FT SPACING MARKED VIA ADHESIVE FLOOR VINYL
- PLEXIGLASS SNEEZE GUARDS INSTALLED AT P.O.S. TERMINALS

ARCADE
- OPEN UNDER STRICT CLEANING ROTATION
- PLAYER INTERFACES SANITIZED REGULARLY
## OCCUPANCY & SPACING

- **RETURN TO STANDARD CAPACITIES**
- **ENCOURAGED 1-SEAT GAP BETWEEN GROUPS**

### PHASE 3 SEATING EXAMPLE

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<tr>
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<tbody>
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1-SEAT GAPS

- **□**: EMPTY SEAT
- **■**: OCCUPIED SEAT