



## Information for Kingpin Cambridge

### Coronavirus (COVID-19) Updated August 12, 2020

We are very excited about re-opening Kingpin Cambridge, our facility offers many activities that can easily be done while maintaining physical distancing to ensure guest and staff safety. We have been working diligently on new operating procedures to ensure proper physical distancing and sanitation to help protect the health of our Staff Members and our Guests the protocols below are aimed to outline our operational changes for a safe re-opening on Friday, August 14, 2020. Please carefully consider your personal health factors when making a decision to visit us.

### What to Expect Onsite

In addition to regular health and safety procedures, the following additional measures have been implemented:

Several signs have been placed throughout the facility explaining policies and friendly reminders to maintain physical distancing. Guests and Staff Members must practice proper social distancing by standing at least 6 feet away from other groups that are not with them.

- At all entrances – Health screening signage is posted, asking guests to refrain from entering if answering yes to any of the following:
  - Do You have a fever, cough or difficulty breathing?
  - Have you travelled in the last 14 days?
  - Have you had close contact with someone who has travelled in the last 14 days?
  - Have you had close contact with someone who has tested positive or presumed positive for Covid-19?
- A plexi glass barrier has been installed between staff members and guests at point of admission
- Floor Markings have been placed in the lobby as well as outside to ensure that guests who are waiting are 6' apart to ensure physical distancing
- Enter Only and Exit Only signs have been placed appropriately to ensure that guests do not enter and exit through the same doors where possible.
- Directional Arrows have been placed throughout the facility to maintain in and out traffic flow and reduce the amount of cross over, always follow these to keep up physical distancing practices while on the property

- Hand sanitizer stations have been placed throughout the building including at the bowling lanes, GameworX Arcade, Laser tag, Dinin Room and at entrances and exits for both guest and staff use.
- Guests are required to comply with [The Region of Waterloo's Face Covering By-law](#) in enclosed public spaces. A face covering is required when in the building with the exception when eating or drinking.
- Check in with the staff member at the Reception Desk
  - All team members will be wearing masks at all times and disposable gloves as required.
  - All team members are health screened prior to starting their shift which includes a temperature check.
  - Plexi glass barriers have been installed between the staff members and guest at point of admission
  - Hand sanitizer has been placed at points of entry and exit and throughout the facility for guest use.
  - All touch points at point of admission will be sanitized by the staff member after each transaction.
  - We prefer Credit and Debit as method of payment, and we offer contactless payment as an option, tap is enabled on all pin pads up to \$250.00.
  - A staff member will be counting guests in and out of the building to maintain the required capacity of 50 guests.

**Bowling Protocols will look different:**

- Disinfecting wipes are at each lane for the guest to use should they wish to wipe their bowling ball and finger-holes. A garbage receptacle is placed at the lane for disposal of the wipe.
- Rental shoes will be sanitized before and after each use. A bin is provided for guests to leave their shoes at their lane when they are finished. Shoes will be cleaned and sanitized after the guest has left. A staff member will bring the shoes back to the front desk.
- Reservations must be booked in advance by [booking online](#)
  - A log will be maintained with contact information for 1 person in the group (typically the person making the reservation)
  - Lane Reservations will be taken for groups of 6 people or less.
  - Please arrive NO MORE than 10 minutes before your reservation.
- Bowling lanes will operate at 50% capacity with every other lane being closed to maintain physical distancing. Maximum group size per lane is 6 people.
- A staff member will explain the procedures and ensure that the group has the balls that they need
- All bowling balls have been removed from their normal house ball racks. Each pair of lanes will be stocked with a variety of balls on the ball return at the lanes. If a different weight/finger hole-size is needed please ask a staff member for assistance. Guests are not permitted to take balls from other lanes.
- only single serve condiments will be used
- Nothing will be preset on the tables

- Walk up bar service is available, however you must return to your lane immediately after purchase – no congregating at the bar.
- Beverage Service – no coasters, no glass garnish, refills will be in a new glass and individually wrapped straws will be served with drinks

**GameworX Arcade Protocols will look different:**

- In order to maintain the capacity of 50 persons in the arcade, guests will not be permitted to loiter after play is completed. Please feel free to top up your playcard and continue playing.
- When purchasing a game card, the card must be registered, the staff member will collect the name of the guest and email information and enter it into the system.
- At the prize redemption counter, the staff will place the prizes that the guest chooses in a basket and hand it to the guest. Nothing can be placed on the counter.
- Prizes cannot be returned once a guest has accepted them.
- **BioProtect RTU™** has been applied to all games to protect all touch points & surfaces. BioProtect RTU™ is a water-based, antimicrobial technology that provides persistent and continuous protection of treated surfaces for up to 90 days (manufacturer's claim) this will be applied monthly.
  - Stickers have been placed on each machine to show that they have been protected.
- Increased cleaning and sanitizing of all games will be done on an ongoing basis throughout the day.
- Stickers have been placed on certain games to indicate physical distancing protocols.
- Disposable gloves are available to guests should they wish to wear them.

**Laser Tag Protocols will look different:**

- Reservations must be booked in advance by [booking online](#)
  - A log will be maintained with contact information for 1 person in the group (typically the person making the reservation)
  - Laser tag reservations will be taken for groups of 10 players or less
  - Please arrive NO MORE than 10 minutes before your reservation.
- Arena capacity has been lowered to 11 persons at one time, 10 players and 1 referee
- While in the briefing room only 5 players will be allowed at one time and 1 referee. You must remain with your reservation. Floor Markings are present to indicate where to stand to maintain physical distance of 6' or 2M.
- Please maintain a distance of 6' or 2M at all times when in the arena and ensure that your face covering is worn at all times.
- Laser vests and phasers will be sanitized after every use.

The frequency of cleaning and sanitizing has been increased in all public spaces including washrooms with an emphasis on high touch contact surfaces. All staff members have received training on new COVID-19 safety and sanitation processes.

***The safety and security of our staff and guests is a priority at Bingemans. As such Bingemans has increased safety, cleaning/sanitizing and taken other measures to aid in preventing the spread of Covid-19 and other communicable viruses and diseases. Despite our increased efforts, due to the infectious nature of these viruses and diseases and the many patrons and guests visiting our facilities and venues or using our services, Bingemans cannot and does not guarantee that our facilities are virus free or that patrons and guests will not be exposed to viruses and other communicable diseases from staff or any other patrons or guests. Accordingly, Bingemans assumes no liability in respect of the spread of any virus or infectious disease and all patrons and guests attending at any Bingeman facility or venue do so at their own risk.***

\*This document will be updated as new information is available