



## **Our commitment to your health and wellbeing.**

Currently, the world is navigating an issue of enormous scale and one that affects us all. Our hearts and thoughts go out to all of those impacted by COVID-19, often referred to as the Coronavirus. As the spread of the Coronavirus continues and the facts change daily, we want to inform you of the things that VRKADE is doing so that our locations remain clean, hygienic and healthy environments for the well-being of our customers.

In light of this, we have taken extended measures and steps in addition to our current industry-leading cleaning standards. They include but are not limited to:

1. Increased frequency of sanitizing of commonly shared surfaces.
2. Frequent handwashing by our team members is enforced as well as extra hand sanitizer is provided to ensure sanitizing is enforced at any time.
3. Staff is required to wear masks at all times.
4. Extra hand sanitizer is made available to our customers as well
5. Our Headsets and controllers are being sanitized between each use as standard practice and we will continue to do so diligently
6. We are using UVC disinfecting equipment for additional sanitization.
6. Any team member feeling ill or showing symptoms are instructed to stay home, visit their doctor, and get well.
7. Any customer displaying symptoms is asked to reschedule their appointment for the health and safety of all others and our canceling and rescheduling policies are above industry standards.
8. Social distancing markers have been put in place for customers to adhere to and extra traffic/waiting in-store is discouraged.
9. Facemasks are provided to customers.
10. Facemasks are required upon arrival to enter the facility, but once a customer is in their own curtained off station they can be taken off during the game time as it is considered physical activity and our curtained-off stations lend themselves perfectly for a safe and socially distant environment.

Again, the health and safety of our valued customers and team members remain our top priority and we will continue to closely monitor the situation and respond appropriately. We will continue to keep you, our customers as informed as possible. We look forward to seeing you Soon.

Thank you.  
Your VRKADE Team