

Revised Guidelines 11/20



We wanted to take a moment to say THANK YOU to all of our customers for your support the last few months! We appreciate you coming back to us and trusting us to provide a safe place for your children.

As we enter Flu season, we have decided to change a few things highlighted in red for easy awareness.

We ask for your cooperation as we roll out temporary changes to our policies and adjust as them needed. It is a new world for all of us!

Health and Safety

Keeping our facility clean and our guests and employees safe has always been a priority to us and we are stepping it up a notch now! We are following all local and national guidelines provided by the CDC and using even more cleaning and disinfecting products which are EPA approved!

WHEN YOU ARRIVE:

MASKS: Face coverings are required by all adults **and children over the age of two entering the building** and all employees at all times. Should you not have one, they will be available for purchase.

HAND SANITIZERS: We ask that you sanitize your hands and the hands of your children immediately upon entering our lobby. Sanitizers are available throughout the building! Please use them frequently.

TEMPERATURE CHECKS and a health screening will be taken at our front desk. Adults must maintain a temperature of 100.4 or lower and children 100.0. It is a collective effort to keep our community healthy. We ask you to act responsibly. If you or your children present any symptoms that may put others at risk, please stay home. Once Upon a Treetop reserves the right to ask customers to come back another time if we feel that overall safety is compromised.

STAFF: All employees are required to wear masks at all times and will be temperature checked and given a health assessment as they enter for their shifts.

SOCIAL DISTANCING: Please use the 6 feet rule whenever possible. Floor markers and plexiglass barriers are in place at the reception desk to promote distancing. In addition, visual reminders have been placed throughout the building.

TOY BOUTIQUE: Please ask for assistance and be mindful of your children. Encourage them to avoid touching merchandise.

BATHROOMS: The use of our bathrooms will be limited to one adult or one adult plus one child at a time. We ask that you be diligent in cleaning up after yourself. Bathrooms will be cleaned and sanitized at various intervals throughout the day.

GENERAL CAPACITY: We will be operating on a 25% capacity as required by the state.

OPEN PLAY: **General Open Play is suspended at this time.**

PARTICIPATION AGREEMENTS must be completed. We recommend printing it from our website and bringing it with you.

- Staff will be monitoring and limiting the children in each play village.
- Please utilize YUCK BUCKETS for any object or toy soiled or mouthed by a child.
- Socks are required for all adults and children. No exceptions will be made.
- Toys will be limited in each village of our city to allow for proper sanitizing for the time being. Please be patient as we look for new and exciting toys that we can easily sanitize.

Private Events/Classes: Additional information regarding private events and classes will be forthcoming. However, please note that we have begun scheduling them. Please call for additional information.

Events will operate every two hours. This will allow for private use of our facility and proper disinfecting protocols between each of them. Classes will also be spaced to implement proper cleaning and disinfecting procedures.

And FINALLY, we are taking lots of new and improved measures for disinfecting:

We have purchased the **TORNADO VAPOR ATOMIZED DISINFECTANT SPRAYER**. This important tool will allow us to quickly and effectively sanitize toys and surfaces throughout our building using EPA, COVID approved solutions which easily treat all high contact areas.

Our staff has been trained to use the sprayer at intervals throughout the day, and between events and classes. All high contact touch points will be treated including bathrooms, sinks, seating, handles, vending machines, toys and any other utilized spaces and surfaces.

We have installed **NEW MERV FILTERS** to improve air quality.

Additional staff members will be present to focus on disinfecting, vacuuming, and sweeping throughout the day.

Once Upon a Treetop, Inc. reserves the right to ask any guest to leave the premises if they are not adhering our safety guidelines.

We are so happy that you have chosen to come back! Let's have some FUN!